



«АККРЕДИТТЕУ ЖӘНЕ РЕЙТИНГТІҢ
ТӘУЕЛСІЗ АГЕНТТІГІ» КЕМ

НУ «НЕЗАВИСИМОЕ АГЕНТСТВО
АККРЕДИТАЦИИ И РЕЙТИНГА»

INDEPENDENT AGENCY FOR
ACCREDITATION AND RATING

REPORT

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

6B01703 - «FOREIGN LANGUAGE: TWO FOREIGN LANGUAGES»,
6B01706 «ENGLISH»

NPJSC «Arkalyk Pedagogical Institute named after I.Altynsarin»

INDEPENDENT AGENCY FOR ACCREDITATION AND RATING

External Expert Commission

*Addressed to
Accreditation
Council of IAAR*



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Arkalyk, 2023

(I) LIST OF SYMBOLS AND ABBREVIATIONS

- ArkPI – Arkalyk pedagogical institute
 AC – Academic Committee
 AMS - Administrative and managerial staff
 BD - Basic disciplines
 UW – Upbringing work
 SAC - State Attestation Commission
 SMSE - State mandatory standard of education
 DLT - Distance learning technologies
 DAA - Department of Academic Activities
 DSAYP - Department of Social Affairs and Youth Policy
 UNT - Unified national testing
 ICT - Information and communication technologies
 IS - Information systems
 IC - Individual curriculum
 CC - Component of choice
 CCFES MES RK - Committee for Control in the Field of Education and Science of MES
 Republic of Kazakhstan
 CT- Comprehensive testing
 CTT - Credit technology of training
 CEM - Catalog of elective modules
 MES RK - Ministry of Science and Higher Education of the Republic of Kazakhstan
 MOOC - Massive open online courses
 MEP - Modular educational programs
 NAS RK - National Academy of Sciences of the Republic of Kazakhstan
 RW - Research work
 RWU - Research work of undergraduates
 RWS - Research work of students
 RLA – Regulatory legal act
 STC - Scientific and Technical Council
 CC- Compulsory component
 GED- General Education disciplines
 EP– Educational program
 MD – Main disciplines
 TS – Teaching staff
 RK – Republic of Kazakhstan
 WC - Work curriculum
 DLS - Distance learning system
 IWL- Independent work of learners
 IWS - Independent work of student
 IWST - Independent work of students under the guidance of teacher
 IWU - Independent work of undergraduates
 IWLT - Independent work of learners under the guidance of teacher
 IWUT - Independent work of undergraduates under the guidance of a teacher
 SC - Standard curriculum
 TSS - Training and support staff
 PhD- Doctor of Philosophy (PhD)
 ESG - Standards and Guidelines for Quality Assurance in the European Higher Education
 Area
QF-EHEA - Qualifications framework in the European Higher Education Area

(II) INTRODUCTION

In accordance with order №28-23- MA dated 02/15/2023 of the General Director of the Independent Agency for Accreditation and Rating, from 06 to 07 April 2023, an external expert commission assessed the conformity of educational programs “6B01703 – “FOREIGN LANGUAGE: TWO FOREIGN LANGUAGES”, 6B01706 “ENGLISH” of the Non-profit Joint Stock Company “Arkalyk Pedagogical Institute named after I.Altynsarın” (Arkalyk) with standards of specialized accreditation of educational programs of higher and (or) postgraduate education (Republic of Kazakhstan) of the NU “Independent Agency for Accreditation and Rating” (№57-20-MA dated June 16, 2020, sixth edition).

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

EEC staff:

Chairman of the IAAR Commission – Volodin Alexander Anatolyevich, Doctor of Pedagogical Sciences, Associate Professor of the Higher Attestation Commission under the Ministry of Education and Science of Russia, Professor of the Russian Academy of Education, Professor of the Department of Humanities of the Russian State Specialized Academy of Arts;

Coordinator of IAAR – Gulfiya Rivkatovna Nazyrova, Candidate of Economics, Project Manager for the formation of external expert commissions of IAAR (Republic of Kazakhstan, Astana);

IAAR Foreign Expert – Sousana Michailidou, Ph.D., Professor, Vice Chancellor for Academic Affairs Webster University Athens Campus (Greece, Athens);

IAAR expert – Gulbakhyt Zholdasbekovna Menlibekova, Doctor of Pedagogical Sciences, Professor of L.Gumilyov Eurasian National University (Republic of Kazakhstan, Astana);

IAAR expert – Dzharasova Gulzhan Sagidullayevna, Candidate of Pedagogical Sciences, Abai Kazakh National Pedagogical University (Republic of Kazakhstan, Almaty);

IAAR expert – Adilbekova Lyazzat Makhaikyzy, Candidate of Philological Sciences, Associate Professor, Kazakh State Women's Pedagogical University (Republic of Kazakhstan, Almaty);

IAAR expert – Burbekova Saule Zhorabekovna, Candidate of Philological Sciences, Associate Professor, Astana IT University (Republic of Kazakhstan, Astana);

IAAR expert – Khankishieva Eleonora Mirzagaevna, Candidate of Philological Sciences, Kazakh National Women's Pedagogical University (Republic of Kazakhstan, Almaty);

IAAR expert, employer – Abikayeva Marina Dauletovna, EdTech Educational Center;

IAAR expert, student – Zhakenova Rabiga, 2nd year postgraduate student, “Russian Language and Literature”, Abai Kazakh National Pedagogical University;

IAAR expert, student – Tynymbaeva Aruzhan Muratkyzy, 2nd year postgraduate student, “Translation Business”, Gumilev Eurasian National University;

IAAR expert, student – Akhmetova Asylzhan, 2nd year postgraduate student, L.N. Gumilyov Eurasian National University;

IAAR expert, student – Serikova Merey, 2nd year student, Kazakh National Agrarian Research University.

(III) REPRESENTATION OF THE EDUCATIONAL ORGANIZATION

Arkalyk Pedagogical Institute named after I.Altynsarin (ArkPI) has been implementing higher education programs since April 1972.

The Republican state enterprise on the right of economic management “Arkalyk State Pedagogical Institute named after I.Altynsarin” of the Ministry of Education and Science of the Republic of Kazakhstan operated on the basis of the Regulation approved by the Order of the State Property and Privatization Committee of the Ministry of Finance of the Republic of Kazakhstan dated August 07, 2012 №743.

Since October 11, 2019, by the Decree of the Government of the Republic of Kazakhstan №752 “On some issues of higher educational institutions of the Ministry of Education and Science of the Republic of Kazakhstan”, ArkSPI has been transformed into a non-profit joint stock company “Arkalyk Pedagogical Institute named after I.Altynsarin” with one hundred percent state participation in the authorized capital.

The mission of the Institute is to train teachers capable for high professional and personal achievements.

The vision of the Institute is a) a consolidating center that generates innovative ideas and new knowledge at the regional and national level; b) a center for interaction, exchange and implementation of international programs in the field of education.

The strategic goal of the Institute is leadership positions and entry into the top 5 best universities that train teachers in the Republic of Kazakhstan.

The values of the Institute are Kazakh patriotism, integrity, openness, academic freedom, professionalism, global citizenship.

State license №KZ45LAA00018500 dated July 28, 2020 was reissued by the Committee for Quality Assurance in the Field of Education and Science of the Republic of Kazakhstan in 7 areas of training in the field of education 6B01 Pedagogical sciences: Pedagogy and psychology, Pedagogy of preschool education and training, Teacher training without subject specialization, Teacher training with subject specialization of general development, Teacher training in natural science subjects, Teacher training in humanities, Teacher training in Languages and Literature.

Teacher training in 29 educational programs of higher education (bachelor's degree) is carried out in accordance with the Law of the Republic of Kazakhstan “On Education”, the Bologna Declaration and other documents in the field of education on the basis of general secondary education, technical and vocational education and higher education in the state, Russian, English languages. A bachelor's degree graduate is awarded a Bachelor of Education degree in the relevant educational programs.

In 2018, the Institute passed specialized accreditation for 19 educational programs, in 2021 it passed institutional accreditation (Independent Accreditation and Rating Agency).

In the National Ranking (IAAR, 2018) takes the 16th place. 6 educational programs were included in the TOP 10 (IAAR rating, 2019).

The structure of the ArkPI includes 3 faculties: the Faculty of Pedagogy and Philology, the Faculty of History and Art, the Faculty of Natural Sciences and Informatization. The institute has a Department for Academic Affairs, an Office of Academic Programs and Methodological Work, a Registrar Office, a practice and employment sector, an office of science, strategic planning and international relations, an educational work department, a project office “Rukhani Zhangyru”, research laboratories, educational laboratories, the Museum of the History of Education named after I.Altynsarina, trade union committee, psychological and pedagogical center, preschool mini-center “Baldyrgan”, information and library center, multiservice educational center, Museum of the history of education named after I.Altynsarin, Museum of Natural History, etc.

Educational work at the Institute is presented as a holistic and versatile complex activity. The structural subdivision of the Institute in the system of management and coordination of educational activities is the Department of Educational Work, established in 2011; there is a Board of Advisers. Student self-government at the ArkPI includes an integral mechanism that

allows students to participate in the management of the institute and in the organization of their life through the interacting structural units of student self-government: the city branch of the Alliance of Students of Kazakhstan, the youth wing “Zhas Otan”, the pedagogical detachment “Line of Success”, the student trade union committee, the student council of the House of Students, artistic associations, sports sections.

The students of the Institute are multiple winners and prize-winners of regional, national and international tournaments, university games in various sports, world, European, Asian championships.

The infrastructure of the university includes 2 academic buildings, the total area of the buildings, according to the available technical passports, is 12076 m², a sports and recovery center with 5 specialized halls, computer, multimedia classrooms, interactive lecture halls, a canteen, a medical center, two student houses for 468 seats. All buildings of the Institute comply with sanitary standards, fire safety requirements.

(IV) DESCRIPTION OF THE PREVIOUS ACCREDITATION PROCEDURE

The educational program 6B01703 “Foreign language: two foreign languages” of ArkPI passed the accreditation procedure in 2018 and by the decision of the Accreditation Council of the IAAR was accredited for a period of 5 years until 03/28/2023.

As part of the accreditation procedure, recommendations for the improvement and development of the EP are presented. In order to implement the recommendations of the EEC, “Plans for the implementation of the recommendations of the IAAR expert group on specialized accreditation Standards” for the cluster were developed. The plans were approved by the rector of the university on the basis of the decision of the Academic Council of the NPJSC “Arkalyk Pedagogical Institute named after I.Altynsarin”. The management of EP 6B01703 “Foreign language: two foreign languages” in 2022 presented a report on the implementation of recommendations for the development of the program. In general, it can be noted that the results of the implementation of the recommendations of the past accreditation were positive.

4.1 STANDARD EDUCATIONAL PROGRAM MANAGEMENT

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

In order to put into practice the achievements of research works of teaching staff for the EP, the author's course “Information and communication technologies in teaching and learning in the context of intercultural communication”, developed by senior lecturer A.K.Asanova based on the results of research, was included in the component for the selection of basic disciplines.

2) Continue the practice of organizing courses on education management and student-centered training for EP managers.

In the period from 16.03 to 12.05.2021, 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 AEO “Nazarbayev Intellectual Schools”.

4.2 STANDARD INFORMATION MANAGEMENT AND REPORTING

1) To continue the practice of ensuring the evaluation of the effectiveness and efficiency of its activities in the context of implemented EP.

In April, the Department of Foreign Languages, Russian Language and Literature held an educational and methodological seminar on the topic “Innovative technology for the formation of intercultural communication in order to prepare them for teaching.”

4.3 STANDARD “DEVELOPMENT AND APPROVAL OF BASIC EDUCATIONAL PROGRAMS”

1) To consider the possibility of creating additional educational trajectories within the framework of these EP;

In the EP “Foreign language: two foreign languages” for 2020-2023. The discipline “Modern English media speech” is included, the content of which is aimed at the formation of professional and interdisciplinary competence of students.

2) Update the document regulating the formation of the EMCD EP;

In order to improve the work on methodological support of higher professional education, changes in the regulations 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 the ArkPI. The regulation was approved by the Chairman of the Educational and Methodological Council of 6.02.2019 Protocol №8.

4.4 STANDARD “REGULAR MONITORING AND PERIODIC EVALUATION OF THE MAIN EDUCATIONAL PROGRAMS”

1) Continue the practice of involving key employers (schools in Arkalyk) in monitoring educational programs;

The dynamics of the development of employers' interaction with the EP is positive, i.e. the 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.

2) Expand the Catalog of elective disciplines by including academic subjects, the development of which will contribute to the formation of additional professionally significant and interdisciplinary competencies.

In order to promote the formation of additional professionally significant interdisciplinary competencies for 2020-2026, 2021-2024, the author's course “Information and communication technologies in teaching and learning in the context of intercultural communication”, developed by senior lecturer A.K.Asanova based on research results, is included in the catalog of elective disciplines.

4.5 STANDARD “STUDENT-CENTERED LEARNING, TEACHING AND PERFORMANCE ASSESSMENT”

1) Conduct monitoring of the use of various teaching methods and knowledge control;

To monitor the use of various teaching methods and knowledge control at the end of the semester 2019-2020, 2020-2021 academic years, a survey was conducted among students of all courses of the EP “Foreign language: two foreign languages”, ‘English’. Evaluation of educational activities by conducting a questionnaire allows you to identify items that require special attention and study, thereby contributing to improving the quality of teaching. Based on the results of the survey, a system of encouraging teachers for high performance and pedagogical skills is being implemented.

2) To develop a comprehensive professional development program for teaching staff of accredited EP in the context of student-centered learning.

Together with the personnel service and Department of the institute, a comprehensive professional development program for the teaching staff of the EP has been developed in the context of student-centered learning.

4.6 STANDARD “STUDENTS”

1) Consider the possibility of assistance in external and internal mobility of students, in obtaining external educational grants; regularly conduct explanatory work and provide information support for academic mobility programs, including organizing mailing lists;

On the basis of the regulations 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 via mobile networks is organized) (minutes of the meeting of the Academic Council protocol №1 of August 28, 2019).

2) To involve students of accredited EP in the activities of the Institute's media center as volunteers.

A group of volunteers was formed at the institute from among students of 3-4 courses “Digital Officers”, which includes students of the EP “Foreign language: two foreign languages”.

4.7 STANDARD “TEACHING STAFF”

1) To develop criteria for a differentiated approach to the evaluation of the activities of the teaching staff, to consider the possibility of implementing KPIs;

In order to take a differentiated approach to assessing the activities of teaching staff, the Institute has developed a “Regulation on bonuses, surcharges, allowances and other incentive payments” (approved on 01.07.2020). “Regulation on the annual incentive payment to the teaching staff and staff of the RSE “NIIP” at the I.Altynsarin pedagogical Institute” (approved in 2019).

2) Inform the teaching staff about the possibility of participating in scientific projects;

The Department of Foreign Languages, Russian Language cooperates with the Department of Linguodidactics and Foreign Languages of the Central Ukrainian State Pedagogical University named after Vladimir Vynychenko. International scientific and practical Internet conferences on the topic “Foreign language in professional training of specialists: problems and strategies” annually are held.

3) Consider the possibility of attracting well-known domestic and foreign scientists to the implementation of the EP, including in virtual mode;

The lack of settling down is also solved by inviting scientists and teachers from the leading universities of the country. For example, 2 external part-timers involved in teaching are specialists of educational and scientific institutions, such as the Kazakh University of Economics, Finance and International Trade and Zhezkazgan University named after O.Baikonurov.

4) Develop a program for the development of academic mobility of teaching staff.

Together with the Office of Science, Strategic Planning and International Cooperation, a program of academic mobility of teaching staff is being developed.

4.8 STANDARD “EDUCATIONAL RESOURCES AND STUDENT SUPPORT SYSTEMS”

1) Continue work on filling the AIS “Platonus” with educational and methodological documentation in the context of EP disciplines, including structured information.

