



«АККРЕДИТТЕУ ЖӘНЕ РЕЙТИНГТИҢ  
ТӘУЕЛСІЗ АГЕНТТІГІ» КЕМ

НУ «НЕЗАВИСИМОЕ АГЕНТСТВО  
АККРЕДИТАЦИИ И РЕЙТИНГА»

INDEPENDENT AGENCY FOR  
ACCREDITATION AND RATING

# REPORT

on the results of the work of the external expert commission  
for the evaluation  
for compliance with the requirements of the standards of specialized  
accreditation of educational programs of specialties:  
6B01701 - Kazakh language and literature  
6B01704 - Kazakh language and literature in schools with non-Kazakh  
language of instruction  
NPJSC Arkalyk Pedagogical Institute named after I. Altynsarin »

from "6" to "7" April 2023

**INDEPENDENT AGENCY FOR ACCREDITATION AND RATING**  
*External expert commission*

*Addressed to  
Accreditation  
Council of the IAAR*



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**Arkalyk , 2023**

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**(I) LIST OF SYMBOLS AND ABBREVIATIONS**

EP	- educational program
GED	- general education disciplines
RO	- Office registry
SC	- standard curriculum
CSIT	- Center for Scientific and Information Technologies
RW	- research work
QMS	- Quality Management System
RSE	- Republican State Enterprise
REM	- on the rights of economic management
FS	- faculty staff
EDMS	- electronic document management system
MM	- mass media
NAS RK	- National Academy of Sciences of the Republic of Kazakhstan
IDC	- Intellectual Debate Club
IS IOS	- international standard of the International Organization for Standardization
RMS	- recording the movement of students
EMCD	- educational and methodological complex of the discipline
IWST	- independent work of the student with the teacher
UNT	- unified national testing
CT	- comprehensive testing
LLP	- limited liability partnership
JSC	- Joint-Stock Company
PUC	- public utility company
HEd	- higher education
WI	- work instruction
SRW	- student research work
SSC	- student scientific circles
EEEA	- external evaluation of educational achievements
ISC	- intermediate state control
SAC	- State Attestation Commission
WC	- working curriculum
RL	- research laboratory
RI	- Research Institute
RC	- research Center
E	- emergencies
SCT	- student construction team
HL	- healthy lifestyle
EMCS	- educational and methodical complex of specialties
SMCI	- scientific and methodological council of the institute
SMBF	- scientific and methodological bureau of faculties
ISP	- individual study plan
CED	- catalog of elective disciplines
ICS	- individual code of students
ThLL	- theories of languages and literature

## **(II) INTRODUCTION**

April 6 to April 7, 2023, an external expert commission assessed the compliance of educational programs 6B01701 - Kazakh language and literature 6B01704 - Kazakh language and literature in schools with non-Kazakh language of instruction NPJSC " Arkalyk Pedagogical Institute named after. I.Altynsarina " to the standards of specialized accreditation of the IAAR (No. 10-17-MA of February 24, 2017, fifth edition).

The report of the external expert commission (EEC) contains an assessment of the compliance of the activities of the Arkalyk Pedagogical Institute named after I.Altynsarin within the framework of specialized accreditation to the IAAR criteria, recommendations of the EEC for further improvement of the parameters of a specialized profile .

### **The composition of the WEC:**

1. **Expert** - Adilbekova Lyazzat Mahaykyzy , Ph.D., Professor, Kazakh State Women's Pedagogical Institute (Almaty) ;
2. **The observer from the Agency** is Gulfiya Nazyrova , Ph.D. in Economics, IAAR/IAAR project manager , ( Astana ).

## **(III) REPRESENTATION OF EDUCATIONAL ORGANIZATION**

Non-profit joint stock company " Arkalyk Pedagogical Institute named after I. Altynsarin "(hereinafter - ArPI or Institute ) is a subject of higher and postgraduate education (hereinafter - HPE) of the Republic of Kazakhstan (hereinafter - RK). ArPI is a regional higher education institution of the Kustanai region that trains students in a wide range of specialties. Currently, the institute has about 2 thousand students.

The Institute carries out its activities in accordance with the Constitution of the Republic of Kazakhstan, the Law of the Republic of Kazakhstan "On Education", the Law of the Republic of Kazakhstan "On Science", the Law of the Republic of Kazakhstan "On the Commercialization of Scientific and Scientific and Technical Activities", legal acts regulating educational and scientific activities, Model Rules activities of educational organizations implementing programs of higher and postgraduate education (Appendix 5 to the order of the Ministry of Education and Science of the Republic of Kazakhstan No. 595 dated October 30, 2018) and the Charter of the Institute . The Institute has a state license ( License No. KZ45LAA00018500 dated July 28 , 2020) and annexes to it for the right to carry out educational activities in educational programs of higher and postgraduate education.

The Institute operates in accordance with the Strategic Plan for the Development of ArPI named after I. Altynsarin, adopted at the meeting of the Academic Council (minutes No. 4 of December 24, 2020). The strategic plan is posted on the institute's portal .

The mission of ArPI is a regional pedagogical institute as an educational, scientific and cultural center, a generator of innovations and a source of highly competent human resources.

Vision - an institution that has an impeccable image in society, has achieved sustainable development in the educational services market, maintains academic relations with foreign partners to implement joint educational, scientific and cultural programs, ensures the introduction of innovations and scientific achievements in production and other areas of public life.

The strategic goal of development is the formation of a single scientific and educational space of the northern region of Kazakhstan, which ensures its dynamic, continuous and sustainable socio-economic development.

The mission, vision, strategic development goal and quality policy are posted on the website of the institute at [https://api.edu.kz/images/files\\_institut/Akadem\\_sayasat](https://api.edu.kz/images/files_institut/Akadem_sayasat) and available to everyone.

All documents developed at the institute are based on the strategic plan, mission and quality policy.

#### **(IV) DESCRIPTION OF THE PREVIOUS ACCREDITATION PROCEDURE**

##### *1.1 According to the Standard "Management of the educational program"*

1) *Consider the possibility of including in the Catalog of elective disciplines author's courses developed based on the results of research by teaching staff of accredited cluster programs;*

Based on this proposal, in the EP "Kazakh language and literature, -Kazakh language and literature in schools with a non-Kazakh language of instruction" for the 2018-2019 academic year, the disciplines "Torgai poetic school (author Ph.D., professor of the Kaliev Institute)" Literary heritage of Gabiden Mustafin "(author Ph.D., professor of the institute Valikhanov Sh.A.), "Literary heritage of Temirgali Nurtazin" (author Ph.D., professor of the institute Rakhmetova B.A.), "Literary heritage of Kapan Satybaldin" (author K. M. Shakirova) based on "Kazakh adebi tulgatanuy", "Adebiyttik tulgatanu". In the 2019-2020, 2020-2021 academic years, based on the research areas of the teaching staff, educational programs 6B01701 "Kazakh language and literature", 6B01704 "Kazakh language and literature in schools with a non-Kazakh language of instruction, authored courses of Ph.D. Sc., professors Rakhmetov B.A., Valikhanov Sh.A., Kalieva A.K. "Kazakh Literary Personality Studies ", "Literary Personality Studies ", "Regional Studies", "Torgai Poetry School" (protocol No. 9 dated 10.04.19) .

2. *Continue the practice of organizing courses on management of education and student-centered learning for the leaders of the EP.*

In the period from March 16 to May 12, 2021, the leadership of the university organized advanced training courses for heads of structural divisions of the university, heads of departments and developers of educational programs on the topic "Leadership in Education", conducted by the Nazarbayev Intellectual Schools AEO. <https://api.edu.kz/index.php/kz/zha-aly-tar/zha-aly-tar-m-ra-aty/item/2695-nazarbaev-universitetini-zhogary-bilim-beru-mektebi-otkizetin-bilim-berudegi-koshbasshylyk-takyrybyndagy-professorlyk-okytushy-k-ramyny-biliktiligin-arttyru-kurstary-bastaldy> .

##### *1.2 According to the Standard "Development and approval of the educational program"*

1) *Within the framework of these EPs, consider the possibility of creating additional educational trajectories ;*

As part of the EP, it is proposed to consider the possibility of creating these additional educational trajectories. Taking into account the proposal for adoption in 2018, elective disciplines were introduced: "Kazakh language and literature", "Ways for the formation of journalistic skills" EP, "Kazakh language and literature in schools with a non-Kazakh language of instruction", "Translation skills" OR

*Update the document regulating the formation of EMCD EP;*

The regulation on the educational and methodological complex of disciplines and the procedure for its development is intended to introduce uniform requirements for the educational and methodological support of academic disciplines, which ensures the regulation of the process of preparing educational material, both in terms of content and form, to create conditions that allow for the effective organization and conduct of educational classes. In order to improve the work on the methodological support of higher professional education, changes in the regulation on the educational and methodological complex of disciplines and the procedure for its development were discussed at a meeting of the department and were sent and approved at a meeting of the Academic Council of ArPI. The regulation was approved by the chairman of the educational and methodological council on February 6, 2019 protocol No. 8.

1) *Within the framework of these EPs, consider the possibility of creating additional*

*educational trajectories ;*

The content of the educational programs "Kazakh language and literature", "Kazakh language and literature in schools with non- Kazakh language of instruction" for 2021, 2022, 2023 elective discipline "Style and culture of speech" was introduced, which master the components of intercultural communication, the theoretical foundations of language and culture, allow critical analysis of the technique of speech and non-verbal actions, identify Argo, jargons that violate the purity of the language, differentiate the culture of oral, written speech the choice of "Style and culture of speech", allowing students to master the theoretical foundations of language and culture, critically analyze the technique of speech and non-verbal actions, identify Argo, jargons that violate the purity of the language, differentiate the culture of oral and written speech.

1.3 *According to the Standard "Continuous monitoring and periodic evaluation of the EP"*

2 *Continue the practice of involving key employers (schools in the city of Arkalyk) in monitoring educational programs; in connection with the introduction of innovative technologies in the educational process.*

The dynamics of the development of interaction between employers and departments is positive, that is, the interaction is constant. There is a growing trend of direct participation of employers in the educational activities of departments in the development and examination of modular educational programs. Employers evaluate the content and structure of the EP, make recommendations and suggestions. On January 26, 2019, the teachers of the department held a joint meeting with the director of secondary school No. 6 Saduov N.T. to update the content of education and the requirements of the employer. According to the content of education, disciplines are included in the modular curriculum. "Studying the Kazakh language and literature in the system of inclusive education", "Cultural linguistics and cognitive linguistics". On February 22, 2019, an educational and methodological seminar was held on the topic "Criteria-based assessment in the updated educational program." On March 29, 2019, a round table on the topic "The updated content of education is the path to innovation." seminar on the topic "Effective methods of using information technologies in teaching the Kazakh language and literature."

*Standard "On educational programs "*

*According to the recommendation "Intensify activities to attract employers to the development and implementation of educational programs " opinions on the effectiveness of the application of various methods and techniques to achieve*

Taking into account the interests of employers and deepening the professional training of bachelors for the 2018-2019 academic year, a teacher of the Kazakh language and literature of a secondary school of secondary school No. 4 in Arkalyk, Kostanay region Samatova Gulzhanat Shagalaevna (EP "Kazakh language and literature) and a teacher of the Kazakh language and literature of the secondary school No. 2 named after F.E. Dzerzhinsky, Arkalyk Maratova Altynay Maratovna (EP "Kazakh language and literature in schools with a non-Kazakh language of instruction") (protocol No. 4 dated 17.03.18). for 2019-2020, 2020-2021 academic years were included in the working groups for the development of the EP teacher of the Kazakh language and literature of the secondary school of secondary school No. 6 named after. Abaya Kunanbaeva, Arkalyk, Kostanay region Shamshina Gulnar Balgataevna (EP "Kazakh language and literature). for the 2020-2021 academic year - Samatova G.Sh. Teacher of the Kazakh language and literature of the gymnasium named after Y. Altynsarina. Arkalyk Konyrshina A.S. (EP "Kazakh language and literature in schools with a non-Russian language of instruction") (protocol of the department No. 5 dated 05.12.2019; protocol No. 5 dated 02.12.2020). Teachers of the educational program "Kazakh language and literature" and teachers of the Kazakh language and literature of the gymnasium named after I. Altynsarin held an online educational and methodological seminar on the topic "Effective methods and techniques used in distance learning of the Kazakh language and literature. <https://api.edu.kz/index.php/kz/zha-aly-tar/zha-aly-tar-m-ra-aty/item/2448-kazak-tili-men-adebieti-kafedrasyn-online-oku-adistemelik->

seminar-otkizdi

According to the degree of participation in the development of the EP, letters of thanks were presented to employers. On December 10, 2021, the EP "Kazakh language and literature", "Kazakh language and literature in schools with a non-Kazakh language of instruction" were organized by the senior teacher Shakirova K. M. in order to exchange quality education in teaching the Kazakh language and literature within teachers of the Kazakh language and literature of schools of the akimat of the city of Arkalyk Baysheva A. A. (gymnasium named after Y. Altynsarin ), Smagulova K. F., Mukhambetzhanova Zh. M., Koybagar A. Zh., Kalieva N. Zh. (Secondary School No. 4 named after Keiki Batyr), Uakhitova M. (Secondary School No. 6 named after A. Kunanbaev) conducted a training on the topic: "Teach yourself first to teach others" ( <https://api.edu.kz/index.php/kz/zha-aly-tar/zha-aly-tar-m-ra-aty/item/3187-ozgege-jretu-shin-aldymen-oz-i-jren> ).

*According to the Standard " Student-Centered Learning, Teaching and Assessment"*

1) *Taking into account the specifics of pedagogical professional activity, provide for the possibility of a comprehensive assessment of learning outcomes through the implementation of integrated / interdisciplinary projects ;*

On April 19, 2021, in EP 6B01701 - Kazakh language and literature, a scientific round table was organized on the topic "Effective ways to use digital technologies in the disciplines of the Kazakh language and literature", organized by senior teacher Tautina B.A.

*Standard " Students "*

*In order to implement the recommendation "Develop and implement a mechanism for attracting students of ArkSPI to research work"*

Zhetysu State University named after I. Dzhanugurov held XII Republican Online Subject Olympiad for university students as part of the 175th anniversary of Abay Kunanbayev. Under the guidance of master K.M. Shakirova 3rd year students of the specialty 5B011700 - "Kazakh language and literature" Uralbaev Danara , Seitkulova Fariza, and Arun Raushan took part in it. The organizers sent a letter of thanks to the rector of ArPI for cooperation in the field of education and to the head of the team for their activity and quality education .

*1.9 According to the Public Information Standard*

1) *Strengthen the work on creating individual pages of teaching staff and ensuring their availability for any interested person on Internet resources in the context of personalities. Annually at [www . api . kz](http://www.api.kz) , <https://api.kz/index.php/ru/common/2010-12-13-05-25-17/2011-02-07-11-00-28> , [https://api.kz/ images/files\\_institut/kafedra/kro/KO.pdf](https://api.kz/images/files_institut/kafedra/kro/KO.pdf) EP "Kazakh language and literature in schools with a non-Kazakh language of instruction", EP "Kazakh language and literature" are regularly updated information about the disciplines taught, improving qualifications, scientific publications and directions in strengthening the work on creating personal sheets of teaching staff and providing access to Internet resources for any interested person.*

2) *EPs develop a mechanism for systematic verification of the results of research, checking for plagiarism.*

Since the 2019-2020 academic year, the WEB platform "Antiplagiat" has been introduced to check student scientific, final works, which is located at the link <https://www.antiplagiat.ru/>.

*According to the Information Management and Reporting Standard*

1) *Continue the practice of ensuring the evaluation of the effectiveness and efficiency of its activities in the context of implemented EPs .*

December 23, 2020 at Zhetysu State University named after I. Zhansugurov in honor of the 175th anniversary of Abai Kunanbay based on the epic of Mukhtar Auezov "The Way of Abai" was held online competition "Read Abai, recognize him!" among universities. 3rd year student of the EP "Kazakh languages and literature" Seytkulova F. took the 1st place and was awarded the 1st degree Diploma.

*According to the Standard "Standards in the context of individual specialties"*

1) *Use various forms of involving practitioners in the implementation of the educational*



*process for the specified EPs.*

Practicing teachers are involved in the implementation of the educational process .

Teaching staff of the EP "Kazakh language and literature" Shakirova K. M., together with teachers of the Kazakh language and literature Aliaskarova M. K. (secondary school No. 115, Kostanay ) and Baisheva A. A. (gymnasium named after I. Altynsarin ) prepared methodological manual for the optional course " Interesting morphology" ( Appendix 25 ) and methodological manual " Requirements for a textbook on the Kazakh language based on the updated content of secondary education" was created by Abdullina A.A., a senior teacher of the Kazakh language and literature program "Kazakh language and literature" and a teacher of the Kazakh language and literature of the secondary school named after K. Zharmaganbetov; Abdullin D.A., published a teaching manual on the topic "Written types of work" Senior teacher, master G. K. Aidarova together with the teacher of the Kazakh language and literature of the gymnasium named after Altynsarin Konyrshina E. "Types of works with artistic text in grades 5-7 " (optional course) .

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

The visit of the external expert commission to ArPI was carried out on the basis of the approved and pre-agreed Program of the visit of the expert commission for specialized accreditation of the Arkalyk Pedagogical Institute named after I. Altynsarin from April 6 to April 7 , 2023.

In order to coordinate the work of the EEC, on April 05 , 2023, a kick-off meeting was held, during which powers were distributed among the members of the commission, the schedule of the visit was specified, and agreement was reached on the choice of examination methods.

In order to obtain objective information on the evaluation of the institute's activities, the members of the EEC used such methods as visual inspection, observation, interviewing employees of various structural units, teachers, students, graduates and employers, questioning the teaching staff, students.

In accordance with the requirements of the standards, the program of the visit included meetings with the rector, vice-rector , heads of structural divisions, deans, heads of departments of the institute, teachers, students, graduates, employers and employees from various departments, interviewing and questioning teachers and students. A total of 107 people took part in the meetings .

### **Information about employees and students who took part in meetings with the EEC**

**IAAR:**

Participant category	Quantity
Rector	1
- Rector	1
Heads of structural divisions,	9
Deans of faculties	1
Heads of departments	7
teachers	9
students	20
Graduates	32
Employers	27
Total	107 _

During the visual inspection, the EEC members got acquainted with the state of the material and technical base, visited the faculties and departments that implement accredited educational programs , scientific library , classrooms and laboratories .

The events planned during the visit of the EEC IAAR contributed to the familiarization of experts with the bases of practice of EP 6B01701 - Kazakh language and literature 6B01704 - Kazakh language and literature in non-Kazakh language schools.

EEC members attended the training session :

- in the discipline " Kazakh Literature in the XIX ", the topic "Life and works of Y. Sandybaiuli", 2 course, specialty 6B01701 - Kazakh language and literature - Rakhmetova B.A.

In accordance with the accreditation procedure, a survey was conducted of 33 teachers, 223 students, including junior and senior students.

In order to confirm the information presented in the Self-Assessment Report, the working documentation of the institute was requested and analyzed by external experts. Along with this, the experts studied the Internet positioning of the institute through the official website of the university <https://api.edu.kz/index.php/ru/common/mission>.

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

As part of the planned program, some recommendations for improving the accredited educational programs of ArPI, developed by the EEC based on the results of the examination, were presented at a meeting with the management on 07.04.2023 .



**( VI ) COMPLIANCE WITH SPECIALIZED ACCREDITATION STANDARDS**

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



- *The institution must have a published quality assurance policy.*
- *The quality assurance policy should reflect the relationship between research, teaching and learning.*
- *The university must demonstrate the development of a culture of quality assurance, including in the context of EP.*
- *Commitment to quality assurance should apply to any activity performed by contractors and partners (outsourcing), including the implementation of joint / double diploma education and academic mobility.*
- *The management of the EP ensures the transparency of the development plan for the development of the EP based on an analysis of its functioning, the real positioning of the university and the focus of its activities on meeting the needs of the state, employers, stakeholders and students.*
- *The EP management demonstrates the functioning of the mechanisms for the formation and regular review of the EP development plan and monitoring its implementation, assessing the achievement of learning goals, meeting the needs of students, employers and society, making decisions aimed at continuous improvement of the EP.*
- *The management of the EP should involve representatives of stakeholder groups, including employers, students and teaching staff in the formation of a development plan for the EP .*
- *The EP management must demonstrate the individuality and uniqueness of the EP development plan , its consistency with national development priorities and the development strategy of the educational organization.*
- *The university must demonstrate a clear definition of those responsible for business processes within the EP, an unambiguous distribution of staff duties, and delimitation of the functions of collegial bodies.*
- *The management of the EP must provide evidence of the transparency of the educational program management system.*
- *The management of the EP must demonstrate the successful functioning of the internal quality assurance system of the EP, including its design, management and monitoring, their improvement, decision-making based on facts.*
- *The management of the EP should carry out risk management.*
- *The management of the EP should ensure the participation of representatives of interested parties (employers, teaching staff, students) in the collegiate management bodies of the educational program, as well as their representativeness in making decisions on the management of the educational program.*
- *The university must demonstrate innovation management within the EP, including the analysis and implementation of innovative proposals.*
- *The management of the EP must demonstrate evidence of openness and accessibility for students, teaching staff, employers and other interested parties.*
- *The management of the EP must be trained in education management programs.*
- *The management of the EP should strive to ensure that the progress made since the last external quality assurance procedure is taken into account when preparing for the next procedure.*

### **Evidence**

The implementation of educational programs is carried out in accordance with the mission and the Strategic Plan of the Institute, academic rules and regulations, work plans of the Faculty of Pedagogy and Philology.

The implementation of EPs and their development programs is carried out in accordance with the mission, the Strategic Development Plan, academic rules and regulations. Paper and electronic versions of documents are available at the departments, available to teaching staff, employees and students, as well as employers and other interested parties. These documents are published on the portal and the Institute .

At the HE level, the collegiate bodies that consider the development of the EP are the management staff represented by the head of the department and heads of educational and methodological councils. EPs are submitted for approval to a meeting of the Educational and Methodological Council of the Faculties, are considered at the Educational and Methodological Council of the Institute. The EP was also agreed with the experts (employers, teaching staff and students), which follows from the scanned copies of the EP posted on the Institute's official website.

Representatives of the educational sphere - practitioners participate in the process of reviewing the content of the EP at the meetings of the department, prepare their reviews and propose topics for current elective courses, which, as a result of a general discussion, are included in the EP.

The individuality and uniqueness of the accredited EP lies in their focus on the regional labor market, through the introduction of relevant elective courses that complement the main disciplines, by order of employers in the region, who give their reviews of the EP and recommend topical areas, the teaching staff of the department is converted into elective courses. At the end of each academic year, the departments, taking into account the needs, make an application for the necessary information and other material resources, update the laboratory development programs, the administration assigns the required number of classrooms and laboratories to the EP.

The individuality of plans for the development of educational programs is due to the possibility of students building an individual educational trajectory by choosing disciplines, taking into account personal preferences and the needs of the labor market in the region.

The uniqueness and individuality of the EP is the provision of conditions for obtaining high-quality vocational education, professional competence in the educational field, orientation to the current and projected needs of the regional labor market, confirmed by the results of monitoring, reflection in the EP of the results of interaction between the departments implementing these programs and employers.

According to the results of the ranking conducted by NChI "Atameken" together with the MES RK in 2018, EP 5B011701-"Kazakh language and literature" took 36th place among 51 universities; In 2019, it took 15th place among 45 universities, in 2020 - 16th place among 45 universities ( <https://atameken.kz/ru/services/44-rejting-obrazovatel-nyh-programm-vuzov> ).

EP 6V01701- "Kazakh language and literature", 6BO1704 - "Kazakh language and literature in schools with a non-Kazakh language of instruction" are developed in accordance with the Model curriculum of the specialty, the classifier of specialties of higher education (bachelor's degree), the professional standard of the teacher, the Dublin descriptors agreed in qualifications in the European Higher Education Area. The admission of students to the EP complies with the requirements defined by the standard rules for admission to training in educational organizations that implement professional training programs of higher education of the Republic of Kazakhstan. Applicants entering the EP pass the Unified National Testing (UNT).

The possibility of further continuation of education - Master's program in the direction 7M017 - "Language and Literature" - training of teachers of subject specialization of general

development. The purpose of the EP is to train teachers of the Kazakh language and literature in schools with a higher professional, general education and Kazakh language of instruction, Kazakh language and literature in schools with a non-Kazakh language of instruction.

EP 6V01701 - "Kazakh language and literature", 6B01704 - "Kazakh language and literature in schools with a non-Kazakh language of instruction" was developed in accordance with the Model curriculum of the specialty, the classifier of specialties of higher education (bachelor's degree), the professional standard of the teacher, Dublin descriptors, agreed within the framework of qualifications in the European higher education area. The admission of students to the EP complies with the requirements defined by the standard rules for admission to training in educational organizations that implement professional training programs of higher education of the Republic of Kazakhstan. Applicants entering the EP pass the Unified National Testing (UNT). The possibility of further continuation of education - Master's program in the direction 7M017 - "Language and Literature" - training of teachers of subject specialization of general development. The purpose of the EP is to train a competent teacher of the Kazakh language and literature, competent in organizing the educational process in the educational space, owning effective methods of teaching the Kazakh language and literature in organizing the educational process in groups with the Kazakh language and literature and other languages.

Training of students is carried out in accordance with the mission, vision and strategic goal of the institute. The mission of the Institute is the training of teaching staff capable of high professional and personal achievements. An innovative regional scientific and educational center that trains teaching staff. Strategic goal: training of specialists who disseminate innovative pedagogical ideas ( <https://api.edu.kz/index.php/ru/common/mission>

The implementation of the educational program 6B01701 - "Kazakh language and literature", 6B01704 - "Kazakh language and literature in schools with a non-Kazakh language of instruction" is carried out in accordance with the Strategic Development Plan of ArPI named after I. Altynsarin, adopted at the meeting of the Academic Council (minutes No. 4 of December 24, 2020). Training of specialists in 6B01701 - "Kazakh language and literature", 6B01704 - "Kazakh language and literature in schools with a non-Kazakh language of instruction" is carried out in accordance with the state license No. KZ45LAA00018500 issued by the Committee for Control in Education and Science of the Ministry of Education and Science of the Republic of Kazakhstan dated 20.08.2020. In modern conditions, the quality of education is one of the most important characteristics that determine the competitiveness of universities. Today, the criterion for the quality level of the university's activities is considered to be an increase in their contribution to the development of society, since the country's rating in the modern world is directly related to the quality of human capital, the conditions of education and the level of application of science and technology in production. The main trend in the field of quality assurance is the transfer of procedures for external quality control of the educational process and its results on the basis of national certification and accreditation systems towards the internal self-assessment of the university, depending on the degree of severity. Evidence in favor of creating a system of internal policy of quality assurance of the institute is its focus on innovative development and improving the quality of the university.

The quality assurance policy is reflected in the "Guidelines for the quality assurance subsystem" (31.08.2022), posted on the ArPI website [https://api.edu.kz/images/files\\_institut/Akadem\\_sayasat](https://api.edu.kz/images/files_institut/Akadem_sayasat)

The quality assurance policy is available to teaching staff, employees and students, as well as employers and other interested parties. The institute's policy on quality assurance will be reviewed and amended as relevant. The issues of ensuring the quality of education are reflected in the academic policy of the university. Academic policy ArPI im.I. Altynsarin was approved at a meeting of the Academic Council with amendments and additions by protocol No. 1 dated 08.26.2020 and No. 1 dated 08.31.2022 and published on the university website ( <https://api.edu.kz/index.php/ru/>

The administration of the university, structural divisions and teaching staff are actively involved in ensuring the quality of education in accordance with the approved provisions on job descriptions. The participation of the administration, teaching staff in the implementation of the policy and goals in the field of quality assurance in all areas of activity is carried out systematically by drawing up annual and strategic (prospective) work plans, on the basis of which the current work of the administration, employees and teaching staff is organized. Indicators and achievements of current activities are analyzed at meetings of the EP, faculty council, teaching and learning department, administration council, Academic Council at least once a month. Students are active participants in the educational process, students are members of collegiate bodies. According to the results of sociological surveys of students, corrective actions are taken to improve the quality of the EP. Stakeholders were informed about the results of the implementation of the education quality assurance policy through electronic and printed resources. Informing about the status of the service is carried out through social networks such as Facebook, Instagram, Twitter, Youtube. Information on the results of work for the academic year is presented on the website at the link: <https://api.edu.kz/index.php/ru/>. the form of feedback is the rector's blog, located on the website of the institute, meetings with the leaders of the EP, deans, and the leadership of the institute. For the purpose of transparency of information, creation of conditions for consideration of complaints, personal pages of employees have been created on the website: <https://api.edu.kz/index.php/ru/>. there is a rector's block for complaints and questions from stakeholders (<https://api.edu.kz/index.php/ru/common/blog-rektora>). the rector's blog receives questions regarding the organization and conduct of the university's admission campaign.

In order to develop and carry out activities aimed at improving the quality of education: monitoring of the quality of methodological, educational and methodological and scientific and methodological support of the educational process is carried out, an educational and methodological council (DMC) operates to determine strategic directions for the development of the specialty, methodological support and improvement of the educational process, organization and improvement, includes issues of generalization and dissemination of best practices for the introduction of new teaching technologies of the year.

During the reporting period, the teaching staff published about 15 teaching aids, textbooks and electronic textbooks, implementation acts: In the 2019-2020, 2020-2021 academic years, based on the research areas of the teaching staff, educational programs 6B01701 "Kazakh language and literature", 6B01704 "Kazakh language and literature in schools with a non-Kazakh language of instruction, authored courses of Ph.D. Sc., professors Rakhmetov B.A., Valikhanov Sh.A., Kalieva A.K. "Kazakh Literary Personality Studies", "Literary Personality Studies", "Regional Studies", "Torgai Poetry School" (protocol No. 9 of 04/10/19).

Articles of Ph.D. Rakhmetova B., Ph.D. Duysebekova A., Ph.D. Kalievykh A. were published at a conference in Konya, Turkey: "Kazakh tilin kashyktan oku maseleleri". Materials of the international online scientific-practical conference "Innovative practice and experience of the general; Education system of Kazakhstan and Turkey.Turkey, March. 2022; (given in standard No. 7)

2018 academic year electronic textbook "Syntax of the modern Kazakh language", senior teacher, master Abdullina A. A., protocol No. 13 dated 06/27/2018 2019 academic year electronic presentation course on the discipline "Morphology of the modern Kazakh language" electronic methodological manual senior teacher, master Shakirova K. M. 04/24/2019, protocol No. 11, electronic textbook "Word formation of the modern Kazakh language" 04/24/2019, protocol No. 11; electronic educational and methodological manual "Methods of teaching literature" senior teacher, master Aidarova G. K., protocol No. 13 of 06/27/2019; In the 2020 academic year, senior teacher, master Abdullina A. A. electronic textbook "Fundamentals of language communication". Protocol No. 6 dated December 23, 2018". methodological manual, senior teacher Shakirova K. M. akimat of the city of Kostanay in the 2019 academic year, educational and methodological manual "Journey to the world of Syntaxis", "Types of written

work" together with the senior teacher, master Abullina A. A., teacher of the Kazakh language and literature secondary school named after K. Zharmaganbetov, Zhangeldy district, Abdullin D. A, issued on October 30, 2019, protocol No. 3 .; The teaching aid "Types of work with a literary text in grades 5-7" was published by a senior teacher, master Aidarova G.K. together with a teacher of the Kazakh language and literature of the gymnasium named after Y. Altynsarin Konyrshina E.S., 10/30/2019. , Protocol No. 3; 2022 academic year. Formative assessment in the Kazakh language on the basis of the updated content of secondary education is conducted by the teacher of the Kazakh language and literature of the gymnasium named after I. Altynsarin of the education department Aliaskarova M. K. and the education department of the akimat of the city of Arkalyk. With the teacher of the Kazakh language and literature of the gymnasium named after Altynsarin A. A. Baisheva jointly published "Interesting morphology" (optional course) protocol No. 10 dated 04/28/2022, **according** to EP 6B01701 - "Kazakh language and literature", 6B01704 - "Kazakh language and literature in schools with non-Kazakh language of instruction" - 5.