Work is being systematically carried out to fill the AIS “Platonus” with educational and methodological documentation in the context of the disciplines of the EP, including structured information (presentation materials, video materials, lecture notes, scientific works of teaching staff, relevant educational literature) through the website www.api.edu.kz.

4.9 STANDARD “PUBLIC AWARENESS”

1) Strengthen the work on creating individual pages of teaching staff and ensuring their accessibility to any interested persons on Internet resources in the context of personalities.

Annually on the website www.api.edu.kz, <https://api.edu.kz/index.php/kz/zhalpy-a-parat/o-u-b-limsheleri/aza-tili-orys-tili-praktikaly-kursy-zh-ne-shetel-tilderi-kafedrasy>, <https://api.edu.kz/index.php/kz/zhalpy-a-parat/o-u-b-limsheleri/aza-orys-tilderi-zh-ne-debieti-kafedrasy> the submitted resumes of the teaching staff of the EP “Foreign language: two foreign languages”, “English”, information about the disciplines taught, the improvement of qualifications are regularly updated, scientific publications and directions in strengthening the work on creating personal lists of teaching staff and providing access to Internet resources of any interested persons.

(V) DESCRIPTION OF THE EEC VISIT**(VI) COMPLIANCE WITH SPECIALIZED ACCREDITATION STANDARDS****6.1. Standard «Educational program management»**

- ✓ *The institute should demonstrate the development of a goal and strategy for the development of the EP based on the analysis of external and internal factors with the broad involvement of a variety of stakeholders.*
- ✓ *The quality assurance policy should reflect the relationship between scientific research, teaching and learning.*
- ✓ *The institute demonstrates the development of a culture of quality assurance.*
- ✓ *Commitment to quality assurance should apply to any activity performed by contractors and partners (outsourcing), including the implementation of joint/double-degree education and academic mobility.*
- ✓ *The management of the EP ensures transparency in the development of the EP development plan based on the analysis of its functioning, the real positioning of the university and the orientation of its activities to meet the needs of students, the state, employers and other interested parties.*
- ✓ *The management of the EP demonstrates the functioning of mechanisms for the formation and regular revision of the development plan of the EP and monitoring its implementation, assessing the achievement of training goals, meeting the needs of students, employers and society, making decisions aimed at continuous improvement of the EP.*
- ✓ *The management of the EP should involve representatives of groups of interested persons, including employers, students and teaching staff in the formation of the development plan of the EP.*
- ✓ *The management of the educational institution should demonstrate the individuality and uniqueness of the educational institution 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 framework of the EP, the distribution of staff duties, the differentiation of functions of collegial bodies.*
- ✓ *The management of the EP ensures coordination of the activities of all persons involved in the development and management of the EP, and its continuous implementation, as well as involves all stakeholders in this process.*
- ✓ *The management of the EP should ensure the transparency of the management system, the functioning of the internal quality assurance system, including its design, management and monitoring, and the adoption of appropriate decisions.*
- ✓ *The management of the EP should carry out risk management.*
- ✓ *The management of the educational institution should ensure the participation of representatives of interested persons (employers, teaching staff, students) in the collegial management bodies of the educational program, as well as their representativeness in making decisions on the management of the educational program.*
- ✓ *The institute must demonstrate innovation management within the framework of the EP, including the analysis and implementation of innovative proposals.*
- ✓ *The management of the EP should demonstrate its openness and accessibility to students, teaching staff, employers and other interested persons.*
- ✓ *The management of the EP confirms the completion of training in educational 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.

The probative part

EP 6B01703 “Foreign language: two foreign languages”, 6B01706 – “English”. NPJSC “Arkalyk Pedagogical Institute named after I.Altynsarin” is implemented in accordance with the Appendices to the License for the right to conduct educational activities series №KZ45LAA00018500 dated 07/28/2020.

Teacher training EP 6B01703- “Foreign language: two foreign languages”, EP 6B01706 – “English” is carried out by the Department of Foreign Languages and Russian. The Strategic Development Plan of the University for 2022-2025 was approved at the meeting of the Academic Council of the Institute (Protocol №4 dated June 15, 2022). I. Altynsarin ArkPI has a developed Internal Quality Assurance Policy, which is an integral element of the Institute's management and the basis for planning its educational activities, approved by the decision of the Board of Directors of the I.Altynsarin NPJSC. I.Altynsarin approved by the Chairman of the Board - Rector (dated 26.08.2020) Quality management and processes are regulated by internal regulatory documents of the Institute such as the Charter, Strategic Plan, Academic Policy of ArkPI (Protocol №1 of 31.08.2022), internal regulations.

The institute conducts systematic monitoring and evaluation of the effectiveness of the policy in the field of quality assurance of educational programs with the participation of students, staff and other stakeholders on the basis of systematic collection, analysis and management of information.

The implementation of cluster EP is determined by their goals and development plan. In order to fulfill the key requirements of stakeholders, further improve the educational process and allocate resources for their implementation, development planning is carried out for EP 6B01703 – “Foreign language: two foreign languages”, EP 6B01706 – “English”. The development plans of the EP cluster were discussed at the meetings of the department (Protocol №5 dated 02.12.2020) and approved by the decision of the Faculty Council (13.01.2021).

EP management is carried out on the basis of the principle of transparency. The development of the EP and its improvement is carried out by Academic Committees. The expert staff was approved by the order of the Rector of the I.Altynsarin ArkPI.

The Academic Committees on educational programs 6B01703 – “Foreign language: two foreign languages”, EP 6B01706 – “English” were attracted by employers, representatives of teaching staff and students. Potential employers and practice managers are involved in determining the tasks for the development of EP, as the main experts of the quality of training of students in EP, and to discuss the Development Plan of EP 6B01706 – “Foreign language: two foreign languages” were involved the main stakeholders in the person of the head of the methodological association of humanities of secondary school №4, English teacher A.T. Tautenova, English teachers of the gymnasium school A.B.Boranbaev, English teachers of the gymnasium named after I.Altynsarin Kurmanbaeva A.B., teachers of school №3 Almagambetova N.V., Glebova G.N., teachers of the gymnasium school named after A. Kunanbaev Kapakova A.Sh. and 4th year students, etc.

According to the results of the work of Academic Committees in the content of EP 6B01703 – “Foreign language: two foreign languages”, EP 6B01706 – “English” the disciplines Methodology of the school course “Foreign language”, “Communicative and cognitive cases in the field of professional communication, professionally-oriented projects and CLIL technology”, “Modern English media language”, the content of which is aimed at the formation of professional and interdisciplinary competence of students, for the 2021 admission ‘Multilingual course’ were introduced and “Intercultural education”, “Modeling of the learning process based on cognitive-interactive technologies”, “Media literacy”.

An example of the implementation of interaction between teaching, scientific research and

training is the organization and holding of master classes, participation in scientific conferences, scientific competitions, subject Olympiads, the introduction of research results into the educational process. During the reporting period, the results of scientific research of the teaching staff of the EP were introduced into the educational process, for example, the author's course "Information and communication technologies in teaching and learning in the context of intercultural communication", in the basic discipline (elective component) of senior teacher A. Assanova, acts of implementation of teaching aids "Professional Project activity" by A. Assanova, "Textbook on developing academic skills of reading and writing for high school learners, "Exercise book for understanding English" by Zh. Nurekeshova, etc.

The form of participation of teaching staff and students in making managerial decisions is their participation in the collegial bodies of the Institute (Academic Council, Rector's Office, deans, departments) and meetings of the workforce, meetings with the rector, vice-rectors, deans of faculties on educational, upbringing, scientific activities, etc. The necessary information, personnel, financial and logistical resources, as well as regulatory and legal documentation that ensure the implementation of educational programs are available for the management of the EP.

In order to analyze the state of the processes of educational activity and control the implementation of the quality assurance policy, the Institute has developed a Regulation on the assessment of the quality of educational programs (Protocol №10 of 05/04/2022), which defines those responsible for the business processes for managing EP.

Evaluation of the effectiveness of EP 6B01703 – "Foreign language: two foreign languages", EP 6B01706 – "English" is systematically determined by discussing and analyzing the results of academic performance, passing all types of practices, the level of residual knowledge, the quality of final papers and state exams at meetings of collegial bodies of the Institute. Risk management within the EP cluster is aimed at identifying possible risks (reduction of the contingent, financial crisis, etc.) by adjusting educational trajectories, which are reflected in the CED, etc. During the visit of the EEC, the presence of favorable conditions for innovation management within the framework of the EP cluster was demonstrated. Teachers of accredited educational institutions use modern teaching methods, such as the inverted classroom, the method of problem presentation, presentations, discussions, group work, the method of critical thinking, role-playing games, brainstorming, the use of dialog learning in practical classes, the method of projects, case study.

Satisfaction of students, teaching staff and employers with the level of training of students is assessed through questionnaires, interviews, meetings, participation in the work of the faculty advisory councils; feedback from the heads of the practice bases - based on the results of practices. Evaluation of the quality of educational programs, satisfaction with the quality of teaching, the demand for graduates in the labor market, etc. is carried out by conducting a questionnaire survey "Student satisfaction Survey", "Survey of teaching staff", "Survey of employees of the I. Altynsarin ArkPI".

Analytical part

Having held meetings, conversations and interviews with the rector, vice-rectors, heads of departments, heads of structural divisions, students, faculty, representatives of employers' organizations and graduates, as well as conducting a survey of the teaching staff and students, a detailed acquaintance of experts with the educational infrastructure of the Institute, material, technical and information-methodological resources and notes with the necessary documents, that the transparency and collegiality of the processes of forming the development plan of the EP is confirmed by the participation of the entire team in it. This is evidenced by the activities of the Academic Council, the Rector's Office, the educational and methodological Council, which provide management of the main processes of the institute.

The development plans of EP 6B01703 – "Foreign language: two foreign languages", EP 6B01706 – "English" are discussed, revised and supplemented at the meetings of the department and approved by the Dean of the faculty. However, the members of the EEC note that in order to

implement educational programs and plans for their development in accordance with the mission, the strategic development plan of the ArkPI, academic rules and regulations, it is necessary to update the Development Plans of the accredited EP cluster in accordance with the new Strategic Development Plan of the Institute for 2022-2025, as strategic documents have been changed: The Development Strategy of the ArkPI for 2022-2025. approved by the decision of the Board of Directors of ArkPI (Protocol №4 of June 15, 2022), the Academic Policy of ArkPI (Protocol №1 of 08/31/2022) while the approval of the development plans of EP 6B01703 – “Foreign language: two foreign languages”, EP 6B01706 – “English” dated from 01/13/2021.

When implementing EP 6B01703 – “Foreign language: two foreign languages”, EP 6B01706 – “English”, risks and solutions for risk prevention and reduction are identified. However, the EO does not demonstrate the systematic nature of risk prevention processes, since the list of risks and measures are not regulated in the Development Plan of accredited EP, consideration of risk issues is not the subject of discussion on a systematic and regular basis at meetings of the collegial bodies of the ArkPI. Measures to control the quality of the educational process carried out at different levels are recorded in the form of records, acts, certificates, reports, etc., and are discussed at meetings of the department. Their effectiveness and efficiency are considered at the meetings of the graduating department, however, the members of the Higher School of Economics note that the discussion of the results of the questionnaire and the set of measures taken to improve the quality were not reflected at the meetings of the Department of Foreign Languages, Russian.

During the visit of the EEC, the IAAR experts were convinced that the Institute has a documented procedure for reviewing and updating the content of the EP. The management of the EP demonstrates the participation of stakeholders represented by students, teaching staff and employers in the development of the EP, the choice of disciplines and their place in the curriculum, in the formulation of annotations to disciplines, etc. However, the members of the EEC note that for transparency and accessibility of informing interested parties about the content of accredited EP and all changes made to them, they are not published on a regular basis on the web resources of the EP. The faculty regularly holds meetings with employers on the types of practices, the introduction of new disciplines, the development of EP, encouragement of students, etc

The participation of employers and other interested persons in making certain changes to accredited EP is confirmed by their participation in meetings of the department and is reflected in reviews, expert opinions of employers.

Innovation management within the framework of the EP, implemented through the integration of the educational process with research activities, was confirmed during the visit of the EEC. Scientific research of the faculty is carried out within the framework of research work: publication of monographs, collections of scientific articles, preparation and defense of dissertations, organization and holding of international and republican scientific forums, international competitions, round tables, student scientific events and the introduction of scientific results in the educational process. The members of the EEC note the breadth and diversity of research in the following areas. Thus, the EEC notes that the strategic documents of the ArkPI consistently reflect the management of educational programs. An accessible educational resource environment has been created for training, including computer equipment, software products – licensed and purchased, websites, computer classes, reading rooms, book fund, etc. The determination of the need for equipment, literature and software is carried out by the department and implemented through applications for the purchase of the required resources. The documents regulating the process of managing educational activities at the department are formed in accordance with the nomenclature of cases. For effective management of educational programs, the Institute demonstrates the presence of collegial and corporate forms of management, a system for monitoring the educational environment, electronic document management, an internal audit mechanism, etc. The provision of high-quality educational services at the Institute, compliance with modern requirements are at a sufficient level.

The survey of teaching staff conducted during the visit of the EEC IAAR showed that the involvement of teaching staff in the process of making managerial and strategic decisions was assessed by the indicators “very good” and “good” – 97%, at the same time, 3% of teaching staff are not involved in this process. The satisfaction of the teaching staff with the content of the EP is 100%. Satisfaction with the feedback level of the teaching staff with the management is 97% as “very good” and “good”.

Recommendations for EP 6B01703-“Foreign language: two foreign languages”, EP 6B01706 – “English”:

1. Update the EP Development Plan according to the ArkPI Development Strategy for 2022-2025 by the beginning of 2023-2024 a.y.
2. Make adjustments to the EP Development Plan in terms of indicators in numerical or % ratio by the beginning of 2023-2024 a.y.
3. Include in the EP Development Plan a section on risk management, make a list of risks and measures to their prevention and minimization by the beginning of 2023-2024 a.y.

Conclusions of the EEC by criteria:

According to the standard “Educational Program Management” EP 6B01703 - “Foreign language: two foreign languages”, EP 6B01706 – “English”: have 15 satisfactory positions, 2 positions suggesting improvement.

6.2. Standard «Information management and reporting»

✓ *The university should ensure the functioning of the system of collecting, analyzing and managing information based on modern information and communication technologies and software. The EP management demonstrates the systematic use of processed, adequate information to improve the internal quality assurance system.*

✓ *The management of the EP demonstrates the existence of a reporting system that reflects the activities of all structural divisions and departments within the framework of the EP, including an assessment of their effectiveness.*

✓ *The university should determine the frequency, forms and methods of assessing the management of the EP, the activities of collegial bodies and structural units, top- management.*

✓ *The university must demonstrate a mechanism for ensuring the protection of information, including the identification of responsible persons for the accuracy and timeliness of the analysis of information and the provision of data.*

✓ *The university demonstrates 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 should demonstrate the availability of communication mechanisms with students, employees and other stakeholders, including conflict resolution.

✓ *The university must ensure the measurement of the degree of satisfaction of the needs of students, teaching staff and staff within the framework of the EP and demonstrate evidence of the elimination of the detected shortcomings.*

✓ *The university should evaluate the effectiveness and efficiency of its activities in the context of the EP.*

✓ *The information collected and analyzed by the university within the framework of the EP should take into account:*

key performance indicators;

dynamics of the contingent of students in the context of forms and types;

academic performance, student achievements 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, teaching staff and staff must document their consent to the processing of personal data.*

The management of the EP should help to provide the necessary information in the relevant fields of sciences.

The evidentiary part

The Institute has established classical processes of management and information transfer, in addition, modern information and mobile technologies are used in the academic field. The collection of information and its frequency in all the main activities of the Institute are regulated by the ArkPI «Положением об информационной политике» (approved by the Academic Council, Protocol No. 1 of 26 08. Information management involves the following activities: organization of information flows in the university, both from management to performers and interested persons, and from interested parties, including students and teachers to management. In addition, collecting, analyzing and providing reporting information on the activities of the university to stakeholders.