Educational and methodological manual for the tasks of practical classes in the discipline "Kazakh language style" in the 2018 academic year., senior teacher, master Shakirova K. M. 03/28/2018, protocol No. 10; textbook "Linguistic specificity of the chronicle poem "Kulyandam" by the poet Nurkhan Akhmetbekov", senior lecturer, master Abdullina A.A. protocol No. 13 of 06/27/2018; test tasks in the discipline "Phonetics, lexicology of the modern Kazakh language" teaching aid senior teacher, master Auezova Sh. S. 10/18/2018, protocol No. 2; 2019 academic year. Collection of lectures "Application of information technologies in the lessons of the Kazakh language in 12-year education" Art. teacher, master Aidarova G.K. 06/27/2019, protocol No. 13; 2020 academic year.

Educational and methodological manual "Interesting morphology", senior lecturer, master Shakirova K.M., December 23, 2020, protocol No. 6; educational and methodological manual for the practical lesson "Methods of teaching Kazakh literature", senior lecturer, master's instruction dated 06/27/2018 protocol No. 13 .

In accordance with the order of the Minister of Education and Science of the Republic of Kazakhstan dated April 20, 2011 No. 15 "On approval of the Rules for organizing the educational process on credit technology of education", the EPC is developed and updated annually, is an annex to the TOS. The EPC is developed in accordance with the "Regulations on the EPC and the procedure for its development", approved by the Institute's Academic Council. Every year, new elective courses are developed according to the requirements of employers, the content of existing disciplines in each specialty is adjusted, irrelevant disciplines are eliminated - they are combined and increased with interconnected disciplines. Disciplines included in the catalog of elective disciplines "Regulations on the development of educational programs"

[https://api.edu.kz/images/files\\_institut/polozheniya\\_kaz/5Bilim\\_beru\\_bagdarlamasy\\_zhane\\_ony\\_azirleu\\_tartibi.pdf](https://api.edu.kz/images/files_institut/polozheniya_kaz/5Bilim_beru_bagdarlamasy_zhane_ony_azirleu_tartibi.pdf) indicates the current directions of development of the studied industry.

To determine the level of consumer satisfaction, a survey of all consumer groups is organized and conducted annually: employers, students, teachers and employees of the institute. External consumer satisfaction data : reviews in the press of the republican and regional scale; awards and accolades; university rating in the Ministry of Education. The university is implementing a developed plan for regular audits of structural units and processes. The results of the audit are analyzed by the management, on the basis of the analysis, appropriate corrective and preventive actions are taken to improve educational, scientific and economic activities. In addition to internal audits, the academic council, the commission through the rector's office check certain areas of the university's activities. Quality management of the provided educational services is carried out by making managerial decisions at all levels based on the results of educational monitoring. Educational monitoring is carried out by methods of external and internal assessment of the quality of education. External assessment of the quality of education consists of institutional and specialized accreditation, Unified National Testing, procedures for



differentiating educational organizations. Internal assessment of the quality of education includes a quality management system, various self-assessment procedures for all types of university activities.

Outsourcing activities of EP 6B01701 - "Kazakh language and literature", 6B01704 - "Kazakh language and literature in schools with a non-Kazakh language of instruction" are carried out by conducting practices. The experimental bases are secondary school No. 1 named after Sh. Ualikhanov, secondary school No. 2, secondary school No. 3 named after B. Mailin, secondary school No. 4, secondary school No. 5 named after M. Auezov, secondary school No. 6 named after A. Kunanbaev, basic comprehensive school No. 8, secondary school No. 10, secondary school Rodina, gymnasium named after I. Altynsarin (contract dated August 27, 2018).

Professional training of students is carried out in accordance with the schedule of the educational process, is the preparation of high-quality teaching staff in the course of practice through the implementation of scientific research. These requirements are established in bilateral agreements with these organizations. The results of the internship are reflected in the reports of students. An analysis of the quality of services provided by partners and contractors is carried out. To understand and predict the needs of external and internal consumers, the Department of Academic Affairs, faculties, and educational departments conduct surveys of employers, questioning students, and regular meetings with employers. Every year at the Institute "Alumni Fair" collects and analyzes information on the quality of training of specialists at the Institute. Employers participate in determining the list of disciplines in the formation of the EPC. The sector of employment and practice of graduates conducted a survey among the directors of educational organizations and heads of educational and educational work. The main purpose of the survey is to satisfy employers with the quality of training of the Arkalyk Pedagogical Institute named after I.I. Altynsarin.

In order to assess the quality of young professionals - graduates of the Arkalyk Pedagogical Institute. I. Altynsarin conducted a survey. The main purpose of the survey is the satisfaction of employers with the quality of training of the Arkalyk Pedagogical Institute named after I. Altynsarin. The questionnaire was sent to 30 employers, 17 employers responded. Survey results the following: 100% of employers are satisfied with the level of training of graduates. 35% of employers rated the quality of the institute's training as "excellent", 65% - as "good". 29% of the institute's graduates noted "high professional training" in comparison with other universities, 71% consider "specialists of the same importance and significance (commensurate knowledge)".

The institute is actively working on the implementation of programs for external and internal academic mobility of students. The registrar office of ArcPI is closely connected with the Bologna Process and Academic Mobility Center. Every year, the Office of the Registry, the Department of Organization of Scientific Work and International Relations hold seminars, round tables with teaching staff and students to explain academic mobility programs, carry out informatization through social networks and the website of the institute.

"Regulations on the organization of academic mobility of students", approved by the Academic Council of Arpi named after I. Altynsarin, is published on the website of the university

[https://api.edu.kz/images/files\\_institut/polozheniya\\_kaz/2Akademiyalyq\\_utqyrlyq\\_turaly.pdf](https://api.edu.kz/images/files_institut/polozheniya_kaz/2Akademiyalyq_utqyrlyq_turaly.pdf)

The university is conducting purposeful work on the employment of graduates. Graduates are competitive and in demand in the field of education of the region and the Republic. For internal quality assurance at the institute, the Office of the Registrar and the TSO department conduct institutional sociological surveys, an empirical database is created that allows you to compare the frequency of answers in order to improve the quality of education.

Based on the results of research at the level of faculties of the institute and educational programs, decisions are made aimed at reducing risks in the educational activities of the institute.

The main goal of the institute's management strategy is to create a system for ensuring

the quality of vocational education based on the search for new approaches to improving the efficiency of organizing and managing the educational process. The tendency to increase the number of state educational grants for pedagogical specialties, including the approval of individual grants for pedagogical institutes, is substantiated.

The preparation of a bachelor in EP 6B01701 - "Kazakh language and literature", 6B01704 - "Kazakh language and literature in schools with a non-Kazakh language of instruction" is carried out on the basis of an academic policy developed in accordance with the EP, approved by the chairman of the academic council, the rector of the institute, protocol No. 1 dated August 31 .2022. Classes for bachelors of the EP are conducted by highly qualified and competent teachers. Highly qualified teachers who have a scientific degree and have a fairly large experience in scientific, pedagogical and practical activities are allowed to read lectures.

The ongoing changes related to the implementation of the goals and objectives, mission, development strategy of the university and the implementation of certain provisions of the above documents have a positive effect on the image of the institute and the EP. The results of differentiation refer to one of the quantitative indicators of achieving the goal of the EP. According to the results of the ranking conducted by NPP "Atameken" together with the EP MES RK in 2018, OP 5B011701-"Kazakh language and literature" took 36th place among 51 universities; In 2019, it took 15th place among 45 universities, in 2020 - 16th place among 45 universities ( <https://atameken.kz/ru/services/44-rejting-obrazovatel-nyh-programm-vuzov> ).

The actual location of the EP at the national and international levels is confirmed by the participation of teachers and students. The quality and originality of the preparation of bachelors are confirmed by the received diplomas, letters of thanks and certificates. In addition to the participation of students in scientific and practical conferences, EP students increase the creative potential and professional orientation of participation in competitions. The share of the EP in the market is determined by the need for teaching staff with relevant competence in the field of education, employment of graduates. Memorandums of cooperation were signed with city, district and regional educational organizations for the employment of ArcPI graduates .

6B001701 - "Kazakh language and literature", 6B001704 - "Kazakh language and literature in schools with a non-Kazakh language of instruction" are developed on the basis of a competency-based model of training specialists; when developing the EP to meet the needs of highly qualified specialists, the recommendations of regional employers were taken into account; orientation of the educational process to the training of specialists for the development of the republic and the region; ensuring high-quality provision with the necessary information and material and technical resources for providing; the predominance of practitioners-teachers in qualified teaching staff. Mechanisms for the formation and revision of the EP at the university: internal and development and implementation of external expert assessments (survey of students, teachers, employers); discussion of issues on the development of the EP in various collegiate bodies, scientific and methodological seminars, within the framework of meetings, round tables with the invitation of interested persons; development and implementation of a modern model of a specialist and normative documentation within the university is determined by the creation of academic committees aimed at the timely provision of EP; implementation of research results in the educational process.

In order to create conditions for the education of working youth, distance learning methods have been introduced on the job. Educational and methodological materials prepared for distance learning are posted on the educational portal of the Institute (<https://api.edu.kz/index.php/ru/>).

An important point for EP 6B001701 - "Kazakh language and literature", 6B001704 - "Kazakh language and literature in schools with non-Kazakh language of instruction" is the expansion of the ability to actively influence the regional labor market, not limited to the requirements of the labor market. The wishes of the chairmen of the SAC and the heads of industrial practice to improve the level of training of graduates are also taken into account. According to OP 6B001701 - "Kazakh language and literature", 6B001704 - "Kazakh language

and literature in schools with a non-Kazakh language of instruction" cooperates with the following universities: Eurasian National University. L.N. Gumilyov (2019-2021 academic year), secondary school No. 6 named after Abai Kunanbaev (2022).

The development plan for EP 6V01701 - "Kazakh language and literature", 6V01704 - "Kazakh language and literature in schools with a non-Kazakh language of instruction" was developed and considered at the meeting "Kazakh language and literature" (minutes No. 11 of 06/18/2018) in analysis of the functioning of the above EP and considered at a meeting of the Academic Council (development plan for 2018-2021 academic years on 06/27/2018, development plan for 2020-2023 of 08/26/2020), faculty council (minutes No. 17 of 08/28/2018 ; Protocol No. 1 dated 21.08.2020) (<https://api.edu.kz/index.php/ru/>) were approved. To develop a plan for the development of the EP "Kazakh language and literature" and the EP "Kazakh language and literature in schools with a non-Kazakh language of instruction", teachers of the EP, representatives of students, representatives of employers are involved. The site for informing all interested parties <https://api.edu.kz/index.php/ru/> hosts EP development plans, academic calendars and EPC lists.

At the end of the academic year, at a meeting of the EP with the participation of all interested parties (teaching staff, employers), a self-assessment of the EP is carried out, taking into account the changes made, the results achieved, the effectiveness of the EP implementation are discussed. To ensure the effective implementation of the EP and the creation of a favorable environment for teaching students of the Institute, the EP is constantly monitored and periodically evaluated.

Internal and external stakeholders are involved in the procedures for monitoring and evaluating the EP.

In ArkPI "Educational program and the procedure for its development" based on the developed and documented procedures for monitoring, evaluating and updating the EP.

[https://api.edu.kz/images/files\\_institut/polozheniya\\_kaz/4Bilim\\_beru\\_bagdarlamalarynyn\\_sapas\\_yn\\_bagalau.pdf](https://api.edu.kz/images/files_institut/polozheniya_kaz/4Bilim_beru_bagdarlamalarynyn_sapas_yn_bagalau.pdf)

Internal and external stakeholders are involved in the procedures for monitoring and evaluating the EP. ArkPI contains procedures for monitoring, evaluating and updating the EP, developed and documented on the basis of the "Regulations on the educational program and the procedure for its development" [https://api.edu.kz/images/files\\_institut/polozheniya\\_kaz/4Bilim\\_beru\\_bagdarlamalarynyn\\_sapas\\_yn\\_bagalau.pdf](https://api.edu.kz/images/files_institut/polozheniya_kaz/4Bilim_beru_bagdarlamalarynyn_sapas_yn_bagalau.pdf)

The EP is updated on an ongoing basis in accordance with the demands of the labor market and is carried out in accordance with the results of external and internal monitoring. Annually, the IPR is updated based on the results of questionnaires, meetings and interviews with employers, makes comments and suggestions for further improving the work of the EP as part of the development of the OP. Every year, new elective courses will be developed in the course of the survey, taking into account the wishes and suggestions of the leaders of the practice bases. When updating the EP, students actively participate in the formation of their educational trajectory and influence the quality of the educational process. The work of the working group on the development of the EP is reflected in the minutes of the meeting of the department (06/13/2018, protocol No. 11., 06/12/2019, protocol No. 11, 06/03/2020, protocol No. 2., 11/06/2021, Protocol No. 11).

In accordance with the order of the Ministry of Education and Science of the Republic of Kazakhstan dated 20.04.2011 No. 152, the study load of students is determined by the duration of academic hours and the volume of academic hours (50 minutes), taking into account academic hours for various educational activities. The load is distributed evenly over the semesters. The classroom load is distributed by the main types of training sessions (lectures, SIW, SIW) in accordance with the State Educational Standards, CNS, standard and working curricula. One academic hour of all training sessions is equal to 50 minutes.

The curriculum ensures the sequence of studying the disciplines of the OOP, GP, CP and

TC cycles, the rational distribution of disciplines by semesters in terms of the uniformity of the student's educational work. Obligatory structural elements of the EP are UDL, including the list, volume and sequence of teaching disciplines, types of training sessions, forms of control and final certification.

Based on the MPE, an EPC is created [https://api.edu.kz/images/files\\_institut/polozheniya\\_kaz/9Kredittik\\_tekhnologiya\\_boiynsha\\_oqu\\_processin\\_uiymdastyru.pdf](https://api.edu.kz/images/files_institut/polozheniya_kaz/9Kredittik_tekhnologiya_boiynsha_oqu_processin_uiymdastyru.pdf) to check the educational achievements of students, the following types and forms of control of students' knowledge are provided: current, boundary, final control. Current control is carried out systematically during the academic period. All control activities have clear dates. For all types of deadlines, exact dates are set and the academic consequences of breaking deadlines are described. Intermediate control is carried out on the 8th and 15th weeks of theoretical training. The number of milestone observations is determined by the CNS and is indicated in the syllabus of the discipline. The form of current and intermediate control is established by the teacher depending on the specifics of the discipline. Current and intermediate control can be carried out in the form of computer or test questionnaires, written tests. Detailed information on the forms of conducting current and midterm control is reflected in the syllabus by discipline and brought to the attention of students [https://api.edu.kz/images/files\\_institut/Akadem\\_sayasat\\_31.08.2022.pdf](https://api.edu.kz/images/files_institut/Akadem_sayasat_31.08.2022.pdf)

According to OP 6V01701 - "Kazakh language and literature", 6V01704 - "Kazakh language and literature in schools with a non-Kazakh language of instruction", the leadership of universities and EPs is carrying out planned work to analyze the needs of the EP in material, technical and information resources, one of the main factors in the implementation of the EP. Formation of material and technical support of the educational process.

A feature of the EP "Kazakh language and literature", "Kazakh language and literature in schools with a non-Kazakh language of instruction" is the daily need of students for independent learning. In mastering the content of the EP, students have all the conditions in the library of the Institute (reading room of scientific literature, foreign literature, electronic fund, periodicals). Stakeholders, employers, students and teaching staff are actively involved in the formation of the EP development plan. When developing the EP, the EPC is developed taking into account the needs of modern society. At the same time, the requests of permanently working employers are taken into account.

The uniqueness of the EP "Kazakh Language and Literature" lies in the preparation of a teacher who owns modern technologies and methods of pedagogical education, who is able to independently solve professional problems related to the specifics of the pedagogical activity of the Kazakh language and literature. The academic value and distinctive feature of the EP "Kazakh language and literature" is that the graduate is aimed at educating abilities and abilities not only as a teacher, but also as a leader-organizer. The uniqueness of the EP "Kazakh Language and Literature" is the preparation of a teacher who has the knowledge and skills of the Kazakh language and literature, as well as providing the city and region with specialists in accordance with the requirements of the modern labor market.

One of the collegiate bodies is the Academic Council of the Institute, which includes the following members: Chairman of the Board, Rector, Doctor of Economics. E. Amirbekovich, Vice-Rector for Academic Affairs - Antaeva A.S., Head of the Office of Academic Programs, Methodological and Scientific Work - Zhumabayeva S. B., Head of the Department of the Office Registrar - Shaimenova L.S., Head of the Department of Legal Support and Work with public procurement personnel - Akhmedova G.T., chief accountant of the financial and economic center - Buribaev S.A., head of the UChS-Batyrova Z.N., director of ACC-S. K. Makhina., Head of the PSC and software - Atygaev Zh. M., head of the sector of practice and employment of graduates - G. Sh. duties of the leaders of the EP "Kazakh language and literature": head of the OP-candidate of philological sciences, professor Rakhmetova B.A.; responsible for the research work of teachers and students, senior lecturer B.A. Tautina; responsible for educational work - senior teacher, master S. Auezova; teacher responsible for the practice and employment of

graduates Abdullina A.A.; The Institute actively involves representatives of interested parties in the management of the EP.

Students, teaching staff, students are invited to meetings of collegiate management bodies, monitor the implementation of decisions made.

In order to increase the effectiveness of the professional competence of future specialists, the content of the EP was agreed with employers: the teacher of the Kazakh language and literature of the gymnasium named after. I. Altynsarina A. A. Baisheva., Teacher of the Kazakh language and literature of school No. 4 named after Keiki Batyr G. Sh. Samatov., K. F. Smagulova.

Teacher of the Kazakh language and literature of the gymnasium named after. A. Kunanbayeva G. Shamshina, S.K. Bekenova.

Students get acquainted with the structure of ArkPI, the heads of structural divisions of the institute. All the necessary information can be found on the official website of the teaching staff during the working meetings of the teaching staff, the head of the EP will timely find out all the information about the meetings and decisions taken by the collegiate bodies. (<https://api.edu.kz/index.php/ru/>

). The university administration is actively involved in ensuring the quality of education in accordance with the approved regulations on structural divisions and job descriptions of the teaching staff. The participation of the administration, teaching staff in the implementation of the policy and goals in the field of quality assurance in all areas of activity is carried out systematically by drawing up annual and strategic (prospective) work plans, on the basis of which the work of the administration, employees and teaching staff is organized. All stakeholders are informed about the results of the implementation of the education quality assurance policy through electronic (website, mail, social networks) and printed (booklets, press) resources. Informing about the status of the service is carried out through the social networks Facebook, Instagram, Twitter, Youtube. Information on the results of the work is presented on the website at the link: : <https://api.edu.kz/index.php/ru/> cited.

The Academic Council is the highest collegial management body that considers issues of a strategic nature and current activities of the university, monitors the implementation of decisions, approves work plans in all areas of activity ("Regulations on the Scientific Council", 31.08.2017, Minutes No. 1)

At the planning stage of the EP, working curricula are evaluated according to the criteria for compliance with the requirements of the State Educational Standard of the Republic of Kazakhstan, standards, recommendations for accreditation procedures, labor market demands, and new research in science. To assess the quality of the development of disciplines, the criteria of IEP, TOC (for the disciplines of the compulsory component) are used in accordance with the intra-university requirements for the design of educational and methodological documentation. The external evaluation of the EP consists of the following procedures: accreditation of the university; final certification of students; rating of specialties and the university as a whole NCE "Atameken"; survey of employers; external review of educational and methodological materials.

In order to expand relations with employers, bring the content of the educational program in line with innovations in the education market, update the content of the educational program so that graduates of the educational program become competent specialists and become in demand on the basis of the educational program 6 B 001701 - Kazakh language and literature " literacy reading", "reading literacy" for students of 2020, adopted on the basis of methods", "methods of linguistic text analysis". November 15, 2019, protocol I4; (application). For accepted students in 2021 6v001701 - secondary school No. 4 named after Keiki Batyr in Kazakh language and literature (minutes for the meeting of the association of social and humanitarian disciplines No. 4 dated November 25, 2020) and 6B001704-gymnasium named after I. Altynsarin in Kazakh language and literature in schools with a non-Kazakh language of instruction (participation in the meeting of the association of social and humanitarian disciplines protocol No. 4 dated 11/25/2020; The disciplines "Platforms and services for distance learning of

the Kazakh language and literature", "Digital resources in teaching the Kazakh language and literature", "Methodological foundations" were introduced written work on the Kazakh language and literature", "Fundamentals of grammatical literacy". For incoming students in 2022, the discipline "Methodological foundations for teaching academic subscription at school" was introduced in accordance with OP 6B001701 - Kazakh language and literature. School Gymnasium named after Abai Kunanbaev Protocol No. 11/18/2021, meeting of the association of social and humanitarian disciplines of the gymnasium named after I. Altynsarin protocol No. 4 dated 11/18/2021.

New teaching methods are being introduced as a result of advanced training courses in the centers of pedagogical excellence (CPE). The activities of the university are carried out in several directions: the connection between scientific research, teaching and learning in the EP is carried out by introducing teaching staff publications on the results of research by candidates of sciences, modern achievements in teaching methods and introducing innovative methods into the educational process into the content of the EPC. On the recommendations of the stakeholders and in order to update the content of education, the teachers took refresher courses. (Given in standard No. 7).

Senior teacher in the EP "Kazakh language and literature", "Kazakh language and literature in schools with a non-Kazakh language of instruction" Shakirova K.M., Bloom's methodology, puzzle, RAFT, double entry strategy diary, FILA table, innovative methods; senior teachers Abdullina A.A., Aidarova G.K., Sh.S. Auezov, B.A. Tautina uses ICT, critical thinking in certain disciplines. In order to inform the public about the results of the scientific and pedagogical achievements of the EP, the contingent of students, the teaching staff, the following are used: the chairman of the rector-block of the board <https://api.edu.kz/index.php/ru/common/blog-rekatora>; for students, teaching staff and employees, a questionnaire and a sociological survey are conducted on the official website. The blog has a schedule for receiving citizens and a module of questions.

An electronic system "AISPlatonus" has been created, containing information about the student council, a network system for testing students, and information about students. The electronic catalog is located at [api.edu.kz](http://api.edu.kz), an internal electronic library containing books, textbooks, teaching aids, lectures, teaching materials and the necessary teaching materials for the educational process. The institute has implemented a digital corporate chat/messenger CommFort. The presence of student-teacher feedback on the Institute's portal (text or video) <https://api.edu.kz> the possibility of attaching a file (tasks, answers) directly to the portal <https://platon.api.edu.kz> availability of lectures on OP (audio, video, text) on the portal <https://kurs.api.edu.kz> availability of an electronic library on OP <https://plagiarism.api.edu.kz> will be System <https://panel.strikeplagiarism.com/#/documents>

Availability of a system for tracking the process of passing the exam <https://platon.api.edu.kz> The website of the institute contains information about teachers providing EP, about educational, scientific, methodological, educational activities, the information is systematically updated. In March 2021, the Graduate School of Education of Nazarbayev University has planned a training seminar on the topic "Leadership in Education", which will cover the issues of management and strategic development of the educational school; aspects of the development of scientific activity; Aspects of building academic activities in the framework of training highly qualified specialists in pedagogical specialties on the basis of the institute based on the best international standards in the field of management and training, based on the results of which certificates are issued to teachers of the accredited EP.

The last external quality assurance procedure took place in 2018. 6B01704 - corrective measures were taken following the results of the NAAR EP "Kazakh language and literature in schools with a non-Kazakh language of instruction".

The content of EP 6B01704-"Kazakh language and literature in schools with a non-Kazakh language of instruction" in the 2018-2022 academic year introduced the following disciplines: "Foreign literature and literary heritage in the module" - "Studying the literary

heritage of Temirgali Nurtazin" (7 semester, 3 credits ); "Studying the literary heritage of G. Mustafin" (7 semester, 3 credits); "Technology for the formation of text and listening skills, reading, pronunciation, writing" (7 semester, 3 credits); adaptation to the specialty in the module "Teaching the Kazakh language and literature based on the updated content of secondary education" (7mester, 3 credits); "Formation of pedagogical skills in the module" "Fundamentals of scientific research and academic writing" (6 semester, 6 "Fundamentals of grammatical literacy" on the module of fundamental training (4 semester, 6 credits); methodology of language and text science on the module "Theory of Spelling and Punctuation" ( 5 credits, 4 semesters); Preparation modules for specialized disciplines "Digital resources in teaching the Kazakh language and literature", "Platforms and services for distance learning of the Kazakh language and literature" (6 credits, 6 semester); (Appendix No. 10).

Employers not only provide a base for internships, but also participate in the evaluation of the results of internships and internships for students, and also make proposals for adjusting the EP. To monitor satisfaction with the quality of trainee training, a survey of employers is carried out.

Monitoring of the implementation of the EP development plan is carried out by the Curriculum and Program Committee. The results of the analysis of monitoring and proposals of employers and students are used to develop proposals for planning the development of the EP. The management of the EP in the development plans takes into account the needs of the region in the number of trained specialists for each accredited EP, the content of the EP, taking into account the opinion of employers. Responsible for the implementation of the EP are the heads of departments and deans.

### ***Analytical part***

The WEC notes that:

the analysis of information on the implementation of the EP is carried out by considering these issues at meetings of departments, educational and methodological councils of faculties and the Academic Council of the Institute;

- EP Development Plans for 2020-2023 were developed. ( Development plan OP 6V01701 - "Kazakh language and literature", 6V01704 - "Kazakh language and literature in schools with a non-Kazakh language of instruction" was developed and considered at the meeting "Kazakh language and literature" (minutes No. 11 of 06/18/2018) in the analysis of the functioning of the above-mentioned EP and considered at a meeting of the Academic Council (development plan for 2018-2021 academic years on 06/27/2018, development plan for 2020-2023 of 08/26/2020), faculty council (minutes No. 17 of 08/28/2018 Minutes No. 1 dated 21.08.2020) (<https://api.edu.kz/index.php/ru/>) were approved.)

An analysis of the university website showed that data on educational programs are posted on the website in the public domain, available to all interested parties. The content of educational programs reflects the national development priorities, and corresponds to the development strategy of the educational organization.

Members of the EEC note that for accredited EPs, it is actively practiced to create joint programs with interested parties, namely with employers, which contributes to the development of professional skills, which is discussed and approved at department meetings with the participation of teaching staff and students.

However, it should be noted that there is no plan for systematic continuous professional development for teachers and specialists in the field of education for accredited EPs.

***EEC recommendations for accredited OP 6V01701-"Kazakh language and literature", OP 6V01704-"Kazakh language and literature in schools with non-Kazakh language of instruction" :***

1. By September 2023, it is recommended to develop and approve a plan for advanced training of teaching staff, and on its basis management of accredited EPs to systematically carry

out training in management programs in education .

**Conclusions of the EEC according to the criteria: (strong/satisfactory/ suggest improvements/unsatisfactory)**

According to the Standard " Management of the educational program " , 17 criteria are disclosed, of which:

- according to OP 6V01701-"Kazakh language and literature", OP 6V01704-"Kazakh language and literature in schools with non-Kazakh language of instruction" has 17 - satisfactory positions

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

- *The university must ensure the functioning of the system for collecting, analyzing and managing information based on the use of modern information and communication technologies and software.*
- *The management of the EP must demonstrate the systematic use of processed, adequate information to improve the internal quality assurance system.*
- *Within the framework of the EP, there should be a system of regular reporting that reflects all levels of the structure, including an assessment of the effectiveness and efficiency of the activities of departments and departments, scientific research.*
- *The university must establish the frequency, forms and methods for assessing the management of the EP, the activities of collegial bodies and structural divisions, top management, and the implementation of scientific projects.*
- *The university must demonstrate the determination of the procedure and ensuring the protection of information, including the identification of persons responsible for the reliability and timeliness of the analysis of information and the provision of data.*
- *An important factor is the involvement of students, employees and teaching staff in the processes of collecting and analyzing information, as well as making decisions based on them.*
- *The management of the EP must demonstrate the existence of a mechanism for communication with students, employees and other interested parties, including the existence of mechanisms for resolving conflicts.*
- *The university must ensure the measurement of the degree of satisfaction with the needs of teaching staff, staff and students within the framework of the EP and demonstrate evidence of the elimination of identified shortcomings.*
- *The university should evaluate the effectiveness and efficiency of activities, including in the context of the EP.*
- *The information collected and analyzed by the university should take into account:*
  - *key performance indicators;*
  - *the dynamics of the contingent of students in the context of forms and types;*
  - *the level of academic achievement, student achievement and expulsion;*
  - *satisfaction of students with the implementation of the EP and the quality of education at the university;*
  - *availability of educational resources and support systems for students;*
  - *employment and career growth of graduates.*
- *Students, employees and teaching staff must document their consent to the processing of personal data.*
- *The management of the EP should contribute to the provision of all necessary information in the relevant fields of science.*



### *Evidence*

At the departments, students are assigned advisers from among experienced teachers of the department, who provide advice on all issues of learning, adaptation and social life of students, maintain accompanying documentation (compile and correct individual curricula for students, etc.), monitor students' progress in the results of intra-semester assessments and sessions. The procedure for approving educational programs is carried out in accordance with internal regulatory and administrative documentation and ensuring its availability for the team.

The departments use the information management processes implemented at the university, including collection and analysis. Maintenance of the mission, goals, tasks and evaluation of their effectiveness is carried out in accordance with the current regulations. Regulatory documents on the organization and management of educational, scientific and extracurricular activities are at the department and are directly used in the work. The departments collect and analyze data to assess the performance of teachers and the opportunities for continuous improvement of the quality of educational programs "Kazakh language and literature", "Kazakh language and literature in schools with a non-Kazakh language of instruction".

Dissemination of information and receiving feedback is carried out through meetings of the Academic Council, the Board of Trustees, the Educational and Methodological Council, faculty councils, meetings of departments, working groups created to consider topical issues. In order to disseminate internal information, a website is used for teaching staff and students and the institute.

All disciplines of educational programs "Kazakh language and literature", "Kazakh language and literature in schools with non-Kazakh language of instruction" accompanied by educational and methodological complexes (EMC). Educational and methodological complexes in disciplines for 1-4 courses of all educational programs have been transferred to electronic media and posted on the information and educational portal of the institute in the electronic library section. Students have the opportunity to use electronic development of educational and methodological materials.

The departments regularly analyze the needs of the educational services market. The degree of demand for graduates is used as an indicator of the compliance of the training of graduates with the social order and society's expectations, as an indicator of social security and a guarantee of adaptation of graduates in new socio-economic conditions.

During the reporting period, there is a positive trend in admission to the department's specialties, the contingent of students in all educational programs tends to grow.

Competitive, qualified specialists are formed through relevant and practice-oriented educational programs aimed at results. The institute is carrying out a set of measures to form a modern material base, information space and an effectively developed communication infrastructure, as well as the introduction of new forms and methods of providing educational services based on modern information technologies. One of the favorable working conditions for teaching staff and teaching students created at the university is the full provision and availability of the necessary information and communication technologies and technical resources. One of the favorable working conditions for teaching staff and teaching students created at the university is the full provision and availability of the necessary information and communication technologies and technical resources. One of the main information resources is the database system "PLATONUS", which is a program created within the framework of the rating system for assessing students' knowledge, taking exams by computer testing, monitoring students' knowledge and filling in an electronic journal by teachers.