The following administrative documents are used in the management of the main processes of the ArkPI: decisions of collegial governing bodies (Academic Council, Scientific Council), orders of the Rector and orders of the Vice-rector, documents on students (orders on personnel, students), planning, analytical, accounting, financial and accounting documents.

The resolution of the conflict of interests and relations at the university takes place through the consideration of complaints and appeals. The mechanism for managing conflicts of interests and relationships includes: familiarization of teaching staff, employees and students with the provisions of internal regulatory documentation, requirements for the organization of the educational process, the main areas of work of structural units, internal regulations, etc.

ArkPI has formed and effectively operates traditional information channels for feedback from staff and students with the leadership of the university (meetings, council and meetings of collegiate bodies) and based on modern technologies - electronic mailing lists, Whatsapp messenger, groups in subscriptions in social networks.

The Department of Marketing and Communications, which is responsible for information support of the activities of educational institutions and departments, takes responsibility for the formation of a positive public opinion about the activities of the university through the Facebook, YouTube, Instagram, Telegram platforms, the official website and other information and communication tools.

To automate the process of collecting, analyzing and managing information, the Institute uses modern information technologies and software, the "PLATONUS" AIS, which is a program designed to support the processes of assessing students' knowledge within the rating system, taking exams by computer testing, monitoring students' knowledge and filling out an electronic journal by teachers. There is a phased introduction of electronic document management. The modules of the Request Processing Center ULAGAT, 1C accounting for the personnel department are connected.

The effectiveness of the implementation of the EP is reflected in the protocol of the meetings of the department, annual reports. The storage of management documentation of the department is carried out in accordance with the requirements of the nomenclature of cases. Information about the EP is brought to the attention of students and employers through the website of the ArkPI api.edu.kz, official correspondence, digital corporate chat/CommFort messenger, Instagram, <https://www.instagram.com/kiyaryail/> Facebook https://web.facebook.com/groups/KIYARYAL/?_rdc=1&_rdr, <https://www.facebook.com/asseka.asseka.71?mibextid=ZbWKwL> .

The mechanism of internal evaluation of the effectiveness and efficiency of educational programs includes: ongoing monitoring of academic performance, intermediate certification, state final certification; internal monitoring: students, faculty, educational programs; quality system: internal audits. The mechanisms of external evaluation of the effectiveness and efficiency of educational programs include: licensing of educational activities (ED), specialized accreditation of EP, state control, monitoring of the education system, ratings, competitions, projects of EP.

Students and Professorial teaching staff of the department, employers are involved in the processes of collecting and analyzing information through questionnaires, interviewing, and making decisions based on them during the meetings of the departments. For example, to improve the content of EP the survey is conducted "Survey of student satisfaction with the quality of educational services", "Survey of teaching staff", a survey of employees of the ArkPI for satisfaction with working conditions, where students evaluate the quality of teaching, teaching staff about the quality of the institute's services and the availability of the material and technical base. The survey is conducted in the form of questionnaires, surveys and interviews, as well as work with employers and regional partners of the ArkPI to determine their satisfaction with the quality of education, competencies and skills of students and graduates.

Within the framework of the EP there is a system of regular reporting, which includes the effectiveness and efficiency of the department and its evaluation at the university level. The department prepares semi-annual, annual reports that are of an analytical nature and cover all areas of the department's work (protocol No. 11 of 06/06/2018; No. 11 of 06/12/2019; No. 11 of 06/12/2020; No. 11 of 06/02/2021 ;), at the meetings of the Faculty Council (protocol No. 11 dated June 17, 2018, No. 11 dated June 17, 2019, No. 11 dated June 17, 2020, No. 11 dated June 17, 2021, No. 11 dated June 17, 2022). The structure of the reports is determined by the forms approved by the relevant documented procedures. The reporting forms of the departments are filled out on the basis of the reports of the professorial teaching staff on indicative plans.

The EP demonstrates systematic work on the employment of graduates. Promotion of employment of graduates is carried out in accordance with the regulation [«Правила содействию трудоустройству выпускников в Аркалыкском педагогическом институте имени И.Алтынсарина»](#), approved by the Academic Council of the Institute (No. 10 of 04.05.2022).

Employment of graduates

EP Name	Total graduates/Employed		
	2020–2021	2021–2022	2022–2023
Foreign language: two foreign languages	31/28	47/40	54/
English	No graduate	No graduate	No graduate

Data on the career growth of graduates

Specialty	Graduation 2017-2018 academic year		Graduation 2018-2019 academic year		Graduation 2019-2020 academic year	
	number	of them	numb	of them	number	of them

	of employed	Prof activity	Scientific activity	er of employed	Prof activity	Scientific activity	of employed	Prof activity	Scientific activity
		teacher	magistracy		teacher	Magistracy		teacher	Magistracy
Foreign language: two foreign languages	26	18	8	26	20	6	19	11	8

Specialty	Graduation 2020-2021 academic year			Graduation 2021-2022 academic year		
	number of employed	of them		number of employed	of them	
		Prof activity	Scientific activity		Prof activity	Scientific activity
		teacher	magistracy		teacher	magistracy
Foreign language: two foreign languages	28	14	14	40	21	19

Personal data processing is carried out on the basis of the Regulations on the educational program and the procedure for its development at the Arkalyk Pedagogical Institute named after I. Altynsarin" (approved by the Academic Council, Protocol No. 10 of 04. 05. 2022)

Analytical part

Analyzing compliance with the requirements of the "Information Management and Reporting" standard for accredited cluster EPs, the commission notes that ArkPI has an information and reporting management system. Particular attention is paid to the systematic review of the effectiveness of the decisions made and the monitoring of the activities of departments and programs at meetings.

The databases collected as part of the activities of the ArkPI allow generating analytical reports and making decisions based on facts. Regular surveys of students and employers are carried out and, based on the results of their surveys / interviews, appropriate measures are taken to eliminate shortcomings.

There is a high level of employment of graduates of accredited EPs, since the management of the EP correctly organized joint work with public and private institutions, enterprises of the area and the region, secondary schools of the area and the region. The vast majority of graduates of accredited EPs are employed in their specialty, some of them strive to continue their education.

The EEC notes that the university conducts an internal evaluation of the quality of EP

management on a systematic basis. The analysis of the readiness of the department for the academic year is carried out: the availability of methodological support for the EP, material support of the educational process for the EP, the readiness of the department to conduct an assessment of learning outcomes. The implementation of indicative plans by teachers is evaluated monthly. The data are integrated and generalized at the institute level. The results of monitoring the effectiveness of activities are taken into account, analyses of the influence of various factors on the activities of the university are carried out.

For example, the financial situation in the country and the world, the demographic situation in the country and the region, the cross-sections of students' knowledge at the entrance (UNT, CT or entrance exams), during the entire period of study and at the exit (NQT indicators, final certification).

Strengths/best practice on EP 6B01703-Foreign language: two foreign languages, EP 6B01706 – English

- not revealed

The EEC recommendations for EP 6B01703-Foreign language: two foreign languages, EP 6B01706 – English:

- no

The conclusions of the EEC according to the criteria: According to the Standard "Information Management and Reporting " accredited educational programs have 18 satisfactory positions.

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

✓ *The university must demonstrate the existence of a documented procedure for the development of the EP and its approval at the institutional level.*

✓ *The university must demonstrate compliance of the developed EP with the established goals and planned learning outcomes.*

✓ *The management of the EP should determine the influence of disciplines and professional practices on the formation of learning outcomes.*

✓ *The university demonstrates the presence of a graduate model of the EP, describing the learning outcomes and personal qualities.*

✓ *The qualifications awarded upon completion of the EP should be clearly defined, explained and correspond to a certain level of the NSC, QF-EHEA.*

✓ *The management of the EP should demonstrate the modular structure of the program based on ECTS, ensure that the structure of the content of the EP meets the goals set with a focus on achieving the planned learning outcomes for each graduate.*

✓ *The management of the educational institution should ensure that the content of academic disciplines and learning outcomes correspond to each other and the level of study (bachelor's, master's, doctoral studies).*

✓ *The management of the EP must demonstrate the conduct of external expertise of the EP.*

✓ *The management of the EP must provide evidence of the participation of students, faculty and other stakeholders in the development and quality assurance of the EP.*

✓ *The management of the EP should demonstrate the uniqueness of the educational program, its positioning in the educational market (regional/national/ international).*

✓ *An important factor is the possibility of preparing students for professional*

certification.

✓ An important factor is the presence of joint(s) and/or double-degree EP with foreign universities.

The evidentiary part

The development and approval of the EP in the ArkPI is carried out in accordance with the provisions of normative legal acts in the field of higher and postgraduate education, as well as in accordance with the documentation developed at the university and necessary for the effective functioning of the educational process. The process of development and revision of the cluster OP is regulated by the [«Положением по разработке и утверждению образовательных программ»](#), (approved by the Academic Council, August 31, 2022, Protocol No. 1), which establishes the structure, procedure for the development, registration, approval, approval, implementation, modification, revision, updating of the EP. Modular EP have been developed for EP 6B01703-Foreign language: two foreign languages, EP 6B01706 – English in accordance with the NQF, professional standards, as well as scientific, theoretical and practice-oriented requirements for the professional and social competencies of students of the EP.

Qualitative and quantitative indicators of market requirements determine the mission, goals and objectives of educational programs and correspond to the available resources and capabilities of the university. During the implementation of EP 6B01703-Foreign language: two foreign languages, EP 6B01706 – English, work is underway with employers to determine the areas in demand and requirements for bachelor's degree training in EP on a regular basis.

In order to ensure the quality of the ArkPI, the EP is being improved through the mechanism of internal and external evaluation of the quality of the EP. Internal expertise is carried out by involving experienced teachers and heads of structural divisions, invited experts, representatives of business communities, as well as employers participate in the external expertise procedure if they have the appropriate qualifications for the formation of the curriculum, reviewing and examination of the content of the EP. External evaluation of the quality of graduates' knowledge is carried out through participation in the work of the attestation commission; evaluation of the results of production practices, as well as on the issues of determining the required areas and requirements for bachelor's training on a regular basis. The members of the EEC note the representativeness of employers involved in the design and examination of the EP cluster in the person of representatives of various organizations in the person of heads and teachers of English of secondary schools and lyceums of the city Kurmanbaeva A.B, Kozhakhmetova D, Saduov N.I etc.

Information about the development plan of the EP, about making collegial decisions is brought to interested persons, employers through the institute's website, during meetings of the Rector with students, interviews with management in the media, television, as well as by posting information on stands, on the internal Internet and portal network.

The planned LO on EP 6B01703-Foreign language: two foreign languages, EP 6B01706 – English are the basis for the procedures for evaluating the educational achievements of students in the study of methods of teaching a foreign language, linguistics. The degree of achievement of the LO affects the quality of acquired general cultural and professional competencies, which subsequently affects the level of fulfillment of the tasks of professional activity and social activity of the graduate. The structure of the EP content is based on the logic of following disciplines and practices according to the principle: from simple to complex.

The graduate model of EP 6B01703-Foreign language: two foreign languages, EP 6B01706 – English is developed by the graduating department and approved by the Vice-Rector for Academic and Scientific Work (dated February 17, 21) and agreed with the head of the State Institution "Education Department" of the Akimat of Arkalyk city.

The passage of types of practices by students of the EP is regulated by the [«Правилами организации и проведения профессиональной практики и определения организаций в качестве баз практики»](#), approved by the meeting of the Academic Council of the ArkPI

protocol No. 10 dated 04.05.2022, with changes and additions by August 31, 2022 Protocol No. 1. The bases of practices are educational institutions, centers, etc., for example, secondary school No. 1 named after Ch. Valikhanov, 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, secondary school No. 8, secondary school No. 10, secondary school, gymnasium named after I. Altynsarin, elementary gymnasium named after A. Baitursynov whose activities correspond to the profile of the EP.

Indicators of providing the educational process with places of practice

EP name	Number of contracts with practice places		
	2020-2021	2021-2022	2022-2023
Foreign language: two foreign languages	20	20	20
English			

The catalog of elective disciplines included the disciplines recommended by employers "Workshop on international testing IELTS, TOEFL, TKT", "Methodology of the school course "Foreign language", "Communicative and cognitive cases in the field of professional communication, professionally oriented projects and CLIL technology", "Modern English media speech", "Course of multilingual and intercultural education", "Modeling of the learning process based on cognitive-interactive technologies", "Media literacy".

The management of the EP harmonizes the content of the EP with the educational programs of leading foreign and Kazakh universities by studying the structure and content of the EP of such universities as KazNPU named after. Abai, Kazakh National Women's Pedagogical University, Zhezkazgan University named after O. A. Baikonurov, University of Rzeszow (Poland), (Kahramanmarash Syutchu Imam University, Turkey). An agreement was signed with Zhezkazgan University named after O. A. Baikonurov on the implementation of a joint educational program.

For students of the EP cluster, there is an opportunity to prepare for professional certification within the discipline "Workshop on international testing IELTS, TOEFL, TKT", which allows you to prepare students for exams in English of international standards and subsequent international certification, the level of foreign language proficiency. National Qualification Testing (NQT).

Number of students who have passed professional certification

EP name	Total students who passed professional certification		
	2020-2021	2021-2022	2022-2023
Foreign language: two foreign languages	-	25	111
English	-	-	25

Analytical part

The development and approval of the content of the cluster EP is regulated by internal regulations. An analysis of the submitted documents, the results of a survey of teaching staff and employers, as well as students, demonstrates the fact that a wide range of interested parties are involved in the design of the EP. The management of the EP demonstrated the actual functioning of the working groups for the development of the EP, consisting of experienced teachers and experts in the EP profile and students, demonstrating the systematic work on the quality of

modular educational programs.

The members of the EEC note that the implementation of the EP is aimed at developing the professional competence of future graduates corresponding to the bachelor's and master's qualifications. The qualification obtained upon completion of the cluster EP is clearly defined and corresponds to the level of the NSQ, the types, area and objects of professional activity are described, and a list of possible positions is given. For the implementation of the EP, catalogs of elective disciplines are annually developed, which describe the disciplines of the elective component, indicating a brief content, pre- and post-requisites.

The content of academic disciplines within the framework of educational programs takes into account the situation on the labor market, the requirements of employers and the demands of consumers of the educational process within the EP cluster. The development and updating of the content of the cluster EP is carried out on a regular basis. The EP is being considered at a meeting of the Educational and Methodological Council with an external expert opinion for subsequent approval at the ArkPI Academic Council. The content of the EP is updated annually by 20-30% due to the introduction of new elective courses of basic and specialized cycles in accordance with the goals and objectives of the disciplines, indicating the learning outcomes of the modules, their volume and duration is determined by the university in cooperation and interaction with employers, heads of practice bases, graduates and students of the EP in the form of reviews, examinations and survey results.

However, EEC members note the need to ensure individuality and uniqueness in the context of EP 6B01703-Foreign language: two foreign languages, EP 6B01706 – English and their consistency with the national development priorities and the ArkPI development strategy for 2022-2025, since the results are in the register of EP ESUVO training EP6B01703-Foreign language: two foreign languages, EP 6B01706 – English are absolutely identical, although the content of the EP differs in terms of the disciplines of the basic and major modules, which as a result affects the set of competencies of the graduate and the LO of EP.

In order to ensure the quality of the ArkPI, the EP is being improved through the mechanism of internal and external evaluation of the quality of the EP. Internal evaluation is carried out by involving experienced teachers and heads of structural divisions, invited experts, representatives of business communities, as well as employers participate in the external evaluation procedure if they have the appropriate qualifications. The quality control system for the formation of the EP is focused on attracting external experts to assess the quality of educational programs in the person of the Chairmen of certification commissions, reviewers of graduation papers, heads of practices, interested employers.

The developers of the EP, in close cooperation with employers, determine the range of tasks for each type of professional activity and then form a list of competencies of the graduate of the EP.

The introduction of modern research into the EP is realized through the inclusion of elective disciplines in the EP, the updating of disciplines and their content, as well as through the publication of educational, teaching and methodological literature and the publication of scientific articles. The disciplines included in the curriculum within the framework of the EP cluster are aimed at forming knowledge of the conceptual foundations of the methodology of teaching foreign languages, linguistics, literature, the basics of communication processes in interpersonal, social, cultural, educational and scientific spheres, communication techniques and technologies.

ArkPI has a practice of conducting an external expertise of educational programs, the expert opinion contains an evaluation of compliance with the professional standard, employers' requests, the level of development of real production sectors, proposals aimed at improving the

educational program. As a rule, the evaluation of educational programs is carried out by leading employees or heads of organizations, enterprises that correspond to the profile of training specialists.

The evaluation of the quality of the EP was carried out on the basis of an analysis of curricula, a catalog of elective disciplines, meetings with students, professorial-teaching staff, attendance of classes, visual inspection of the scientific library, gym, dormitory. During meetings with professorial-teaching staff, employers and students of the EP, it was found that they have a clear idea of the ways and forms of inclusion in the work on the development of educational programs.

Implementing the EP, the EO demonstrates the existence of cooperation with educational organizations of the near and far abroad in the form of concluded contracts. At the same time, the members of the EEC note that the existing opportunities for creating joint EP with foreign universities have not been sufficiently used. The management of the EP poorly demonstrates the effectiveness and efficiency of the implementation of existing double-degree or joint educational programs.

Members of the EEC state that during interviews with students of the EP Foreign language: two foreign languages, it was revealed that students of the EP have the opportunity, in addition to the German language, to expand the electability of a second foreign language in the EP Foreign language: two foreign languages.

The survey of students conducted during the visit of the EEC IAAR showed that:

- the level of satisfaction with the quality of educational programs in the institute is estimated as "excellent" - 81.6% and "good" - 17.9 %;

Strengths/best practice on EP 6B01703-Foreign language: two foreign languages, EP 6B01706 – English

- Not revealed

Recommendations for EP 6B01703-Foreign language: two foreign languages, EP 6B01706 – English:

- **The management of the EP should make changes to the learning outcomes within the framework of the implemented EP Foreign language: two foreign languages and EP English in accordance with the specifics and individuality of the EP by the beginning of 2023-2024.**

- **Expand the selection of languages by EP Foreign language: two foreign languages. (based on the results of interviews with students of the EP) by the beginning of 2023-2024 y**

- **The management of the EP should reflect in the Development Plan of the EP activities and deadlines for the effective implementation of the two-degree education by the beginning of the 2023-2024 academic year.**

Conclusions of the EEC according to the criteria:

According to the standard "Development and approval of basic educational programs" EP6B01703-Foreign language: two foreign languages, EP 6B01706 – English have 0 strong, 10 satisfactory positions, 2 positions- suggests improvement

6.4. Standard "Regular monitoring and periodic evaluation of the main educational programs"

✓ *The university should ensure the revision of the structure and content of the EP, taking*

into account changes in the labor market, the requirements of employers and the social request of society.

✓ *The university must demonstrate the existence of a documented procedure for monitoring and periodic evaluation to achieve the goal of the EP and continuous improvement of the EP.*

✓ *Monitoring and periodic evaluation of the EP should consider:
the content of the program in the context of the latest achievements of science and technology in a particular discipline;*

changes in the needs of society and the professional environment;

workload, academic performance and graduation of students;

effectiveness of student assessment procedures;

needs and degree of satisfaction of students;

compliance of the educational environment and the activities of support services with the goals of the EP.

✓ *The management of the EP should publish information about changes to the EP, inform interested parties about any planned or undertaken actions within the framework of the EP.*

✓ *Support services should identify the needs of various groups of students and their degree of satisfaction with the organization of training, teaching, evaluation, and mastering of the EP as a whole.*

The evidentiary part

In the ArkPI named after I. Altynsarin, within the framework of monitoring and periodic evaluation of the main educational programs, the following methods are used as intra-university control: certification of the current academic performance of students, final certification, certification of all types of practices, checking the state of methodological support of the educational process, collection and analysis of data on customer satisfaction, internal audits. The results of monitoring are reported at a meeting of the Rectorate, specific measures are taken for each department.

Monitoring and evaluation of the quality of the EP functions in accordance with the developed Regulation on the evaluation of the quality of the EP", approved by the Academic Council (Protocol No. 1 of 26.08.2020 with amendments and additions of August 31, 2022, Protocol No. 7) and is conducted once a year by a commission under the leadership of the office of academic programs, methodological and scientific work. The results of monitoring the quality of the implementation of the EP are issued in the form of analytical reports and are considered at meetings of the collegial bodies of the Institute.

The organization of the system of control of educational achievements of students is carried out under the supervision of the Department of Academic Affairs. The evaluation of the current academic performance of students is carried out according to the indicator of the participation of students in the examination session, the progress of students, the quality of students' knowledge, the average score of students, the dynamics of the qualitative indicators of the session of the last two years, etc. Every year, the department provides forms of final control, which are discussed at meetings of departments and approved by the Academic Council. Accounting of students' progress is carried out using all types of control: current control of progress, intermediate certification and final certification, which are carried out in accordance with regulatory documents. The results of the current academic performance of students, as well as marks of attendance of training sessions, are reflected in electronic journals. Monitoring and periodic evaluation of accredited EP confirms that they are reviewed annually taking into account the opinions of employers and supplemented in the CED. Every year, the EP is reviewed

taking into account the opinions of employers represented by English teachers G. Karabaeva, A. Seylova, A. Boranbaev, A. Mamyrbayev of secondary schools No. 1, 4, gymnasium of the city of Arkalyk of all competencies and skills, with reflected final learning results. The content of EP 6B01703 - "Foreign language: two foreign languages", 6B01706 "English" included the discipline "Digital educational resources in teaching a foreign language concerning digital resources and the use of ICT in language teaching. To ensure the quality of education, the EO regularly conducts surveys of students and professorial-teaching staff, as well as questionnaires and surveys of employers on the content of the EP, including involving representatives of partners to control the quality of education through questionnaires, examination of the EP, etc.

Analytical part

An analysis of the self-assessment report and a visit to the I. Altynsarin ArkPI showed that the institute uses a systematic approach to monitoring and periodic evaluation of accredited educational programs; regular review of the content and structure of educational programs taking into account changes in the labor market, the opinion of employers and the social request of society. The accredited educational programs of EP 6B01703-Foreign language: two foreign languages, EP 6B01706 – English include elective disciplines necessary in the course of future work.

Monitoring and periodic evaluation of accredited EP confirms the functioning of the system of regular review of the content of the EP, and the list of disciplines in the CED is supplemented, taking into account the opinions of employers. However, the members of the EEC note the need to raise awareness and introduce a mechanism for continuous informing stakeholders about all changes to EP6B01703-Foreign language: two foreign languages, EP 6B01706 – English on the web resources of the EP on a systematic basis.

The survey of students conducted during the visit of the EEC IAAR showed that:

- fully satisfied with the quality of teaching – 80.3%, partially satisfied - 17.9;
- fully satisfied with the objectivity of the assessment of students' achievements – 78.9%, partially satisfied – 21.1%.

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

Strengths/best practice on EP 6B01703-Foreign language: two foreign languages, EP 6B01706 – English

- Not revealed

EEC recommendations for EP 6B01703-Foreign language: two foreign languages, EP 6B01706 – English:

- The management of the EP needs to develop a mechanism to inform stakeholders about any planned or taken actions regarding the EP and organize work on an ongoing basis by the beginning of 2023-2024 in this direction

The conclusions of the EEC according to the criteria: According to the Standard "Regular monitoring and periodic evaluation of the main educational programs", accredited educational programs have 9 satisfactory positions, 1 position implies improvement

6.5. The standard "Student-centered learning, teaching and assessment»

✓ *The management of the EP should ensure respect and attention to different groups of students and their needs, providing them with flexible learning paths.*

✓ *The management of the EP should provide teaching based on modern achievements of world science and practice in the field of training, the use of various modern teaching methods and evaluation of learning outcomes that ensure the achievement of the goals of the EP, including competencies, skills to perform scientific work at the required level.*

✓ *The management of the EP should determine the mechanisms for distributing the educational load of students between theory and practice within the framework of the EP, ensuring the development of the content and achievement of the goals of the EP by each graduate.*

✓ *An important factor is the availability of own research in the field of methods of teaching the disciplines of the EP.*

✓ *The institution must ensure that the procedures for evaluating learning outcomes correspond to the planned results and goals of the EP.*

✓ *The institution must ensure consistency, transparency and objectivity of the mechanism for evaluating the results of the EP training, publication of criteria and evaluation methods in advance.*

✓ *Evaluators should be familiar with modern methods of evaluating learning outcomes and regularly improve their skills in this area.*

The management of the EP should demonstrate the existence of a feedback system for the use of various teaching methods and evaluation of learning outcomes.

✓ *The management of the EP should demonstrate support for the autonomy of students with simultaneous guidance and assistance from the teacher.*

✓ *The management of the EP must demonstrate the existence of a procedure for responding to complaints from students*

The evidentiary part

The individual educational trajectory is reflected in modular educational programs and individual curricula, where, along with general education, basic disciplines of the compulsory component, there are elective courses and practices that are aimed at providing professional competencies. The Institute has an advisory service, which is designed to assist in choosing a learning path and mastering the EP. Elective courses are chosen by students independently under the guidance of advisors.

In accordance with modern requirements and taking into account social demands, innovative and new pedagogical technologies are being introduced in the ArkPI, the material and technical base is being replenished, the level of equipment of the educational process with new equipment, materials, electronic textbooks, educational and methodological and scientific literature is increasing.

№ №	Full name	EP Innovative	Discipline methods
11	Asanova A.K.	Methods of using professionally-oriented projects, CLIL and Case study technologies	Project method
22	Bagytzhanova Sh. S.	Second foreign language	Learning in cooperation
33	Bakirova Zh. M	Methods of teaching a foreign language	Technology of critical thinking

44	Akhmetova G.Kh	Professionally oriented foreign language C1	Embedded learning
55	Mukasheva A.T	Linguoculturology	Interactive method

The following forms and methods are used in the educational process – problem lecture, conference lecture, presentation technologies, business game, interactive methods, research methods, project methods, communication and information technologies, psychological trainings, communicative language teaching, coaching, brainstorming, etc. Individual classes are held in classrooms with multimedia equipment, using interactive, interactive, group forms of work with students. The teaching staff of the departments participates in the introduction of innovations, methods and methods of teaching, including in the course of scientific projects focused on the needs of employers and consumers, and also conduct developments in the field of teaching methods of disciplines, for example, in 2021, two teachers became part of the participants and pedagogical developers of the International Project of the World Bank "Capacity Building Pedagogical Education" at the request of the Ministry of Education and Science of the Republic of Kazakhstan jointly with the University of Applied Sciences HAMK (Finland).

The introduction and effectiveness of active teaching methods and innovative teaching methods, as well as the formation of functional literacy are implemented within the disciplines of "New technologies in education", "Digital educational resources in teaching a foreign language", "Modeling of the learning process based on cognitive interactive technologies", "Methods of using professionally oriented projects, CLIL technologies and Case-study", "Information and communication technologies in teaching and learning in the context of Intercultural communication", "Innovative pedagogical approaches in teaching a foreign language"

The authors of accredited programs use electronic textbooks, educational and methodological materials and monographs, which are published in the last year. In 2021-2022 was developed MOOC (online courses) Shongalova A. S." Methods of teaching a foreign language", Sapargalieva A. A." Online course of German language A1", Kalimzhanova A. K." Introduction to the Multicultural Education "electronic books Bagitzhanova Sh. S." Tasks of independent work of a student in the second Foreign Language (Level B2) " 2022 y.

The classrooms have interactive whiteboards, multimedia projectors, computer classes are connected to the local Internet and Wi-Fi, there are duplication and copying equipment. The equipment of the educational process with multimedia classrooms and specialized laboratories is carried out constantly in accordance with the requirements of the standards. The PTS of the EP use their own research in the field of teaching methods in the educational process, so on the basis of the dissertation research of the senior teacher A.K. Asanova introduced the discipline "Information and communication technologies in teaching and learning in the context of Intercultural Communication" into the educational process, which is confirmed by the act of implementation.

In order to monitor the effectiveness and efficiency of the application of innovations and the use of active methods and to receive feedback on this issue, a questionnaire "Student satisfaction with learning outcomes" is conducted to determine the degree of satisfaction with the quality of educational services. Feedback from students is carried out through their personal appeals to the leadership of the ArkPI, faculty, department, through curators and student self-government.

The mechanism of knowledge assessment is reflected in the [«Правилах организации учебного процесса по кредитной технологии обучения»](#) in the Academic Policy of the ArkPI.

In cases of detection of complaints from students, work is carried out with the adviser, the

dean of the faculty. The general issue is supervised by the Vice-rector for organizational and Educational Work. To resolve conflicts in the process of boundary and final control, an appeal commission is created from members of the faculty of the department by order of the Rector. In the event of a conflict situation, the student has the right to submit an application for appeal to the Registrar's office in writing within 24 hours after passing the exam.

The Commission notes that during the implementation of the EP, the independent work of students is monitored, a mechanism for an adequate assessment of its results has been created. Assessment of students' satisfaction with the places and organization of internship is carried out both during the practice and at the installation and reporting conference based on the results of the practice. There are letters of thanks and positive feedback from the heads of the practice bases.

Monitoring of students' progress along the educational trajectory is carried out comprehensively and at various stages of the educational process. The obtained monitoring results are recorded in the AIS "Platonus" in the relevant sections. The rating system for assessing students' knowledge, as a result of feedback, provides for the intensification of the educational process, monitoring the development of academic disciplines by students, increasing the academic motivation of students and teachers.

Analytical part

During the visit, the members of the EEC were convinced that the organization of the educational process in the ArkPI is aimed at ensuring the quality of the services provided. Students are provided with the same comfortable, favorable conditions and equal opportunities for the formation of an individual educational program, regardless of the language of instruction, aimed at the formation of professional competence and in accordance with their life attitudes, abilities and opportunities.

Teaching staff of the departments participates in the introduction of innovations, methods and methods of teaching, including in the course of scientific projects focused on the needs of employers and consumers.

Methods of implementing student-centered learning in the educational process are being introduced into the educational process in the form of active and interactive teaching methods that allow to activate the educational process, since they are built on dialogue, cooperation and cooperation of all subjects of learning, traditionally include the use of innovative teaching methods and conducting classes in multimedia classrooms with the use of technical training tools.

At the same time, the Commission notes insufficient active activity in conducting its own research in the field of teaching methods of academic disciplines accredited 6B01703-Foreign language: two foreign languages, EP 6B01706 – English.

The survey 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%.

- fully satisfied with the tests and exams – 75.8%; partially satisfied - 22.4%; not satisfied - 1.7%

EEC recommendations for EP6B01703-Foreign language: two foreign languages, EP 6B01706 – English:

- The management of the EP to increase the share of the introduction of its own research in the field of teaching methods of academic disciplines in the educational process of institutes accredited by the EP in the period from 2023-2024 academic year.

- To develop in the current academic year feedback mechanisms on the use of various teaching methods for accredited EP and implement in 2023-2024 academic y., it is also recommended to keep them up to date.

The conclusions of the EEC according to the criteria: According to the Standard "Student-centered learning, teaching and performance assessment», accredited educational programs have 10 satisfactory positions.

6.6. The standard «Students»

✓ *The university must demonstrate the policy of forming a contingent of students and ensure transparency, publication of procedures regulating the life cycle of students (from admission to completion).*

✓ *The management of the educational institution should provide for special adaptation and support programs for newly enrolled and foreign students.*

✓ *The university must demonstrate 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 informal education.*

✓ *The university should provide an opportunity for external and internal academic mobility of students, as well as assist them in obtaining external grants for training.*

✓ *The university should encourage students to self-education and development outside the main program (extracurricular activities).*

✓ *An important factor is the availability of a support mechanism for gifted students.*

The university should 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.