Within the framework of each EP, there is a system for monitoring the progress of the student and the achievements of students through the educational movement, which facilitates the process of using the automated information system "PLATONUS" in the educational process. The organization of monitoring, internal control of the quality of education and cognition of students is carried out through current, intermediate and final control. The current control of students' knowledge is carried out within the framework of the point-rating system for

assessing knowledge at the institute. The results of the current, intermediate and final control are brought to the attention of students through the personal account of each student of AIS "PLATONUS". The electronic journal exhibits the academic calendar, IEP, transcript, GPA scores, teaching materials and educational achievements of the student, who has free access to his virtual office for correspondence with teachers on emerging issues. The level of educational achievements of students in each module (discipline) is determined by the final grade, which is made up of an intermediate rating and a final control grade. Information about the evaluation system is presented in syllabuses. The list of tasks used for the final assessment of knowledge, abilities, skills and professional competencies in all EPs and monitoring the movement of students along the educational trajectory is aimed at determining the level of assimilation of theoretical material, practical skills, and decision-making skills in the area of their competence. Based on the results of the analysis of achievements, a student who completed the course program in full, but, for example, did not score a transfer score, is given the opportunity to retrain certain subjects in the summer semester on a paid basis and retake exams in order to increase their GPA. The institute has implemented a digital corporate chat/messenger CommFort. This application allows PTS to chat on channels, exchange messages, post announcements with the ability to comment, send files as whole files, display the desktop, make simple and video calls, conduct video conferences and much more. In 2008, the library acquired and implemented an automated Library and Information System "IRBIS-64" to create an electronic catalog and comprehensive automation of library processes. The electronic catalog database contains 73619 bibliographic records. In all reading rooms (electronic resource center, reading room of educational and methodical literature, reading room of foreign literature) programs "IRBIS-64", "Electronic library" are installed. Connecting the library to the INTERNET, the availability of e-mail and the WEB-site of the university: <https://api.edu.kz/index.php/ru/> allows you to receive additional information from other universities in Kazakhstan, Russia, foreign countries, libraries of various systems and departments. There is a phased introduction of electronic document management. Added AEO "ULAGAT" modules. In addition, 1C accounting for the personnel department was added. Assessment and planning of the needs of the university and its structural divisions reflect the main criteria for determining in the field of new information technologies, including training, management and monitoring. Modern monitoring and the sufficiency of educational resources used in the arches is carried out by the IBC together with the Center for Information Technologies and Software. Monitoring on the use of educational resources; analysis of department reports; includes a modern expert assessment of educational resources through participation in national ratings; survey of teaching staff and students to study the level of satisfaction with educational resources. The information system of the Institute provides resources provided by the means and technologies for accessing, storing, processing, accumulating and updating information. The electronic information system is presented in the form of databases for educational and scientific purposes, electronic libraries, teaching aids on electronic media, computer equipment and software. At the university, the center for the system implementation and development of ICT, information technology and software develops, implements and supports projects that form a single multiservice educational environment. Educational site ArkPI them. I.Altynsarina [api.edu.kz](http://api.edu.kz), supports the mission, goals and objectives of the institute. The priority areas of the ArkPI website are: representation of the Institute in the global Internet; formation of the image of the institute; providing an information environment for applicants, students and university staff; ensuring transparency and accessibility of information about the activities of the institute; The main goal of the site functioning is the development of a high-quality information environment of the institute as a resource of educational, scientific networks and a national information resource. The official website ([api.edu.kz](http://api.edu.kz)) operates in three languages (Kazakh, Russian, English). The site contains information for applicants: admission rules, educational programs. Information is published on the activities of the institute and the implementation of the EP, the results of the implementation of the university's strategy, quality

assurance policy, training, qualifications issued, passing scores and training opportunities provided to students, employment opportunities for graduates. In the section of educational units, the data of the heads of departments are indicated with the indication of e-mail addresses, by which any interested person can ask a question and receive a qualified answer. The student can receive an answer to his request, depending on the nature of the question, either directly on the spot or by submitting an application with a response at the time established by regulatory documents. In case of problems related to the educational process, such as: passing an examination session on an individual schedule, the student applies to the dean of his faculty and provides the dean of the faculty with supporting certificates of illness, birth of a child, death of close relatives, business or study trip.

In the AIS "Platonus" personalized pages of users (management, teaching staff, students, employees) are organized, on which services are provided in accordance with the category of users. The system works around the clock, the user can access his virtual space at any time and from anywhere with the availability of communication facilities (including cellular communication via the WAP portal), as well as work locally within the corporate network of the university. For academic support, students are provided with information, reference and methodological materials. A reference guide, academic calendars, a guide to writing theses are on the ArcPI website ([api.edu.kz](http://api.edu.kz)). The technical infrastructure of the university was created: a data transfer rate of 1000 Mb / s and a length of more than 10 km based on Fastethernetso based on 2 academic buildings and buildings of students' houses "twisted pair" (5-story buildings) more than 440 corporate network with more than a computer); communication between the above buildings is carried out using Wi Fi technology using directional antennas with a data transfer rate of up to 50 Mb / s; students and teaching staff have constant access to the WI-FI network both in educational buildings and in hostels; laptops and netbooks of students and employees of the institute are placed on each floor of each building, in particular, for conference calls, wireless communication nodes (access points to corporate network servers) are additionally installed for halls, reading rooms, student self-study rooms; Internet access is provided through the Kazakhtelecom channel at a speed of 200 MB / s, unlimited traffic.

In order to timely provide students, the public and other consumers of educational services with complete, reliable and comparable information about the activities of the departments implementing the data of the EP within the framework of the EP "Kazakh language and literature", "Kazakh language and literature in schools with a non-Kazakh language of instruction", ArkPI named after . I. Altynsarina ([api.edu.kz](http://api.edu.kz)) the web-page of the department on the official website has been created and is working. The tasks of the web pages of the departments: information support of educational organizations and educational authorities in the exercise of their functions, identification of participants and elements of the EP, the availability of the latest information about the activities of the department, achievements of teaching staff and students, targeted organization of analytical and information data, compliance with the requirements of the Common Information Space the education system of the Republic of Kazakhstan as a whole. In addition to the web pages of the departments on the official website of the Institute, there are also official accounts in social networks that contribute to the development of accountability to the participants of the EP ([api.edu.kz](http://api.edu.kz)). Within the framework of the EP, there is a stable reporting system, including the effectiveness and efficiency of the department. The EP prepare semi-annual, annual reports of an analytical nature and covering all areas of work of the EP. Reports are generated from the bottom up. The structure of the reports is determined by the forms approved by the relevant documented procedures. Reports are generated from the bottom up. The reporting structure is determined in accordance with the approved

Reports of teachers at the meetings of the department (minutes No. 11 of 06/18/2018; minutes No. 11 of 06/12/2019; minutes No. 11 of 06/03/2020, minutes No. 11 of 06/2/2021. Minutes No. 11 of 06/17. 2022) at meetings of the Faculty Council (. Minutes No. 11 dated 06.2018, Minutes No. 11 dated 06.2019, Minutes No. 11 dated 06.2020, Minutes No. 11 dated 06.2021 . Minutes No. 11 dated 06.2022 G.). Based on the report, decisions were made and the

following work was carried out: increasing the number of foreign publications of teaching staff; work done: teaching staff articles published in foreign scientific journals and conferences: to take control of the release of electronic textbooks for the EP. - EP "Kazakh language and literature" from 2018 to 2021 -6. The release of electronic textbooks for the EP "Kazakh language and literature" was taken under control from 2018 to 2021 - work done: release of electronic means:

1) 2018 academic year - an electronic presentation course on the discipline "Morphology of the modern Kazakh language" EP "Kazakh language and literature", "Kazakh language and literature in schools with a non-Kazakh language of instruction" electronic textbook, senior teacher Shakirova K.M. 3.17 GB, August 28, 2018, Protocol No. 1; senior teacher A.A. Abdullina electronic textbook "Syntax of the modern Kazakh language" 36.4 MB. 06/27/2018, protocol No. 13 on the discipline "Methods of teaching literature", art. teacher 136mb Aidarova G.K. 06/27/2019, protocol No. 13; 2019 academic year - electronic textbook "Word formation of the modern Kazakh language", art. teacher Shakirova K.M. 136mb. Minutes No. 11 dated April 24, 2018; 2020 academic year Art. teacher, master Abdullina A.A. Electronic textbook "Fundamentals of language communication" 137 MB, protocol No. 6 dated 12/23/2020

The EP is constantly working to ensure the collection, analysis and dissemination of basic information for the effective management of training programs and other activities within the EP. The mechanisms for collecting, analyzing and managing information in certain areas of the department's activities are automated within the framework of the EP. The teaching staff and students participate in conferences, seminars, surveys, extended meetings of faculty councils, extended meetings of the academic council. Responsibility for the correctness and timeliness of data submission is borne by the teaching staff of the EP and the head of the EP. The reliability of the information is confirmed by documents. The reliability of information is ensured by the responsible departments and subdivisions of the Institute. ATO and software are responsible for protecting information. ArkPI implemented information management processes, including collection and analysis. Data is collected and analyzed to assess the performance of activities, determine the degree of implementation of the mission, goals and objectives, and opportunities for sustainable improvement of the educational services provided. All participants in the educational process are included in the information collection system of the university. The analysis of information is carried out at meetings of the administration and the Academic Council with the participation of representatives of all departments of the institute. In order to involve students in the process of collecting information, student dean's offices work, advisors from academic groups are involved. The involvement of students, employees and teaching staff in the processes of collecting and analyzing information, as well as making decisions based on them, is also carried out through the AIS "Platonus", which is subsequently published on the website of the institute. Decisions are brought to the attention of students through student deans, after which students have the opportunity to apply directly to the rector's block with suggestions and comments. The following administrative documents are used in the management of the main processes: decisions of collegiate management bodies (AMC, Academic Council, administration), orders of the rector and orders of the vice-rector, documents on students (orders on personnel, students), planning, analytical, reporting, financial and accounting documents . The Institute has an internal information and educational portal, an extensive corporate network that allows access to all information resources from any computer. The website of the institute contains the personal data of each teacher. At the institute, misunderstanding and conflicts in the relationship of personal interests are resolved by considering complaints and appeals. The mechanism for managing the relationship of personal interests includes: familiarization of teaching staff, employees and students with the rules of internal regulatory documentation, requirements for the organization of the educational process, the main areas of work of structural units, internal regulations, etc.; creation of a corporate culture based on the equality of rights and obligations of employees, teachers and students, respect for their personal dignity. Personnel training and development is one of the strategic objectives of the institute development. Every year, specialists from the HR department draw up a plan for improving the skills of employees

and teaching staff. For transparency and accessibility of the procedure, the plan is reviewed and approved by the Academic Council based on the information provided by the structural divisions and departments of the institute (minutes No. 1 of 08.29.2018, No. 1 of 08.28.2019, No. 1 of 08.26.2020) . Annually, the Human Resources department conducts an anonymous survey of employees in order to increase their job satisfaction and opportunities for professional development; reducing staff turnover; identifying motivational advantages; identifying the main problems and causes of employee dissatisfaction.

According to the results of the survey, the satisfaction of the employees of the Institute with the personnel policy of the management is monitored. The Institute has developed and documented procedures for monitoring, evaluating and updating the EP: "Regulations on the educational program and the procedure for its development" [https://api.edu.kz/images/files\\_institut/polozheniya\\_kaz/5Bilim\\_beru\\_bagdarlamasy\\_zhane\\_ony\\_azirleu\\_tartibi.pdf](https://api.edu.kz/images/files_institut/polozheniya_kaz/5Bilim_beru_bagdarlamasy_zhane_ony_azirleu_tartibi.pdf).

Every year, the institute reviews the content of the EP and IEP, taking into account the needs and changes in the labor market, innovative development in the field of education, technology, economics, the social sphere, and science in general. Curricula are updated based on the results of monitoring the conditions for the implementation of educational programs. Evaluation of the effectiveness and efficiency of the implementation of the EP is carried out through feedback, statements, expanding the base of practice, etc., submitted by employers. The criterion for the effectiveness of the implementation of the EP is the successful completion of the internship by students and the further development of their career. An indicator of the effectiveness of the implementation of the EP is the high-quality graduation of students, the percentage of their employment. The information collected and analyzed by the university within the framework of the EP takes into account the movement of the contingent of students in the context of forms and types, monitoring of student progress and achievements, student satisfaction with the implementation of the EP, the availability of educational resources and support systems for students, employment and career growth of graduates.

In the context of the forms of study, the contingent of students (full-time and part-time) is formed by the Registrar's Office.

Transfer of students and the restoration of previously expelled students at the institute "Procedure for the transfer of students" "Procedure for the restoration of students" " [https://api.edu.kz/images/files\\_institut/polozheniya\\_kaz/13Bilim\\_alushylardy\\_ayustyr\\_u\\_zhane\\_q\\_aita\\_qabyldau.pdf](https://api.edu.kz/images/files_institut/polozheniya_kaz/13Bilim_alushylardy_ayustyr_u_zhane_q_aita_qabyldau.pdf) there are rules. Applications of distance learning students for re-enrollment are accepted two weeks before the start of the credit-examination session, and in person - during the holidays. In case of a positive consideration of the application, the order for the transfer / re-admission of the student signed by the rector is issued within 3 days.

Much attention is paid to SRRS and their participation in scientific conferences, publication of scientific articles and other periodic scientific publications on the subject of scientific research. Students of the EP "Kazakh language and literature", "Kazakh language and literature in schools with a non-Kazakh language of instruction":

In 2018, articles - 1 republican, in 2019: articles - 2 international, 1 republican; in 2020: competition - 2., 1 - republican online competition; in 2021 competition for the Rector's Prize scientific project -1, International competition - 1. Republican competition - 2. Information about the student who won prizes (table 10).

Among university students at the University of Zhetysu named after I. Zhansugurov as part of the 175th anniversary of Abai Kunanbaev in the XII Republican Subject Online Olympiad under the guidance of Master Shakirova K.M. students of the specialty 5B011700 - "Kazakh language and literature" Danara Uralbayeva, Fariza Seytkulova and Arun Raushan took part. The organizers were awarded letters of thanks for cooperation in the field of education, addressed to the rector of ArcPI and the participating team for the quality of knowledge and active participation. For internal quality assurance, sociological research is carried out at the institute. In the course of research, information materials are published in social networks.

Students (api.edu.kz,) on the site can get acquainted with the procedure and results of the external assessment of educational achievements of students <http://192.156.100.7:8080/>. ArkPI organized a revision of the EP quality assurance policy based on system monitoring, performance evaluation, and information management. The strategic goal of the institute's library is to ensure maximum accessibility of information resources for all user groups. An important tool for achieving this goal is a modern electronic library. ArcPI electronic library (collection) was founded in 2007. The ArcPI electronic library database is protected and available (api.edu.kz). The CI array is updated daily. The scope of the EC is 30,744 documents. To provide students and teaching staff with access to a universal information full-text database (the Web of Science information platform of Thomson Reuters, the SpringerLink database containing full-text articles of the Complete Collection journals of Springer Nature), the ArcPI library is annually updated by the National Center for Scientific and Technical Information of the Republic of Kazakhstan. ArcPI is working on the employment of graduates. Assistance in the employment of graduates is carried out in accordance with the "Regulations on measures to promote the employment of graduates", approved by the Academic Council of the Institute (dated April 20, 2016 No. 10).

Over the past 3 years, the employment rates of graduates under the rural quota have also remained stable. The decrease in the employment rate of graduates of the EP "Kazakh language and literature" in 2019-2020 and the EP "Kazakh language and literature in schools with a non-Kazakh language of instruction" in 2018-2021 is associated with the exemption from employment of graduates with children under 3 years old. In order to ensure compliance with labor and social guarantees for employees, create favorable working conditions, ensure stability and efficiency of work, improve the living standards of employees, as well as ensure mutual responsibility between the staff and the management of the university, collective agreements have been concluded and internal labor regulations have been developed, the personnel department is accounting for a documentary agreement between employees and teaching staff for the processing of personal data on the basis of the "Regulations on the protection of personal workers and students", approved by the Academic Council of the Institute (protocol dated August 31, 2017 No. 1)

### ***Analytical part***

Analyzing compliance with the requirements of the "Information Management and Reporting" standard for accredited cluster EPs, the commission notes that the institute has an information and reporting management system.

At the departments, the results of the implementation of the strategic plan for the development of educational programs are monitored and they are adjusted. During the implementation of educational programs, statistics are collected and analyzed on the contingent of students and graduates, available resources, staffing, scientific and international activities, and other areas. The teachers of the departments annually prepare individual annual reports based on the results of educational, methodological and scientific work in accordance with the IPR, on the basis of which the annual report of the department's work is developed. The most important tool that stimulates the activities of the teaching staff is the rating system for evaluating the activities of the teaching staff of the department, which also allows you to reflect the reporting on key performance indicators of the teaching staff.

***There are no EEC recommendations for OP 6V01701 - "Kazakh language and literature", OP 6V01704 - "Kazakh language and literature in schools with a non-Kazakh language of instruction" for this standard.***

***Conclusions of the EEC according to the criteria: (strong/satisfactory/ suggest improvements/unsatisfactory)***

***According to the Information Management and Reporting Standard, 17 criteria are disclosed, of which:***

- according to OP 6V01701-"Kazakh language and literature", OP 6V01704-"Kazakh language and literature in schools with non-Kazakh language of instruction" " has 17 - satisfactory \_ positions .

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

- *The university must define and document the procedures for the development of EPs and their approval at the institutional level.*
- *The management of the EP should ensure that the developed EP complies with the established goals, including the intended learning outcomes.*
- *The management of the EP should ensure the availability of developed models of the EP graduate that describe the learning outcomes and personal qualities.*
- *The management of the EP must demonstrate the conduct of external reviews of the EP.*
- *The qualification obtained upon completion of the EP must be clearly defined, explained and correspond to a certain level of NQF.*
- *The management of the EP should determine the influence of disciplines and professional practices on the formation of learning outcomes.*
- *An important factor is the possibility of preparing students for professional certification.*
- *The management of the EP must provide evidence of the participation of students, teaching staff and other stakeholders in the development of the EP, ensuring their quality.*
- *The labor intensity of the EP should be clearly defined in Kazakhstani credits and ECTS .*
- *The management of the EP should ensure the content of academic disciplines and learning outcomes for the level of education (bachelor's, master's, doctoral studies).*
- *The structure of the EP should provide for various types of activities corresponding to the learning outcomes.*
- *An important factor is the presence of joint EPs with foreign educational organizations.*

#### ***Evidence***

The institute has a clear procedure for the development and approval for the successful implementation of the bachelor's degree program, which corresponds to the EP GOSO and standard programs. OP "Kazakh language and literature", OP "Kazakh language and literature in schools with a non-Kazakh language of instruction" in the State Educational Standard of Higher Education (approved by order of the Ministry of Education and Science of the Republic of Kazakhstan dated October 31, 2018 No. 604), a classifier of areas for training personnel with higher and postgraduate education ( order Ministry of Education and Science of the Republic of Kazakhstan dated October 13, 2018 No. 569 approved), Dublin descriptors, aligned with the European Qualifications Framework, in accordance with the standard and guidelines for ensuring the quality of higher education in the European Higher Education Area (ESG). The procedure for designing, developing and approving the EP is reflected in the academic policy of the university, approved at the meeting of the Academic Council of the ARC on January 30, 2021, with amendments and additions (minutes No. 1 of 08.26.2020, minutes No. 7) ([https://api.edu.kz/images/files\\_institut/Akadem\\_sayasat\\_31.08.2022.pdf](https://api.edu.kz/images/files_institut/Akadem_sayasat_31.08.2022.pdf)) the structure of the EP is determined in accordance with the "Regulations on the EP and its development". ([https://api.edu.kz/images/files\\_institut/polozheniya\\_kaz/5Bilim\\_beru\\_bagdarlamasy\\_zhane\\_ony\\_azirleu\\_tartibi.pdf](https://api.edu.kz/images/files_institut/polozheniya_kaz/5Bilim_beru_bagdarlamasy_zhane_ony_azirleu_tartibi.pdf)).

The structure of the EP "Kazakh language and literature", "Kazakh language and literature in schools with non-Kazakh language of instruction and literature" is based on the modular principle and consists of learning outcomes and competencies. Learning outcomes are formed

both at the level of the EP "Kazakh language and literature", "Kazakh language and literature in schools that do not teach Kazakh language and literature", and at the level of individual modules and subjects ( [https://api.edu.kz/images/files\\_institut/polozheniya\\_kaz/9Kredittik\\_tekhnologiya\\_boiynsha\\_oqu\\_processin\\_uiymd\\_astyru.pdf](https://api.edu.kz/images/files_institut/polozheniya_kaz/9Kredittik_tekhnologiya_boiynsha_oqu_processin_uiymd_astyru.pdf)).

The structure of the EP "Kazakh Language and Literature" is based on a modular principle and consists of learning outcomes and competencies. Learning outcomes are formed both at all levels of the EP "Kazakh language and literature in schools with the Kazakh language of instruction", and at the level of individual modules or academic subject. The EP interconnects credits, competencies and learning outcomes based on the Dublin descriptors, taking into account the ECTS and EHEA qualification frameworks. On the basis of general secondary education, secondary vocational education and higher vocational education, students are trained in full-time education with a study period of 4, 3 and 2 years, respectively. The implementation of the EP is carried out in the state and Russian languages. The content of the EP includes innovative forms of education, while taking into account the interests of various categories of students, including the requirements of inclusive education. Depending on the goal of the EP, the content of the disciplines of the modules is developed. The disciplines of the compulsory component are developed in accordance with the State Educational Standards, the university component (IP) and the subject of choice (TC) - based on an analysis of the current problems of the region and the Republic of Kazakhstan, the needs of the labor market. The programs of basic and professional disciplines take into account modern achievements in the field of science and teaching methods. . When developing the EP, the theoretical and practical consistency and continuity in the design of academic disciplines are taken into account. The EP is formed on the basis of a modular presentation of educational information and interdisciplinary correspondences. The modular structure of the EP allows you to quickly and efficiently expand and deepen the EP, change the direction of training, and the requests of stakeholders. Depending on the period of implementation of the program, its content is structured into cycles and modules. This content is most fully presented in full-time education, when studying on the basis of secondary vocational education, the volume and content of previously acquired knowledge is taken into account, while recalculating (fully / partially) subjects, the content of which is similar to undergraduate subjects. The total labor intensity of theoretical training 6B01701-OP "Kazakh language and literature" and 6B01704-OP "Kazakh language and literature in schools with a non-Kazakh language of instruction" - 240 credits, including practice - 20 credits, final state certification - 12.

Consists of three cycles of disciplines for EP:

- 1 cycle - general education disciplines aimed at developing a general intellectual level (56 credits are allocated for the study of these disciplines, of which 51 credits are for the compulsory component and 5 credits are for the component of a higher educational institution),
- 2 cycles - basic disciplines (112 credits, including 52 credits for the university component, 60 credits for elective components),
- 3 cycles - major disciplines (60 credits, of which 47 are university component, 13 credits are an optional component).

Cycles 6B01701 - "Kazakh language and literature", 6B01704 - "Kazakh language and literature in schools with non-Kazakh language of instruction" 2 and 3 are aimed at the formation of professional competencies, the development of creative potential, increasing the level of competitiveness of graduates, the successful implementation of their professional activities based on the received knowledge, skills, personal qualities. In the process of mastering the modules, students of the EP acquire professional competencies related to the study of the fundamental disciplines of the Kazakh language and literature and accompanied by the development of the disciplines of the psychological and pedagogical cycle (basic level disciplines), the development and practical use of the basics of pedagogical activity (disciplines of the profile module and



pedagogical, professional practice) when studying the courses of the Kazakh language and literature.

Professional practice EP 6B01701- "Kazakh language and literature", 6B01704- "Kazakh language and literature in schools with non-Kazakh language of instruction" is divided into educational and familiarization, psychological and pedagogical, pedagogical, industrial, determined in accordance with the IEP.

The organization of practice at all stages is aimed at ensuring the continuity and consistency of the acquisition of professional skills by students in accordance with the requirements for the level of training of the future specialist: educational practice 1 (2 cr.) course; psychological and pedagogical practice 2 to (2 kr.); pedagogical practice 3 k. (4 kr.); industrial practice 4 k. (12 kr.).

Professional practice EP 6V01701- "Kazakh language and literature", 6V01704- "Kazakh language and literature in schools with a non-Kazakh language of instruction" is defined in accordance with the IEP, is divided into educational and familiarization, educational practice (plein air), psychological and pedagogical, educational practice (museum), pedagogical, industrial. The organization of practice at all stages is aimed at ensuring continuity and consistency in the development of professional skills by students in accordance with the requirements for the level of training of a future specialist: educational practice 1k (2 cr.), educational practice (4 cr.) course; psychological and pedagogical practice 2 k. (2 kr.); pedagogical practice 3 k. (4 kr.), educational practice 3 k. (1 kr.); industrial practice 4 k. (12 kr.). All types of practice are carried out in educational institutions of Kazakhstan on the basis of a personal application for signing a contract. The learning outcomes are reflected in the work programs of the practice, which we get acquainted with at the consolidation conference. Based on the results of all types of practice, students submit a written report to the department. Experience reports are presented by students at the final conference. The results of the practice will be reviewed and discussed at the OP meeting. The development of the EP begins with the construction of a graduate model, which allows you to systematically determine the competence of a specialist at various levels of education. The Institute has developed a model of the EP graduate.

Graduate model: a deep understanding of the scientific scope of the discipline being studied; possession of professional skills; possession of social intelligence; propensity to external conditions; have leadership qualities, since the university trains teaching staff, graduates of the EP must have competencies that allow them to carry out pedagogical activities in accordance with the rank they have received. Further, the graduate model is supplemented taking into account the specifics of each EP. (Appendix No. 3A). The university ensures the development of learning outcomes by planning the educational process, developing educational and methodological documentation, scheduling training sessions, conducting all types of educational activities, organizing professional practices, conducting intermediate and final certification (by the decision of the Board of Directors of the non-profit joint-stock company "ArcPI named after I. Altynsarin" dated December 24, 2020 No. 4 approved strategic plan for 2021-2025) [https://api.edu.kz/images/files\\_institut/%D0%B3..pdf](https://api.edu.kz/images/files_institut/%D0%B3..pdf)).

The qualification characteristic of a graduate is reflected in the EP of each specialty ([https://api.edu.kz/images/files\\_institut/polozheniya\\_kaz/16Tulekterdin\\_zhumysqa\\_ornalasuyuna\\_zhademdesu.pdf](https://api.edu.kz/images/files_institut/polozheniya_kaz/16Tulekterdin_zhumysqa_ornalasuyuna_zhademdesu.pdf)). The points describe the scope, objects, types, functions, typical tasks and the content of professional activity. The EP is aimed at preparing students for work in the field of education in accordance with the rank received. In order to more fully familiarize themselves with the future sphere of professional activity, meetings of students with graduates, employers, heads of practice bases working in the field of education are organized at the institute throughout the entire period of study. The readiness of a graduate student to fulfill social and professional roles is assessed based on the results of undergraduate practice and the final state certification. Students who have passed the final certification and confirmed the development of the relevant professional curriculum of higher education, upon completion of the EP by the decision of the

SAC, are issued a state diploma with a bachelor's degree in education and an appendix. When describing the learning outcomes in EP 6V01701 - "Kazakh language and literature" and OP 6V01704 - "Kazakh language and literature in schools with a non-Kazakh language of instruction", Dublin descriptors by levels of training are taken into account: 1) demonstration of knowledge and ideas in the taught area, based on advanced knowledge in this area; 2) professional application of knowledge and ideas, formulation of arguments and problem solving in the field of study; 3) implementation of the collection and interpretation of information for the formation of judgments, taking into account social, ethical and scientific judgments; 4) communicate information, ideas, problems and solutions to both specialists and non-specialists; 5) learning skills necessary for independent continuation of further education in the field of study.

The main objectives of the organization of the educational process on the credit technology of education are: unification of the volume of knowledge; creation of conditions for maximum individualization of education; strengthening the role and effectiveness of independent work of students; determination of educational achievements of students on the basis of effective procedures for their control. The ECTS system is used when students transfer from one educational institution to another within the European Union and in other European countries that have adopted this system. The labor intensity of one Kazakh academic credit (30 academic hours) corresponds to 1 ECTS credit (25-30 academic hours). Recognition and recalculation of credits is carried out on the basis of a comparison of the content of subjects mastered in the EP, their volume, knowledge, skills and competencies gained, and learning outcomes. Planning and organization of educational activities is carried out on the basis of individual (IEP) and working (IEP) curricula.

Labor intensity for theoretical training - 240 credits; by practice (by type) - 20 kr.; preparation and passing a comprehensive exam-12 kr. lives. In accordance with the order of the Ministry of Education and Science of the Republic of Kazakhstan dated April 20, 2011 No. 152, the study load of students is determined by the duration of academic hours and the volume of academic hours, accompanied by academic hours for various types of educational work. The load is distributed evenly over the semesters. The classroom load is distributed among the main types of training sessions in accordance with the State Educational Standards, SOO, and standard programs. One academic hour of all training sessions is equal to 50 minutes. The amount of student work in the classroom is 23 hours per week. The curriculum ensures the sequence of studying the disciplines of the OOP, BD and PD cycles, the rational distribution of disciplines by semesters in terms of the uniformity of the student's educational work. Obligatory structural elements of the EP are UDL, including the list, volume and sequence of teaching disciplines, types of training sessions, forms of control and final certification. Educational, pedagogical, professional and pre-diploma forms of student practice are carried out in the amount established by this standard, in accordance with the approved academic calendar and individual student IEP. The student's workload includes classroom work and SIW.

The institute has created an open education system that provides free access to educational resources based on distance learning technologies. The information component of distance learning is represented by electronic educational, methodological and other materials on the websites: [api.edu.ru](http://api.edu.ru), <https://api.edu.kz/index.php> / ru / [elektronnaya-biblioteka](https://api.edu.kz/index.php). used in conjunction with the automated information system "Platonus". In this case, the system before Moodle is used by students and teachers as a means of exchanging files, and grading in the form of testing, transfer of intermediate and final control is carried out through AIS "Platonus". <http://192.156.100.7:8080/>

The EP is formed on the basis of a modular presentation of educational information and interdisciplinary correspondences. The modular structure of the EP allows you to quickly and efficiently expand and deepen the EP, change the direction of training, and respond to stakeholder requests. In the course of studying the academic disciplines of the EP, classroom classes are provided in accordance with the "rules for organizing the educational process on

credit technology of education" (order of the Ministry of Education and Science of the Republic of Kazakhstan dated April 20, 2011 No. 152 (as amended and supplemented on June 2, 2014), which is 1/3 study time, SRS and SRO, which is 2/3 of study time.

Interactive whiteboard on the EP "Kazakh language and literature" 6B01701- "Kazakh language and literature", 6B01704-"Kazakh language and literature in schools with a non-Kazakh language of instruction", Free QuisMaker, Free Make video. Tests are used according to the program. Teachers of the Institute who have passed advanced training courses at the Center for Pedagogical Excellence of the AEO "NIS", in order to popularize the methods, they conducted training seminars for the teaching staff of the institute. Currently, the teachers of the Institute widely use SMART-goal setting, compiling sociograms, Bloom's taxonomy, Case-study. Considered at meetings of the P, at The analysis showed that the methods used are aimed at developing students' ability to work with educational literature and primary sources, electronic catalogs, electronic libraries and Internet sites.

Graduates of the EP have the opportunity to continue their education in postgraduate and additional professional education. Bachelors of the EP can continue their studies in the magistracy in two EPs: 1) the code of the direction of personnel training is 7M017, the EP undergoes an internal examination at the level of the educational and methodological department of the university and an external examination of the EP and its components by the employer. The results of the examination are submitted for discussion at the meeting of the OP, while taking into account the following indicators: information about the student body; the level of progress, achievements and expulsions of students; satisfaction of students with the implementation of programs; availability of educational resources and student support services; employment of graduates; graduate qualifications; the main indicators of the university's activities for accredited EPs. The transparency of the management system is achieved through participation in the meetings of collegiate and advisory bodies of students, representatives of the teaching staff. Decisions made as a result of various meetings are posted on the Institute's website: [api.edu.kz](http://api.edu.kz). all employees of the Institute are allowed to view these materials. Students and employers participate in the development of the Institute's EP . At the meetings of the EP, with the invitation of students and employers, the content of educational programs, curricula of teaching materials and practices, curricula of the EP is discussed. External experts are teachers of the highest category who have extensive experience and have made a significant contribution to the development of teacher education in the region (regulation on the procedure for involving employers in the development of educational programs " [https://api.edu.kz/images/files\\_institut/polozheniya\\_kaz/5Bilim\\_beru\\_bagdarlamasy\\_zhane\\_ony\\_azirleu\\_tartibi.pdf](https://api.edu.kz/images/files_institut/polozheniya_kaz/5Bilim_beru_bagdarlamasy_zhane_ony_azirleu_tartibi.pdf) ) The sphere of quality assurance of the institute is implemented through internal processes and quality assurance standards, which involve the participation of all structural units of the university, teaching staff and students. For the formation and support of policy in the field of quality assurance, the institute has created an appropriate organizational structure, defined functions, tasks, tasks of structural divisions and officials. An effective aspect of the relationship is the meetings of the leadership of the university and staff of faculties, EP with representatives of educational organizations. The result of such meetings are signed memorandums of cooperation, proposals for the introduction of new innovative programs, the introduction of new academic disciplines. EP teachers take an active part in improving and adjusting programs, their modularity, defining educational goals and shaping learning outcomes, and improving learning efficiency. At meetings of the faculty, school council, meetings of the EP, the goals and results of the study of the OP are discussed in accordance with the plan. In order to increase the effectiveness of the professional competence of future specialists, the content of the EP was agreed with the following employers: the teacher of the Kazakh language and literature of the secondary school No. 4 named after Keiki Batyr Samatova G.Sh., the teacher of the Kazakh language and literature of the secondary school No. 6 named after Abai Kunanbaev Shamshina G.B. , Bekenova S.K. I.Altynsarina, teacher of the Kazakh language and literature of the gymnasium Baisheva E.A.; Kazakh language teacher of secondary school No. 4

named after Keiki Batyr Smagulov K.F. They make their proposals on the subjects and features of the work of future EP graduates. The readiness of students for professional certification in accredited EPs is determined as follows: 1) implementation of the curriculum; 2) a high level of mastering professional disciplines; 3) positive results and characteristics before and leaders of the practice from the practice base; 5) motivation for high-quality performance of professional activities; 6) active participation in student self-government bodies; 7) employment in the acquired specialty; 8) successful adaptation to the place of work; 9) high-quality performance of professional duties; 10) passing qualification tests for the EP.

### **Analytical part**

When developing the EP, the degree of labor intensity of the student workload for all types of educational activities provided for in the curriculum, clearly defined in Kazakhstani loans, is taken into account .

The qualifications resulting from the completion of an educational program are clearly defined in accordance with a certain level of the National Qualifications Framework for Higher Education and, therefore, the framework of qualifications in the European Higher Education Area:

- qualification level 6 - undergraduate;

Questioning of students, conducted during the visit of the EEC IAAR, showed that:

- fully and partially satisfied with the availability of the dean's office - 80.3 and 17.5 %;
- fully and partially satisfied with the availability of counseling on personal problems - 70% and 23.8 %;
- fully and partially satisfied with the overall quality of training programs - 81.6 and 17.9 %.

EEC IAAR notes that the organization of activities of PAs for accredited EPs within the framework of the standard "Development and approval of basic educational programs" is sustainable and is implemented in accordance with standard and up-to-date business processes of the university. The qualification obtained upon completion of the accredited EP clearly defines, explains and fully complies with a certain level of NQF. The management of accredited EPs determines the influence of disciplines and professional practices on the formation of learning outcomes. The management of accredited EPs fully ensures the content of academic disciplines and learning outcomes at the level of education EP 6V01701-"Kazakh language and literature", OP 6V01704-"Kazakh language and literature in schools with non-Kazakh language of instruction" .

It is important to note that in the process of forming learning outcomes, the opinions of professional practitioners are taken into account, namely, the participation of employers in the development and examination of the EP is practiced, and the specialists of partner universities systematically give expert opinions of the EP on the content of academic disciplines and learning outcomes.

***EEC recommendations for OP 6V01701-"Kazakh language and literature", EP 6V01704-"Kazakh language and literature in schools with non-Kazakh language of instruction" :***

- *Develop and implement joint EPs with foreign educational organizations for accredited EPs. Develop \_ plan for the development and implementation of SOPs by January 1, 2024*

***Conclusions of the EEC according to the criteria: (strong/satisfactory/ suggest improvements/unsatisfactory)***

According to the Standard "*Development and approval of basic educational programs*" 12 criteria are disclosed, of which:

- according to OP 6V01701-"Kazakh language and literature", OP 6V01704-"Kazakh language and literature in schools with non-Kazakh language of instruction" " has 11 - satisfactory , 1 - requires \_ improve your position .

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

- *The university should monitor and periodically evaluate the EP in order to ensure the achievement of the goal and meet the needs of students and society. The results of these processes are aimed at continuous improvement of the EP.*
- *Monitoring and periodic evaluation of the EP should consider:*
  - *the content of the programs in the light of the latest achievements of science in a particular discipline to ensure the relevance of the discipline taught;*
  - *changes in the needs of society and the professional environment;*
  - *workload, performance and graduation of students;*
  - *the effectiveness of student assessment procedures;*
  - *expectations, needs and satisfaction of students with EP training;*
  - *educational environment and support services and their compliance with the objectives of the EP.*
- *The university and the management of the EP must provide evidence of the participation of students, employers and other stakeholders in the revision of the EP.*
- *All stakeholders must be informed of any planned or undertaken actions in relation to the OP. All changes made to the OP must be published.*
- *The management of the EP should ensure the revision of the content and structure of the EP, taking into account changes in the labor market, the requirements of employers and the social demand of society.*

#### ***Evidence***

To improve the educational program, the EP Development Plan is being developed. In the process of forming the development plan for the EP, teaching staff, employers, and students take part. This plan provides for various activities aimed at developing and improving the educational program. At the end of the academic year, at a meeting of the department, the implementation of the plan is considered, if necessary, adjustments and additions can be made to the plan. When developing the EP, the degree of labor intensity of the student workload for all types of educational activities provided for in the curriculum, clearly defined in Kazakhstani credits and ECTS, is taken into account.

The university has a system of regular reporting at all levels of the organizational structure, including an assessment of the effectiveness and efficiency of the activities of departments, study programs, scientific research and their interaction.

The educational and methodological department monitors the EP through the analysis of teaching materials, curricula, a catalog of elective disciplines, and individual student program plans. In this regard, a system for monitoring the quality of education has been developed, which includes monitoring the current progress of students, monitoring residual knowledge, monitoring the quality of teaching, monitoring student satisfaction with the quality of educational services.

To further involve key employers of schools in Arkalyk in monitoring educational programs, on January 26, 2019, the teachers of the department held a joint meeting with the director of secondary school No. 4 Saduov N.T. to update the content of education and the requirements of the employer. The report "Development and implementation of educational programs" was made by the head of the department of the Kazakh language and literature, Ph.D., professor Rakhmetova B.A. the language of instruction." According to the content of education, disciplines are included in the modular curriculum. "Studying the Kazakh language and literature in the system of inclusive education", "Cultural linguistics and cognitive linguistics".

On February 22, 2019, an educational and methodological seminar was held on the topic "Criteria-based assessment in the updated educational program". During the seminar, the teacher of the Kazakh language and literature of secondary school No. 4 Samatova G. Sh. questions were clarified on the introduction of a criteria-based assessment system based on updated education in

grades 5-7, increasing the effectiveness of the application of methods and teaching aids.

On March 29, 2019, in connection with the introduction of innovative technologies in the educational process, a round table was held on the topic "Updated content of education - the path to innovation." Senior lecturer of the department Aidarova G.K. made a presentation on the topic "The effectiveness of new technologies in teaching the Kazakh language and literature". The teacher of the Kazakh language and literature of the gymnasium named after I. Altynsarin Baiisheva A.A. presented standard curricula for teaching Kazakh literature according to the updated educational program (grade 8), a teacher of Kazakh Language and Literature of Secondary School No. 4 Smagulova KF presented standard curricula for teaching the Kazakh language as part of the updated educational program.

On April 26, 2019, the Department of Kazakh Language and Literature held a methodological seminar on the topic "Effective methods of using information technologies in teaching the Kazakh language and literature." During the seminar, the teacher of the Kazakh language and literature of secondary school No. 6 Bekenova S.K. made a presentation on the topic "Effective methods and techniques for using information technologies in teaching the Kazakh language and literature." At the second stage of the seminar, the teacher of the Kazakh language and literature of the secondary school

No. 6 Shamshina G.B. held a master class with 3rd year students of the EP "Kazakh language and literature". During the master class, students were divided into groups according to strategies that form critical thinking (Minutes No. 6 of 04/26/2019) (Appendix 8).

Disciplines are included in the QED based on an analysis of the needs of organizations in the region or on the recommendation of the teaching staff and external stakeholders. In QED OP - 6B01701 - "Kazakh language and literature" on the recommendations of employers of secondary school No. 4.

In order to improve the quality of student education, as well as to improve and develop the EP questionnaire, a survey was conducted among students of the Kazakh language and literature department "Teacher through the eyes of students". Students of 1-4 courses took part in the survey . ,

Reviews from employers on the EP have been updated, recommended disciplines have been introduced into the content of the EP. The "Platonus" system is monitoring the progress of students, placement by teachers of the Educational and Methodological Complex of the discipline (EMCD), test tasks, examination questions, assignments for students. The external evaluation of the EP of the institute is represented by the following procedures: attestation and accreditation of the university; state certification of students; EP rating; survey of employers; external review of graduation papers and teaching materials. In order to monitor the satisfaction of students on a systematic basis, a survey is conducted: "Teacher through the eyes of a student"

**1. Satisfaction with the quality of education by students (Table No. 1  
Questionnaire through the eyes of a student)**

Survey questions	2018 -2019	2019 -2020	2020-2021	2021-2022	2022-2023
	(409)	(389)	(423)	(582)	(638)
Do teachers provide syllabuses , handouts, lecture abstracts	90.7	90			
Do teachers use multimedia programs, virtual laboratory work, videos, computer tests, videos, tutorials, electronic textbooks, etc. when conducting classes?					Yes - 379 (36.7%) No - 41 (3.9%) Sometimes -

					218 (21.1%)
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Students believe that interesting, useful and rich practical and lecture classes are conducted by teachers Rakhmetova B.A. , Kaliev A.K., Abdullina A.A., Shakirova K.M., Auezova Sh.S., Aidarova G.K. Teachers in the classroom mainly use group work, discussions and gaming technologies.

During the internal and external examination of the EP, the following are evaluated: relevance, achievement of goals and objectives, completeness and logic of alignment, achievement of learning outcomes by students and their compliance with the requirements of professional standards. The results of continuous monitoring and periodic evaluation of the EP are communicated to all stakeholders. Mastering the EP by students is carried out in accordance with regulatory requirements. The Institute monitors the employment of graduates. For example, employment of graduates of EP 6V01701 Kazakh language and literature, OP 6V01704 Kazakh language and literature in schools with non-Kazakh language of instruction shows a positive trend. Graduates are employed in secondary schools of the Republic of Kazakhstan, and also enter the magistracy. Employment rate of graduates 2018-2019: total graduates - 28 students, of which 8 graduates are employed, which is -28.5%; 2019-2020 academic year: total graduates - 22 students, of which 100% are employed; 2020-2021 academic year: total graduates - 27 students, of which 18 are employed (67%); OP 6B01704 - "Kazakh language and literature in schools with a non-Kazakh language of instruction": 5 graduates are employed - 5 (100%). 2021-2022 academic year: 12 graduates in total, 100% of them are employed. Among the employers of schools No. 4, No. 6, the gymnasium of the city of Arkalyk, a questionnaire was conducted on the EP "Kazakh language and literature", "Kazakh language and literature in schools with a non-Kazakh language of instruction." In order to assess the quality of young professionals - graduates of the Arkalyk Pedagogical Institute. I. Altynsarin conducted a survey. The main purpose of the survey is the satisfaction of employers with the quality of training of the Arkalyk Pedagogical Institute named after I. Altynsarin. The questionnaire was sent to 30 employers, 17 employers responded.

The dynamics of the development of interaction between employers and departments is positive, i.e. interaction is constant. There is an increasing trend of direct participation of employers in the educational activities of departments in the development and examination of modular educational programs. Employers evaluate the content and structure of the MEP, make recommendations and suggestions.

WITH taking into account the interests of employers and deepening the professional training of bachelors for the 2019-2020, 2020-2021 academic years, were included in the working groups for the development of the EP. According to the EP "Kazakh language and literature" for the 2019-2020 academic year - the teacher of secondary school No. 6 Shamshina G.B., for the 2020-2021 academic year - Samatova G.Sh. Teacher of the Kazakh language and literature of the gymnasium them. I. Altynsarina , Arkalyk Konyrshina A.S. (EP "Kazakh language and literature in schools with a non-Russian language of instruction") (protocol of the department No. 5 dated 05.12.2019; protocol No. 5 dated 02.12.2020)

Teachers of the educational program "Kazakh language and literature" and teachers of the Kazakh language and literature of the gymnasium named after I. Altynsarin held an online educational and methodological seminar on the topic "Effective methods and techniques used in distance learning of the Kazakh language and literature. <https://api.edu.kz/index.php/kz/zha-aly-tar/zha-aly-tar-m-ra-aty/item/2448-kazak-tili-men-adebieti-kafedrazy-online-oku-adistemelik-seminar-otkizdi> For 2020 admission to the EP "Kazakh language and literature", the developer of the EP Shakirova K.M. took part in the meeting of the methodological association of teachers of social and humanitarian disciplines of school No. 6 named after A. Kunanbaev (minutes of the meeting of the association of social and humanitarian disciplines of the school named after A. Kunanbaev No. 4 dated 11/15/2019) at the suggestion of the school, the disciplines "Functional Grammar", " Methods of scientific research", "Methods of linguistic text analysis". For 2021, at

the suggestion of teachers of the Kazakh language and literature of secondary school No. 4 (minutes of the meeting of the Association of Social and Humanitarian Disciplines named after Keiki Batyr No. 4 dated November 25, 2020) and according to the educational program “Kazakh language and literature in schools with a non-Kazakh language of instruction” of the gymnasium named after Y. Altynsarin ( Minutes of the meeting of the Department of the Kazakh language and social science of the gymnasium named after I. Altynsarin No. 4 dated November 25, 2020) the disciplines "Platforms and services for distance learning of the Kazakh language and literature", "Digital resources in teaching the Kazakh language and literature", " Methodical bases of written works on the Kazakh language and literature”, “Fundamentals of grammatical literacy” According to the degree of participation in the development of the EP, letters of thanks were presented to employers.

On December 10, 2021, OP 6V01701- “Kazakh language and literature”, 6V01704- “Kazakh language and literature in schools with a non-Kazakh language of instruction” were organized by senior teacher M Shakirova K.M. in order to exchange views on the effectiveness of the use of various methods and techniques to achieve high-quality education in teaching the Kazakh language and literature by teachers of the Kazakh language and literature of schools in the city of Akimat of the city of Arkalyk, Baisheva A.A. (gymnasium named after I. Altynsarin), Smagulova K.F., Mukhambetzhanova Zh.M., Koibagar A.Zh., Kalieva N.Zh. (school №4 named after Keiki batyr), Uakhitova M. (secondary school No. 6 named after A. Kunanbaev ) conducted a training on the topic: “Teach yourself first to teach others” ( <https://api.edu.kz/index.php/kz/zha-aly-tar/zha-aly-tar-m-ra-aty/item/3187-ozgege-jretu-shin-aldymen-ozii-jren> ) For 2022 2nd year of admission to the EP "Kazakh language and literature" On December 20, 2022, in order to expand relations with employers, bring the content of the educational program in line with innovations in the education market, update the content of the discipline so that graduates of the educational program become competent specialists and become in demand, the head of the educational program "Kazakh language and literature", Candidate of Philological Sciences Rakhmetova B.A., Senior Lecturer, Master Shakirova K.M. held an extended meeting with teachers of the Kazakh language and literature of KSU "School-gymnasium named after Abai Kunanbayev". School meeting [https://m.facebook.com/story.php?story\\_fbid=557&mibextid=Nif5oz](https://m.facebook.com/story.php?story_fbid=557&mibextid=Nif5oz)

At the meeting, they discussed the content of the educational program for admission in 2023, compiled in order to train a teacher of the Kazakh language and literature, a list of disciplines on the basis of which competencies are formed, learning outcomes. On January 26, 2023, in order to discuss the quality of training specialists for the expanded meeting of the educational program "Kazakh language and literature", further designing the content of the EP and developing a strategy for joint action with the participation of all interested parties, taking into account the modern labor market and employers' proposals, a teacher of the Kazakh language and literature school-gymnasium named after Abai Kunanbaev, teacher-researcher Bekenova S.K., gymnasium named after Ibray Altynsarin, teacher of the Kazakh language and literature, teacher-expert A.A. Baysheva, teacher of the Kazakh language and literature, teacher-expert Suliybai S.S. took part and shared their opinions.

New pedagogical teaching methods January 26, 2023 in order to discuss the quality of training specialists for an expanded meeting of the educational program "Kazakh language and literature", further designing the content of the EP and developing a strategy for joint action with the participation of all interested parties, taking into account the modern labor market and the proposals of employers school - Gymnasium named after Abai Kunanbaev will perform with the aim of studying the Kazakh language teacher of literature, teacher-researcher Bekenova S.K., gymnasium named after Ibray Altynsarin, teacher of Kazakh language and literature, teacher-expert Baisheva A.A., teacher of Kazakh language and literature, teacher -expert Suliybai S.S. took part and shared their opinions.

It is introduced following the results of advanced training courses in centers of excellence (CPE). Universities operate in several areas: advanced training and training of teaching staff;



exchange of advanced pedagogical experience with schools; development of a new design of educational programs, taking into account the renewal of the content of secondary education; bilateral scientific and methodological advice and support. The types of dissemination of the experience of centers of pedagogical excellence for the study of best practices in teaching and training future teachers are determined.

The connection between scientific research, teaching and learning in the EP is carried out by including in the content of the EPC some aspects of the research of candidates of sciences, publications of the teaching staff on modern achievements in teaching methods and the introduction of innovative methods in the educational process. On the recommendations of the stakeholders and in order to update the content of education, the teachers took advanced training courses, RAFT, the strategy of a two-digit diary, the FILA table, De Bono's "Six Thinking Hats", "Think-Pair-Share", the method of dialogical teaching Senior Lecturer, magicians Shakirova K.M.; Orazakhynova N. technology "stage-by-stage complex analysis", Zankov L. V. "Developing education. Innovation management within the EP is carried out in two directions. 1) modernization of the content of the EP, taking into account innovations in education and their application in the EP "Kazakh language and literature", "Kazakh language and literature in schools with a non-Kazakh language of instruction"; 2) in the EP "Kazakh language and literature", "Kazakh language and Literature in schools with a non-Kazakh language of instruction" Ph.D. Rakhmetova B.A. thinking.

#### ***Analytical part***

The process of improving the educational program at the departments of foreign philology, theory of languages and literature is based on the introduction of a competency-based approach, taking into account the interests of employers and practice bases. A special role in improving the quality of higher education is played by the study of consumer requirements for the content of educational programs. Among the employers of the city of Arkalyk and the Arkalyk region, a survey is being conducted, where the professional activity of graduates and students undergoing educational and industrial practice is assessed.

Working curricula and programs go through the procedure of examination and approval. In order for the training of specialists to be comprehensive and targeted, the UMO, together with the deans and heads of departments, carries out an element-by-element analysis of the competencies acquired through educational programs. The analysis is carried out in order to determine the contribution of each academic discipline to the formation of social and professional competencies.

Questioning of students, conducted during the visit of the EEC IAAR, showed that:

- fully satisfied with the quality of teaching - 82.5%, partially satisfied - 17%;
- 78.9 % fully agree with the objectivity of assessing the achievements of students, 21.1% partially.

EEC IAAR notes that the organization of activities of PAs for accredited EPs within the framework of the standard "Continuous monitoring and periodic evaluation of basic educational programs" is sustainable and is implemented in accordance with standard and up-to-date business processes of the university.

***EEC recommendations for OP 6V01701-"Kazakh language and literature", EP 6V01704-"Kazakh language and literature in schools with non-Kazakh language of instruction" :***

- *To carry out timely placement of all changes made to the EP on the website of the university.*

***Conclusions of the EEC according to the criteria: (strong / satisfactory / suggest improvements / unsatisfactory)***

According to the Standard "Continuous monitoring and periodic evaluation of basic

educational programs" 10 criteria are disclosed, of which:

- according to OP 6V01701-"Kazakh language and literature", EP 6V01704-"Kazakh language and literature in schools with non-Kazakh language of instruction" has 10 - satisfactory positions

### **6.5. Standard " Student-Centered Learning, Teaching and Assessment"**

- *The management of the EP should ensure respect and attention to the various groups of students and their needs, providing them with flexible learning paths.*
- *The management of the EP should ensure the use of various forms and methods of teaching and learning.*
- *An important factor is the presence of own research in the field of teaching methods of academic disciplines of the EP.*
- *The EP management should demonstrate the existence of a feedback system on the use of various teaching methods and the assessment of learning outcomes.*
- *The management of the EP should demonstrate support for the autonomy of learners, while being guided and assisted by the teacher.*
- *The management of the EP should demonstrate the existence of a procedure for responding to complaints from students.*
- *The university should ensure the consistency, transparency and objectivity of the mechanism for assessing learning outcomes for each EP, including appeal.*
- *The university should ensure that the procedures for assessing the learning outcomes of students of the EP correspond to the planned learning outcomes and program goals. Criteria and evaluation methods within the EP should be published in advance.*
- *The university should determine the mechanisms for ensuring the development of learning outcomes by each EP graduate and ensure the completeness of their formation.*
- *Assessors should be proficient in modern methods of evaluating learning outcomes and regularly improve their skills in this area.*

#### ***Evidence part***

The formation of the global educational space, a wide cultural exchange, an intensive search for and the introduction of student-centered learning into educational practice require a rethinking of the current forms and content of institutional education.

Implementing the student-centered approach in education, which is so topical today, the management of EP puts the needs of the student at the head of the agenda and builds the methodology and content of education on the basis of these needs. The teacher's status is also changing - he or she not only gives knowledge, but also tries to teach strategies of independent learning and acquisition of certain competences.

The departments ensure the development of educational programs that motivate students to take an active role in the co-creation of the learning process, and performance assessment reflects this approach.

The Institute is modernizing the professionally oriented educational process in the direction of determining individual educational trajectories that meet the students' own needs in quality education. Designing individual educational trajectories allows organizing the educational process in the logic of a competency-based approach, which ensures the formation of the competence of future teachers. The formation of an individual trajectory and the implementation of the EP take into account the individual characteristics of students: students are considered as individuals, their experience, characteristics, perception abilities, interests and needs are taken into account, they participate in the educational process. All students are provided with equal opportunities regardless of the language of instruction, as students use the EVC to form an individual educational program (IEP). The institute pays enough attention to improving the quality of teaching subjects. The practice of implementing the most relevant and effective

methods has become an object of exchange of experience between teachers through open classes held at the department in accordance with the schedule.

**Table 9 .** Information about open classes held

No	Content	Kinds	Holding	Term	Responsible
1	"Ideological and artistic searches in the poetry of Mirzhakyp Dulatuly"	Practical	Institute	November 2019	Teacher Tautina B.A.
2	"The use of critical thinking technology in literature lessons"	Practical	Institute	October 2019	Senior teacher, master Aidarova G.K.
3	Special form of the verbs	Online open lecture session	Institute	November 2020	Senior teacher, master Shakirova K.M.
4	Issues raised in the works written during the years of independence	Practical	Institute	December 2021	Senior teacher, master Abdullina A.A.

Much attention is paid to SSRP and their participation in scientific conferences, publication of scientific articles and other periodic scientific publications on the subject of scientific research. Students of the EP "Kazakh language and literature", "Kazakh language and literature in schools with a non-Kazakh language of instruction": in 2018, articles - 1 republican, in 2019: articles-2 international, 1 republican; in 2020: competition - 2. , 1 republican online competition; in 2021, the competition for the Rector's Prize scientific project -1. International competition-1. republican competition - 2.

Information about the student who won prizes.

Zhetysu State University named after I. Dzhansugurov held XII Republican Online Subject Olympiad for university students as part of the 175th anniversary of Abay Kunanbayev. She took part under the guidance of master K.M. Shakirova 3rd year students of the specialty 5B011700 - "Kazakh language and literature" Uralbaev Danara , Seitkulova Fariza, and Arun Raushan . The organizers sent a letter of thanks to the rector of ArkSPI for cooperation in the field of education and to the head of the team for their activity and quality education. Achievements of students (Appendix 8). Teaching staff of the EP " Kazakh language and literature ", EP " Kazakh language and literature in schools with a non-Kazakh language of instruction" pass advanced training courses in a timely manner in accordance with the plan (the application is issued in 7 standards).

Students must pass all exams in the approved curriculum of disciplines in accordance with the working curriculum and the individual curriculum of the IEP. Examinations are held in written, oral and test form. The educational achievements of students are evaluated on a 100-point scale corresponding to the internationally accepted letter system with a digital equivalent (positive marks, depending on the magnitude of the decrease, from "A" to "D" and "unsatisfactory" - "FX", "F" ,) and estimates according to the traditional system. The level of education of students is assessed on a professional basis, taking into account modern developments in the field of organizing the control of educational achievements. It is developed based on the methodology of monitoring procedures, knowledge assessment scales and internal compliance standards. Feedback on the use of various teaching methods and the assessment of learning outcomes is carried out by discussing the results of the 1st and 2nd rating control, the permissive rating and the results of the examination sessions.

When implementing the EP "Kazakh language and literature", EP "Kazakh language and literature in schools with a non-Kazakh language of instruction", the educational process takes into account the personal qualities of the student, such as personal and professional growth, independence. This is actively promoted by such organizations of the institute as (<https://api.edu.kz/index.php/ru/>), the adaptation of applicants is carried out by the following structural divisions: admission committee, faculties / departments, department of academic issues, registration office, distance learning center, Department of educational work, IBK. After the admission of applicants to the EP, the curator and teachers of the department carry out

systematic and consistent work with students on the formation of professional and personal competencies from the 1st year to the graduate, which contributes to the advancement of students in their academic career. The functions of the academic mentor of the education department, which help in choosing the trajectory of education, are performed by the adviser ("Regulations on the work of the adviser", considered at the meeting of the Academic Council protocol No. 2 dated September 25, 2013 and approved by the rector dated September 25, 2013) . [https://api.edu.kz/images/files\\_institut/kadr.pdf](https://api.edu.kz/images/files_institut/kadr.pdf) .

ArkPI has a "Trust Box", there is a "Rector's Blog" on the institute's website (<https://api.edu.kz/index.php/ru/common/blog-rektora>). In addition, students' applications are considered at Council meetings, meetings of various levels, meetings with the leadership of the institute. In addition, students' applications are considered at Council meetings, meetings at various levels, meetings with the leadership of the institute.

Interdisciplinary communication is one of the most common learning trends at the present stage. The connection between disciplines allows students to apply the acquired knowledge in a complex. The main didactic task of these problems is to improve the quality of education, promote the development of the individual, strengthening the relationship between the educational, educational, developmental nature of the learning process. It is advisable to combine educational work in education in the Kazakh language with the educational process. Education in the education of the Kazakh language is carried out with the help of texts, examples and various exercises. To this end, according to the educational programs "Kazakh language and literature", "Kazakh language and literature in schools with a non-Kazakh language of instruction" in the discipline "Actual issues of the morphology of the modern Kazakh language" with special disciplines (Kazakh literature, methodology, pedagogy, psychology, logic) , we present the following tasks: audio recordings, video recordings, tasks for written control from works of art, illustrative materials. Concepts, thoughts, feelings and signal systems play an important role in the full formation of language material.

Teaching the discipline "Actual issues of the morphology of the modern Kazakh language" in interdisciplinary communication will solve the following tasks:

- formation of skills of practical use of acquired knowledge in special disciplines;
- development of thinking abilities of students using educational material in accordance with the level of knowledge;
- through integrated knowledge bases, promoting the conscious assimilation by future specialists of the concepts necessary for production activities.

Monitoring the quality of education as a systematic and regular procedure for collecting learning outcomes is carried out at a meeting of the EP at the end of each semester based on the rules for monitoring the quality of the EP To monitor the use of various teaching methods and knowledge control at the end of the semester. Among students of 2-3 courses of the EP "Kazakh language and literature", "Kazakh language and literature with a non-Kazakh language of instruction" Evaluation of educational activities through a questionnaire allows you to identify points that require special attention and elaboration, thereby improving the quality of teaching.

"Kazakh language and literature" among students of 2-3 courses of the EP "Kazakh language and literature with a non-Kazakh language of instruction", evaluation of educational activities through a questionnaire allows you to identify points that require special attention and elaboration, thereby contributing to improving the quality of education.

Satisfaction of students with the teaching methods of the EP in 2018 5B01701-"Kazakh language and literature", EP "student satisfaction with the quality of education", as shown by the analysis of the student survey, "satisfaction of students with the quality of education." "to the question: 80.7% -" high "; 20.3% -" medium "6B01704 - "Kazakh language and literature in schools with a non-Kazakh language of instruction" 60.5% - "high", 39.5% - "medium".

Are you satisfied with the quality of the interim certification and current control in 2019?" to the question: 83.7% of respondents answered "highly"; 16.3% answered "moderately". Are you satisfied with the quality of knowledge assessment in 2020? to the question: 84% -

"high"; 36% - "medium", 62.5% - "high"; 37.5% - "average" OP "Kazakh language and literature in schools with non-Kazakh language of instruction".

Is it interesting to study at a university in 2021? to the question: 85.7%, "high", 14.3% - "medium". Satisfaction of students with the teaching methods of the EP (Table No. 2 )

**2018 -2019**

No.	BB	High	Average
1	"Kazakh language"	80.7	20.3
4	"Kazakh language and literature with a non-Kazakh language of instruction"	60.5	39.5

**2019 -2020**

No.	BB	High	Average
1	"Kazakh language"	83.7	16.3
4	"Kazakh language and literature with a non-Kazakh language of instruction"	61	39

**2020 -2021**

No.	BB	High	Average
1	"Kazakh language"	84	36
4	"Kazakh language and literature with a non-Kazakh language of instruction"	62.5	37.5

**2021 -2022**

No.	BB	High	Average
1	"Kazakh language"	85.7	14.3
4	"Kazakh language and literature in schools with non-Kazakh language of instruction"	65.5	34.5

**The results of a sociological survey of students on satisfaction with the quality of education table N 3**

Questionnaire Questions	201 8 -	201 9 -20	20 20 -	20 21 -	20 22 -
	201 9	20	20 21	20 22	20 23
Surveyed %					
Satisfied with the quality of services provided?	77	80	82	83	85
Satisfied with the quality of the interim certification and current control?	75	76	78.7	80	80
Do teachers provide syllabuses, handouts, lecture abstracts?	90	90	90	92	93
Is it interesting to study at a university?	83	85.5	86	88	88
Have the university created conditions for conducting training sessions, independent work, physical education and sports, leisure activities, creative and scientific work?	70	75	80	83	87
Are you satisfied with the quality of the organization and conduct of the ISIS?	39	40	41.3	43.1	42
Satisfied with the quality of knowledge assessment?	49.7	37.2	46.5	50.7	53.4

AIS "Platonus" allows you to generate various forms of reporting on student progress, inform students about the presence or absence of a rating in all disciplines of interest and ensure transparency of grades. In addition, it is possible to store and process the necessary academic information about students: student personal data; registration for an item; intermediate and final grades; work on automatic calculation of GPA; formation of the Statement and transcripts of the student; transfer of students to the next course, etc. On April 19, 2021, in EP 6B01701 - "Kazakh language and literature", a scientific round table was organized on the topic "Effective ways to use digital technologies in the disciplines of the Kazakh language and literature", organized by senior teacher Tautina B.A.