✓ *The university should provide students with internship places, demonstrate the procedure for facilitating the employment of graduates, maintaining communication with them.*

✓ *The university must demonstrate the procedure for issuing graduates with documents confirming their qualifications, including the achieved learning outcomes.*

✓ *The management of the EP should demonstrate that graduates of the program have skills that are in demand in the labor market and that these skills are really relevant.*

✓ *The management of the EP should demonstrate the existence of a mechanism for monitoring the employment and professional activities of graduates.*

✓ *An important factor is the presence of an active alumni association/association.*

The evidentiary part

The university pursues a policy of forming a contingent of students in accordance with the legislation of the Republic of Kazakhstan and is based on the principle of electability by applicants of a higher educational institution and an educational program. Admission and admission to training for the implemented EP takes place in accordance with the document [Rules for admission to training of the Arkalyk Pedagogical Institute named after I. Altynsarin and Academic Policy](#). To implement the policy of forming a contingent of students, a set of measures is carried out, such as attracting mass media, making stands in Kazakh and Russian with the necessary information on admission, posting career guidance information on social networks in Contact and Twitter; organizing career guidance trips, etc.

Contingent of students of the Educational program

Name of the EP	Total students		
	2020–2021	2021–2022	2022–2023
Foreign language: two foreign languages	194	204	194
English	14	46	64

A favorable factor for admission to the Arkalyk Pedagogical Institute is a system of discounts for training, depending on academic achievements, student activity, providing financial assistance to low-income categories of students.

The procedures regulating the life cycle – the procedure of admission, transfer from course to course, transfer from other universities, transfer of credits mastered at other universities, the procedure for evaluating current, intermediate and final controls, the procedure for deduction and recovery, the procedure for internship are regulated by internal regulatory documents.

Based on conversations with students, the members of the EEC made sure that the work of advisors was set at the institute. Attention is paid to working with students in all areas, including the adaptation of students. The university has developed and approved a number of internal regulatory documents regulating the processes of support and adaptation of foreign students, (The program of adaptation of foreign students) the work of an adviser according to the Regulations on the curator of the group and the Regulations on the Council of Curators, general issues of the organization of the educational process, issues of planning by students of the IUP, familiarization of students with the guidebook, CED on EP, etc. The ArkPI demonstrates the existence of a mechanism to support and adapt newly enrolled students through a system of consulting hours with an adviser, which explains issues related to the educational process, the assessment system, the basics of credit technology training, etc. Admission and enrollment to the educational program are accompanied by an introductory course containing information about the organization of education and the specifics of the educational program. The guidebook of the student of the Ibray Altynsarin ArkPI provides key information necessary for all types of activities. The EP provided discounts and benefits to students of EP 6B01703-Foreign language: two foreign languages, EP 6B01706 – English: winners of the republican Olympiad, graduates of schools with a certificate of a special sample, graduates of schools with grades «excellent», «good»; for students whose parents are employees of the institute and for a number of other socially vulnerable categories of students. The forms of examinations are considered at the meetings of the departments, the decision is recorded in the protocol and approved by the Academic Council. The schedule of examinations and consultations is approved by the Vice-rector for Academic and Scientific Work and is brought to the attention of teachers and students no later than two weeks before the start of the examination session. The results of the current certification are brought to the attention of students, discussed at a meeting of the department and, based on their results, measures are taken to improve the quality of classes and the content of the EP, methodological and informational support for them. In case of arrears, the procedure for liquidation of academic debts is carried out on a paid basis during the summer semester, according to the approved academic calendar. We found confirmation of information about the compliance of the university's actions with the Lisbon Recognition Convention. The organization of academic mobility is regulated by the [«Regulations on academic mobility of students and teachers of the I. Altynsarin ArkPI»](#)

Indicators of outgoing academic mobility by EP

Name of the EP	Incoming/Outgoing		
	2020	2021	2022
Foreign language: two foreign languages	-/8	-	-/3

English	-	-	-
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Academic mobility programs in the ArkPI are implemented on the basis of concluded agreements with the following partner universities: St. Cyril and Methodius University in Trnava (Slovakia), Rzeszow University (Poland), KAHRAMAN MARAŞSÜTÇÜ İMAM UNIVERSİTY (Turkey), KazGos ZHENPU, Eurasian Humanitarian Institute, Aktobe region. state. University named after K.Zhubanov and others. The participation of students of the OP in academic mobility programs is confirmed by documents indicating the presence of incoming and outgoing mobility.

ArkPI students demonstrate their knowledge from year to year, receiving prizes in Republican student subject Olympiads and competitions of scientific projects, for example, students of the EP studying the EP «English» Sabyr Marzhan, Suleyman Aruzhan, Alhaitova Ayagoz (Rev.Beisenova Z.S.) were awarded 1st degree diplomas in the discipline «Russian language», in the discipline «English» received 2nd degree diplomas Tolstykina B, Gabdulmansur Sh, Suleyman A, Sakan S, Duisen A. (Rev.Bakirova Zh. M.), a 4th-year student of the EP «Foreign language: two foreign languages» Toleu R. was awarded a diploma of the III degree. in the competition for the 180th anniversary of Ibrai Altynsarin and the 30th anniversary of Independence of the Republic of Kazakhstan, etc. The participation of students of accredited EP in research work is confirmed by the publications of students in various international and national conferences. Students of the EP «English», «Foreign language: two foreign languages» have written: 2018: articles - 2 –international, 15- republican; 2019: articles-3 republican, 15-republican; 2020: articles - 20 –international, 33- republican, 2021: articles - 29 – international, 1- republican, 2022: articles - 27 –international, 13- republican.

The practice bases for EP 6B01703-Foreign language: two foreign languages, EP 6B01706 – English are the schools of the city and the region. Contracts were concluded with practice bases, such as Secondary School No. 1 named after Ch.Valikhanov, secondary school No. 2, Secondary school No. 3 named after B.Mailin, secondary school No. 4, Secondary school No. 5 named after M.Auyezov, Secondary school No. 6 named after A.Kunanbayev, secondary school No. 8, secondary school No. 10, Rodinskaya secondary school, gymnasium named after I.Altynsarin, primary gymnasium named after A.Baitursynova et al.

Measures for the employment of graduates of the faculty are carried out on the basis of the work plan of the department and the faculty. The general control over the process of employment of graduates of the university is conducted by the Sector for Practice and Employment of Graduates. Every year, those responsible for employment at the faculty level and at the level of graduate departments are appointed to ArkPI.

Employment indicators of graduates of the EP

Name of the EP	Total graduates/Employed		
	2020–2021	2021–2022	2022–2023
Foreign language: two foreign languages	31/28 – 90%	47/40- 85%	54/
English	no issue	no issue	no issue

In order to assist in the employment of graduates, the work plan of the Sector for the practice and employment of Graduates includes and conducts activities for the employment of graduates: conducting informational and explanatory meetings with the administration of the University on the study of «Assistance to the employment of graduates», briefing meetings with representatives of educational organizations; holding a Graduate Job Fair; conducting a personal distribution of graduates giving the right to pedagogical activity at the request of the education departments of the region. The management of accredited EP demonstrated the participation of students in extracurricular activities. Students of the EP demonstrate leadership and managerial

qualities of students. They take part in the work of circles such as, «Lingvo», «Big Space», creative circles: «Zhuldyz», «Tumar bi», sports circles Basketball «CDO», «Shynga shyk».

Information about the work of the Alumni Association is located in the tab [About the Alumni Association \(api.edu.kz\)](#) where information is provided about meetings of successful graduates with students and about activities to create a communicative environment with graduates.

The survey of students conducted during the visit by the EEC of the IAAR showed that 79.8% of students were completely satisfied with informing students about courses, educational programs, and academic degrees.

Analytical part

The university pursues a consistent policy of forming a contingent of students. The management of the university and the EP conducts purposeful work on the admission and attraction of applicants and demonstrates the existence of a transparent policy and effective mechanisms for the formation of a contingent of students in the context of the EP, regulation of all types of practices, support and adaptation of students. On the university's website, in the "Entrant" section, all stakeholders receive sufficient information about the necessary documents for admission, as well as a list of educational programs with their description. The members of the EEC note the stability of the dynamics of maintaining and increasing the contingent of the EP cluster, as a result of effective recruiting measures, support and adaptation of students.

The management of the EP has a published regulation on the support and adaptation of students and dismantle the implementation of special programs for the adaptation and support of students of the EP through a system of discounts and benefits for students of the EP (winners and prize-winners of republican subject Olympiads, representatives of families with disabilities, persons left without parental care, persons with disabilities; according to the results of academic performance and etc.). On the basis of the submitted documents (contracts with practice bases), as well as on the basis of conversations with employers and managers of practices at work, the commission concluded that the university is fully provided with practice bases for accredited educational institutions, which contributes to the formation of professional competencies when passing types of practices. During the interview, representatives of the practice bases gave a fairly high assessment to students and graduates. In addition, representatives of the practice bases noted that their suggestions for improving the EP has a positive impact on the learning process.

Within the framework of accredited EP, conditions are being created for academic mobility of students, cooperation agreements have been concluded with a number of universities near and far abroad, but the members of the EEC note the low participation of students from the total contingent.

As a result of visiting the graduating department and studying the documents, the members of the EEC confirmed that there is a high percentage of employment of graduates of the EP, as a result of a set of events, such as a job fair; organization of meetings with heads of enterprises and organizations; familiarization with documentation on the employment of graduates; formation of a database of graduates, organization of employment events, etc. The members of the EEC note the successful practice of attracting graduates as employers. However, when interviewing graduates of the EP by members of the EEC, it was found that the involvement of graduates of the EP cluster in the activities of the Alumni Association is low.

Strengths/best practice in EP 6B01703-Foreign Language: two foreign languages, EP 6B01706 – English:

Strengths/Best practices

- The provision of students of the EP with practice places and the effectiveness of a set of measures for the employment of graduates of the EP.
- Graduates of the EP have skills that are in demand in the labor market of the region

EEC recommendations:

- The management of the EP should plan in the Development Plan of the EP and implement a set of measures to increase the number of graduates of the EP in the activities of the Association of Graduates of the ArkPI on a regular basis until the beginning of the 2023-2024 academic year

Conclusions of the EEC: according to the standard "Students" EP 6B01703-Foreign language: two foreign languages, EP 6B01706 – English: have 2-strong positions, 9-satisfactory positions, 1 position suggests improvement.

6.7. The standard «Teaching staff»

✓ *The university should have an objective and transparent personnel policy in the context of the EP, including hiring (including invited PTS), professional growth and development of personnel, ensuring the professional competence of the entire staff.*

✓ *The university must demonstrate the compliance of the qualitative composition of the PTS with the established qualification requirements, the strategy of the university, the goals of the EP.*

✓ *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.*

✓ *The university should provide opportunities for career growth and professional development of PTS, including young teachers.*

✓ *The university should involve in teaching specialists of relevant industries with professional competencies that meet the requirements of the EP.*

✓ *The university must demonstrate the existence of a mechanism for motivating the professional and personal development of PTS.*

✓ *The university should demonstrate the wide application of PTS of information and communication technologies and software in the educational process (for example, on-line training, e-portfolio, MOOCs, etc.).*

✓ *The university should demonstrate the focus of its activities on the development of academic mobility, attracting the best foreign and domestic teachers.*

✓ *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 PTS, including invited ones, to achieving the goals of the EP.*

✓ *An important factor is the involvement of PTS in the development of the economy, education, science and culture of the region and the country.*

The evidentiary part

The personnel policy of the ArkPI, including the recruitment and admission process, is based on the Labor Code of the Republic of Kazakhstan, the Law of the Republic of Kazakhstan «On Education», Standard qualification characteristics of positions of teaching staff and persons equated to them, approved by the Order of the Minister of Education and Science of the Republic of Kazakhstan and internal documents of the Institute. Recruitment is carried out on the basis of an analysis of the needs of the EP, on the basis of which a competition is announced to fill vacant positions. The competitive selection of teaching staff is carried out on the basis of the applicants' compliance with the qualification characteristics of the positions of scientific and pedagogical workers in accordance with the «[Regulations on Personnel Policy](#)» of the ArkPI (dated 01.09.2021), «[Regulations of the ArkPI on the competitive replacement of positions of PTS and researchers](#)», Qualification characteristics of the positions of scientific and pedagogical workers of the ArkPI.

The announcement of the start of the competition is posted in the local newspapers «Arkalyk Khabary», «Torgai», and on the institute's website.

The implementation of accredited EP is provided by teaching staff who have a basic

education corresponding to the profile of the discipline being taught, and who are systematically engaged in scientific and (or) scientific and methodological activities. Teachers of modules and disciplines of the profiling cycle, as a rule, have an academic degree of candidate, Doctor of Sciences, PhD and (or) experience in the relevant professional field.

Quantitative composition of the PTS of the EP

Name of EP	Total PTS/Settling down		
	2020-2021	2021-2022	2022-2023
Foreign language: two foreign languages	25*/28%	19*/37%	19*/42%
English	10*/70%	12*/58%	13*/61%

The qualitative composition of the PTS of the EP

Academic year	Total PTS	Doctor of Sciences	Candidate of Sciences	PhD Doctor	%
2018-2019	23		5	4	39
2019-2020	22		5	4	40
2020-2021	25		5	4	36
2021-2022	19		3	4	36
2022-2023	20		5	3	40

The quantitative and qualitative composition of the PTS of the EP in the 2022-2023 academic year employs 20 full-time teachers, including 3 candidate of pedagogical sciences, 2 associate professors, 3 PhD, 10 master's degree, 1 senior lecturer and 1 teacher. The share of full-time PTS with academic degrees and titles is 50%. In 2019-2021, PhD, associate professor of Zhezkazgan University named after O.A.Baikonurov- Z.Zh.Kashkinbayeva, D.H.Baidrakhmanov was invited to give lectures for students of the EP «Foreign language: two foreign languages» in the disciplines «Stylistics and literature of the countries of the languages studied», «Methods of teaching a foreign language». - Ph.D., Associate Professor of the Kazakh University of Economics, Finance and International Trade, lectured on the disciplines «Theory of Phonetics and Grammar» and «History of the English and Lexicology»

When studying the documentation, conducting interviews, meetings with faculty leaders, the members of the EEC confirmed the information that the rating of the teaching staff in the ArkPI is carried out according to the results of the work of teachers for the academic year at the department level with the participation of the deans of faculties in order to determine the qualifications of teachers. During the meeting with the teaching staff of the accredited EP, the experts received confirmation that the ArkPI stimulates the development of scientific research of employees. The university has a system of financial motivation, which is expressed in the form of salary supplements and are specified in the «Regulations on bonuses, surcharges, allowances

and other payments», approved by the Chairman of the Board-Rector of PJSC ArkPI Kuanyshbaev S.B., dated 20.01.2021, there is also a system of non-financial motivation, in the form of awarding letters of thanks, diplomas of the university and MES, medals of the University and the Ministry of Education and Science of the Republic of Kazakhstan.

The workload of the teacher includes educational and methodical work; research; organizational and methodological and social and educational work; professional development and is regulated by the Regulation on the planning of the pedagogical load.

The Institute has accepted such moral and material forms of encouragement as certificates of honor, letters of thanks, awards, presentation for awards. The availability of appropriate motivation for PTS, stimulating the effective achievement of goals in research work, is achieved through the following activities: awarding based on the results of successful RW and SRW and development indicators; the direction of PTS at the expense of the Institute for advanced training, as well as the solution of a number of social issues of PTS, such as assistance in providing housing, improving working conditions, providing the educational process with the necessary equipment of a new generation.