On January 26, 2019, the teachers of the department held a joint meeting with the director of secondary school No. 6 Saduov N.T. to update the content of education and the requirements of the employer. The report "Development and implementation of educational programs" was made by the head of the department of the Kazakh language and literature, Ph.D., professor Rakhmetova B.A. on the specialty of the EP "Kazakh language and literature" in the specialty EP "Kazakh language and literature in schools with non-Kazakh language of instruction". According

to the content of education, disciplines are included in the modular curriculum. "Studying the Kazakh language and literature in the system of inclusive education", "Cultural linguistics and cognitive linguistics". On February 22, 2019, an educational and methodological seminar was held on the topic "Criteria-based assessment in the updated educational program". During the seminar, the teacher of the Kazakh language and literature of secondary school No. 4 Samatova G. Sh. questions were clarified on the introduction of a criteria-based assessment system based on updated education in grades 5-7, increasing the effectiveness of the application of methods and teaching aids. On March 29, 2019, in connection with the introduction of innovative technologies in the educational process, a round table was held on the topic "Updated content of education - way to innovation." Senior lecturer of the department Aidarova GK made a presentation on the topic "Efficiency of new technologies in teaching the Kazakh language and literature". Teacher of the Kazakh language and literature of the gymnasium named after I. Altynsarin Bayisheva A.A. presented standard curricula for teaching Kazakh literature according to the updated educational program (grade 8), the teacher of the Kazakh language and literature of secondary school No. 4 Smagulova K.F. presented standard curricula for teaching the Kazakh language as part of the updated educational program. On April 26, 2019, the Department of Kazakh Language and Literature held a methodological seminar on the topic "Effective methods of using information technologies in teaching the Kazakh language and literature." During the seminar, the teacher of the Kazakh language and literature of secondary school No. 6 Bekenova S.K. made a presentation on the topic "Effective methods and techniques for using information technologies in teaching the Kazakh language and literature." At the second stage of the seminar, the teacher of the Kazakh language and literature of the secondary school No. 6 Shamshina G.B. held a master class with 3rd year students of the EP "Kazakh language and literature". During the master class, students were divided into groups according to strategies that form critical thinking (Minutes No. 6 of 04/26/2019)

#### **Analytical part**

During the visit, the members of the EEC were convinced that the organization of the educational process at the institute is aimed at ensuring the quality of the services provided, creating the same comfortable, beneficial conditions for all students. The teaching staff of the departments is actively involved in the introduction of innovations, methods and ways of teaching, including in the course of scientific projects focused on the needs of employers and consumers.

Methods for the implementation of student-centered learning in EP are introduced into the educational process in the form of active and interactive teaching methods. These methods make it possible to activate the educational process, since they are built on dialogue, cooperation and cooperation of all subjects of education. The teaching staff of the EP uses innovative teaching methods and conduct classes in multimedia classrooms using technical teaching aids (DVD, projector, TV, computer, interactive whiteboards).

Questioning of students, conducted during the visit of the EEC IAAR, showed that:

- fully satisfied with the teaching methods - 80.3 %, partially satisfied - 19.3%; partially dissatisfied - 0.4 %.
- completely satisfied with the tests and examinations - 75.8 %; partially satisfied - 22.4 %; dissatisfied - 0.9%

***EEC recommendations for OP 6V01701-"Kazakh language and literature", OP 6V01704-"Kazakh language and literature in schools with non-Kazakh language of instruction" :***

- Until September 1, 2023, create a mechanism for timely response to student complaints.
- The leadership of the EP in the specialty "Kazakh language and literature in schools with a non-Kazakh language of instruction is recommended to develop a plan by September 1, 2023 to

*improve the system and improve the qualifications of assessors at possession of modern methods for assessing learning outcomes.*

***Conclusions of the EEC according to the criteria: (strong / satisfactory / suggest improvements / unsatisfactory)***

According to the Standard " Student-Centered Learning, Teaching and Assessment" 10 criteria are disclosed, of which:

- according to OP 6V01701-"Kazakh language and literature", OP 6V01704-"Kazakh language and literature in schools with non-Kazakh language of instruction" has 10 - satisfactory positions.

#### **6.6. The "Students" Standard**

- *The university should demonstrate the policy of forming a contingent of students from admission to graduation and ensure the transparency of its procedures. The procedures governing the life cycle of students (from admission to completion) must be defined, approved, published.*
- *The management of the EP should demonstrate the conduct of special adaptation and support programs for newly enrolled and foreign students.*
- *The university should demonstrate the compliance of its actions with the Lisbon Recognition Convention.*
- *The university should cooperate with other educational organizations and national centers of the " European Network of National Information Centers for Academic Recognition and Mobility / National Academic Recognition Information Centers" ENIC / NARIC in order to ensure comparable recognition of qualifications.*
- *The management of the EP should demonstrate the existence and application of a mechanism for recognizing the results of academic mobility of students, as well as the results of additional, formal and non-formal education.*
- *The university should provide an opportunity for external and internal mobility of students of the EP, as well as assist them in obtaining external grants for training.*
- *The management of the EP should make every effort to provide students with places of practice, to promote the employment of graduates, and to maintain contact with them.*
- *The university should provide EP graduates with documents confirming the qualifications received, including the achieved learning outcomes, as well as the context, content and status of the education received and evidence of its completion.*
- *An important factor is the monitoring of employment and professional activities of EP graduates.*
- *The management of the EP should actively encourage students to self-education and development outside the main program (extracurricular activities).*
- *An important factor is the existence of an active alumni association/association.*
- *An important factor is the existence of a mechanism to support gifted students.*

#### ***Evidence part***

The policy of forming a contingent of students throughout the entire period of study from admission to graduation is provided by a system of organization standards, job descriptions, provisions of the structural divisions of the institute responsible for all stages of the life cycle of students, which are publicly available on the official website and the institute .

The formation of the contingent of students is carried out by the EP Kazakh Language and Literature during the year on the basis of the provision of §11 of the formation of the contingent of students in the academic policy of the Arkalyk Pedagogical Institute named after.

I. Altynsarina.

[Akadem sayasat 31.08.2022.pdf \(api.edu.kz\)](#)

In order to ensure transparency in the implementation of the policy of forming a contingent, the university carries out the following activities. Creates working groups for access to schools and colleges of the city, region. Explanatory work will be organized among school graduates: "Open Days", where meetings with students, parents, teachers will be organized. The meetings are attended by members of the admissions committee, teachers responsible for the career guidance work of the EP. He informs about the problems and features of the formation of a contingent of students, the rules for entering the university. I. Altynsarin, a list of documents, conditions for specialties, profile disciplines, passing scores, a list of categories of benefits and much more. The institute conducts competitive tests for graduates from nearby districts of the region, organizes trips to nearby villages to meet school graduates. Annual admission to the institute is carried out on the basis of standard rules for admission to study in educational organizations that implement educational programs of higher education (Order of the Minister of Education and Science of the Republic of Kazakhstan dated October 31, 2018 No. 600). Applicants can find more detailed information on the university website <https://api.edu.kz/index.php/ru/>

In order to ensure transparency in the implementation of the policy of forming a contingent, the university carries out the following activities. Creates working groups for access to schools and colleges of the city, region. Explanatory work will be organized among school graduates: "open days", where meetings with students, parents, teachers (9 standards) will be organized. The meetings are attended by members of the admissions committee, teachers responsible for the career guidance work of the EP. He informs about the problems and features of the formation of a contingent of students, the rules for entering the university. I. Altynsarin, a list of documents, conditions for specialties, profile disciplines, passing scores, a list of categories of benefits and much more. The institute conducts competitive tests for graduates from nearby districts of the region, organizes trips to nearby villages to meet school graduates. Annual admission to the institute is carried out on the basis of standard rules for admission to study in educational organizations that implement educational programs of higher education (Order of the Minister of Education and Science of the Republic of Kazakhstan dated October 31, 2018 No. 600). Applicants can find more detailed information on the university website <https://api.edu.kz/index.php/ru/>

In accordance with the academic policy of the university "extract from the rules for organization of the educational process on credit technology of education (bachelor's degree) §5", when transferring from course to course in the ARC, a transitional score (GPA) is taken into account.

Table 4 . Transition points

Full-time department	DOT
From 1 course to 2 courses-1.6	From 1 course to 2 course-1.33
From 2 course to 3 course-1.8	From the 2nd course to the 3rd course-1.67
From the 3rd course to the 4th course-2.0	-

The goals of the EP are formed taking into account the development of the economy and the needs of the labor market of the region and the country, where the emphasis is on student-centered education, training and assessment. Monitoring the employment of graduates of the institute is the basis for analyzing their needs, identifying trends in the structure of the distribution of graduates by employment channels, so they pay special attention to the ArcPI employment assistance system. He paid attention to the formation of mechanisms for monitoring the employment of graduates. The career growth of graduates is controlled by the graduate through feedback from the EP graduates. High employment rates indicate the demand for graduates of the program in the labor market. The process of forming a contingent of newly enrolled students has the following order: 1) admission of students is carried out on the basis of



standard rules for admission to study in educational organizations that implement educational programs of higher education; 2) the formation of a group of students is carried out by the Office-Registrar of the AIS "Platonus"; 3) within two weeks after the issuance of the order to enroll students in the first year, the selection committee transfers the personal files of students to the Registrar Office of the Institute. To improve the effectiveness of programs, information on their contingent is subject to regular systematic analysis. Analyzed using data provided by responsible persons and departments.

**Table 5 Information about student enrollment**

Study years _	Learning language	Contingent of students												Share of the contingent of full-time education, %
		Daytime education			Distance learning (after college)			Distance learning (after high school)			Total			
		Total	grant	great dane	Total	gr	great dane	Total	gr	great dane	Total	gr	great dane	
<b>OP " Kazakh language and literature "</b>														
2018-2019	kaz	76	39	37	26	-	26	3	-	3	105	39	66	62.8
2019-2020	kaz	177	146	31	23	-	23	7	-	7	207	146	61	29.4
2020-2021	kaz	197	183	14	22	-	22	18-	-	18	237	183	54	22.7
2021-2022	kaz	244	231	13	thirty-	-	thirty	25	-	25	299	231	68	26.5
2022-2023	kaz	261	246	15	38	-	38	36	-	36	335	246	89	
<b>OP " Kazakh language and literature in schools with non-Kazakh language of instruction "</b>														
2018-2019	kaz	eleven	10	1	6	-	6	4	-	4	21	10	eleven	52.3
2019-2020	kaz	eleven	8	3	4	-	4	4	-	4	19	8	eleven	57.8
2020-2021	kaz	eleven	10	1	2	-	2	6	-	6	19	10	9	47.3
2021-2022	kaz	6	5	1	3	-	3	5	-	5	14	5	9	64.2
2022-2023	kaz	-	-	-	4	-	4	9	-	9	13	-	13	-

In order to monitor the adaptation and satisfaction of first-year students with the conditions of study and living, the questionnaire "Adaptation of students to the university" is traditionally conducted, since the initial phase of education at the university plays a special role in the preparation of a future specialist. ArcPI closely cooperates with the Bologna Process and Academic Mobility Center. In order to ensure comparative recognition of qualifications, the Registrar Office regularly sends a report on the work carried out to organize external and internal academic mobility of students, participates in information and training seminars of the Center. Every year, the Registrar's Office department holds seminars, round tables with teaching staff and students to explain academic mobility programs, information is provided through social networks and the Institute's website. [Academic mobility \(api.edu.kz\)](http://api.edu.kz)

As part of the academic policy, the "Regulations on the organization of academic mobility of students of the Arkalyk State Pedagogical Institute" have been developed. (Minutes No. 1 dated August 26, 2020 (with amendments and additions dated January 13, 2021, protocol No. 7). The Institute allows students to study under the programs of external and internal academic mobility. In order to implement this opportunity, the specialists of the Registrar's Office work is underway to harmonize the curriculum of the EP of the institute with the working curriculum for academic mobility programs of partner universities, compare the prerequisites of academic disciplines, and provide assistance in building individual educational trajectories. The EP provides opportunities for periodically updating the content of programs, building individual educational trajectories. allotted for the development of programs and their components is sufficient to obtain the declared results. A contract is concluded on training according to an individual curriculum, mobility programs, an information package, a tripartite agreement

between the student, the sending and receiving universities, agreed with the educational institution and the dean's office of the faculty. Students can get more detailed information about the academic mobility program on the institute's website ([api.edu.kz](http://api.edu.kz))

Contracts for academic mobility were concluded with the Kostanay State Pedagogical University named after. U. Sultangazina, Taraz State Pedagogical University. For the development of academic mobility, the "Regulations on the organization of academic mobility of students of the Arkalyk State Pedagogical Institute" was developed and approved (minutes No. 1 of August 26, 2020 (as amended and supplemented by January 13, 2021, minutes No. 7). These rules govern the procedure for converting loans and prices of the European Credit Transfer (Transfer) and Accumulation System (ECTS) into loans and valuations of the Republic of Kazakhstan and vice versa. Recalculation of credits according to the ECTS type is a tool for ensuring national and international recognition of the educational programs of the ArcPI, as well as ensuring the mobility of students. Recalculation of credits is made on the basis of the transcript. When converted into credits of the Republic of Kazakhstan for the conversion and assessment of credits, the number of issued ECTS credits mastered in each discipline (for each type of practice) must correspond to the number of credits in the working curricula of the institute. Otherwise, the discipline (practice) is calculated as an academic loan and is mastered by the student on a paid basis in an additional semester.

Financing of academic mobility of students is carried out at the expense of grants from the Ministry of Education and Science of the Republic of Kazakhstan and universities. At the university level, the Registrar's Office annually monitors and analyzes academic mobility, the results of which are discussed at meetings of the institute's administration. Based on the regulation on academic mobility of students to assist in external and internal mobility, in obtaining external educational grants, explanatory work is regularly carried out and information support for academic mobility programs is provided, mailing through mobile networks is organized (VK, website of the Institute [www . api . kz](http://www.api.kz) , Facebook [https://m.facebook.com/story.php?story\\_fbid=675659876268512&id=100014735168059](https://m.facebook.com/story.php?story_fbid=675659876268512&id=100014735168059) , <https://www.api.kz/index.php/ru/common/subsections/departament-po-akademicheskim-voprosam/akademicheskaya-mobilnost>

EP "Kazakh language and literature" - 1 student at the Kostanay State Pedagogical Institute, 1 student at the Taraz State Pedagogical Institute.

**Table 6 . Internal mobility of students of the specialty**

2020 academic year 1 semester							
1	Muzdahan Yrasty	3 course BB "Kazakh language and literature"	Kostanay State Pedagogical Institute	Kostanay	mutual cooperation agreement	in the field of educational services	
2019-2020 academic year 2nd semester							
1	Uralbaeva Danar Talgatovna	3 course BB "Kazakh tili men adebiet i"	Taraz State Pedagogical Institutes	Taraz	mutual cooperation agreement	in the field of educational services	

Requirements for the recognition of learning outcomes acquired in the course of academic policy are defined in the academic policy. The Institute focuses students'

extracurricular activities on the formation of a socially adapted personality with an active civic position, a sense of patriotism and tolerance, a deep national consciousness, qualities and qualities of a future competitive specialist. One of the most common areas of extracurricular activities of the university is youth clubs, sports sections of interest.

In the 2018-2019 academic year, 2-3 year students of the EP "Kazakh language and literature", "Kazakh language and literature in schools with a non-Kazakh language of instruction" Ramazan Sarmanov, Danara Uralbayeva, Diana Aitzhan, Erik Yesengeldy, Alibek Karlygash, Kabdykhalyk Tolganai, Turysbek Nurdan were involved in the activities of the institute's media center as volunteers. Under the guidance of the department of information support and multimedia support of the IBK, students prepared for video filming of educational events (<https://www.facebook.com/profile.php?id=100014735168059>, [https://www.facebook.com/permalink.php?story\\_fbid=701712883663211&id=100014735168059](https://www.facebook.com/permalink.php?story_fbid=701712883663211&id=100014735168059)), edited short video materials, covered educational activities of the educational program on the social networks of the Institute. In April 2019, a competition was held for the award of the Rector of the Arc PI for the best scientific work of students. The competition was attended by the candidate of philological sciences, professor A.K. Kolganat on the theme "Illiteracy on social media" and as a result K. Karboz received the 2nd place. In April 2019, a competition will be held for the rector's award of the Arkspi for the best scientific work of students. In May 2020, under the guidance of master G.K. Aidarova, a 2nd-year student of the specialty 5B011700 - "Kazakh language and literature" Koshen Aruzhan took part in the republican project "The best student academy", which was held at the national innovative research center "Bilim-orkenieti" and was awarded a letter of thanks. Creative Association. M. Dulatova unites all creative teams: the theater studio "Rukhaniyat", the school of poets, KVN, Artistic word. At the level of the student dean's office, the main body of self-government is the meeting of the student dean's office. The executive operational body of the student faculty is the council of the student dean's office. In order to achieve their goals and objectives, youth associations of the republican level, operating within the framework of a private educational institution, are associated with youth policy - this is the youth wing "Atameken" - "the spirit of youth". Students join the heart-to-heart volunteer movement. Participation in the general institutional level is the organization of student self-government "Zhas Orda", which includes students from all faculties. It should be noted the inseparable connection of all three levels of student self-government of the EP. There is a series of students of all levels and various extra-curricular activities: "Dedication to students", "Two stars", "Miss ArkPI", "April Day", "Hello, we are looking for talents!" takes an active part.

**Table 7**

Name of youth associations	Number of participants
Student Faculty Council	12
Alliance of Students of Kazakhstan	thirty
Zhastar Rukhs ( Zhas Otan)	20
Debate club " Aqiqat "	25
KVN	20
Creative association of M. Dulatov :	50
Total	157

Student youth takes an active part in large-scale events dedicated to the celebration of anniversaries and memorable dates in the history of the state: Day of the Republic of Kazakhstan, Message of the President of the Republic of Kazakhstan to the people of Kazakhstan, Victory Day, State Symbols Day, Constitution Day, Independence Day. It has become a tradition to celebrate the Day of the Elderly, to organize festive concerts dedicated to Teacher's Day, International Women's Day on March 8th. The objects of cultural and leisure activities of the institute are the assembly hall, the information and library complex, the sports and recreation complex. ACC libraries are used to meet the needs of students in getting acquainted with various types of educational literature, conducting thematic classes, cultural and educational events and other information events. The assembly hall allows holding scientific and

cultural-mass general institutional events, preparation of student associations, thematic classes. On the basis of the gifted student support program developed at the BB of the Kazakh language and literature, work is being carried out with gifted students, the main goal of this program is to improve the system of work on the psychological and pedagogical support of gifted students.

Gifted Student Support Program (api.edu.kz). On February 22, 2019, at the Xth interuniversity scientific and practical conference of young scientists, undergraduates, students "modernization of national spiritual consciousness and competitive youth" at the University "Turan-Astana" under the guidance of Ph.D., professor of the institute Rakhmetova B.A. a seminar was held on the topic: 5B012100 - "Teaching in the Kazakh language a student of the 2nd year of the specialty" Kazakh language and literature in schools Zhabasova Bibinur made an article "Latin graphics asyna koshu - zaman talaba" and was awarded a Diploma of the 1st degree for the scientific significance of the project. In this conference under the guidance of candidate of philological sciences, professor of the institute A.K. Kaliyev, a 2nd year student of the specialty 5B011700 - "Kazakh language and literature" Uralbayeva Danar made an article "Kazakh literary language and the language of the Zhaydarman games" and was awarded a Diploma of II degree. February 22, 2019 at the X - th interuniversity scientific and practical conference of young scientists, undergraduates, students "modernization of national spiritual consciousness and competitive youth" at the University "Turan-Astana" under the guidance of Ph.D., professor of the institute Rakhmetova B.A. . a seminar was held, at the plenary session, a 2nd year student Zhabasova Biibinur made an article "Transition to the Latin script is a requirement of the time" and was awarded a 1st degree Diploma for the scientific significance of the project. In this conference, under the guidance of Ph.D., professor of the institute A.K. Kaliyev, a 2nd year student of the specialty 5B011700 - "Kazakh language and literature" Uralbayeva Danar made an article "Kazakh literary language and the language of the Zhaydarman games" and was awarded a Diploma II degree. April 12, 2019 at the Eurasian National University named after L. N. Gumilyov passed the seminar "Science and Education - 2019" at the XI Y International Scientific Conference under the guidance of Ph.D. , Professor of the Institute A.K. "Kazakh literary language and the language of the Zhaydarman Games", Master, Associate Professor of the Institute K.M. Shakirova under the guidance of 5B011700- "Student of the 2nd year of the specialty" Kazakh language and literature "Seytkulova Fariza made a presentation on the topic "Psychologism in the works of the writer Tolen Abdik " and was awarded the 3rd degree Diploma. April 12, 2019 at the Eurasian National University. L.N. Gumilyov hosted a seminar "Science and Education - 2019" at the XI International Scientific Conference under the guidance of Ph.D., Professor of the Institute A.K. the article "Kazakh literary language and the language of the Zhaydarman Games", master, associate professor of the institute K.M. Shakirova under the guidance of 5v011700-"2nd year student of the specialty" Kazakh language and literature "Seytkulova Fariza made a presentation on the topic" psychologism in the works of the writer Tolen Abdikov " and was awarded a 3rd degree diploma.

To protect the scientific projects "Competition for the award of the rector ArkPI for the best scientific work of students", held on April 22, 2018, under the guidance of Ph.D., professor of the institute Rakhmetova B.A., student of the 2nd year of specialty 5B012 10-"Kazakh language and literature in schools with non-Kazakh language of instruction" Bibinur Zhabasova made a presentation "Orkhon Yenisei written monuments – the noble heritage of the spiritual beginning"; under the guidance of Ph.D., Professor of the Institute A.K.Kaliyev, a 2nd year student of the specialty 5B011700 - "Kazakh language and literature" Uralbayeva Danar made a presentation on the topic: "Language, content and structure of modern Zhaydarman games"; under the guidance of senior teacher Tautina B.A. - "Reflection of social problems on society on modern Kazakh prose" - participated in the research work. As a result, D. Uralbayeva won the 1st prize.

Within the framework of the program "Bolashakka bagdar: ruhani zhangyru" organized by the SCCE "Arkalyk City Palace of Culture" State Institution "Department of Culture and

Development of Languages of the Akimat of the City of Arkalyk" in 2019, Beimbet Mailin, Saken Seifullin, Ilyas Zhansugurov took part in the city poetic mushair "Alash arysy", dedicated to the 125th anniversary of the birth of the Kazakh language and literature, students of the program took part and won prizes. In particular, the students of the group OO -11 Apbaskhan Balgyn became the owners of a special prize named after "Beyimbet Mailin", Baygazin Ruslan took the 2nd place, and the student of the group OO - 31 Sarmanov Ramazan won the Grand Prix of 13 poets who took part in the mushaira of written akyns.

In 2019, as part of the Day of the President of the Republic of Kazakhstan and "2019 – the Year of Youth", he took part in the city aitys of young akyns "Songs from the heart", dedicated to the 80th anniversary of Fariza Ongarsynova and received a diploma from Apbaskhan Balgyn, who took 2nd prize.

A letter of thanks was received by a 3rd year student of the educational program "Kazakh language and literature" Alibek Karlygash Alibekovna, a participant in the regional online competition of traditional folk song "Zhan serigim-dombyra", dedicated to the 25th anniversary of the Constitution of the Republic of Kazakhstan in 2019 (Appendix 8). In 2020, the National Innovation Research Center "Bilim-orkenieti" took part in the project "Academy of the best students" (under the guidance of Ph.D., Professor of the Institute Rakhmetova B.A.), which was organized as part of the Year of Youth in support of students and undergraduates of the country within the framework of the 4th year of the educational program "Kazakh language and literature student Turysbek Nurdana Daurenbekovna received a letter of thanks initiative of the Center "Alash Oner" in the nomination "Traditional song", distinguished by a special creative talent, received the Grand Prix and was awarded a diploma. In May 2020, he took part in the republican project "Uzdik student akademiyasy", organized by the national innovative research center "Bilim - Orkenieti", where he won the prize second place.

A 2nd year student of the specialty 5B011700 - "Kazakh language and literature" Koshen Aruzhan Ermekovna (scientific adviser, senior lecturer, master Aidarova G.K.) was awarded the "Letter of thanks". On November 27, 2019, at the Republican student scientific and practical conference with the participation of foreigners on the topic "The image of a teacher is the status of a nation" under the guidance of a master, senior teacher Aidarova G.K. report with the article "Lexical groups of proverbs" took second place. In December 2020, under the guidance of Ph.D., Professor of the Institute Rakhmetova B.A. 2nd year student of the specialty 6B01701 - "Kazakh language and literature" Kendirbekova Lyazzat took part in the competition "Abaidyn kara sozderi", dedicated to the 175th anniversary of Abai Kunanbaev, held in Kostanay and won the 2nd prize. In 2021, the competition for the award of the Chairman of the Board-Rector, dedicated to the 180th anniversary of I. Altynsarin and the 30th anniversary of the Independence of the Republic of Kazakhstan, organized by ArkPI, was attended by: 3rd year student of the specialty 5B0117 - "Kazakh language and literature" Aitzhan Nargul under the guidance of a senior teacher, associate professor of the institute A.A. Abdullina on the topic "Art of Nurkhan's work", as a result, won the prize 2nd place. In May 2021, under the guidance of Ph.D., Professor ArkPI A.K. Kaliyev, a 4th year student of the specialty 5B011701 - "Kazakh language and literature" Karboz Kolganat wrote an essay on the topic "Turkic thinkers" for the international competition "The best student of the Turkic world -2021", organized by the "Academy of the best students" of the Republic of Kazakhstan, he received the main prize. A special letter of thanks was sent to the leader, participant K. Karboz became the "Best Student of the Turkic World-2021", was awarded a special diploma and won a ticket to sacred Turkestan. In 2020, a 3rd year student of the specialty 5B011700 - "Kazakh language and literature" Turysbek Nurdana became the winner of the republican youth competition of Kazakhstan "Golden Book" and was awarded a 1st degree Diploma. In 2021, 2nd year students of OP 6B01701 - "Kazakh language and literature" Aibek Kundakbaev and Serikov Yerkebulan became the winners of the Republican Youth Competition of Kazakhstan "Golden Book" and were awarded a 1st degree Diploma. In 2021, a 2nd year student of EP 6B01701 - "Kazakh language and literature" Sadyk Zhansaya won the bronze medal of the Elbasy Medal project and was awarded a special

certificate. The database of gifted students is updated annually. Systematic and purposeful work with gifted students of the Institute contributes to the regular holding of intellectual and creative events. All information about various grant programs is available on the university website ([api.edu.kz](http://api.edu.kz))

The organization of practices in ArkPI is based on the "rules for the organization and conduct of professional practice and the definition of organizations as a base for practice", enshrined in the academic policy of the university.

The organization of practices in the ARC is based on the "rules for the organization and conduct of professional practice and the definition of organizations as a base for practice", enshrined in the academic policy of the university. [Akadem sayasat 31.08.2022.pdf \(api.edu.kz\)](https://api.edu.kz/images/files_institut/ACADEMIC%20POLICY.pdf)

The working curriculum for the specialty 6B01701-"Kazakh language and literature", 6B01704-Kazakh language and literature in schools with a non-Kazakh language of instruction" provides for the following types of practice: Educational and familiarization, pedagogical, psychological and pedagogical, industrial and undergraduate practice.

The working curriculum for the specialty 6B01701-"Kazakh language and literature", 6B01704-Kazakh language and literature in schools with a non-Kazakh language of instruction" provides for the following types of practice: Educational and familiarization, pedagogical, psychological and pedagogical, industrial and pre-diploma practice.

The practice is organized in accordance with the working curriculum, the program of practice on the basis of existing cooperation agreements in compliance with the requirements of the State Educational Standard. The EP develops requirements for places of practice, an educational program. To assess students' satisfaction with the place and organization of internship, a questionnaire "student satisfaction with the quality of organization and internship" is conducted.

The sector of practice and employment of graduates is a structural unit that oversees the processes of organizing and passing professional practice and employment.

[https://api.edu.kz/images/files\\_institut/ACADEMIC%20POLICY.pdf](https://api.edu.kz/images/files_institut/ACADEMIC%20POLICY.pdf)  
[https://api.edu.kz/images/files\\_institut/ACADEMIC%20POLICY.pdf](https://api.edu.kz/images/files_institut/ACADEMIC%20POLICY.pdf)

The sector performs the duties of planning and organizing production practices, activities to monitor the employment and career growth of graduates of the institute. Students who complete their studies in the educational program are awarded the appropriate degree and are issued a state diploma with an application (transcript), as well as a European diploma supplement (European Diploma Supplement). The transcript includes all the final grades of the student, including the results of retaking exams. The student's transcript is registered in the registration log, where the number and date of issue are affixed. The document is certified by the office of the registrar, the dean of the faculty and the chairman of the board and sealed. The Diploma Supplement (Transcript) is filled out on the basis of a certificate of the student's fulfillment of an individual curriculum in accordance with the grades obtained in all disciplines, coursework (projects) submitted, types of practice and the results of the final certification in the amount provided for by the state compulsory standard of education and working training plan.

In the appendix to the diploma (Transcript) according to the point-rating alphabetic system of knowledge assessment for each academic discipline, the final grades are recorded indicating its volume in credits and academic hours.

In order to consolidate the theoretical knowledge gained by bachelors at the institute and acquire practical skills in EP 6B01701- "Kazakh language and literature", 6B01704-Kazakh language and literature in schools with a non-Kazakh language of instruction "in accordance with the state standard, a bachelor must master the following types of professional practice: general scientific, didactic, methodical, subject and psychological-pedagogical, pedagogical practice aimed at integration is carried out on the basis of general education schools.

Educational and familiarization practice (BP) as a result of passing the educational and familiarization practice, the student: Education: must know the basics of self-organization and self-education and the main legal documents of the educational field; Be able to: have

knowledge of the basics of self-organization and self-education and the main legal documents in the field of education; Skills: basics of self-organization and self-education; readiness for professional activity in accordance with the legal documents of the field of education; readiness to implement educational programs in the academic discipline in accordance with the requirements of state educational standards.

As a result of the passage of pedagogical practice, the student: 3rd year

Student: methods of psychological and pedagogical diagnostics; content, principles, methods of diagnostic work with students in the system and structure of the psychological and pedagogical activities of an educational institution; patterns of anatomical, physiological, age and psychological characteristics of the personality of students and the group of students; requirements for the protection of the life and health of students in the hygienic education of students on pedagogical and natural science bases; modern methods of psychological and pedagogical research of the achievements of students and pupils; know the content and methodology of psychological diagnostics of the student's team.

Student: be able to use psychological and pedagogical diagnostic methods to solve various professional problems; the ability to take into account the various characteristics of students in pedagogical interaction; to carry out the pedagogical process in various age groups and various types of educational institutions; creation of a pedagogically oriented and psychologically safe educational environment; indisputable communication with various subjects of the pedagogical process; mastering modern information technologies; to establish pedagogically purposeful expedient relations with the student team, small groups and individual students, to facilitate the communication of children in the team; own the establishment of a favorable psychological (climatic) environment in the classroom.

Student: ways of orientation in professional sources of information (magazines, websites, educational portals, etc.); methods of implementation of psychological and pedagogical support and support; ways to prevent deviant behavior and offenses; ways of interaction with other subjects of the educational process; use various means of communication in professional pedagogical activity; master the methods of improving professional knowledge and skills through the use of the capabilities of the information environment of an educational institution.

Undergraduate practice 4 course

The choice of the place of undergraduate practice is made taking into account the subject of the thesis.

Each leader ensures the successful completion of the internship, advises the student to draw up an internship plan and helps determine the content and required volume of reporting materials.

The content of the practice is limited to the approved curriculum and program and provides for the following measures: the acquisition by students of certain practical skills in the individual performance of production and research work; generalization of the analysis of literary sources on the research topic; processing of accumulated data; reveal the scientific significance of the research methodology;

The content of the individual stages of practice is determined by an individual plan-task drawn up by the head of practice.

In a separate task, the topic of the study, questions for the study, recommended literature are indicated.