The teaching PTS of the EP cluster demonstrate activity in participating in advanced training courses for professional development. Every year, a professional development plan is drawn up, according to which the PTS of the EP take advanced training courses, for example, according to the methodology of teaching English and the development of the content of online classes, organized by the US Embassy (Asanova A.K., Bakirova Zh.M., Akhmetova G.H., Kaskyrbaeva M.M., Mukasheva A.T), a course on the program «Modern approaches to teaching psychological and pedagogical disciplines at the university» in the Resource Center for Vocational Training and Advanced Training of the Sarsen Amanzholov East Kazakhstan University (Akhmetov G.H.), etc.

Name of EP	Total teaching PTS/Passed advanced training		
	2020-2021	2021-2022	2022-2023
Foreign language: two foreign languages	25/7	19/11	19/1
English	10/3	12/5	13/-

Quantitative analysis of the research work and publication activity of the teaching staff of the EP

EP name	Total teaching staff/Number of Scopus publications, WoS		
	2020	2021	2022
Foreign language: two foreign languages	25/-	19/-	19/2
English	10/-	12/-	13/-

EP name	Total teaching staff/Number of publications of KKSON (HAC)		
	2020	2021	2022
Foreign language: two foreign languages	25/-	19/-	19/3
English	10/-	12/-	13/-

	Total teaching staff/Number of publications of the conference and other journals of the Republic of Kazakhstan
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EP name	2020	2021	2022
Foreign language: two foreign languages	25/12	19/15	19/13
English	10/5	12/5	13/15

	Total teaching staff/Number of publications textbooks, workbooks, etc.		
EP name	2020	2021	2022
Foreign language: two foreign languages	25/1	19/-	19/2
English	10/1	12/-	13/1

2 teachers of the department joined the working group of the World Bank International Project "Strengthening the Potential of Pedagogical Education" at the request of the Ministry of Education and Science of the Republic of Kazakhstan together with the University of Applied Sciences HAMK (Finland), Kalimzhanova A.K. took part in the Pedagogical University Development Project (PUDP) developed by the Regional Public Relations and English Bureau (RELO), the U.S. Embassy in Kazakhstan. Within the framework of the EP, measures are being taken to develop academic mobility, attract the best foreign and domestic teachers, cooperation agreements have been concluded with the International Academy of Management and Technology (INTAMT) (Germany), the Eurasian Academy (Slovakia, Bratislava), the University of St. Cyril and Methodius in Trnava (Slovakia), the University of Jan Amos Komensky (Bratislava, Slovakia), the State Social and Humanitarian University (Kalomna, Russia), Smolensk State University (Russia), Krasnoyarsk State Pedagogical University named after V.P. Astafieva (Russia).

For the implementation of EP 6B01703-Foreign language: two foreign languages, EP 6B01706 – English, teachers-practitioners of secondary schools are involved.

Letters of thanks, diplomas, prizes confirming the well-deserved reputation of the institute testify to the effectiveness of the public activities of the teaching staff of the EP, so Asanova A. K., Bagitzhanova Sh.S., Shongalova A.S. were awarded with diplomas, letters of thanks of the Ministry of Education and Science of the Republic of Kazakhstan.

Analytical part

During the visit, the IAAR experts received confirmation that the I. Altynsarin ArkPI has an objective and transparent personnel policy, including recruitment, professional growth and staff development, ensuring the professional competence of the entire staff. However, the members of the VEC note the need to increase the share of teaching staff with an academic degree in the profile of training and the specifics of the EP. In order to match the staff potential of the teaching staff with the development strategy of the ArkPI and targeted actions for the development of young teachers, it is necessary to establish a support mechanism and opportunities for their career development.

During the visit of the EEC the EO demonstrated the successful functioning of the personnel development policy, the availability of procedures to ensure the quality of teaching and the maintenance of professional standards and ethics, the availability of mechanisms and criteria for the systematic evaluation of the activities of teaching staff. Opportunities are given for the development of scientific activity and professional development of teaching staff. Various forms and methods of professional development are used: courses, seminars, workshops, conferences, trainings, distance learning, webinars, internships, etc. There is a close connection between scientific research and teaching at the department, which is confirmed by the

introduction of research results into the educational process. The members of the VEC note the participation of the PTS in the work of commissions and working groups, etc.

In order to improve the skills of PTS, the management of the EP notifies about the planned courses in a timely manner. According to accredited EP, work is systematically carried out in this direction. Teaching staff successfully pass various professional development programs.

The EO demonstrates the functioning of the mechanisms of motivation of the teaching staff of the EP through the provision of financial assistance for the publication of research results, the passage of advanced training courses, etc. During the visit of the EEC, it was found that the EO demonstrates responsibility for its employees and provides favorable working conditions.

The management of the EP attracts experienced practical teachers to teaching, however, the members of the EEC note the lack of indicators of participation of the teaching staff of the EP cluster in academic mobility programs, despite the existence of cooperation agreements with the IAAR of the near and far abroad. In this regard, the management of EP 6B01703-Foreign language: two foreign languages, EP 6B01706 – English is recommended to carry out systematic work to increase the number of teaching staff in academic mobility programs.

The university has created favorable conditions for the remuneration system, financial incentives for teaching staff, free access to the library fund and information resources of the ArkPI, opportunities to improve skills at the expense of the institute, which is a mechanism for motivating and stimulating teaching staff, as well as social conditions, such as the work of the health center, the functioning of gyms, the work of the psychological counseling office.

After analyzing the data on publication activity, the members of the EEC note the low percentage of involvement of the staff of the EP cluster in competitions for grant funding, as well as the publication activity of the staff of the EP cluster in Scopus WoS publications, in peer-reviewed publications of the near and far abroad.

The survey of the teaching staff of the EP conducted during the visit of the EEC IAAR showed that 97% were completely satisfied with the training load at «very good» and «good».

Strengths/best practice in EP 6B01703-Foreign Language: two foreign languages, EP 6B01706 – English

- Not revealed

EEC Recommendations:

- To increase the number of settled teachers in the disciplines of the basic and profile cycles of the EP Foreign language: two foreign languages, EP English
- To consider the possibility of training young teachers under a targeted grant in doctoral programs (PhD)
- To plan and implement a set of measures to increase the participation of teaching staff in academic mobility programs starting from 2023-2024 for the management of the EP in terms of the development of the EP.

Conclusions of the EEC: according to the standard "Teaching staff" EP 6B01703-Foreign language: two foreign languages, EP 6B01706 – English 8 satisfactory positions, 2 positions – suggests improvements

6.8. The standard «Educational resources and student support systems»

✓ *The university must ensure that the infrastructure, educational resources, including material and technical, meet the objectives of the educational program.*

The management of the EP must demonstrate the sufficiency of classrooms, laboratories and other facilities equipped with modern equipment that ensures the achievement of the goals of the EP.

✓ *The university must demonstrate the compliance of information resources with the*

needs of the university and implemented EP, including in the following areas:

technological support of students and PTS in accordance with educational programs (for example, online training, modeling, databases, data analysis programs);

library resources, including the fund of educational, methodological and scientific literature on general education, basic and profile disciplines on paper and electronic media, periodicals, access to scientific databases;

examination of research results, graduation papers, dissertations for plagiarism;

access to educational Internet resources;

functioning of WI-FI on its territory.

✓ *The university must demonstrate that it creates conditions for conducting scientific research, integrating science and education, publishing the results of the research work of PTS, and students.*

✓ *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.*

✓ *The management of the EP should demonstrate the availability of support procedures for various groups of students, including information and counseling.*

✓ *The management of the EP should show the availability of conditions for the advancement*

of a student on an individual educational trajectory.

✓ *The university should take into account the needs of various groups of students (adults, working, foreign students, as well as students with special educational needs).*

✓ *The university must ensure that the infrastructure meets the security requirements.*

The evidentiary part

During the inspection, the EEC made sure that the PJSC of the I. Altynsarin ArkPI 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 ArkPI. Material and technical support of educational programs takes into account the development of scientific and technological progress, the possibility of advanced training.

When implementing accredited EP of this cluster, the material and technical base is used to ensure the conduct of all types of classes provided for in the working curriculum. The material and technical base is provided by the presence of an educational building with on-line classrooms, equipped classrooms and laboratories, computer classes for conducting classes.

One of the indicators of the university's activity in the field of ensuring the quality of training specialists is the degree of satisfaction of students with various aspects of the learning process at the university, which is determined based on the study of their opinions during the survey. Survey data is processed strictly confidentially, the results are brought to the attention of students. The results of the questionnaire on the degree of student satisfaction with studying at ArkPI are reflected in the following diagram.

Students of accredited educational institutions have the opportunity and access to use the socio-cultural, sports facilities of the ArkPI. Full-time students live in Students' Homes.

Academic building No. 1 (located on the streetAuelbekova, 17)	11375,4 m2
Academic building No. 2 (located at 91 Sh. Zhanibek Street)	2089,0 m2
Hostel No. 1 (located on the streetKayyrbekova,11)	3085,2 m2
Hostel No. 2 (located at 48 R.Mayasova Street)	4773,5 m2
Sports and recreation complex	2241,08 m2

Information and library complex	721,7 m2
A food hall with a total area in the educational building No. 1	95,1 m2
House of students No. 2	111,8 m2

When implementing accredited EP of this cluster, the material and technical base is used to ensure the conduct of all types of classes provided for in the working curriculum. The material and technical base is provided by the presence of an educational building with on-line classrooms, equipped classrooms and laboratories, computer classes for conducting classes. The educational process «Foreign language: two foreign languages» is carried out in 7 classrooms, of which: 2 specialized multimedia classrooms (№ 304, 305) equipped with an interactive whiteboard, computers, speakers ; 1 – (No. 407), classrooms (№, 315, 316, 327, 306); lecture halls (No. 303). Sports and gyms are located in the second academic building. The issues of the development of material resources, modern innovative technologies and the necessary digital resources for the preparation of qualified bachelors of education in the specialties 6B01703 «Foreign language: two foreign languages», 6B01706 «English» are considered at the meetings of the EP (minutes of the meetings of the department No. 2 of 05.09.2018, No. 2 of 04.09.2019, No. 2 of 02.09.2020).

Purchased equipment

Equipment		03.2018y 03.2019.	03.2019y.- 03.2020.	03.2020y 03.2021.	03.20 21y- 03.20 22	Total
1	Sound speakers	1	30 704			30 704
2	Interactive panel	1	724 653,44			724 653,44
3	Bookcase 0,80*1,90*0,45	2		12 873		25 746
4	Computer	1		258 944		258 944
5	Computer included Nomad Swan / Nomad Monitor M2470SWD2/01	13	284 480			3698 240
6	Magnetic marker board with a leg	1		17 300		17 300
7	Projector	2	134 700			269 400
8	Telephone KX - TS2352 RUJ	1	6170			6170
9	The device is multifunctional Epson M2140	1	110 880			110 880
10	Printer	2	51 660			103 320
11	Multimedia projector	2	97 000			194 000

Students of the EP have access to educational materials and assignments through personalized information resources available even during extracurricular time. The resources of the scientific library of the ArkPI are focused on ensuring the educational process and research

work in all areas of the university's activities. The main contingent of readers are students, undergraduates and teaching staff.

Students and PTS are provided with access to domestic and international electronic databases to support the educational and research process.

The structure of the funds of the scientific library: The Reading room «Electronic Resource Center», the Reading room of periodicals, the Reading room of educational and methodical literature, the Reading room of foreign literature, the Reading room «Media Center», the Reading room «Video room», the Subscription of scientific and fiction literature, the Subscription of educational and methodical literature. The library has an automated library and information system «IRBIS-64», designed for complex automation of library processes and the creation of an electronic catalog. The database of the electronic catalog consists of 80128 bibliographic records.

Table 30. Information on the availability of the fund of educational and scientific literature in the context of the EP

№	Name of specialties	Textbooks	Educational, methodical, scientific	Total
1	6B01706 English	10790	5834	16628
2	6B01703 Foreign language: two foreign languages	10240	5604	15844

The provision of educational and methodological literature on digital media for the disciplines of the EP is 100%. Information in the context of specialties is given in the table.

Information about the availability of educational and scientific literature on digital media

№	Name of specialties	Number of disciplines	The number of disciplines provided by the teaching method. materials on digital media	% security
1	6B01706 English	48	48	100
2	6B01703 Foreign language: two foreign languages	49	49	100

All disciplines of the working curricula of the Institute's specialties are provided with the necessary literature.

On the basis of the psychological and pedagogical complex of the university, the «Center for Inclusive Education» was created and opened, for which equipment was purchased and installed: an interactive dry pool,

In general, the development of the infrastructure of the ArkPI is carried out based on the results of monitoring the satisfaction with the infrastructure of students, teachers, employees in the order of priority defined in the strategy of the university, a tactile path, a fiber-optic shower,

a light table for drawing sand, an ottoman ball (in the amount of 5 pieces), the material background of the psychological and pedagogical complex is updated, correctional and developmental the program complex "Special educational tools", a set of rehabilitation materials "Tosha and So" hearing disorders, Portable Video Magnifier with DS3 3.5 HD LCD screen, etc.

Analytical part

During the visit of the EEC, the experts were convinced that the Institute has its own infrastructure that ensures its optimal functioning in many areas. ArkPI provides a sufficient number of educational resources and support services for students who meet the goals of accredited EP institutions. Library resources, including the fund of educational, methodological and scientific literature on general education, basic and profile disciplines are presented on paper and electronic media, periodicals. There is open access to scientific databases.

Modernization of the process of teaching disciplines takes place at the expense of modern educational technologies, comprehensive methodological support of all its components. The educational process of the specialties is fully provided with all the necessary information sources: textbooks, teaching aids, methodological manuals and developments in academic disciplines, active handouts and instructions for independent work, access to online educational resources. There are electronic textbooks, video lectures, lectures, presentations, etc. Interactive whiteboards, multimedia projectors are available for lectures, computer classes are connected to the INTERNET and Wi-Fi network, there are multipliers and copiers. The equipment of the educational process with multimedia classrooms and specialized laboratories is carried out constantly in accordance with the requirements of the standards.

Outdated computers are upgraded annually and licensed software is purchased. The university has its own WI-FI system and corporate network. Nevertheless, based on the results of the survey, it is possible to trace incomplete satisfaction among students with the availability and quality of Internet resources (71.7%), which was reflected in individual comments of students during interviews and questionnaires.

Thus, the survey data of students demonstrate a sufficient level of satisfaction with the quality of educational resources and the system of student support provided by the EO. The maximum satisfaction of students is recorded in the quality of services provided in libraries and reading rooms (84.3%), while the maximum dissatisfaction of students is noted in the provision of rest rooms for students (18.4%).

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

The availability of modern technology provides a positive result in the educational process, however, the specifics of training individual professions require an individual approach. According to EP 6B01703-Foreign language: two foreign languages, EP 6B01706 – English, it is necessary to provide the necessary educational technologies in the language laboratory in a timely manner to train a competent specialist who meets the requirements of the labor market. During the EEC, it was revealed that the students of the EP use the computers of the library for training, due to the lack of an equipped language lab.

EEC recommendations for EP 6B01703-Foreign language: two foreign languages, EP 6B01706 – English

- The management of the EP should consider the possibility of equipping a language laboratory for the practice of oral and written speech at the end of the 2023-2024 academic year and ensure continuous use in the educational process when mastering the EP.

- The management of the EO should take measures to improve the current state and improve the quality of WI-FI functioning on the territory of the university by the beginning of the 2023-2024 academic year.

Conclusions of the EEC according to the criteria: According to the Standard "Educational resources and student support systems", accredited educational programs have 13 satisfactory positions.

6.9. The standard "Public awareness"

✓ The institute *guarantees that the published information is accurate, objective, relevant and reflects all the activities of the university within the framework of the educational program.*

✓ Public awareness *should include support and explanation of the national development programs of the country and the system of higher and postgraduate education.*

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

✓ Information *about the educational program is objective, relevant and should include:*

✓ the purpose *and planned results of the EP, the assigned qualification;*

✓ information *and evaluation system of educational achievements of students;*

✓ information *about academic mobility programs and other forms of cooperation with partner universities, employers;*

✓ information *about the opportunities for the development of personal and professional competencies of students and employment;*

✓ Data *reflecting the positioning of the EP in the market of educational services (at the regional, national, international levels).*

✓ An important factor *is the publication on open resources of reliable information about the teaching staff, in the context of personalities.*

✓ The university *must publish on its own web resource the audited financial statements on the EP.*

✓ The university *should post information and links to external resources based on the results of external evaluation procedures.*

✓ 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.*

The evidentiary part

ArkPI has an official website in Kazakh, Russian and English <https://www.api.edu.kz/index.php/ru/>

The Institute's website promotes the formation of the image of the ArkPI, provides an information environment for applicants, parents of students, employers, graduates, employees of the ArkPI, openness and accessibility of information to the public on the global Internet. Mass media, information networks, web resources (official pages in Instagram networks <https://www.instagram.com/kiyaryail/>, Facebook https://web.facebook.com/groups/KIYARYAL/?_rdc=1&_rdr, VKontakte, YouTube channel, etc.) they are a variety of ways to disseminate information.

Information about the activities of the ArkPI and the implementation of educational programs is regulated by the "Regulations on Information Policy" approved on August 26, 2020.

The website contains operational information in the form of news, links to other Web resources, etc. The university website contains the following functional elements: "Education", "International Relations", "Science", "Student life", "Career", "Applicants", "Students", "Graduates", "Our projects", "Media", "Rector's blog", news, faculty pages.

Information on cooperation and interaction with partners, including scientific and educational organizations RZESZOW UNIVERSITY (Rzeszow) (Poland), Smolensk State

University (Russia), Russian State Social University (RSSU) (Russia), Kahramanmaras Sutku Imam University (Turkey), Mugla Sitka Kochman University (Turkey), International SILKWAY University (Kazakhstan) by universities of far and near abroad is available on the website. In addition to the official page, the university has social media accounts. The teaching staff of the EP have publications in the newspapers "Torgay", "Arqalyq habary".

Information about the PPP of the EP cluster is available on the official website of the ArkPI <https://www.api.edu.kz/index.php/ru/portfolio-6>. The site provides the necessary information about the EP, selection criteria, students and available opportunities for students to study. Information about the content of educational programs, terms of study; forms of study; a short description of the field of application of knowledge; employment prospects; a brief description of skills; a summary of the program, as well as a description of core competencies is available on the university's website.

Information support for the activities of the Institute and its divisions is also provided through the media to form a positive public opinion about the activities of the ArkPI. The teaching staff of the EP have publications in the newspapers "Torgay", "Arqalyq habary".

In order to make information about the teaching staff available to the public, the university's website is publicly available. Financial statements are submitted to the authorized body in the form of an electronic report to the Ministry of Finance of the Republic of Kazakhstan on the Internet resource of the depository of financial statements in accordance with the rules approved by the resolution of the Board of the National Bank of the Republic of Kazakhstan for posting the institute's reports in the media. The financial statements and the auditor's report were posted on the university's website https://www.api.edu.kz/images/files_institut/Bugalter/Fin_otchet2021.pdf

Information about the National Rating of the EP is available on the website of the ArkPI.

Results of the IAAR ranking of accredited EP

№	Educational program	The institute's place in the rating		
		2020	2021	2022
1	6B01703 – «Foreign language: two foreign languages», OII 6B01706 – «English».	6	8	6

Analytical part

The members of the EEC state the availability of information about the possibility of awarding qualifications at the end of the EP; information about the various opportunities provided to students; information about the achievements of the Faculty of the EP, the rules for admission of applicants, educational programs, terms and form of study, international programs and partnerships of the university, the advantages of the university and each faculty, information about the employment of graduates, reviews of graduates, etc.

The university has organized and actually proved the activities of the management of the EP and teaching staff in social networks and the media. The management of the EP uses a variety of ways to disseminate information, including mass media, information and social networks to inform the general public and interested persons. To inform applicants, information boards, posters, stands, banners, etc. are placed in the foyer of the educational buildings of the Institute. Information on the events held is placed in the "News" section.

Assessment of satisfaction with information about the activities of the university, the specifics and progress of the implementation of the EP is carried out regularly and systematically through questionnaires, surveys, and feedback. An anonymous survey of students conducted during the visit of the EEC IAAR showed that students' satisfaction with the information about courses, EP, and academic degrees was fully satisfied – 79.8%, partially satisfied – 18.4% of students. 79.4% are fully satisfied with the usefulness of the website of educational organizations in general, and 19.7% of students are partially satisfied.

The members of the EEC recommend that the ArkPI website provide wide access to up-to-date information on interaction with employers and other stakeholders, including inform about the development and adjustment of EP and their development plans, about structural divisions, employees and teaching staff of the ArkPI, about the implementation of innovative projects and other areas of activity and development. The members of the commission note the position suggesting an improvement in the placement of objective and up-to-date information on the ArkPI website within the framework of the EP, as well as the availability of the rector's blog for all interested stakeholders of the educational services of the ArkPI, since during the visit of the EEC, the link to the rector's blog was not active. Thus, the members of the WEC note the need to update, expand and improve the information base of the electronic pages of accredited EP in order to ensure the availability of the necessary information on all changes in accredited EP for all interested parties, namely informational letters, announcements of foreign embassies about grants, new educational resources, financial statements to strengthen the library fund and material and technical base Cluster survey.

Strengths/Best practices:

- not identified.

EEC recommendations for EP 6B01703-Foreign language: two foreign languages, EP 6B01706 – English:

- The management of the EP to keep up-to-date on the website information on the development and adjustment of the EP and their development plans, on the implementation of innovative projects and on real interaction with employers and other stakeholders in the context of the implementation of the EP from 2023;

- The management of the EP to update information about the PPP implementing the EP in the context of personalities in the period up to the beginning of 2023-2024 a.y. and keep the site up to date on a regular basis.

Conclusions of the EEC: according to the standard "Informing the public": have 10 satisfactory positions, 2 positions - suggests improvements

(VII) OVERVIEW OF STRENGTHS/BEST PRACTICES FOR EACH STANDARD

Standard "Educational Program Management"

For EP 6B01703-Foreign language: two foreign languages, EP 6B01706 – English

- Not revealed

Information Management and Reporting Standard:

For EP 6B01703-Foreign language: two foreign languages, EP 6B01706 – English:

- Not revealed

Standard "Development and approval of the educational program"

For EP 6B01703-Foreign language: two foreign languages, EP 6B01706 – English:

- Not revealed

The standard "Continuous monitoring and periodic evaluation of educational programs"

For EP 6B01703-Foreign language: two foreign languages, EP 6B01706 – English:

- Not revealed

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

For EP 6B01703-Foreign language: two foreign languages, EP 6B01706 – English:

- Not revealed

Standard "Students":

For EP 6B01703-Foreign language: two foreign languages, EP 6B01706 – English:

- The provision of students of the OP with practice places and the effectiveness of a set of measures for the employment of graduates of the OP.
- Graduates of the OP have skills that are in demand in the labor market of the region

The standard "Teaching staff"

For EP 6B01703-Foreign language: two foreign languages, EP 6B01706 – English:

- Not revealed

Standard "Educational Resources and Student Support Systems"

For EP 6B01703-Foreign language: two foreign languages, EP 6B01706 – English:

- Not revealed

The standard "Informing the public"

For EP 6B01703-Foreign language: two foreign languages, EP 6B01706 – English:

- Not revealed

(VIII) OVERVIEW QUALITY IMPROVEMENT RECOMMENDATIONS FOR EACH STANDARD

Standard "EP Management"

For EP 6B01703-Foreign language: two foreign languages, EP 6B01706 – English

1. Update the EP Development Plan according to the ArkPI Development Strategy for 2022-2025 by the beginning of 2023-2024 a. y.
2. Make adjustments to the EP Development Plan in terms of indicative indicators in numerical or % ratio by the beginning of 2023-2024 a. y.
3. Include in the EP Development Plan a section on risk management, make a list of risks and measures to their prevention and minimization by the beginning of 2023-2024 a. y.

Information Management and Reporting Standard

For EP 6B01703-Foreign language: two foreign languages, OP 6B01706 – English

- no

Standard "Development and approval of the educational program"

For EP 6B01703-Foreign language: two foreign languages, EP 6B01706 – English

- The management of the EP should make changes to the learning outcomes within the framework of the implemented EP Foreign language: two foreign languages and EP English in accordance with the specifics and individuality of the EP by the beginning of 2023-2024.
- Expand the selection of languages by EP Foreign language: two foreign languages. (based on the results of interviews with students of the EP) by the beginning of 2023-2024 a.y.
- The management of the EP should reflect in the Development Plan of the EP activities and deadlines for the effective implementation of double-degree education by the beginning of the 2023-2024 a.y.

The standard "Regular monitoring and periodic evaluation of the main educational programs"

For EP 6B01703 - Foreign language: two foreign languages, EP 6B01706 – English:

- The management of the EP needs to develop a mechanism to inform stakeholders about any planned or taken actions regarding the EP and organize work on an ongoing basis by the beginning of 2023-2024 in this direction

The standard "Student-centered learning, teaching and assessment of performance assessment"

For EP 6B01706-Foreign language: two foreign languages, 6B02302-Translation, 6B01703-Foreign language: two foreign languages, EP 6B01706 – English:

- The management of the EP to increase the share of the introduction of its own research in the field of teaching methods of academic disciplines in the educational process of the Institute for accredited EP in the period from 2023-2024 a.y.
- To develop feedback mechanisms for the use of various teaching methods for accredited EP in the current academic year and to implement in 2023-2024 a.y., it is also recommended to support them in up-to-date status.

The standard "Student"

For EP 6B01703-Foreign language: two foreign languages, EP 6B01706 – English:

- The management of the EP to plan in the Plan of development of the EP and implement a set of measures to increase the number of graduates of the EP in the activities of the Association of Graduates of the ArkPI on a regular basis until the beginning of 2023-2024,

The Standard "Teaching staff"

For EP 6B01703-Foreign language: two foreign languages, EP 6B01706 – English:

- To increase the number of settled teachers in the disciplines of the basic and profile cycles of the EP Foreign language: two foreign languages, EP English
- To consider the possibility of training young teachers under a targeted grant in doctoral programs (PhD)
- To plan and implement a set of measures to increase the participation of teaching staff in academic mobility programs starting from 2023-2024 for the management of the EP in terms of the development of the EP.

Standard "Educational Resources and Student Support Systems"

For EP 6B01703-Foreign language: two foreign languages, EP 6B01706 – English:

- The management of the EP should consider the possibility of equipping a language laboratory for the practice of oral and written speech at the end of the 2023-2024 academic year and ensure continuous use in the educational process when mastering the EP.
- The management of the TS should take measures to improve the current state and improve the quality of WI-FI functioning on the territory of the university by the beginning of the 2023-2024 academic year.

The standard "Public awareness"

For EP 6B01703-Foreign language: two foreign languages, EP 6B01706 – English:

- The management of the EP to keep up-to-date on the website information on the development and adjustment of the EP and their development plans, on the implementation of innovative projects and on real interaction with employers and other stakeholders in the context of the implementation of the EP from 2023;
- The management of the EP to update information about the PT implementing the EP in the context of personalities in the period up to the beginning of 2023-2024 a.y. and keep the site up to date on a regular basis.

(IX) OVERVIEW OF RECOMMENDATIONS FOR THE DEVELOPMENT OF THE ORGANIZATION OF EDUCATION (1 page)

RECOMMENDATION TO THE ACCREDITATION COUNCIL

The members of the external expert commission came to the unanimous opinion that educational programs 6B01703 - Foreign language: two foreign languages, EP 6B01706 – English implemented by the NPJS "Arkalyk Pedagogical Institute named after I. Altynsarin" can be accredited for 5 (five) years.

SPECIALIZED PROFILE PARAMETERS

(EP 6B01703-Foreign language: two foreign languages, EP 6B01706 – English)

№ o/o	№ n/o	Evaluation criteria	The position of the organization of education			
			Strong	Satisfactory	Suggests improvement	Unsatisfactory
Standard “Educational Program Management”						
1	1.	The institute should demonstrate the development of a goal and strategy for the development of the EP based on the analysis of external and internal factors with the broad involvement of a variety of stakeholders		+		
2	2.	The quality assurance policy should reflect the relationship between research, teaching and learning		+		
3	3.	The institute demonstrates the development of a culture of quality assurance		+		
4	4.	Commitment to quality assurance should apply to any activity performed by contractors and partners (outsourcing), including the implementation of joint/double-degree education and academic mobility		+		
5	5.	The management of the EP ensures transparency in the development of the EP development plan based on an analysis of its functioning, the real positioning of the university and the orientation of its activities to meet the needs of the state, employers, stakeholders and students		+		
6	6.	The management of the EP demonstrates the functioning of mechanisms for the formation and regular revision of the development plan of the EP and monitoring its implementation, assessing the achievement of training goals, meeting the needs of students, employers and society, making decisions aimed at continuous improvement of the EP		+		
7	7.	The management of the EP should involve representatives of groups of interested persons, including employers, students and teaching staff in the formation of the development plan of the EP		+		
8	8.	The management of the educational institution should demonstrate the individuality and uniqueness of the development plan of the educational institution, its consistency with national development priorities and the development strategy of the educational organization			+	
9	9.	The institute must demonstrate a clear definition of those responsible for business processes within the framework of the EP, the distribution of staff duties, the differentiation of		+		

		functions of collegial bodies				
10	10.	The management of the EP ensures coordination of the activities of all persons involved in the development and management of the EP, and its continuous implementation, as well as involves all stakeholders in this process		+		
11	11.	The management of the EP should ensure the transparency of the management system, the functioning of the internal quality assurance system, including its design, management and monitoring, and the adoption of appropriate decisions		+		
12	12.	The management of the EP should carry out risk management			+	
13	13.	The management of the educational institution should ensure the participation of representatives of interested persons (employers, teaching staff, students) in the collegial management bodies of the educational program, as well as their representativeness in making decisions on the management of the educational program		+		
14	14.	The institute must demonstrate innovation management within the framework of the EP, including the analysis and implementation of innovative proposals		+		
15	15.	The management of the EP should demonstrate its openness and accessibility to teaching staff, employers and other interested persons		+		
16	16.	The management of the EP confirms the completion of training in educational 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		+		
Total according to the standard			0	15	2	
Standard "Information Management and Reporting"						
18	1.	The institute should ensure the functioning of the information collection, analysis and management system based on modern information and communication technologies and software		+		
19	2.	The EP management demonstrates the systematic use of processed, adequate information to improve the internal quality assurance system		+		
20	3.	The management of the EP demonstrates the existence of a reporting system reflecting the activities of all structural divisions and departments within the framework of the EP, including an assessment of their effectiveness		+		
21	4.	The institute should determine the frequency, forms and methods of evaluation of the management of the EP, the activities of collegial bodies and structural units, senior management		+		
22	5.	The institute must demonstrate a mechanism for ensuring the protection of information, including the identification of responsible persons for the reliability and timeliness of information analysis and data provision		+		

23	6.	The institute demonstrates 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 should demonstrate the availability of communication mechanisms with students, employees and other stakeholders, including conflict resolution		+		
25	8.	The institute must ensure the measurement of the degree of satisfaction of the needs of teaching staff, staff and students within the framework of the EP and demonstrate evidence of the elimination of the detected shortcomings		+		
26	9.	The institute should evaluate the effectiveness and efficiency of its activities, including in the context of EP		+		
		The information collected and analyzed by the institute within the framework of the EP should take into account:				
27	10.	key performance indicators		+		
28	11.	dynamics of the contingent of students in the context of forms and types		+		
29	12.	academic performance, student achievements and expulsion		+		
30	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 help to provide all the necessary information in the relevant fields of science				
Total according to the standard			0	17	0	
Standard "Development and approval of the educational program"						
35		The institute must demonstrate the existence of a documented procedure for the development of an EP and its approval at the institutional level		+		
36		The institute must demonstrate the compliance of the developed EP with the established goals and planned learning outcomes			+	
37		The management of the EP should determine the influence of disciplines and professional practices on the formation of learning outcomes		+		
38		The institute can demonstrate the existence of a graduate model of the EP, describing the learning outcomes and personal qualities		+		
39		The qualification assigned upon completion of the EP must be clearly defined, explained and correspond to a certain level of the NSC, QF-EHEA		+		