Industrial practice 4 course

Study: documents (state standard, textbook, thematic, daily lesson plan, extracurricular work plan, education plan, etc.), education of students in assigned classes; psychological aspects of educational work (creating a lesson with a psychological structure, student motivation, pedagogical ethics, cognitive features, communication, lesson microclimate); the structure of educational and extracurricular work on the subject; the level of knowledge of students in the

subject; implementation of the education of students in the classroom (subject, subject relations, social development of a person, behavior, behavior of high school students), research work of teachers, preparation of assignments for UO, UO; studying the types of distance learning; drawing up a short-term plan;

Fulfillment: Creativity of the subject teacher and class teacher; Conducting a psychological and pedagogical analysis of the lesson using new innovative technologies; conducting classes using modern computer technologies; educational work, joint work with parents (organization of parent meetings, preparation of interviews, questionnaires); conducting career guidance work with students; conducting a psychological and pedagogical analysis of school-wide events; together with students in the discipline to conduct school-wide events; organization, holding (evening on the subject, week, olympiad, competition, Knowledge Day; holding school-wide educational events (thematic evening, autumn ball, etc.) based on collective creativity

Access: teachers' council of the school; methodical work of subject teachers; in the work of the seminar of class teachers; student teachers' council; in the analysis and independent analysis of students' creativity; in the analysis and independent analysis of the educational activities of students;

The process of employment of university graduates is regulated by the Regulations on measures to promote the employment of graduates that are in the public domain

[https://api.edu.kz/images/files\\_institut/ACADEMIC%20POLICY.pdf](https://api.edu.kz/images/files_institut/ACADEMIC%20POLICY.pdf)

The department constantly monitors the work activities of graduates, invites freshmen to meetings, helps in further professional growth, studying according to the program. In order to employ students, meetings with employers, fairs for graduate students are held. Employment of graduates is entered into the database for issuing a certificate of employment to them. Senior teacher Abdulina A.A., responsible for the employment of graduates in the EP "6B01701-Kazakh language and literature, 6B01704-Kazakh language and literature in schools with a non-Kazakh language of instruction", monitors employment during the year and transmits the information received to the relevant departments. The analysis showed that 100% of the contingent of graduates are employed in the specialty 6B01701 "Kazakh language and literature", 6B01704 - Kazakh language and literature in schools with a non-Kazakh language of instruction". information about the employment of graduates On the employment of students of the group KO - 41 OP 5B011700 - "Kazakh language and literature", entered 9 master's programs and continues to study, the rest of the graduates work at school. In particular, R. Ekpin, B. Zhumatai, N. Kamen, Zh. Kikbaeva, G. Muhambetkereeva, K. Ryspai, Zh. Syzdyk, K. Tolen, are studying in the magistracy, A. Koshan, K. Khafiz, Zh. Among the students of the KO-41 group, who are planned to work on the employment of graduates of the new academic year, a training was held on the topic "the role of a young specialist on the path to modernization." In the periodical press room of the information and library complex of the Arkalyk State Pedagogical Institute. I. Altynsarin passed the training "The role of a young specialist on the path to modernization" among 4th year students of OP 5B011700 - "Kazakh language and literature" at the Department of Kazakh language and literature.

In order to help the future young specialists of the country, i.e. future teachers and form a psychological climate in the team, increase professional enthusiasm, raise a cheerful mood, various psychogeometric tests, questionnaires and psychological training were conducted in the training among graduates, students of the 15th year . Working with a drawing", various works with a group. Graduates actively participated in this training.

"Today's student is tomorrow's teacher - a young specialist who wants the future of our independent state. After all, the key to the future of the country is in the hands of the young generation, this was emphasized at today's event.

Gulzhanat Bekbolatovna Zhumagali, a specialist of the institute for the employment of graduates, took part in the training: "only a very competent, talented, wise and patriotic teacher can bring up a worthy generation," Elbasy emphasized. In this regard, we want to wish young



professionals who choose the faculty, successfully graduate from the university and are just starting their careers, so that your steps are successful, - shared his thoughts and wished. coaching on the topic "Choosing a profession is an important matter" with teachers of the Kazakh language and literature of the city's schools, i.e. the teacher of the secondary school named after the Motherland M. Daulbay and the teacher of the secondary school named after Sh. Ualikhanov T. Bayakhmetov. The purpose of coaching: to attract students, graduates to the teaching profession at school. According to the tradition of the year, the procedure for preliminary assignment to the work of students of the IV year, that is, graduates, passed. Handed over documents and slides giving information about the graduation group. Number of graduates in the department: 9 (7 students in the KO-41 group, 2 students in the UKO-31 group).

Graduates study practically under a contract, only a student of the UKO-31 group Koishybay Ibadat is the owner of a state grant. At the fair, a student of the UKO-31 group, Koishybay I, was instructed to promptly receive a request for an invitation to work. As indicated in the plan for the 2018-2019 academic year, on May 3, 2019, among the graduates, an hour was held to get acquainted with the programs "Youth practice", "with a diploma - to the village", "Youth personnel reserve". Not all specialists who have received a Diploma manage to get a job immediately after graduation. Employers are primarily interested in hiring an employee with work experience. In this case, yesterday, university graduates were given information that the state would come to the rescue by implementing the programs "With a diploma -" to the village", Youth practice and "Youth personnel reserve".

In general, measures were taken to ensure the employment of graduates.

Written report of the Department of Kazakh Language and Literature on the work carried out on the employment of graduates in the 2019-2020 academic year.

At the beginning of the academic year, information was given on the employment of graduates.

Work is underway to compile and complete boards of graduates in the specialty 5B011700 - "Kazakh language and literature". Familiarization of graduates, 4th year students with the programs "with a diploma to the village", "Youth Practice" and "Youth Personnel Fund" was held among the KO-41 group on February 19, 2020.

The organization of the procedure for the preliminary assignment of graduates to work in the current academic year due to the emergency took place online. Summaries and slides about our students participating in the fair were compiled and prepared. From May 1 to May 15, 2020, [the site was opened on the portal of the electronic labor exchange www.enbek.kz](http://www.enbek.kz). 1320 requests from employers were registered for it. There are 1697 jobs for preschool and secondary educational institutions. From May 1 to May 15, 2020, resumes of graduates of 38 universities of the country were registered. On May 15, 2020, registration on this site was announced. In the 2019 - 2020 academic year, specialty 5B011700 - "Kazakh language and literature", including 4 - Serpin, 11 - contract, 6 - grant, 1 - rural quota. Total: 22 students. Graduate students (22 graduates) on the portal of the electronic labor exchange [www.enbek.kz](http://www.enbek.kz) registered on the site.

As part of the KO-41 group, requests were received for our students working on the basis of dual education. They, Turysbek Nurdana - from the Tastinsky secondary school in the village of Tasty, Amangeldy district, Kostanay region, Abisadikov Bibikhan - from the secondary school named after Lenin, Karasu district, Kostanay region, Auezkhan Yernur Sayanovich. Information on the employment of graduates for the 2019 - 2020 academic year in the specialty 5B011700 - "Kazakh language and literature", including 4 - Serpin, 11 - contract, 6 - grant, 1 - rural quota. Total: 22 students. On 11/07/2020, a lecture hour was held through ZOOM among graduates, fourth-year students on the topic "Is kagazdarynyn turleri zhane olardyn toltyrylyu tartibi, erekshelikteri". In the 2020-2021 academic year, at the graduate employment fair, our request was received in the specialty 5B011700 - "Kazakh language and literature" from 4 places in the Kostanay region and 3 places in the Akmol region. In total, 27 graduates were employed in the specialty 5B011700 - "Kazakh language and literature" - 18 (67%). Specialty 5B012100 - "Kazakh language and literature in schools with a non-Kazakh language of instruction" in total: 5

graduates, 4 (80%). 05/19/2021, hour. At 10.00 a fair was held among the students of the I V course of the specialty 5 B 011700-Kazakh language and literature and 5B012100-Kazakh language and literature in schools with a non-Kazakh language of instruction. A report on the employment of graduates was compiled and heard. In the 2019-2020 academic year, 22 full-time students studied at the department in the specialty "Kazakh language and literature". In order to control and monitor the employment and career growth of graduates, the sector of practice and employment of graduates has been cooperating with graduates of the institute for 3 years.

Support for relations with alumni is organized through the activities of the Alumni Association, the formation of a database of alumni. The Alumni Association is a voluntary association of alumni whose mission is to unite and socially promote graduates of all generations. Graduates of any academic year can be members of the Association of Graduates of the Kazakh Language and Literature and Kazakh Language and Literature in schools with a non-Kazakh language of instruction and without the Kazakh language. Members of the association regularly meet with students and participate in the activities of the department, institute. Activities are carried out in accordance with the plan. The Institute has the opportunity to provide unemployed graduates with objective information about vacancies. Graduates who wish to engage in scientific activities have the right to enter the magistracy in the target area.

### ***Analytical part***

The information presented in the self-assessment report in the context of this standard was mainly confirmed during the EEC visit. For accredited EPs, the university demonstrates the policy of forming a contingent of students from admission to graduation and ensures the transparency of its procedures. The professional practice of students is carried out in accordance with the requirements of the State Educational Standard, according to the academic calendar. All types of professional practice of students are carried out in accordance with the Model Rules for the Activities of Higher Education Organizations. The number of credits planned for professional practice correspond to the requirements of the Specialty Model Curricula. To ensure practice at the department, a cross-cutting program of professional practices has been developed and approved, including assignments, guidelines, requirements for reporting documentation, including a diary of practice.

In order to centrally provide students with internship places, the institute is constantly working to conclude long-term contracts for internships. For each specialty, there are bases of practice from among the most significant enterprises, institutions and organizations of the relevant industry. During the internship, employers generally note satisfaction with the level of training of students. The skills of working with special literature, organizational skills, performing discipline, the ability to work in a team, the level of theoretical and professional training of students are highly evaluated. Somewhat lower, employers evaluate the ability of students to use professional skills in solving specific production problems, the ability to make decisions independently, which should be paid attention to when preparing students. Almost all employers see a positive job prospect.

***Strengths / best practice for OP 6B01701 - "Kazakh language and literature", EP 6B01704 - "Kazakh language and literature in schools with non-Kazakh language of instruction" :***

- At the departments accredited by the EP, the maximum amount of effort has been made to provide students with places of practice, to promote the employment of graduates, and to maintain contact with them. The main mechanism for monitoring the professional activities of graduates is data from the State Center for Higher Education, certificates from the place of work (contract), the collection of information by those responsible for employment in the department. The employment of graduates from 2019 to 2022 for accredited EPs is 100 percent.

**EEC recommendations for OP 6V01701-"Kazakh language and literature", EP 6B01704-"Kazakh language and literature in schools with non-Kazakh language of instruction" :**

- *The management of accredited EPs is recommended to intensify joint work with alumni, since during the interviews their low activity in the membership of the alumni association was revealed.*

- *Before January 1 , 2024, the management of accredited EPs is recommended to develop a plan to improve the work of external and internal academic mobility of students.*

**Conclusions of the EEC according to the criteria: (strong/satisfactory/ suggest improvements/unsatisfactory)**

According to the Standard " Students " 12 criteria are disclosed, of which:

- according to EP 6B01701-"Kazakh language and literature", EP 6B01704-"Kazakh language and literature in schools with non-Kazakh language of instruction" 2 is in a strong position, 9 is satisfactory , 1 is in need of improvement.

### **5.7. Standard "Teaching Staff"**

- *The university should have an objective and transparent personnel policy, including recruitment, professional growth and development of personnel, ensuring the professional competence of the entire staff.*
- *The university should demonstrate the compliance of the staff potential of the teaching staff with the development strategy of the university and the specifics of the EP.*
- *The management of the EP must demonstrate awareness of responsibility for its employees and provide favorable working conditions for them.*
- *The management of the EP should demonstrate the change in the role of the teacher in connection with the transition to student-centered learning.*
- *The university should determine the contribution of the teaching staff of the EP to the implementation of the development strategy of the university, and other strategic documents.*
- *The university should provide opportunities for career growth and professional development of the teaching staff of the EP.*
- *The management of the EP should involve practitioners from relevant industries in teaching.*
- *The management of the EP should provide targeted actions for the development of young teachers.*
- *The university should demonstrate the motivation for the professional and personal development of EP teachers, including the promotion of both the integration of scientific activity and education, and the use of innovative teaching methods.*
- *An important factor is the active use of information and communication technologies by the teaching staff in the educational process (for example, on-line training, e-portfolio, MEP, etc.).*
- *An important factor is the development of academic mobility within the framework of the EP, attracting the best foreign and domestic teachers.*
- *An important factor is the involvement of the teaching staff of the EP in the life of society (the role of the teaching staff in the education system, in the development of science, the region, the creation of a cultural environment, participation in exhibitions, creative competitions, charity programs, etc.).*

Personnel policy of Arkalyk Pedagogical Institute is based on the current labor legislation

of the Republic of Kazakhstan and is carried out in accordance with the Law of the Republic of Kazakhstan "On Education" dated July 27, 2007, as amended and supplemented on January 1, 2019; Professional standard "Teacher" dated 06/08/2017; Typical Qualification characteristics of the positions of pedagogical workers and persons equated to them dated July 13, 2013.

The personnel policy of the Arkalyk State Pedagogical Institute named after I. Altynsarin is reflected in the "Regulations on personnel policy", approved by the rector of the institute (09/01/2021). "Regulations on personnel policy" is open on the website of the university. The main provision of the personnel policy is the creation of an effective system for the formation of a qualitative composition of personnel and teaching staff in the context of a constantly accelerating process of updating knowledge. The hiring and dismissal of teaching staff at the institute is carried out in accordance with the Labor Code of the Republic of Kazakhstan, the Regulations on the Personnel Policy of the ArkPI named after I. Altynsarin.

[https://www.api.edu.kz/images/files\\_institut/polozheniya\\_kaz/Kadriyq\\_sayasat\\_turaly\\_erezhe.pdf](https://www.api.edu.kz/images/files_institut/polozheniya_kaz/Kadriyq_sayasat_turaly_erezhe.pdf) "Regulations on the competitive replacement of positions of faculty and researchers" of the Arkalyk Pedagogical Institute named after I. Altynsarin approved by the Board of Directors and the Rector of the Institute 29 January 2021 in accordance with Protocol No. 1

[https://api.edu.kz/images/files\\_institut/kadri/%D0%9F%D0%BE%D0%BB%D0%BE%D0%B6%](https://api.edu.kz/images/files_institut/kadri/%D0%9F%D0%BE%D0%BB%D0%BE%D0%B6%)

When hiring, knowledge, professional and personal qualities are taken into account, as well as the compliance of the positions of pedagogical workers and persons equated to them with the qualification requirements specified in the job descriptions developed on the basis of typical qualification characteristics. Appointment and promotion is carried out on the basis of the order of the rector of the institute, taking into account the professional competence of employees and teaching staff.

#### ***Evidence part***

The need of the teaching staff for EP is determined on the basis of the content of general education, basic, major disciplines and the contingent of students in it. This need, in particular, the consolidation of disciplines in the teaching staff, is satisfied depending on the level of the degree, qualifications and work experience of the teaching staff, as well as specialization. The degree of teaching staff implementing the EP "Kazakh language and literature" - 33.3%, including 3 candidates of science, 5 masters, 1 senior teacher. The current composition of teachers is actively involved in the development of the EP in all its areas through the implementation of the educational program development plan. An analysis of the compliance of teaching staff with the qualification requirements of the legislation of the Republic of Kazakhstan is carried out by the HR department once a year. Its results showed that the teaching staff of the Kazakh language and literature fully comply with the qualification requirements of the legislation of the Republic of Kazakhstan. The pedagogical skills of teachers when hiring are assessed by the presence of work experience, personal achievements in pedagogical activity, the presence of honorary titles, awards, diplomas. The selection and distribution of scientific and pedagogical personnel is carried out by concluding labor contracts and elections by competition. The announcement of the competition is published in the periodical press. The qualitative composition of the teaching staff of the EP "Kazakh Language and Literature" meets the indicators of the Institute's personnel policy.

**Table 8** Composition of the teaching staff

No.	Full name	Base
1	Rakhmetova Bazar Anasovna	Kazakh State University named after S.M.Kirov 1982-1987
2	Kaliev Aibek Kiikbaevich	ENU them. L.N. Gumilyov 1994-1998
3	Abdullina Ardak Amirkhanovna	Kokshetau Pedagogical Institute named after Sh. Valikhanov 1983-1988
4	Auezova Shynar Serikovna	Kazakh State University named after S.M.Kirov 1986-1991
5	Aidarova Gulzhan Kenzhekeyevna	Arkalyk Pedagogical Institute 1989-1994
6	Shakirova Katira Meiramovna	KarSU them. E.A.Buketova 1989-1995

7	Tautina Bakytgul Agzamovna	Arkalyk Pedagogical Institute 1993-1998
8	Abildina Aigul Nagashybaevna	Arkalyk Pedagogical Institute 1998-2002

Table 9. Full- time teachers and additional performers

Academic year	All teachers	Including in the state	Application Skillful
2018-2019	8	8	-
2019-2020	9	9	-
2020-2021	9	9	-
2021-2022	9	8	1
2022-2023	9	9	-

Table 10. Number of masters

Uch. year	All teachers	Number of masters	Number of senior lecturers.	number of teachers
2018-2019	1	4	1	-
2019-2020	2	4	1	-
2020-2021	3	4	1	-
2021-2022	4	5	1	-
2022-2023	5	5	1	-

Transparency of personnel procedures is ensured by internal regulations and rules of corporate ethics. The teaching staff has full access to the management of the university and the department, as well as to the documents regulating the legal activities of the teacher. The learning outcomes implement competency-based approaches, procedures for recognizing non-formal learning, and student admission procedures. The teaching staff and university students are constantly reviewing teaching and learning methods in order to improve the student learning experience and stimulate critical thinking and students' personal skills. Students absorb information better by reading literature, while others must discuss theory in order to understand it.

In the process of implementing the EP, various teaching methods are used. The educational process in the EP "Kazakh Language and Literature" is carried out on the basis of innovative learning technologies (case studies, business and role-playing games, trainings, disputes, round tables, seminars, brainstorming, case-study (case analysis, situational analysis), master classes, video lectures, creative learning) informatization and computerization of the entire learning process, the application of new concepts in the field of education and science, the improvement of traditional teaching methods, the creation and constant replenishment of the Fund of electronic learning tools.

The teaching staff of the EP "Kazakh language and literature" conducts 90% of classes using technical teaching aids. The results of practical understanding of innovative forms of education are discussed at the meeting of the department, methodological seminars, scientific and practical conferences.

The main areas of application of information technologies in the educational process are visual information (illustrative material); demonstration material (basic diagrams, tables, concepts); current control (tests). Affordable tool - creating multimedia presentations, multimedia models that students defend as their projects. Therefore, in multimedia presentations, tests, videos, slides, integrated classes are often used using animation both in lectures and in practical classes. The teaching staff of the EP uses new information technologies in the educational process in order to improve the quality of education. Teaching staff in practice use the following methods and technologies: associograms, INSERT technologies and strategies, Webinar, Cam Studio, FreeMake video, etc. The department is working to promptly inform about the results of monitoring in areas of activity.

The system of open lessons allows teachers of the department to exchange experiences with teachers who conduct classes using personal identifiers and passwords, as well as fill in opinions and suggestions.

The teaching staff and students of the EP of the Kazakh language and literature carry out research work within the framework of the topic "formation of research competence of future philologists".

Teachers of the EP "Kazakh Language and Literature" will have the opportunity to improve their skills through courses conducted by centers for advanced training and professional training of leading universities of the Republic of Kazakhstan, the National Center for Advanced Studies "Orleu", Nazarbayev Intellectual School. The approved plan for advanced training of the teaching staff is stored at the department. Every year, specialists from the HR department draw up a plan for improving the skills of employees and teaching staff. For transparency and accessibility of the procedure, the plan is considered and approved by the Academic Council (Minutes No. 1 of 08.29.2018, Minutes No. 1 of 08.28.2019, Minutes No. 1 of 08.26.2020, Minutes No. 1 of 08.25.2021, Minutes No. 1 of August 31, 2022) (Appendix 12).

To improve the quality of education and ensure close relationship with production, specialists with experience in relevant areas will be involved in the educational process. Within the framework of educational programs: teachers-practitioners are university professors who have experience in the relevant industry or work part-time in relevant organizations. The selection of teachers-practitioners is carried out on the basis of qualification requirements, job descriptions and approved staff list, taking into account extensive experience in the relevant field of activity.

Based on the "Regulations on bonuses, additional payments, allowances and other incentive payments from extrabudgetary funds", approved by the Academic Council (minutes 1 of August 31, 2017)

[https://api.edu.kz/images/files\\_institut/kadri/.pdf](https://api.edu.kz/images/files_institut/kadri/.pdf) The Institute has a system for stimulating the professional and personal development of teachers through the existing system of financial and non-financial incentives, which manifests itself in the form of salary supplements: supplements for an academic degree, supplements to wages. In the 2018-2019 academic year, wages increased by 20%, in 2019-2020 - by 30%, in 2020-2021 - by 50%. In addition, there is a system of non-financial incentives: letters of thanks, diplomas from universities and the Ministry of Education and Science, medals from universities and the Ministry of Education and Science of the Republic of Kazakhstan. The teaching staff is awarded with diplomas, letters of thanks from the rector, valuable gifts, gifts associated with professional and public holidays (Appendix 12).

A number of teachers of the teaching staff of the EP "Kazakh language and literature" were awarded intra-university awards, as well as diplomas of the Ministry of Education and Science of the Republic of Kazakhstan.

Table 1 1 . Encouragement of teaching staff for the last 3 years

No.	Full name	Award Basis	Order number, date-month, year
2018			
1	Auezova Shynar Serikovna	50 years	G. No. 234 dated 12/12/18
2019			
2	Aidarova Gulzhan Kenzhekeyovna	50 years	No. 4ot. 01/08/19
2021			
3	Shakirova Katira Miramovna	50 years	No. 179 from. 05.10.21

In addition, the university provides for the provision of social and material assistance to employees if necessary.

Table 1 2 material assistance to teaching staff and employees for the reporting period

No.	Full name	The basis of material assistance	Order number, date-month,
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			year
2018			
3	Tautina Bakhitgul Agzamovna	Due to the death of the mother	No. 11 ot. 01/15/18
4	Abdullina Ardak Amirkhanovna	On the death of a friend	No. 30 dated February 27, 2018
eleven	Abdullina Ardak Amirkhanovna	Due to the death of the mother	No. 163 from. 05.09.1
2019			
15	Shakirova Katira Miramovna	Due to the death of the mother	No. 145 from. 09/16/19

The result of the application of innovations and information technologies is the formation of students' educational and socio-communicative competencies. In particular, he uses the Moodle system, as well as Zoom -learning, interactive lessons using the interactive panel "Aiala" connected to the Internet.

NGO "Modern society in the context of education and science in the field of improving the professional training of specialists" carries out work in research areas. In this direction, the teaching staff of the EP "Kazakh language and literature" introduces and conducts the following elective courses:

Table 1 3

Academic discipline	Course content	Employer
6B001701- "Kazakh language and literature"		
Philological analysis of literary text and essay writing	A student in this discipline should know the philological analysis of a literary text and be able to write an essay.	Kisikova A. Zh. (Director of the school of the gymnasium named after I. Altynsarin)
Technology of stage-by-stage complex analysis of language units	Owens a phased complex analysis of language units.	Kozbagarova K.S. (principal of secondary school No. 6 named after A. Kunanbaev)
Technology of stage-by-stage complex analysis of a work of art	Must know the phased complex analysis of works of art.	Kozbagarova K.S. (principal of secondary school No. 6 named after A. Kunanbaev)
Technology for the formation of text and listening, reading, writing skills	Essence, meaning, function of listening. Owens the connection of the subscription action with graphics, spelling.	Saduvov N. T (Director of the teacher of the Kazakh language and literature of secondary school No. 4)
Abay studies	Analyzes the viability of the poet's creative work.	Kozbagarova K.S. (principal of secondary school No. 6 named after A. Kunanbaev)
Methodical bases of written works on the Kazakh language and literature	The entry ranks the job requirements; the record defines the criteria for evaluating the work.	Kisikova A. Zh. (Director of the school of the gymnasium named after I. Altynsarin)

Methodological foundations for teaching academic subscription at school	Determines the specifics of the report and scientific article, critically analyzes the methods and techniques used in research work.	Kisikova A. Zh. (Director of the school of the gymnasium named after I. Altynsarin)
Fundamentals of grammar literacy	Defines the basics of reading literacy and writing literacy, analyzes the methods and techniques of teaching colloquial speech in a literary language.	Kisikova A. Zh. (Director of the school of the gymnasium named after I. Altynsarin)
6B001704-OP "Kazakh language and literature in schools with non-Kazakh language of instruction"		
Digital procedures in teaching the Kazakh language and literature	Characterizes models and technologies of training; highlights learning systems; differentiates online services for creating interactive tasks for learning;	Kisikova A. Zh. (Director of the school of the gymnasium named after I. Altynsarin)
Platforms and services for distance learning of the Kazakh language and literature	Critically discusses platforms, evaluates the effectiveness of learning platforms and services in distance learning	Kisikova A. Zh. (Director of the school of the gymnasium named after I. Altynsarin)

In the educational process of the teaching staff on the educational programs "Kazakh language and literature", "Kazakh language and literature in schools with non-Kazakh language of instruction" teaching aids, teaching aids, electronic teaching aids are used. In particular, an electronic presentation course on the discipline "Word formation of the modern Kazakh language" by a senior teacher, master K.M. Shakirova Electronic textbook. dated 04.24.2019), educational and methodological manual "Tasks of a practical lesson on the subject of stylistics of the modern Kazakh language" 2018, art. teacher, master G.K. Aidarova "Methods of teaching literature". (136MB. Protocol No. 13 dated 06/27/2019), "Types of work with literary text in Grades 5-7" - educational and methodological manual (protocol No. 3 dated 10/30/2020), "The use of information technologies in the lesson of the Kazakh language in 12-year education" (Minutes No. 13 of 06/26/2019) collection of lectures, educational and methodological manual on the topic: "Linguistic heritage of S.Amanzholov". Electronic textbook. (36.4 MB. 2018), "Basics of language communication". Electronic textbook. 137MB. (Minutes No. 6 of December 23, 2020), "Types of written work". Educational and methodological manual. (Minutes No. 3.30.10.2019), "Journey into the world of syntax" (Minutes No. 3.30.10.2019), "Language feature of the song-chronicle saga "Kulandam". p. 86. (Minutes No. 13 of 06.27.2018) teaching aids are used.

Articles of teaching staff on educational programs "Kazakh language and literature", "Kazakh language and literature in schools with a non-Kazakh language of instruction" were published in the journal non-zero impact factor Scopus, Ph.D., Professor Valikhanov Sh.A. "Self-management of students in the Conditions of vocational training" (Talent Development and Excellence 2020). Article by Master Shakirova K.M. non-zero impact factor in the journal Scopus "The character speech's meaning in drama" was published in St. Petersburg in the collection of scientific articles "Globus" on 04/03/2019 in issue No. 4.

Article by senior teacher, master Shakirova K.M. "Functioning of Toponymic Lexic in Tutkic Epic Literature" is published in the Eurasian Journal of Applied linguistics (EJAL) impact factor Scopus (Vol 9. No. 01 (2023) (Appendix 13). In addition, in journals No. 1, No. 3 (2018) "Khabarshi" KSU named after Ch.Valikhanov published articles by Master K.Shakirova "Embroidered phrases in the language of the writer", "Kazakh poetry in the analysis of Kapan".



And in the Bulletin of the University named after S. Toraigyrov (2023, No. 2) . about the article " The concept of the native land in the poetic image of the world by B.Iskakov " .

Articles Ph.D. Rakhmetova B., Ph.D. Duysebekova A., Ph.D. Kalievkykh A. at a conference in Konya, Turkey: "Problems of distance learning of the Kazakh language". Materials of the international online scientific-practical conference "Innovative practice and experience of the general; Education system of Kazakhstan and Turkey", Turkey, March. 2022;

"On the development of Abai's heritage in the distance educational process " . Materials of the international scientific-practical conference " The legacy of A. Baitursynov : research, systematization and propaganda " . West - Kazakh university them. M. Utemisova . Published April 2022 (April 9-10, 2022).

Article Ph.D. , Professor B. Rakhmetova "The lesson of Ibiray " was published in the collection of materials of the conference " Akhmet Baitursynov reading-2021" " Y.Altynsarin and Kazakh education " ( Nur Nur-Sultan, 2022). In addition, the articles of the teaching staff are published in collections of international, republican, regional, regional scientific and practical conferences and republican journals.

Information about the impact factor and published publications of the teaching staff of accredited EPs in messenger journals is indicated (Appendix No. 13) .

On December 25-29, 2020, Master A. Abdullina was awarded a II degree Diploma in the nomination "Best Methodological Guide" at the International Pedagogical Competition "Best Teacher-2019", organized by the Academy of Education and Science of Astana .

### ***Analytical part***

EEC IAAR notes that the PA ensures the completeness and adequacy of the individual planning of the teaching staff for all types of activities, monitoring the effectiveness and efficiency of individual plans. The pedagogical load of teachers consists of educational, teaching and methodological, research, educational activities, which are planned for one academic year.

The university provides monitoring of the activities of the teaching staff, a systematic assessment of the competence of teachers, a comprehensive assessment of the quality of teaching: documents have been developed that regulate and reflect the assessment of the quality of teaching.

Experts note that research work is carried out on the basis of self-financing, economic contracts and state budget financing, and international grants, which are concluded by departments with organizations of the city and region. The EEC Commission confirms that the teaching staff for accredited EPs actively participates in public life, both of the institute and the region, namely, they make an important contribution to the development of science and play a key role in creating a cultural environment by participating in creative competitions and exhibitions, etc. .

The teaching staff of the university actively participates in scientific competitions, international, republican, regional scientific and practical conferences, exhibitions, grants. The result of the collection of scientific information on the basis of research work in the field of specialization is the publication of scientific and practical articles, teaching aids, monographs.

In general, the data of the teaching staff survey clearly demonstrate a high level of satisfaction with relationships with students and within the team.

The level of satisfaction of the teaching staff with the quality of working conditions provided by the PA and the relationship in the team is clearly demonstrated in the results of a survey conducted during a visit by IAAR experts.

Teachers and staff are focused on performance in their work, which contributes to the achievement of high performance results for each employee and the university as a whole. The institute has adopted such moral and material forms of encouragement as awarding laudable, honorary diplomas, valuable gifts.

At the same time, experts note the insufficient level of involvement of practitioners from relevant industries in teaching.

**EEC recommendations for EP 6B01701-"Kazakh language and literature", EP 6B01704-"Kazakh language and literature in schools with non-Kazakh language of instruction" :**

- Until December 1 , 2023, develop a plan to improve the personnel policy of the PA for accredited EPs, by additionally attracting foreign and domestic teachers from the relevant industries to teaching .

- Until December 1 , 2023 , the guidelines of the EP are recommended to develop a mechanism and systematize targeted actions for the development and support of young teachers .

**Conclusions of the EEC according to the criteria: (strong/satisfactory/ suggest improvements/unsatisfactory)**

According to the Standard " Teaching staff " 12 criteria are disclosed, of which:

- according to EP 6B01701-"Kazakh language and literature", EP 6B01704-"Kazakh language and literature in schools with non-Kazakh language of instruction" " has 9 - satisfactory , 1 - need to improve the position.

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

- *The management of the EP should demonstrate the sufficiency of material and technical resources and infrastructure.*
- *The management of the EP should demonstrate the existence of procedures for supporting various groups of students, including information and counseling.*
- *The management of the EP should demonstrate the compliance of information resources with the specifics of the EP, including compliance with:*
- *Technological support for students and teaching staff in accordance with educational programs (for example, online learning, modeling, databases, data analysis programs);*
- *library resources, including a fund of educational, methodical and scientific literature on general education, basic and major disciplines on paper and electronic media, periodicals, access to scientific databases;*
- *access to educational Internet resources;*
- *examination of the results of research, final works, dissertations for plagiarism;*
- *functioning of WI-FI on the territory of the educational organization.*
- *The university should strive to ensure that the educational equipment and software used to master the EP are similar to those used in the respective industries.*
- *The university should ensure compliance with safety requirements in the learning process.*
- *The university should strive to take into account the needs of various groups of students in the context of the EP (adults, working, foreign students, as well as students with disabilities).*

### ***Evidence part***

During the audit, the EEC made sure that ArkPI named after I.Altynsarin has sufficient material, technical, information and library resources used to organize the process of training and education of students and the implementation of the mission, goals and objectives of the institute. The material and technical support of educational programs takes into account the development of scientific and technological progress, the possibility of advanced training of personnel.

The classroom and educational and laboratory fund corresponds to the contingent of students and the educational content of training in the specialties of the cluster. The number of classrooms equipped with technical teaching aids and educational laboratories equipped with

modern equipment correspond to ongoing educational programs, sanitary and epidemiological standards and requirements.

The equipment of the university with information resources and the base, the availability of information resources correspond to the indicators of the ArkPI Strategic Development Plan for 2021-2025 in the context of specialties.

The modern and sufficient provision of the EP "Kazakh language and literature" and the ecological state of resources are based on the monitoring of the EP "Kazakh language and literature". An internal resource provision policy will be created, taking into account the number of students enrolled on a grant, as well as the number of students studying on a fee basis. If necessary, an application is made from the EP to the financial department, on the basis of which the corresponding resources are allocated to the EP. During the reporting period, the issues of material, technical and information support of the educational process were repeatedly considered at meetings of the collegiate bodies of the EP, faculty, Institute. (Minutes of the meetings of the EP dated 05.09.2018 No. 2, dated 04.09.2019 No. 2, dated 2.09.2020 No. 2.02.09.202 No. 2, 01.09.2022 No. 2).