40		The management of the EP should demonstrate the modular structure of the program based on the European Credit Transfer and Accumulation System (ECTS), ensure that the EP, its modules (in terms of content and structure) meet the set goals with a focus on achieving the planned learning outcomes		+		
41		The management of the EP should ensure that the content of academic disciplines and learning outcomes correspond to each other and the level of study (bachelor's, master's, doctoral)		+		
42		The management of the EP must demonstrate the conduct of external examinations of the EP		+		
43		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		+		
44	0.	The management of the EP should demonstrate the positioning of the EP in the educational market (regional/national / international), its uniqueness		+		
45	1.	An important factor is the possibility of preparing students for professional certification		+		
46	2.	An important factor is the presence of a double-degree EP and/or joint EP with foreign universities			+	
Total according to the standard			0	10	2	
The standard "Continuous monitoring and periodic evaluation of educational programs"						
47	1.	The institute 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 request of society		+		
48	2.	The institute must demonstrate the existence of a documented procedure for monitoring and periodic evaluation of the EP in order to achieve the goal of the EP. The results of these procedures are aimed at continuous improvement of the EP		+		
		Monitoring and periodic evaluation of the EP should consider:				
49	3.	the content of programs in the context of the latest achievements of science and technology in a particular discipline		+		
50	4.	changes in the needs of society and the professional environment		+		
51	5.	workload, academic performance and graduation of students		+		
52	6.	effectiveness of student assessment procedures		+		
53	7.	needs and degree of satisfaction of students				
54	8.	compliance of the educational environment and the activities of support services with the goals of the EP		+		

55	9.	All interested parties should be informed of any planned or undertaken actions regarding the EP. All changes made to the EP must be published			+	
56	10.	Support services should identify the needs of various groups of students and the degree of their satisfaction with the organization of training, teaching, evaluation, and mastering of the EP as a whole		+		
Total according to the standard			0	9	1	
The standard "Student-centered learning, teaching and assessment of academic performance"						
57	1.	The management of the EP should ensure respect and attention to different groups of students and their needs, providing them with flexible learning paths		+		
58	2.	The management of the EP should ensure teaching on the basis of modern achievements of world science and practice in the field of training, the use of various modern teaching methods and evaluation of learning outcomes that ensure the achievement of the goals of the EP, including competencies, skills to perform scientific work at the required level		+		
59	3.	The management of the EP should determine the mechanisms for distributing the educational load of students between theory and practice within the framework of the OP, ensuring the development of the content and achievement of the goals of the EP by each graduate		+		
60	4.	An important factor is the availability of own research in the field of teaching methods of the disciplines of the EP		+		
61	5.	The university must ensure that the procedures for evaluating learning outcomes correspond to the planned results and goals of the EP		+		
62	6.	The university must ensure the consistency, transparency and objectivity of the mechanism for evaluating the results of the EP training. Criteria and methods for evaluating learning outcomes should be published in advance		+		
63	7.	Evaluators should be familiar with modern methods of evaluating learning outcomes and regularly improve their skills in this area		+		
64	8.	The management of the EP should demonstrate the existence of a feedback system for the use of various teaching methods and evaluation of learning outcomes		+		
65	9.	The management of the EP should demonstrate support for the autonomy of students with simultaneous guidance and assistance from the teacher		+		
66	10.	The management of the EP must demonstrate the existence of a procedure for responding to complaints from students		+		
Total according to the standard			0	10	0	
The standard "Students"						
67	1.	The institute must demonstrate the policy of forming a contingent of students and ensure transparency of its procedures. Procedures regulating the life cycle of students (from admission to completion) must be defined, approved, published		+		

68	2.	The management of the EP should provide for special adaptation and support programs for newly enrolled and foreign students		+		
69	3.	The institute must demonstrate 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 institute should provide an opportunity for external and internal academic mobility of students, as well as assist them in obtaining external grants for training		+		
71	5.	The institute should actively encourage students to self-education and development outside the main program (extracurricular activities)		+		
72	6.	An important factor is the availability of a support mechanism for gifted students		+		
73	7.	The institute should 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 institute should provide students with internship places, demonstrate the procedure for facilitating the employment of graduates, maintaining communication with them	+			
75	9.	The institute must demonstrate the procedure for issuing graduates with documents confirming their qualifications, including the achieved learning outcomes.		+		
76	10.	The management of the EP should demonstrate that graduates of the program have skills that are in demand in the labor market and that these skills are really in demand in the labor market	+			
77	11.	The management of the EP should demonstrate the existence of a mechanism for monitoring the employment and professional activity of graduates		+		
78	12.	An important factor is the presence of an active alumni association/association			+	
Total according to the standard			2	9	1	
Standard "Teaching staff"						
79	1.	The institute should have an objective and transparent personnel policy in the context of the EP, including hiring (including invited teaching staff), professional growth and staff development, ensuring the professional competence of the entire staff		+		
80	2.	The institute must demonstrate the compliance of the qualitative composition of the teaching staff with the established qualification requirements, the strategy of the university, 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 institute should provide opportunities for career growth and professional development of teaching staff, including young teachers		+		
83	5.	The institute should involve in teaching specialists of relevant industries with professional competencies that meet the requirements of the EP		+		
84	6.	The institute must demonstrate the existence of a mechanism for motivating the professional and personal development of teaching staff		+		
85	7.	The institute should demonstrate the widespread use of teaching staff of information and communication technologies and software in the educational process (for example, on-line training, u-portfolio, Morse, etc.)		+		
86	8.	The institute should demonstrate the focus of its activities on the development of academic mobility, attracting the best foreign and domestic teachers			+	
87	9.	The institute 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 invited ones, 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		+		
Total according to the standard			0	8	2	
Standard "Educational resources and student support systems"						
89	1.	The institute must ensure that educational resources, including material and technical, and infrastructure meet the objectives of the educational program		+		
90	2.	The management of the EP must demonstrate the presence of classrooms, laboratories and other facilities equipped with modern equipment and ensuring the achievement of the goals of the EP		+		
		The university must demonstrate the compliance of information resources with the needs of the university and implemented EP, including in the following areas:		+		
91	3.	technological support of students and teaching staff in accordance with educational programs (for example, online training, modeling, databases, data analysis programs)		+		
92	4.	library resources, including the fund of educational, methodological and scientific literature on general education, basic and profile disciplines on paper and electronic media, periodicals, access to scientific databases		+		
93	5.	examination of research results, graduation papers, dissertations for plagiarism		+		

94	6.	access to educational Internet resources		+		
95	7.	functioning of WI-FI on its territory		+		
96	8.	The institute 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 institute 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 should demonstrate the existence of support procedures for various groups of students, including information and counseling		+		
99	11.	The management of the EP should show the availability of conditions for the advancement of the student along an individual educational trajectory		+		
100	12.	The institute should take into account the needs of various groups of students (adults, working, foreign students, as well as students with special educational needs)		+		
101	13.	The institute must ensure that the infrastructure meets the security requirements		+		
Total according to the standard			0	13	0	
The standard "Informing the public"						
102	1.	The information published by the university must be accurate, objective, relevant and reflect all areas of the university's activities within the framework of the educational program			+	
103	2.	Public awareness should include support and explanation of the national development programs of the country and the system of higher and postgraduate education		+		
104	3.	The management of the institute should use a variety of ways to disseminate information (including mass media, web resources, information networks, etc.) to inform the general public and interested persons			+	
		The information published by the institute about the educational program should be objective and relevant and include:				
105	4.	the purpose and planned results of the EP, the assigned qualification		+		
106	5.	information and evaluation system of educational achievements of students		+		
107	6.	information about academic mobility programs and other forms of cooperation with partner institute, employers		+		
108	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 the publication on open resources of reliable information about the teaching staff, in the context of personalities		+		
11 1	10.	The institute must publish on its own web resource the audited financial statements on the EP		+		
11 2	11.	The institute should 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		+		
Total according to the standard			0	10	2	
IN TOTAL			2	101	10	

Appendix 3

Questionnaire of Professorial staff

1. The total number of questionnaires: 33

2. Position

Professor	
Associate Professor	
Senior Lecturer	60.6
Lecturer	36.4
Head of Department	
Other	3

3. Academic degree, academic title

Honored Worker	
Doctor of science	
Candidate of science	3
Master	75.8
PhD	3
Professor	
Associate Professor	
No	18.2
Other	3

4. Work experience in this university

Less than 1 year	21,2
1 year – 5 years	15,2
more than 5 years	63,6
Other	

№	Questions	Very good	Good	Relatively bad	Bad	Very bad	Did not 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			
	To what extent can teachers use their own						
5	• Learning strategies	45,5	54,5				
6	• Teaching methods	51,5	48,5				
7	• Educational innovations	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		
11	Assess the level of conditions created that take into account the needs of different groups of students?	21,2	69,7	9,1			
	Evaluate the openness and accessibility of the leadership to						

12	• students	48,5	48,5	3			
13	• teachers	45,5	54,5				
14	Assess the involvement of teaching staff in the process of making managerial and strategic decisions	36,4	60,6	3			
15	How is the innovation activity of teaching staff encouraged?	24,2	63,6	6,1	6,1		
16	Assess the level of feedback from teaching staff with management	39,4	57,6	3			
17	What is the level of stimulation and involvement of young professionals in the educational process?	27,3	66,7		6,1		
18	Evaluate the created opportunities for professional and personal growth for each teacher and employee	21,2	66,7	12,1			
19	Assess the adequacy of the university management's recognition of the potential and abilities of teachers	21,2	69,7	6,1	3		
	How the work is delivered						
20	• on academic mobility	15,2	60,6	15,2	9,1		
21	• On advanced training of teaching staff	15,2	75,8	9,1			
	Evaluate the support of the university and its management						
22	• Research initiatives of teaching staff	15,2	72,7	9,1	3		
23	• Development of new educational programs / academic disciplines / teaching methods	36,4	60,6		3		
	Assess the level of ability of teaching staff to combine teaching						
24	• with scientific research	15,2	60,6	18,2	3	3	
25	• • with practical activities	18,2	72,7	9,1			
26	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				
27	How does the leadership and administration of the university perceive criticism?	12,1	66,7	15,2	6,1		
28	Assess how your workload meets your expectations and capabilities?	12,1	84,8	3			
29	Assess the focus of educational programs / training programs on the formation of students' skills and abilities to analyze the	12,1	84,8	3			

	situation and make forecasts?						
30	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?

ArkPI is the only university in this region

Yes

Work conditions are arranged

I live in this city

Career

My life circumstances

The only university for local residents

career

Decent salary and benefits.

As a resident of this place

ArkPI is a University where you can achieve professional goals

This is my place of residence

Good team!

Good conditions are created for professional growth

My birthplace

I work as a young specialist

There are good conditions for work

This university has very good qualities in the field of education

To achieve high professional and personal achievements

I am a native of this place, and I came with a special invitation

An opportunity to realize your scientific and educational potential.

The possibility of career growth is high

Because I like it

As a graduate of this university I continued my work after completing my master's degree

I want to contribute to the development of the regional educational institution.

There is a possibility of career growth.

All conditions are created

I got this job without acquaintances, without corruption.

32. How often are master classes and classes with the participation of practitioners as part of your course?

Very often	Often	Someti mes	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?

Very often	Often	Sometimes	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 on 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>- no There is no other problem No 0 innovations, technical support: equipment of classrooms Absence of free graphics of PS, which is practiced in other universities, which causes certain difficulties There are no other problems Lack of specially equipped classrooms Advanced training courses are not organized by the department No Provision of technical tools necessary for use by teachers There was no problem It would be better if the classrooms were provided with</p>			

	technical equipment and an interactive board Modern offices O Equipment with a material and technical base, lack of language classrooms, Internet access. There is a lack of specially equipped classrooms No problem update base ILC
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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 with:

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	63,6	21,2	6,1	9,1

changes in the activities of the university				
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



Questionnaire for students

The total number of questionnaires: 223

Gender :

Male	10,3
Female	89,7

Rate how satisfied you are:

Questions	Completely satisfied	Partially satisfied	Partially dissatisfied	Dissatisfied	Difficult to 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 counseling on personal problems	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. Accessibility 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. Level of availability of library resources	84,3	13,5	1,8	0,4	
12. Level of availability of library resources	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 EP	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. 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. Objectivity in assessing 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 academic degrees	79,8	18,4	1,3		0,4
35. Provision of students with a dormitory	84,8	12,6	0,9	1,3	0,4

Rate how much you agree::

Statement	Full agreement	agree	Partially agree	Don't agree	Full disagreement	No answer
33. The program course was clearly presented	72,2	24,2	3,1	0,4		
34. The content of the course is well structured	73,1	23,3	3,6			
35. The key terms are sufficiently 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 is in control of the teaching material	74,4	22,9	1,8	0,4	0,4	
39. The teacher's explanation is understandable	73,1	24,7	2,2			
40. The teacher presents the material in an interesting form	67,3	26,9	4,9	0,9		
41. Objective assessment of knowledge, skills and other educational achievements	68,6	25,6	5,4	0,4		
42. Timely assessment of students' academic achievements	69,5	25,6	4,5	0,4		
43. The teacher meets your requirements and expectations of 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 creative thinking of students	69,1	24,7	6,3			
46. The teacher's appearance and manner are adequate	72,6	23,3	3,6	0,4		
47. The teacher shows a positive attitude towards students	70,4	25,1	3,6	0,9		
48. The system of evaluation of educational achievements (seminar, test, questionnaire, 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 professional language	74,9	21,1	3,6	0,4		
52. The educational organization provides sufficient opportunities for sports and other leisure activities	69,5	25,1	4	0,4	0,9	

Other problems regarding the quality of teaching:

No

No

-

no

.

There is no problem

It's all right

Everything is great

No complaints! Everything is clear!

There is no problem

No problem! Everything is included in our institute!

None

Everything is fine in our institute

What

Everything is great, give the scholarship on time! + travel)

Good

No problem

There is no significant problem in our Institute. My suggestion is to teach not only German but also other foreign languages in our university. I would be happy.

Nothing

No

There is no other problem

No

There is no problem

There are many students in one group, because of which there are problems in studying. Also, there are some nuances with the assessment of students' work.

No problem

No problems or completely satisfied

no

There is no problem, I am satisfied with the level of teaching in our university

I am satisfied with everything

No other issues, everything is great

No problem

No problem

I don't think there are any other problems or difficulties. Everything is great, I believe that all students are given all the opportunities, the relationship between the teacher and the student is good, the teachers explain the lessons very interestingly, differently, well, the students are provided with accommodation, study materials and resources are available, so I agree with everything!

—

I am satisfied!

I am satisfied

No problem

I am satisfied with everything.

Everything is appropriate, I am satisfied! The quality of education is good. Gaps are fixed and disappear

The work of teachers is at a good level and more than satisfactory

I like my institute. I really love my university. Everything suits me here.

Everything is great, everything is great!

I am completely satisfied with the accessibility of the educational program at the institute, there are different sections where we can participate freely, the classes are interesting, different methods and creative approaches are used. Various activities are often held according to the educational program. There is no problem with the quality of teaching.

I am full of joy

In our institute, the quality of teaching is at a high level. All teachers conduct lessons very interestingly.

Good

No problem

Very good

There is no problem

Everything is cool

I really like my university.

Everything suits me

Everything is fine

No problem

I am completely satisfied with the institute in almost every aspect. I respect my school

There is no problem

At a high level

Everything was great

Everything is good without words!

I agree

I did not notice other problems