Table 15 . Working platform of the university

Educational building No. 1 (located on Auelbekov street 17)	11375.4 m <sup>2</sup>
Educational building No. 2 (located on Sh. Zhanibek st. 91)	2089.0 m <sup>2</sup>
Dormitory No. 1 (located along Kairbekova street 11)	3085.2 m <sup>2</sup> -
Dormitory №2 (located on Mayasova street 48)	4773.5 m <sup>2</sup> -
Training workshops:	
carpentry	100.9 m <sup>2</sup> -
art and design	36.9 m <sup>2</sup> -
Sports and fitness complex	2241 , 08 m <sup>2</sup>
Information Library Complex	7 21 , 7 m <sup>2</sup>
A catering unit with a total area in the educational building No. 1	95.1 m <sup>2</sup> -
House of students №2	111.8 m <sup>2</sup> -

The management of the university and the EP is carrying out planned work to analyze the needs of the EP in material, technical and information resources, the availability of which is one of the main factors in the implementation of the EP "Kazakh Language and Literature". The basis of the formation of the material and technical support of the educational process is the principle of specialization. Thus, the educational process of the EP "Kazakh language and literature" is carried out in the following classrooms, including: equipped with an interactive whiteboard 1 (No. 333), classrooms (No. 332,335,320); lecture halls (No. 205, 407, 505, 312, 313). Sports and gyms are located in the second academic building of the Institute. It uses material resources, modern innovative technologies and the necessary digital resources to prepare qualified bachelors of education in the specialties 6B01701-"Kazakh language and literature", 6B01704-"Kazakh language and literature in schools with a non-Kazakh language of instruction". The presence of student-teacher feedback on the Institute's portal (text or video) main (api.edu.kz) the possibility of attaching a file (tasks, answers) directly to the [Platonus portal](#) availability of lectures on EP (audio, video, text) on the portal

Availability of an electronic library for [Basta EP \(api.edu.kz\)](#) Availability of Anti-plagiarism systems <https://panel.strikeplagiarism.com/#/documents> Availability of a system for monitoring the process of passing the [Platonus exam](#)

Based on the decisions made, applications for the purchase of material resources are submitted to the financial and economic department. 2018-2019, 2019-2020, 2020-2021, 2021-2022, 2022-2023) during the years of study for the EP "Kazakh language and literature" the following equipment was purchased .

The information and library complex of argpi is developing in accordance with the strategic tasks facing the university. The total area of the library building is 627.2 square meters. m., book storage area - 108.7 sq. m., subscription area - 151.9 sq. The library has the following fund structure: reading room "electronic resource center", reading room of periodicals, reading room of educational and methodical literature, reading room of foreign literature, reading room "Media Center", reading room "Beinezal", subscription of scientific and fiction literature , subscription of educational and educational-methodical literature. There are 118 seats in the reading rooms of the library. All literature entering the library is timely taken into account and promptly catalogued. In 2008, the library acquired and implemented an automated Library and Information System "IRBIS-64" to create an electronic catalog and comprehensive automation of library processes. The electronic catalog generated by the automated library system "IRBIS" is supplemented with a bibliographic description of the acquired publications. The electronic catalog database contains 80128 bibliographic records.

In all reading rooms (electronic resource center, reading room of educational and methodical literature, reading room of foreign literature) programs "IRBIS-64", "electronic library" are installed.

The ArkPI website is constantly working to fill the ICB pages with library materials <https://api.edu.kz/index.php/ru/> Rules for checking written work at the Arkalyk Pedagogical Institute. I.Altynsarina <https://api-kz.antiplagiat.ru/> The system works around the clock, the user can work at any time and from anywhere if there are means of communication (including cellular communication via the WAP portal) and have access to his virtual space, as well as work locally within the corporate network of the university. Information resources correspond to the objectives of the EP in the framework of the preparation of a history teacher in accordance with modern requirements. Determining the requirements for resources and training software in accordance with the specifics of the EP is carried out by the head of the EP, teaching staff, employers involved in the implementation of the EP. During the year, work is carried out to monitor the compliance of information resources with the goals of the EP, in close cooperation with the IBC.

The book fund corresponds to the profile of the preparation of the EP. The fund of educational literature is updated by publishing its own textbooks and educational literature in accordance with the monitoring of new educational publications in the disciplines of the department. The annual indicators of coverage of the disciplines of the EP by educational, methodological and scientific literature are reflected in the tables.

Table 16 . Provision of educational, educational-methodical and scientific literature in the context of EP

No. p/n	Speciality	textbooks	Educational-methodical, scientific	Total
1	6B01701 Kazakh language and literature	10455	6918	17373
2	6B01704 Kazakh language and literature in meteps without the Kazakh language	10369	6822	17191

Provision of EP disciplines The provision of the library fund with educational and educational-methodical literature on digital media, both printed and electronic disciplines of the EP, is 100%. Data by specialties are given in the table.

Table 17 . Information about educational and scientific literature on digital resources

No.	Name of specialty	Number of items	Materials on digital resources Educational and methodical. Number of disciplines provided	% security
1	6B01701- Kazakh language and literature	50	50	100
2	6B01704 - "Kazakh language and literature in schools with a non-	50	50	100

Kazakh language of instruction"			
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Table 18 . Updating the book fund with educational and methodological materials

Speciality	year	Reading name / copy			Educational and methodical name / copy.			Scientific name / copy			price tg
		b/c	r / i	in / I	b/c	r / i	in / I	b/c	r / i	in / I	
6B01701- Kazakh language and literature	2018	19/168	-	-	26/112	-	-	1/30	-	-	685987.76
	2019	3/90	-	-	-	-	-	-	-	-	441 000
	2020	1/5	-	-	-	-	-	-	-	-	20 000
	2021	2/25	-	-	1/5	-	-	-	-	-	175 500
	2022	-	-	-	-	-	-	1/15	-	-	52 500
6B01704 - "Kazakh language and literature in schools with a non-Kazakh language of instruction"	2018	-	-	-	-	-	-	-	-	-	-
	2019	1/20	-	-	1/20	-	-	-	-	-	50 848
	2020	-	-	-	-	-	-	-	-	-	-
	2021	-	-	-	-	-	-	-	-	-	-
	2022	-	-	-	-	-	-	-	-	-	-

Table 19 . Indicators in the release in RIO of educational and methodical literature of the EP KO, KRO

Name	2020	2021	2022
Electronic textbook	5 copies	-	10 copies

Table 2 0 . Release of educational and methodical literature of the EP "Kazakh language and literature"

Name	2018-2019		2019-2020		2020-2021		2021-2022	
	Quantity	General volume, b., t	Quantity	General volume, b., t	Quantity	General volume, b., t	Quantity	General volume, b., t
Toolkit							1	139str
Teaching aid	3	753	2	186 pages	2	179str		
Collective monograph	1							
Electronic textbook	2	39.57M B	2	272	1	137MB		
Teaching aid								
Collection of lectures			1	33str				

An analysis of the above indicators clearly shows the sustainability of the development and production of various types of educational and methodological literature necessary for the qualitative organization of the educational process. One of the favorable working conditions for teaching staff and teaching students created at the university is the full provision and availability of the necessary information and technical resources. Meeting the needs of teaching staff and students in replicating materials is carried out through access to electronic media installed in the information and library complex and in the RIO of the institute.

The institute has created equal conditions and unhindered access for teaching students with special educational needs. The office-registrar provides the following student support services: centralized registration of students, ensuring the choice of disciplines; direct participation in the

formation of the IEP; freedom of choice by students of a teacher; involvement in the educational process of advisors who assist students in choosing an educational trajectory; providing access to attestation and examination sheets; advising students and teachers on registration and re-registration of disciplines; integrity and security of reports and prevention of unauthorized intervention in attestation valid for one year.

The university has created structural units that provide assistance to students in mastering the EP. Appointed advisors from the teaching staff of the department, who hold the position of an academic mentor for a student in accredited EPs. They contribute to the choice of a learning path (the formation of an IEP) and the development of an EP during the period of study. For academic support, students are provided with information, reference and methodological materials.

Reference and travel links, academic calendars, guidelines for writing term papers and theses are posted on the ArkPI website [https://api.edu.kz/images/files\\_institut/polozheniya\\_kaz/20Diplomdyq\\_zhumysty\\_zhobany\\_or\\_yndau.pdf](https://api.edu.kz/images/files_institut/polozheniya_kaz/20Diplomdyq_zhumysty_zhobany_or_yndau.pdf). The teaching staff and the head of the department are responsible for the completeness and adequacy of the provided teaching materials. The advisor represents the academic interests of students and participates in the preparation of all necessary information materials on the organization of the educational process, presents them to the student and assists in the compilation and adjustment of the IEP. For each study group of full-time students, a curator is appointed from among the teaching staff of the department.

The role of the curator is the organization of the activities of students in the group, the coordination of educational influence and assistance to students in the learning process.

The student can receive an answer to his request, depending on the nature of the question, either directly on the spot or by submitting an application with a response at the time established by regulatory documents. In case of problems associated with the educational process, such as: individual schedule, the student applies to the dean of his faculty and provides the dean of the faculty with supporting certificates of illness, the birth of a child, the death of close relatives, a business or study trip.

AIS "Platonus" organizes personalized user pages (management, teaching staff, students, employees), where services are provided in accordance with the category of users. ArkPI signed an agreement with the Pavlodar branch of JSC "Republican Scientific and Technical Library" for library and information services and consulting services (No. 15 dated 01/27/2022), has the ability to remotely access the resources of the electronic library of Kostanay Regional University named after A. Baitursynov.

The management of the institute pays special attention to students of various social categories. The university has begun work on creating working conditions for inclusive education. One of the priority tasks is to ensure equal access of students to various educational programs equal to receiving education. The following conditions have been created: there are ramps at the entrance to the university building, special two-sided markings are pasted on the self-adhesive film. According to the educational program 5B011700 / 6B01701 - "Kazakh language and literature", 5B012100 / 6B01701 - "Kazakh language and literature in schools with a non-Kazakh language of instruction", there are no students with disabilities today. The safety instructions (hereinafter referred to as TB), approved by the rector of the institute and agreed with the trade union committee of the institute, determine the requirements for labor protection of students as part of the educational process in the classrooms. When performing educational work, students are required to comply with the instructions for safety and labor protection. Monitoring, the highest indicator of the availability of systems of key elements of which are the necessary resources and the system of support for students, is carried out through a questionnaire, satisfying the quality of the organization of the educational process of students. During the interview and oral response with teachers, heads of departments, the rector of the institute, students express their opinion.

In order to expand the participation of university students in order to actively manage and form a civic position, to identify a sense of responsibility for the quality activities of the institute, as well as a satisfactory indicator of student performance in the educational process and on the topic “Teacher through the eyes of students”, a survey was conducted: it was compiled, a review was read and received a social response. The results of each academic year according to the questionnaire are given below. (Table N 21 )

Satisfaction with the quality of education by students

Survey questions	201 8 -201 9 (409)	201 9 -20 20 (389)	2020- 2021 (423)	2021-2022 (582)	2022-2023 (638)
Do teachers provide syllabuses , handouts, lecture abstracts	90.7	90			
Assessment of the professional level of teachers of the institute	a) High - 52.1% b) Medium - 47.9% c) Low -0	a) High - 69.5% b) Medium - 30.5% c) Low -0		a) High - 74.1% b ) Medium - 23.3% c) Low - 3.2%	
Are teachers active and creative in class?	a) yes - 54.2% b) no - 6.2% c) the majority of teachers - 16.7 d) a minority of teachers - 22.9	a) yes - 50% b) no - 10% c) most of the teachers - 30 d) a minority of teachers - 10		a) yes - 69.9% b ) no - 4.1% c ) most of the teachers - 16.9% d) a minority of teachers - 9.1%	

All written work of students and teachers is checked for anti-plagiarism by the presence of the Anti-plagiarism system <https://panel.strikeplagiarism.com/#/documents> In general, ArkPI uses and has sufficient library and information, material and technical resources in the organization of the educational process, gives its answers and requirements for the implementation of each curriculum and corresponds to its purpose.

The institute has developed [a website](#) that is focused on informing the user about the capabilities of the institute, its material and technical equipment, services offered, events, conferences and other information related to the functioning of the university. The site operates in three language versions: in the state, Russian and English. Content is kept up to date.

The [internal educational portal](#) of the institute provides access to various [organizational and legal documents, plans, reports](#) , [laws, rules, regulations, instructions](#) of the Republic of Kazakhstan and the institute, [electronic library resources](#) , as well as [information](#) regarding the educational process and other documentation of the institute. Also on the portal posted [internal announcements](#) , information on the distribution of [grants](#) and [places in the hostel](#) , [progress and attendance of students](#) .

The scientific library has a sufficient number of titles and copies of additional literature: official, socio-political and popular science periodicals, reference and bibliographic publications, including encyclopedias, encyclopedic dictionaries, dictionaries and reference books, including those in foreign languages, bibliographic manuals, providing access to them for all categories of library users.

The level of student satisfaction with the quality of educational resources and the system of student support provided by the PA is clearly demonstrated in the results of a survey conducted by IAAR experts during a visit to the university.

#### **Analytical part**

During the visit of the EEC, the experts were convinced that the institute has its own infrastructure, which ensures its optimal functioning in many areas. The Institute provides a sufficient number of educational resources and student support services that correspond to the goals of the accredited EP. Library resources, including the fund of educational, methodical and

scientific literature on general education, basic and major disciplines are presented on paper and electronic media, periodicals. There is open access to scientific databases.

The university has its own WI-FI system and a corporate network. However, based on the results of the survey, one can trace incomplete satisfaction among students with the availability of computer classes and Internet resources .

An important aspect in the field of providing educational resources and the system of support for students is the availability of electronic resources in the educational institution for examination of the results of research, graduation theses, analysis of theses for plagiarism.

Within the university, there are procedures for supporting various groups of students, including informing and advising students.

At the same time, not always educational equipment and software intended for use in the development of accredited educational programs are similar to those used in the respective industries.

***Strengths/best practice OP 6B01701-"Kazakh language and literature", EP 6B01704-"Kazakh language and literature in schools with non-Kazakh language of instruction" :***

- There is a high activity of the teaching staff in the development of educational and methodological literature on the main disciplines of the accredited SP.

- The maximum coverage of the EP by library resources is noted , including educational, methodical and scientific literature on general education, basic and major disciplines .

***EEC recommendations for EP 6B01701-"Kazakh language and literature", EP 6B01704-"Kazakh language and literature in schools with non-Kazakh language of instruction" :***

- *The management of the PA should provide favorable conditions for conducting scientific research, integrating science and education, publishing the results of research work of teaching staff, staff and students.*

***Conclusions of the EEC according to the criteria: (strong/satisfactory/ suggest improvements/unsatisfactory)***

According to the Standard " Educational resources and student support systems " 10 criteria are disclosed, of which:

- according to EP 6B01701-"Kazakh language and literature", EP 6B01704-"Kazakh language and literature in schools with non-Kazakh language of instruction" has 1 - strong position, 11 - satisfactory , 1 - need improvement.

### **6.9. Public Information Standard**

➤ *The information published by the university within the framework of the EP must be accurate, objective, up-to-date and must include:*

- *programs being implemented, indicating the expected learning outcomes;*
- *information on the possibility of awarding qualifications at the end of the EP;*
- *information about teaching, learning, assessment procedures;*
- *information about passing scores and learning opportunities provided to students;*
- *information about employment opportunities for graduates.*

➤ *The management of the EP should use a variety of ways to disseminate information (including the media, web resources, information networks, etc.) to inform the general public and interested parties.*

➤ *Informing the public should include support and explanation of the national development programs of the country and the system of higher and postgraduate education.*

➤ *The university must publish audited financial statements on its own web resource.*



- *The university must demonstrate the reflection on the web resource of information characterizing the university as a whole and in the context of the EP.*
- *An important factor is the availability of adequate and objective information about the teaching staff of the EP, in the context of personalities.*
- *An important factor is informing the public about cooperation and interaction with partners within the EP, including scientific / consulting organizations, business partners, social partners and educational organizations.*
- *The university should post information and links to external resources based on the results of external evaluation procedures.*
- *An important factor is the participation of the university and ongoing EPs in various external evaluation procedures.*

### ***Evidence part***

Informing the public is carried out by posting information on the official website of the institute, in social networks, regional and republican media, directly when stakeholders apply to the structural divisions of the institute. Information about ongoing educational programs, expected learning outcomes, assigned qualifications, knowledge assessment system, academic mobility, possible employment, etc. located in the "Education" section of the official website of the institute. Information about the requirements for the applicant, the admission procedure is presented in the "Admission" section.

The information published by the university is objective and up-to-date. The departments systematically update information on educational programs on the Institute's website in three languages (Kazakh, Russian, English). The site is designed with modern navigation, which includes information about the institute, mission, information about structural divisions and faculties, teachers, international activities, scientific projects, quality management system, educational programs.

Effective feedback with students is carried out through:

- a feedback service on the personal pages of students, teaching staff on the educational portal of the institute, where the student gets access to the academic calendar, curriculum in his specialty and the formation of an individual curriculum (information about disciplines and teachers), to information resources and databases of the library of the institute, educational materials provided by teachers in the studied disciplines. The student can get acquainted with the results of the current, intermediate and final control in his personal account. At the end of the academic periods, the student receives full information about the progress in the disciplines studied (transcript).

- official website service institute - Rector's blog. Its effectiveness was emphasized during meetings with trainees.

The main channel for informing the public (future students, their parents, students, graduates and employers) is the official website institute a. Social networks are also actively used ( Instagram, Vkontakte, Facebook). On the pages of the above social networks there is information about educational programs.

### ***Analytical part***

One of the important and traditional forms of informing the public about the activities of the university is participation in conferences, round tables, forums, and the publication of scientific journals. The Job Fair is held annually with wide coverage of this event in the media. To organize a job fair, a list of employers is being prepared, invitations to the fair are being developed and sent out, booklets and advertising materials are being prepared, information about the fair is posted on the website. Informing the public also provides for support and explanation of national programs for the development of the country and the higher education system. Informing the public is carried out by posting information on the official website of the institute, in social networks, regional and republican media. Information about ongoing educational programs, expected learning outcomes, assigned qualifications, knowledge assessment system, academic mobility, possible employment, as well

as information about teaching staff is located Online. The website of the university reflects complete information both about the university as a whole and for accredited EPs

EEC notes that in the field of information dissemination policy, the university demonstrates a policy of transparency, openness, involvement in informing the public of students, employers and all interested parties, continuous development and adaptability to the changing realities of society.

Satisfaction of interested parties with the quality of the information received and in its completeness is studied by analyzing the questionnaires of students, teaching staff, and employers.

***EEC recommendations for OP 6V01701-"Kazakh language and literature", EP 6B01704-"Kazakh language and literature in schools with non-Kazakh language of instruction" :***

*- Guidelines for NGOs are recommended to develop and implement a mechanism for informing the public about cooperation and interaction with partners within the framework accredited by the EP, including with scientific / consulting organizations, business partners , social partners and educational organizations.*

***Conclusions of the EEC according to the criteria: (strong/satisfactory/ suggest improvements/unsatisfactory)***

Public Information Standard 13 criteria are disclosed, of which:

- according to EP 6B01701-"Kazakh language and literature", EP 6B01704-"Kazakh language and literature in schools with non-Kazakh language of instruction" " has 11 - satisfactory \_ and 1 - needs improvement position.

## **(VII) OVERVIEW OF STRENGTHS / BEST PRACTICE FOR EACH STANDARD**

**According to the standard at "Management of the educational program" :**

*For EP 6B01701 - "Kazakh language and literature", EP 6B01704 - "Kazakh language and literature in schools with a non-Kazakh language of instruction":*

- absent

**According to the standard "Information management and reporting"**

*For EP 6B01701 - "Kazakh language and literature", EP 6B01704 - "Kazakh language and literature in schools with a non-Kazakh language of instruction":*

- absent

**According to the standard " Development and approval of educational programs : "**

*For EP 6B01701 - "Kazakh language and literature", EP 6B01704 - "Kazakh language and literature in schools with a non-Kazakh language of instruction":*

- absent

**According to the standard " Continuous monitoring and periodic evaluation of educational programs "**

*For EP 6B01701 - "Kazakh language and literature", EP 6B01704 - "Kazakh language and literature in schools with a non-Kazakh language of instruction":*

- absent

**According to the standard " Student-centered learning, teaching and assessment"**

*For EP 6B01701 - "Kazakh language and literature", EP 6B01704 - "Kazakh language and literature in schools with a non-Kazakh language of instruction":*

- absent

**according to standard " Learners "**

*For EP 6B01701 - "Kazakh language and literature", EP 6B01704 - "Kazakh language and literature in schools with a non-Kazakh language of instruction":*

- At the departments accredited by the EP, the maximum amount of effort has been made to provide students with places of practice, to promote the employment of graduates, and to maintain contact with them. The main mechanism for monitoring the professional activities of graduates is data from the State Center for Higher Education, certificates from the place of work (contract), the collection of information by those responsible for employment in the department.

**According to the standard at " Teaching staff "**

*For EP 6B01701 - "Kazakh language and literature", EP 6B01704 - "Kazakh language and literature in schools with a non-Kazakh language of instruction":*

- absent

**According to the standard at "Educational resources and student support systems " :**

*For EP 6B01701 - "Kazakh language and literature", EP 6B01704 - "Kazakh language and literature in schools with a non-Kazakh language of instruction" :*

- There is a high activity of the teaching staff in the development of educational and methodological literature on the main disciplines of the accredited SP.

- The maximum coverage of the EP by library resources is noted , including educational, methodical and scientific literature on general education, basic and major disciplines .

**According to the standard "Informing the public "**

*For EP 6B01701 - "Kazakh language and literature", EP 6B01704 - "Kazakh language and literature in schools with a non-Kazakh language of instruction":*

- absent

**(VIII) OVERVIEW OF RECOMMENDATIONS TO IMPROVE QUALITY FOR EACH STANDARD :**

**According to the standard at "Educational program management " :**

*EEC recommendations for EP 6B01701-"Kazakh language and literature", EP 6B01704-"Kazakh language and literature in schools with non-Kazakh language of instruction":*

- *By September 2023, it is recommended to develop and approve a plan for advanced training of teaching staff, and on its basis management of accredited EPs to systematically carry out training in management programs in education .*

**According to the standard "Information management and reporting" :**

*EEC recommendations for EP 6B01701-"Kazakh language and literature", EP 6B01704-"Kazakh language and literature in schools with non-Kazakh language of instruction":*

Not available

**According to the standard " Development and approval of educational programs " :**

*Recommendations of the EEC for EP 6B01701-"Kazakh language and literature", EP 6B01704-"Kazakh language and literature in schools with a non-Kazakh language of instruction":*

- *Develop and implement joint EPs with foreign educational organizations for accredited EPs. Develop \_ plan for the development and implementation of SOPs by January 1, 2024*

**According to the standard " Continuous monitoring and periodic evaluation of educational programs " :**

*EEC recommendations for EP 6B01701-"Kazakh language and literature", EP 6B01704-"Kazakh language and literature in schools with non-Kazakh language of instruction":*

- *To carry out timely placement of all changes made to the EP on the website of the university.*

**According to the standard : " Student-centered learning, teaching and assessment" :**

*EEC recommendations for EP 6B01701-"Kazakh language and literature", EP 6B01704-"Kazakh language and literature in schools with non-Kazakh language of instruction":*

- Until September 1 , 2023 , create a mechanism for timely response to student complaints.
- The leadership of the EP in the specialty "Kazakh language and literature in schools with a non-Kazakh language of instruction is recommended to develop a plan by September 1 , 2023 to improve the system and improve the qualifications of assessors at possession of modern methods for assessing learning outcomes.

**According to the standard at " Students " :**

EEC recommendations for EP 6B01701-"Kazakh language and literature", EP 6B01704-"Kazakh language and literature in schools with non-Kazakh language of instruction":

- The management of accredited EPs is recommended to intensify joint work with alumni, since during the interviews their low activity in the membership of the alumni association was revealed.

- Before January 1 , 2024, the management of accredited EPs is recommended to develop a plan to improve the work of external and internal academic mobility of students.

**According to the standard at " Teaching staff " :**

EEC recommendations for EP 6B01701-"Kazakh language and literature", EP 6B01704-"Kazakh language and literature in schools with non-Kazakh language of instruction":

- Until December 1 , 2023, develop a plan to improve the personnel policy of the PA for accredited EPs, by additionally attracting foreign and domestic teachers from the relevant industries to teaching .

- Until December 1 , 2023 , the guidelines of the EP are recommended to develop a mechanism and systematize targeted actions for the development and support of young teachers .

**According to the standard for "Educational Resources and Student Support Systems" :**

EEC recommendations for EP 6B01701-"Kazakh language and literature", EP 6B01704-"Kazakh language and literature in schools with non-Kazakh language of instruction":

- The management of the PA should provide favorable conditions for conducting scientific research, integrating science and education, publishing the results of research work of teaching staff, staff and students.

**According to the standard for "Informing the public" :**

EEC recommendations for EP 6B01701-"Kazakh language and literature", EP 6B01704-"Kazakh language and literature in schools with non-Kazakh language of instruction":

- Guidelines recommend that NGOs develop and implement a mechanism for informing the public about cooperation and interaction with partners within the framework accredited by the EP, including with scientific / consulting organizations, business partners , social partners and educational organizations.

**(IX) RECOMMENDATION TO THE ACCREDITATION BOARD**

The members of the external expert commission came to the unanimous opinion that educational programs: 6B01701 - Kazakh language and literature 6B01704 - Kazakh language and literature in schools with non-Kazakh language of instruction Arkalyk Pedagogical Institute named after I. Altynsarin can be accredited for a period of 5 years.

**Evaluation table "PARAMETERS OF A SPECIALIZED PROFILE ( 6B01701 - Kazakh language and literature 6B01704 - Kazakh language and literature in schools with non-Kazakh language of instruction )**

No. p \ p	No. n \ n	Criteria for evaluation	Position of the educational organization			
			strong	Satisfactory	Assumes improvement	Unsatisfactory _
<b>Standard " Management of the educational program "</b>						
1	1.	The institution must have a published quality assurance policy.		+		
2	2.	The quality assurance policy should reflect the relationship between research, teaching and learning.		+		
3	3.	The university must demonstrate the development of a culture of quality assurance, including in the context of EP.		+		
4	4.	Commitment to quality assurance should apply to any activity performed by contractors and partners (outsourcing), including the implementation of joint / double diploma education and academic mobility.		+		
5	5.	The management of the EP ensures the transparency of the development plan for the development of the EP based on an analysis of its functioning, the real positioning of the university and the focus of its activities on meeting the needs of the state, employers, stakeholders and students.		+		
6	6.	The EP management demonstrates the functioning of the mechanisms for the formation and regular review of the EP development plan and monitoring its implementation, assessing the achievement of learning goals, meeting the needs of students, employers and society, making decisions aimed at continuous improvement of the EP.		+		
7	7.	The management of the EP should involve representatives of stakeholder groups, including employers, students and teaching staff in the formation of a development plan for the EP .		+		
8	8.	The EP management must demonstrate the individuality and uniqueness of the EP development plan , its consistency with national development priorities and the development strategy of the educational organization.		+		
9	9.	The university must demonstrate a clear definition of those responsible for business processes within the EP, an unambiguous distribution of staff duties, and delimitation of the functions of collegial bodies.		+		
10	10.	The management of the EP must provide evidence of the transparency of the educational program management system.		+		
ele ven	11.	The management of the EP must demonstrate the successful functioning of the internal quality assurance system of the		+		

		EP, including its design, management and monitoring, their improvement, decision-making based on facts.				
12	12.	The management of the EP should carry out risk management.		+		
13	13.	The management of the EP should ensure the participation of representatives of interested parties (employers, teaching staff, students) in the collegiate management bodies of the educational program, as well as their representativeness in making decisions on the management of the educational program.		+		
14	14.	The university must demonstrate innovation management within the EP, including the analysis and implementation of innovative proposals.		+		
15	15.	The management of the EP must demonstrate evidence of openness and accessibility for students, teaching staff, employers and other interested parties.		+		
16	16.	The management of the EP must be trained in education management programs.		+		
17	17.	The management of the EP should strive to ensure that the progress made since the last external quality assurance procedure is taken into account when preparing for the next procedure.		+		
<b>Total by standard</b>			<b>0</b>	<b>17</b>	<b>0</b>	<b>0</b>
<b>Information Management and Reporting Standard</b>						
18	1.	The university must ensure the functioning of the system for collecting, analyzing and managing information based on the use of modern information and communication technologies and software.		+		
19	2.	The management of the EP must demonstrate the systematic use of processed, adequate information to improve the internal quality assurance system.		+		
20	3.	Within the framework of the EP, there should be a system of regular reporting that reflects all levels of the structure, including an assessment of the effectiveness and efficiency of the activities of departments and departments, scientific research.		+		
21	4.	The university must establish the frequency, forms and methods for assessing the management of the EP, the activities of collegial bodies and structural divisions, top management, and the implementation of scientific projects.		+		
22	5.	The university must demonstrate the determination of the procedure and ensuring the protection of information, including the identification of persons responsible for the reliability and timeliness of the analysis of information and the provision of data.		+		
23	6.	An important factor is the involvement of students, employees and teaching staff in the processes of collecting and analyzing information, as well as making decisions based on them.		+		

24	7.	The management of the EP must demonstrate the existence of a mechanism for communication with students, employees and other interested parties, including the existence of mechanisms for resolving conflicts.		+		
25	8.	The university must ensure the measurement of the degree of satisfaction with the needs of teaching staff, staff and students within the framework of the EP and demonstrate evidence of the elimination of identified shortcomings.		+		
26	9.	The university should evaluate the effectiveness and efficiency of activities, including in the context of the EP.		+		
		<i>The information collected and analyzed by the university should take into account:</i>				
27	10.	key performance indicators;		+		
28	11.	the dynamics of the contingent of students in the context of forms and types;		+		
29	12.	the level of academic achievement, student achievement and expulsion;		+		
thirty	13.	satisfaction of students with the implementation of the EP and the quality of education at the university;		+		
31	14.	availability of educational resources and support systems for students;		+		
32	15.	employment and career growth of graduates.		+		
33	16.	Students, employees and teaching staff must document their consent to the processing of personal data.		+		
34	17.	The management of the EP should contribute to the provision of all necessary information in the relevant fields of science.		+		
<b>Total by standard</b>			<b>0</b>	<b>17</b>	<b>0</b>	<b>0</b>
<b>Standard " Development and approval of educational programs "</b>				-		
35	1.	The university must define and document the procedures for the development of EPs and their approval at the institutional level.		+		
36	2.	The management of the EP should ensure that the developed EP complies with the established goals, including the intended learning outcomes.		+		
37	3.	The management of the EP should ensure the availability of developed models of the EP graduate that describe the learning outcomes and personal qualities.		+		
38	4.	The management of the EP must demonstrate the conduct of external reviews of the EP.		+		

39	5.	The qualification obtained upon completion of the EP must be clearly defined, explained and correspond to a certain level of NQF.		+		
40	6.	The management of the EP should determine the influence of disciplines and professional practices on the formation of learning outcomes.		+		
41	7.	An important factor is the possibility of preparing students for professional certification.		+		
42	8.	The management of the EP must provide evidence of the participation of students, teaching staff and other stakeholders in the development of the EP, ensuring their quality.		+		
43	9.	The labor intensity of the EP should be clearly defined in Kazakhstani credits and ECTS .		+		
44	10.	The management of the EP should ensure the content of academic disciplines and learning outcomes for the level of education (bachelor's, master's, doctoral studies).		+		
45	11.	The structure of the EP should provide for various types of activities corresponding to the learning outcomes.		+		
46	12.	An important factor is the presence of joint EPs with foreign educational organizations.			+	
<b>Total by standard</b>			<b>0</b>	<b>eleven</b>	<b>1</b>	<b>0</b>
<b>Standard " Continuous monitoring and periodic evaluation of educational programs "</b>						
47	1.	The university should monitor and periodically evaluate the EP in order to ensure the achievement of the goal and meet the needs of students and society. The results of these processes are aimed at continuous improvement of the EP.		+		
		<i>Monitoring and periodic evaluation of the EP should consider:</i>				
48	2.	the content of the programs in the light of the latest achievements of science in a particular discipline to ensure the relevance of the discipline taught;		+		
49	3.	changes in the needs of society and the professional environment;		+		
50	4.	workload, performance and graduation of students;		+		
51	5.	the effectiveness of student assessment procedures;		+		
52	6.	expectations, needs and satisfaction of students with EP training;		+		
53	7.	educational environment and support services and their		+		



		compliance with the objectives of the EP.				
54	8.	The university and the management of the EP must provide evidence of the participation of students, employers and other stakeholders in the revision of the EP.		+		
55	9.	All stakeholders must be informed of any planned or undertaken actions in relation to the OP. All changes made to the OP must be published.		+		
56	10.	The management of the EP should ensure the revision of the content and structure of the EP, taking into account changes in the labor market, the requirements of employers and the social demand of society.		+		
<b>Total by standard</b>			<b>0</b>	<b>10</b>	<b>0</b>	<b>0</b>
<b>Standard " Student-Centered Learning, Teaching and Assessment"</b>						
57	1.	The management of the EP should ensure respect and attention to the various groups of students and their needs, providing them with flexible learning paths.		+		
58	2.	The management of the EP should ensure the use of various forms and methods of teaching and learning.		+		
59	3.	An important factor is the presence of own research in the field of teaching methods of academic disciplines of the EP.		+		
60	4.	The EP management must demonstrate the existence of a feedback system on the use of various teaching methods and the assessment of learning outcomes.		+		
61	5.	The management of the EP must demonstrate support for the autonomy of learners, while being guided and assisted by the teacher.		+		
62	6.	The management of the EP must demonstrate the existence of a procedure for responding to complaints from students.		+		
63	7.	The university must ensure the consistency, transparency and objectivity of the mechanism for assessing learning outcomes for each EP, including appeal.		+		
64	8.	The university must ensure that the procedures for assessing the learning outcomes of students of the EP correspond to the planned learning outcomes and program goals. Criteria and evaluation methods within the EP should be published in advance.		+		
65	9.	The university should determine the mechanisms for ensuring the development of learning outcomes by each EP graduate and ensure the completeness of their formation.		+		
66	10.	Assessors should be proficient in modern methods of evaluating learning outcomes and regularly improve their skills in this area.		+		
<b>Total by standard</b>			<b>0</b>	<b>10</b>	<b>0</b>	<b>0</b>
<b>Standard " Students "</b>						
67	1.	The university must demonstrate the policy of forming a contingent of students and ensure transparency, publicity of the procedures governing the life cycle of students (from admission to completion)		+		

68	2.	The management of the EP should provide for special adaptation and support programs for newly enrolled and foreign students		+		
69	3.	The university must demonstrate the compliance of its actions with the Lisbon Recognition Convention, including the existence and application of a mechanism for recognizing the results of academic mobility of students, as well as the results of additional, formal and non-formal education		+		
70	4.	The university should provide an opportunity for external and internal academic mobility of students, as well as assist them in obtaining external grants for study			+	
71	5.	The university should encourage students to self-education and development outside the main program (extracurricular activities)		+		
72	6.	An important factor is the existence of a mechanism to support gifted students.		+		
73	7.	The university must demonstrate cooperation with other educational organizations 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		+		
74	8.	The university must provide students with internship places, demonstrate the procedure for facilitating the employment of graduates, maintaining contact with them	+			
75	9.	The university must demonstrate the procedure for issuing documents to graduates confirming the qualifications received, including the achieved learning outcomes		+		
76	10.	The management of the EP must demonstrate that program graduates have skills that are in demand in the labor market and that these skills are really relevant		+		
77	11.	The management of the EP must demonstrate the existence of a mechanism for monitoring the employment and professional activities of graduates	+			
78	12.	An important factor is the existence of an active alumni association/union		+		
<b>Total by standard</b>			<b>2</b>	<b>9</b>	<b>1</b>	<b>0</b>
<b>Standard " Teaching staff "</b>						
79	1.	The university must have an objective and transparent personnel policy in the context of the EP, including recruitment (including invited teaching staff), professional growth and development of staff, ensuring the professional competence of the entire staff		+		
80	2.	The university must demonstrate the compliance of the qualitative composition of the teaching staff with the established qualification requirements, the strategy of the university, and the goals of the EP		+		

81	3.	The management of the EP should demonstrate the change in the role of the teacher in connection with the transition to student-centered learning and teaching		+		
82	4.	The university should provide opportunities for career growth and professional development of teaching staff, including young teachers		+		
83	5.	The university should involve in the teaching of specialists from relevant industries with professional competencies that meet the requirements of the EP		+		
84	6.	The university must demonstrate the presence of a motivation mechanism for the professional and personal development of teaching staff		+		
85	7.	The university must demonstrate the widespread use of information and communication technologies and software in the educational process by the teaching staff (for example, on-line training, e-portfolio, MEPs , etc.)		+		
86	8.	The university must demonstrate the focus on the development of academic mobility, attracting the best foreign and domestic teachers			+	
87	9.	The university must demonstrate the involvement of each teacher in promoting a culture of quality and academic integrity at the university, determine the contribution of teaching staff, including those invited, to achieving the goals of the EP		+		
88	10.	An important factor is the involvement of teaching staff in the development of the economy, education, science and culture of the region and the country		+		
<b>Total by standard</b>			<b>0</b>	<b>9</b>	<b>1</b>	<b>0</b>
<b>Standard "Educational resources and student support systems"</b>						
89	1.	The university must guarantee the compliance of the infrastructure, educational resources, including material and technical, with the goals of the educational program		+		
90	2.	The management of the EP must demonstrate the sufficiency of classrooms, laboratories and other facilities equipped with modern equipment to ensure the achievement of the objectives of the EP		+		
		<i>The university must demonstrate the compliance of information resources with the needs of the university and the EPs being implemented, including in the following areas:</i>				
91	3.	technological support for students and teaching staff in accordance with educational programs (for example, online learning, modeling, databases, data analysis programs)		+		
92	4.	library resources, including a fund of educational, methodical and scientific literature on general education, basic and major disciplines on paper and electronic media, periodicals, access to scientific databases	+			

93	5.	examination of the results of research, final works, dissertations for plagiarism		+		
94	6.	access to educational Internet resources		+		
95	7.	functioning of WI-FI in its territory		+		
96	8.	The university must demonstrate that it creates conditions for conducting scientific research, integrating science and education, publishing the results of research work of teaching staff, staff and students			+	
97	9.	The university should strive to ensure that the educational equipment and software used for the development of educational programs are similar to those used in the relevant sectors of the economy		+		
98	10.	The management of the EP must demonstrate the existence of procedures for supporting various groups of students, including information and counseling		+		
99	elev en.	The management of the EP should show the existence of conditions for the advancement of the student along an individual educational trajectory		+		
10	12.	The university must take into account the needs of different groups of students (adults, working, foreign students, as well as students with special educational needs)		+		
10 1	13	The university must ensure that the infrastructure meets the safety requirements		+		
<b>Total by standard</b>			<b>1</b>	<b>elev en</b>	<b>1</b>	<b>0</b>
<b>Public Information Standard</b>						
10 2	1.	The university guarantees that the published information is accurate, objective, up-to-date and reflects all areas of the university's activities within the framework of the educational program			+	
10 3	2.	Informing the public should include support and explanation of the national development programs of the country and the system of higher and postgraduate education		+		
10 4	3.	The university management should use a variety of ways to disseminate information (including the media, web resources, information networks, etc.) to inform the general public and interested parties		+		
		<i>Information about the educational program is objective, up-to-date and should include:</i>				
10	4.	the purpose and planned results of the EP, the qualification		+		

5		to be awarded				
10 6	5.	information and the system for assessing the educational achievements of students		+		
10 7	6.	information about academic mobility programs and other forms of cooperation with partner universities, employers		+		
10 8	7.	information about the opportunities for the development of personal and professional competencies of students and employment		+		
10 9	8.	data reflecting the positioning of the EP in the market of educational services (at the regional, national, international levels)		+		
11 0	9.	An important factor is publication on open resources of reliable information about teaching staff, in the context of personalities		+		
11 1	10.	The university must publish audited financial statements for the EP on its own web resource		+		
11 2	elev en.	The university must post information and links to external resources based on the results of external evaluation procedures		+		
11 3	12.	An important factor is the placement of information about cooperation and interaction with partners, including scientific / consulting organizations, business partners, social partners and educational organizations		+		
<b>Total by standard</b>			<b>0</b>	<b>elev ve n</b>	<b>1</b>	<b>0</b>
<b>TOTAL</b>			<b>3</b>	<b>10 5</b>	<b>5</b>	<b>0</b>

## Annex 2. PROGRAM OF THE VISIT TO THE EDUCATIONAL INSTITUTION



AGREED

APPROVE

Rector of the Arkalyk Pedagogical Institute named  
after Altynsarin

Director General of the National Institution "Independent  
Agency for Accreditation and Rating"

\_\_\_\_\_ Amirbekuly E.

\_\_\_\_\_ Zhumagulova A.B.

"\_\_" \_\_\_\_\_ 2023

"\_\_" \_\_\_\_\_ 2023

PROGRAM

VISIT OF THE EXTERNAL EXPERT COMMISSION

INDEPENDENT ACCREDITATION AND RATING AGENCY (IAAR)

IN ARKALYK PEDAGOGICAL INSTITUTE IM. ALTYNSARINA

STAGE 2 Date of the visit: April 06-07, 2023

**1 cluster**

- 1) 6B01101 Pedagogy and psychology
- 2) 6B01201 Preschool education and upbringing
- 3) 6B01202 Preschool teacher and educational psychologist
- 4) 6B01301 Pedagogy and methods of primary education

**2 cluster**

- 5) 6B01701 Kazakh language and literature
- 6) 6B01704 Kazakh language and literature in non-Kazakh language schools

**3 cluster**

- 7) 6B01703 Foreign language: two foreign languages
- 8) 6B01706 English

**4 cluster**

- 9) 6B01702 Russian language and literature
- 10) 6B01705 Russian language and literature in non-Russian language schools

date and time	EEC work with target groups	Position and Surname, First name, Patronymic of target group participants	Contact form
<b>April 05, 2023</b>			
<b>15.00-16.00</b>  <i>Astana time</i>	Preliminary meeting of the EEC	<i>External IAAR experts</i>	Join a Zoom meeting  <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a>  Conference ID: 681 303 2588
<b>April 05, 2023</b>			
<i>On schedule during the day</i>	Arrival of members of the External Expert Commission		
<b>April 06, 2023</b>			

<b>08.30-09.00</b> <i>Astana time</i>	Transfer from the hotel to the Institute	<i>External experts IAAR, coordinator from the Institute</i>	Hotel-Institute
<b>09.00 00-09.15 _</b> <i>Astana time</i>	Distribution of responsibility of experts, solution of organizational issues	<i>External IAAR experts</i>	Audience No.  Join a Zoom meeting <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a>  Conference ID: 681 303 2588
<b>09.15–09.45</b>	And an interview with the rector	Rector	Audience No.  Join a Zoom meeting <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a>  Conference ID: 681 303 2588
<b>09.45-10.00</b>	Technical break		
<b>10.00-10.40</b>	Meeting with vice-rectors		Auditorium No. , main building  Join a Zoom meeting <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a>



			Conference ID: 681 303 2588
<b>10.40-10.50</b>	Technical break		
<b>10.50-11. thirty</b>	Meeting with the heads of structural divisions of the NGO		<p>Auditorium No. , main building</p> <p>Join a Zoom meeting  <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a></p> <p>Conference ID: 681 303 2588</p>
<b>11.30-11.45</b>	Technical break		
<b>11.45-12.30</b>	Interviews with deans and heads of the PLO		<p>Audience - No. , main building</p> <p>Join a Zoom meeting  <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a></p> <p>Conference ID: 681 303 2588</p>
<b>12.30-13.00</b>	EEC work	<i>External IAAR experts</i>	<p>Auditorium No. , main building</p> <p>Join a Zoom meeting  <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a></p>

			Conference ID: 681 303 2588
<b>13.00-14.00</b>	<b>Dinner</b>		
<b>14.00-14.15</b>	Technical break		
<b>14.15-15.00</b>	Interview with the teaching staff of the PLO	<p><b><u>Application No. 1</u></b></p> <p><b><u>Cluster 1.</u></b></p> <p><b><u>Cluster 2.</u></b></p> <p><b><u>Cluster 3.</u></b></p> <p><b><u>Cluster 4.</u></b></p>	<p>Cluster 1 - auditorium № , main building</p> <p>Cluster 2 - auditorium № , main building</p> <p>Cluster 3 - auditorium № , main building</p> <p>Cluster 4 - auditorium № , main building</p> <p>Join a Zoom meeting</p> <p><a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a></p> <p>Conference ID: 681 303 2588</p>
<b>15.00-15.15</b>	Technical break		
<b>15.00-16.00</b>	Questioning of teaching staff (in parallel)	<p><b><u>Application No. 2</u></b></p> <p><i>All teachers of assessed EP VA, MA, PhD</i></p>	The link is sent to the teacher's e-mail personally

<p><b>15.15-16.00</b></p>	<p>Interviews with PLO students</p>	<p><b><u>Application No. 3</u></b></p> <p><b><u>Cluster 1.</u></b></p> <p><b><u>Cluster 2.</u></b></p> <p><b><u>Cluster 3.</u></b></p> <p><b><u>Cluster 4.</u></b></p>	<p>Cluster 1 - auditorium № , main building  Cluster 2 - auditorium № , main building  Cluster 3 - auditorium № , main building  Cluster 4 - auditorium № , main building</p> <p>Join a Zoom meeting  <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a></p> <p>Conference ID: 681 303 2588</p>
<p><b>16.00-17.00</b></p>	<p>Questionnaire of students (in parallel)</p>	<p><b><u>Application No. 4</u></b></p> <p><i>All students of assessed EP BA, MA, PhD</i></p>	<p>The link is sent to the student's e - mail personally</p>
<p><b>16.15-17.00</b></p>	<p>Interviews with PLO Alumni</p>	<p><b><u>Application No. 5</u></b></p> <p>Cluster 1 - auditorium № , main building  Cluster 2 - auditorium № , main building  Cluster 3 - auditorium № , main building  Cluster 4 - auditorium № , main building</p>	<p>Auditorium No. , main building</p> <p>Join a Zoom meeting  <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a></p> <p>Conference ID: 681 303 2588</p>

<b>17.00-18.00</b>	Visual inspection of the TOE	<i>According to itineraries</i>	
<b>18.00-19.00</b>	Work of the EEC discussion of the results of the first day	<i>External IAAR experts</i>	Auditorium No. , main building Join a Zoom meeting <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a>  Conference ID: 681 303 2588
<b>19.00-20.00</b>	Dinner	<i>External IAAR experts</i>	Hotel
<b>Day 2: April 07, 2023</b>			
<b>08.30-09.00</b> <i>Astana time</i>	Transfer from the hotel to the Institute	<i>External experts IAAR, coordinator from the Institute</i>	Hotel -Institute
<b>09.00-09.15 _</b>	EEC work	<i>External IAAR experts</i>	Auditorium No. , main building Join a Zoom meeting <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a>  Conference ID: 681 303 2588
<b>09.15-10.50 _</b>	Scheduled Class Attendance (Appendix: Class Links)	<i>According to the timetable</i>	

<p><b>10.50-11.30</b></p>	<p>Meeting with employers and representatives of practice bases</p>	<p><u><b>Appendix 5</b></u></p> <p>Cluster 1 - auditorium № , main building  Cluster 2 - auditorium № , main building  Cluster 3 - auditorium № , main building  Cluster 4 - auditorium № , main building</p>	<p>Cluster 1 - auditorium № , main building  Cluster 2 - auditorium № , main building  Cluster 3 - auditorium № , main building  Cluster 4 - auditorium № , main building</p> <p>Join a Zoom meeting  <a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a></p> <p>Conference ID: 681 303 2588</p>
<p><b>11.30-11.40</b></p>	<p>Technical break</p>		
<p><b>11.40-12.20</b></p>	<p>Working with department documents  <i>(documents must be uploaded to the cloud by clusters in advance)</i></p> <p><i>Parallel</i></p>		
<p><b>12.20-13.00</b></p>			
<p><b>13.00-14.00</b></p>	<p><b>Dinner</b></p>		
<p><b>14.00-14.15</b></p>	<p>Technical break</p>		
<p><b>14.15-15.15</b></p>	<p>Visiting the practice bases of the EP</p>	<p><i>According to itinerary</i></p>	<p>Auditorium No. , main building</p> <p>Join a Zoom meeting</p>

			<p><a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a></p> <p>Conference ID: 681 303 2588</p>
<b>15.00-17.00</b>	EEC work, discussion of the results of the second day and profile parameters ( <i>recording is ongoing</i> )	<i>External IAAR experts</i>	<p>Auditorium No. , main building</p> <p>Join a Zoom meeting</p> <p><a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a></p> <p>Conference ID: 681 303 2588</p>
<b>17.00-17.15</b>	Technical break		
<b>17.00-17.45</b>	The work of the EEC development and discussion of recommendations ( <i>recording</i> )	<i>External IAAR experts</i>	<p>Auditorium No. , main building</p> <p>Join a Zoom meeting</p> <p><a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a></p> <p>Conference ID: 681 303 2588</p>
<b>17.45-18.15</b>	Final meeting of the EEC with the leadership of the university		<p>Auditorium No. , main building</p> <p>Join a Zoom meeting</p> <p><a href="https://us02web.zoom.us/j/6813032588">https://us02web.zoom.us/j/6813032588</a></p>

			Conference ID: 681 303 2588
<b>18.30-19.30</b>	Dinner	<i>External IAAR experts</i>	Hotel
<b>19.30</b>	Departure of experts		



## Appendix 3. RESULTS OF THE QUESTIONNAIRE OF TEACHERS

### Questionnaire of teaching staff

#### 1. Total number of profiles: 33

#### 2. Position

Professor	
Associate Professor/Associate Professor	
Senior Lecturer	60.6
Teacher	36.4
Head Chair	
Other	3

#### 3. Academic degree, academic title

Honored Worker	
Ph.D	
PhD	3
master	75.8
PhD	3
Professor	
Associate Professor/Associate Professor	
No	18.2
Other	3

#### 4. Work experience in this university

Less than 1 year	21.2
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1 year - 5 years	15.2
Over 5 years	63.6
Other	

No.	Questions	Very good	Fine	Relatively bad	Badly	Very bad	Didn't answer
1	To what extent does the content of the educational program meet your scientific and professional interests and needs?	54.5	45.5				
2	How do you assess the opportunities provided by the university for the professional development of teaching staff	42.4	51.5	3	3		
3	How do you assess the opportunities provided by the university for the career growth of teaching staff	24.2	66.7	6.1	3		
4	How do you assess the degree of academic freedom of teaching staff	30.3	57.6	12.1			
	<b>To what extent can teachers use their own</b>						
5	• Learning Strategies	45.5	54.5				
6	• Teaching Methods	51.5	48.5				
7	• Educational innovation	39.4	60.6				
8	How do you assess the work on the organization of medical care and disease prevention at the university?	42.4	48.5	9.1			
9	What attention is paid by the management of the educational institution to the content of the educational program?	36.4	60.6	3			
10	How do you assess the sufficiency and availability of the necessary scientific and educational literature in the library?	30.3	60.6	3	6.1		

<b>eleven</b>	Assess the level of conditions created that take into account the needs of different groups of students?	21.2	69.7	9.1			
	<b>Evaluate the openness and accessibility of the leadership</b>						
<b>12</b>	• Students	48.5	48.5	3			
<b>13</b>	• teachers	45.5	54.5				
<b>14</b>	Assess the involvement of teaching staff in the process of making managerial and strategic decisions	36.4	60.6	3			
<b>15</b>	How is the innovation activity of teaching staff encouraged?	24.2	63.6	6.1	6.1		
<b>16</b>	Assess the level of feedback from teaching staff with management	39.4	57.6	3			
<b>17</b>	What is the level of stimulation and involvement of young professionals in the educational process?	27.3	66.7		6.1		
<b>18</b>	Evaluate the created opportunities for professional and personal growth for each teacher and employee	21.2	66.7	12.1			
<b>19</b>	the university management's recognition of the potential and abilities of teachers	21.2	69.7	6.1	3		
	<b>How the work is delivered</b>						
<b>20</b>	• For academic mobility	15.2	60.6	15.2	9.1		
<b>21</b>	• To improve the qualifications of teaching staff	15.2	75.8	9.1			
	<b>Evaluate the support of the university and its management</b>						
<b>22</b>	• Research initiatives of teaching staff	15.2	72.7	9.1	3		
<b>23</b>	• Development of new educational programs / academic disciplines / teaching methods	36.4	60.6		3		
	<b>Assess the level of ability of teaching staff to combine teaching</b>						
<b>24</b>	• With scientific research	15.2	60.6	18.2	3	3	
<b>25</b>	• with practical activities	18.2	72.7	9.1			

<b>26</b>	Assess how the knowledge of students obtained at the university corresponds to the realities of the requirements of the modern labor market	36.4	63.6				
<b>27</b>	How does the leadership and administration of the university perceive criticism?	12.1	66.7	15.2	6.1		
<b>28</b>	Assess how your workload meets your expectations and capabilities?	12.1	84.8	3			
<b>29</b>	Assess the focus of educational programs / training programs on the formation of students' skills and abilities to analyze the situation and make forecasts?	12.1	84.8	3			
<b>thirty</b>	Assess how the educational program in terms of content and quality of implementation meets the expectations of the labor market and employers	36.4	63.6				

### Why do you work at this university?

The only HEI ( Higher education institution) in this region

Yes

Arrange working conditions

I live in this city

Career

According to life circumstances

The only university at the place of residence

Career

Decent wages, allowances

Resident of this place

ArkPI university where you can achieve professional goals.

Good collective!

Good conditions for professional and personal success

Motherland

My work as a young specialist

Good conditions for work

This university has very good qualities in the field of education.

To achieve high professional and personal success

I am a native of this land and came with a special invitation

Opportunity to realize your scientific and educational potential.

High chance of career growth

I am a graduate of this university after graduating from the master's program I continued to work

I would like to contribute to the development of the regional educational institution

There is a possibility of career growth

All features are created

Got a job without acquaintances, without corruption.

**32. How often do you have workshops and workshops with practitioners as part of your course?**

Often	often	Someti mes	Very rarely	never
6.1	21.2	54.5	15.2	3

**33. How often do invited teachers (domestic and foreign) participate in the learning process ?**

Often	often	Someti mes	Very rarely	never
	18.2	57.6	18.2	6.1

**34. How often do you encounter the following problems in your work: (please give an answer in each line)**

Questions	Often	Sometimes	Never	No answer
Lack of classrooms	12.1	45.5	42.4	

Unbalanced study load by semesters	3	66.7	30.3	
Unavailability of necessary literature in the library	9.1	66.7	24.2	
Overcrowding of study groups (too many students in the group)	6.1	24.2	69.7	
Inconvenient schedule	3	21.2	75.8	
Inappropriate conditions for classes in classrooms	12.5	50	37.5	
No internet access/poor internet	33.3	51.5	15.2	
Students' lack of interest in learning	3	45.5	51.5	
Untimely receipt of information about events	3	30.3	66.7	
Lack of technical teaching aids in classrooms	9.1	81.8	9.1	
Other problems	<p>-</p> <p>No</p> <p>No other problems</p> <p>No</p> <p>0</p> <p>innovations, technical support: equipping classrooms</p> <p>The lack of a free schedule of teaching staff , which is practiced in other universities, which causes certain difficulties</p> <p>No other problems</p> <p>Small number of specially equipped audiences</p> <p>Professional development courses do not organize on their own EP</p> <p>No</p> <p>Providing teachers with the necessary technical means for use</p> <p>Problem did not arise</p> <p>It would be more correct if the classrooms were provided</p>			

	<p>with technical equipment, an interactive whiteboard</p> <p>Modern classrooms</p> <p>Equipping with material and technical base, lack of language laboratories, Internet access .</p> <p>There is no shortage of specially equipped auditoriums</p> <p>No problem</p> <p>IBK database update</p>
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**35. There are many different sides and aspects in the life of the university, which in one way or another affect every teacher and employee. Rate how satisfied you are:**

Questions	Completely satisfied (1)	Partially satisfied (2)	Dissatisfied (3)	Difficult to answer (4)
The attitude of the university management towards you	69.7	18.2	3	9.1
Relationships with direct management	69.7	15.2	6.1	9.1
Relationships with colleagues in the department	84.8	9.1	6.1	
The degree of participation in managerial decision-making	45.5	39.4	6.1	9.1
Relations with students	97	3		
Recognition of your successes and achievements by the administration	60.6	27.3	6.1	6.1
Support for your suggestions and comments	63.6	27.3	9.1	

University administration activities	69.7	21.2	6.1	3
Terms of pay	51.5	30.3	12.1	6.1
Working conditions, list and quality of services provided at the university	54.5	33.3	12.1	
Occupational health and safety	81.8	15.2	3	
Management of changes in the activities of the university	63.6	21.2	6.1	9.1
Providing a social package: rest, sanatorium treatment, etc.	24.2	24.2	303	21.2
Organization and quality of food at the university	42.4	36.4	18.2	3
Organization and quality of medical care	54.5	39.4	3	3

## Annex 4. RESULTS OF STUDENT QUESTIONNAIRE

### *Questionnaire for students*

**Total number of profiles: 223**

**Floor:**

Male	10.3
Female	89.7

**Rate how satisfied you are:**

Questions	Completely satisfied	Partially satisfied	Partially dissatisfied	Not satisfied	I'm at a loss answer
1. Relations with the dean's office (school, faculty, department)	82.5	15.7	1.8		
2. The level of accessibility of the dean's office (school, faculty, department)	80.3	17.5	1.3		0.9
3. The level of accessibility and responsiveness of the leadership (university, school, faculty, department)	80.7	17.5	1.3		0.4
4. Availability of academic counseling	78.9	19.3	0.9		0.9
5. Support with educational materials in the learning process	78.5	19.3	1.8		0.4
6. Availability of personal counseling	70	23.8	3.1	1.3	1.8
7. Relationship between student and teacher	78.9	19.3	1.3	0.4	
8. The activities of the financial and administrative services of the educational institution	63.2	26	7.2	2.2	1.3
9. Availability of health services	75.3	22.9	0.4		1.3
10. The quality of medical care at the university	71.3	26	1.8	0.4	0.4



11. The level of availability of library resources	84.3	13.5	1.8	0.4	
12. The quality of services provided in libraries and reading rooms	82.1	14.8	2.2	0.9	
13. Existing educational resources of the university	82.5	15.7	1.3	0.4	
14. Availability of computer classes	68.6	22.9	7.2	0.9	0.4
15. Availability and quality of Internet resources	71.7	21.1	4.9	1.3	0.9
16. The content and information content of the website of educational organizations in general and faculties (schools) in particular	79.4	19.7	0.4		0.4
17. Study rooms, auditoriums for large groups	65.9	23.8	6.3	3.1	0.9
18. Lounges for students (if available)	56.1	25.6	10.3	4.5	3.6
19. Clarity of disciplinary procedures	75.3	20.6	1.3	0.9	1.8
20. The quality of the educational program as a whole	82.5	17	0.4		
21. The quality of study programs in the OP	81.6	17.9	0.4		
22. Teaching methods in general	80.3	19.3	0.4		
23. Quick response to feedback from teachers on the educational process	82.5	16.1	1.3		
24. Overall quality of teaching	82.5	17	0.4		
25. Academic load / requirements for the student	74.9	22.4	1.3		1.3
26. The requirements of the teaching staff for the student	74.9	22	1.3	0.4	1.3
27. Information support and clarification before entering the university of the rules for admission and the strategy of the educational program (specialty)	79.8	18.4	1.3		0.4
28. Informing the requirements in order to successfully complete this educational program (specialty)	80.3	18.8	0.4		0.4
29. The quality of examination materials (tests and examination questions, etc.)	75.8	22.4	0.9	0.4	0.4
30. Objective assessment of knowledge, skills and other educational achievements	78.9	21.1			
31. Available computer classes	76.2	18.8	3.6	1.3	
32. Available scientific laboratories	69.1	23.3	5.8	1.3	0.4
33. Objectivity and fairness of teachers	72.6	23.8	3.1		0.4

34. Informing students about courses, educational programs and the academic degree received	79.8	18.4	1.3		0.4
35. Providing students with a hostel	84.8	12.6	0.9	1.3	0.4

**How much do you agree with:**

Statement	Full consent	Agree	Partially agree	Disagree	Complete disagreement	Didn't answer
33. The course program was clearly presented	72.2	24.2	3.1	0.4		
34. Course content is well structured	73.1	23.3	3.6			
35. Key terms adequately explained	69.5	26.9	3.1	0.4		
36. The material proposed by the teacher is relevant and reflects the latest achievements of science and practice	72.2	23.3	4	0.4		
37. The teacher uses effective teaching methods	69.5	24.7	5.4	0.4		
38. The teacher owns the material being taught	74.4	22.9	1.8	0.4	0.4	
39. The lecturer's presentation is clear	73.1	24.7	2.2			
40. The teacher presents the material in an interesting way	67.3	26.9	4.9	0.9		
41. Objectivity in assessing knowledge, skills and other educational achievements	68.6	25.6	5.4	0.4		
42. The timeliness of assessing the educational achievements of students	69.5	25.6	4.5	0.4		
43. The teacher meets your requirements and expectations for professional and personal development	71.3	24.2	4.5			
44. The teacher stimulates the activity of students	70	25.1	4.9			
45. The teacher stimulates the creative thinking of students	69.1	24.7	6.3			
46. Appearance and manners of the teacher are adequate	72.6	23.3	3.6	0.4		
47. The teacher has a positive attitude	70.4	25.1	3.6	0.9		

towards students						
48. The system for assessing educational achievements (seminars, tests, questionnaires, etc. ) reflects the content of the course	71.7	24.7	3.6			
49. Evaluation criteria used by the teacher are clear and accessible	73.1	22.9	3.6	0.4		
50. The teacher objectively evaluates the achievements of students	72.6	22.9	4.5			
51. The teacher speaks a professional language	74.9	21.1	3.6	0.4		
52. The organization of education provides sufficient opportunities for sports and other leisure activities.	69.5	25.1	4	0.4	0.9	

**Other concerns regarding the quality of teaching:**

No

No

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No

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No other problems

Everything is fine

Everything is wonderful 🙌

No complaints! Everything is clear

No problem! Everything is covered in our educational institution!

None

Everything is good in our university

Ney

It's all right

Good

No problem

There is no serious problem in our institute. My proposal is not only German, but also other languages. I would be glad.

Nothing

No

No other problem

No

no problem

In one group of many students from other group, problems arise in the school. Also, there are certain nuances with the assessment of the work of students.

No problem

I am not satisfied with the question

no

The challenge is not that I am ready for training in our university

I am satisfied with you all

There is no other problem, everything is very good

Test net

What is not a problem

I think there are no other problems, difficulties. Everything is very cool, I think all the opportunities have been created for all students, the relationship between the teacher and the student is good, the teachers explain the lesson very interesting, different, well, the students are provided with dormitories, educational materials and resources are available, so I agree with everyone!

—

Everyone is satisfied!

Satisfied

No

I am satisfied with everything.

Everything is appropriate, I am satisfied! The quality of education is good. Gaps come and go

The work of teachers at a good level and more successful

My institute. I love my institute very much. I'm here all the time.

Everything is perfect, everything is perfect!

The availability of educational programs at the Institute and I fully understand that there are different sections where we can freely participate, employment is interesting, we use different methods and creative approaches. According to the educational program, various events will be held. The problem of excellent quality of preparation is not.

I am satisfied

In our institute, the quality of training at the highest level. All preparations are very interesting.

Good

no problem

Very good

No problem

All cool

I am very tired of my university

I'm all over it

Everything is fixed 🐛

Does not cause any difficulties

I am completely satisfied with the Institute in almost all respects. I respect my university

Problems

Everything was wonderful

I have no words all right!

I agree

Other problems are not fixed

