



«АККРЕДИТТЕУ ЖӘНЕ РЕЙТИНГТІҢ  
ТӘУЕЛСІЗ АГЕНТТІГІ» КЕМ

НУ «НЕЗАВИСИМОЕ АГЕНТСТВО  
АККРЕДИТАЦИИ И РЕЙТИНГА»

INDEPENDENT AGENCY FOR  
ACCREDITATION AND RATING

# REPORT

on the results of the work of the external expert  
commission for the evaluation  
for compliance with the requirements of the standards of primary  
specialized accreditation of the educational program (Ex-ante)  
8D03122 REGIONAL STUDIES  
**JOINT STOCK COMPANY "KAZAKH UNIVERSITY OF  
INTERNATIONAL RELATIONS AND WORLD LANGUAGES  
NAMED AFTER ABYLAY KHAN"**

Date of visit: from May 24 to May 26, 2022

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

*Addressed to  
Accreditation  
Council of the IAAR*



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**Almaty**

**«26» may 2022**

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

AIS	Automated information system
BD	Basic disciplines
CED	Catalog of elective disciplines
CQAESMESRK	Committee for Quality Assurance in Education and Science of the Ministry of Education and Science of the Republic of Kazakhstan
CSI	Communal state institution
CTA	Comprehensive testing of applicants
ECTS	European Credit Transfer and Accumulation System
EEC	External expert commission
EMA	Educational-methodical association
EMC	Educational and Methodological Council
EMW	Educational and methodical work
EP	Educational program
GA	Government agency
GED	General education disciplines
HEI	Higher education institution
IAAR	Independent Agency for Accreditation and Rating
ICT	Information and Communication Technologies
IT	Information Technology
IWS	Independent work of the student
IWST	Independent work of the student with the teacher
KU	Kokshetau University
KUAM	Kokshetau University named after Abai Myrzakhmetov
LLP	Limited Liability Partnership
MEP	Modular educational program
MES RK	Ministry of Education and Science of the Republic of Kazakhstan
MJ	Major disciplines
MM	Mass media
NASRK	National Academy of Sciences of the Republic of Kazakhstan
NCE	National Chamber of Entrepreneurs
NCSSTE	National Center for State Scientific and Technical Expertise
REMC	Republican Educational and Methodological Council
RK	The Republic of Kazakhstan
RW	Research work
SRI	Scientific research institute
SUC	State utility company
SUCEM	State utility company on the right of economic management
SOSE	State obligatory standard of education
TS	Teaching staff
TTA	Technical training aids
WC	Working curriculum
UNT	Unified National Testing

## (II) INTRODUCTION

An external expert commission assessed the compliance of the educational program 8D03122 Regional Studies of the Kazakh University of International Relations and World Languages named after Aylai Khan with the standards of primary specialized accreditation of the educational program of the organization of higher and (or) postgraduate education (Ex-ante) (put into effect by order No. 68-18 / 1-OD dated May 25, 2018) from May 24 to May 26, 2022, in accordance with the order of the Director General of the Independent Accreditation and Rating Agency No. 71-22-OD dated March 25, 2022.

The report of the external expert commission (EEC) contains an assessment of the educational program 8D03122 Regional Studies of the Kazakh University of International Relations and World Languages named after Ablai Khan against the IAAR criteria, recommendations of the EEC for further improvement of the educational program, an evaluation table for accreditation profiles, the EEC visit program, the results of a survey of teaching staff and students.

The composition of the EEC:

Chairman of the EEC - Tabishev Timur Arsenovich, candidate of pedagogical sciences, expert of the 1st category of IAAR.

EEC coordinator - Niyazova Guliyash Balkenovna, head of the IAAR Project for institutional and specialized accreditation of universities (Nur-Sultan, Republic of Kazakhstan).

### ***Cluster 1. Specialized accreditation***

***6B04202 International Law*** IAAR expert – Chokina Marina Viktorovna, Ph.D. in law, associate professor, expert of the II category (Almaty, Republic of Kazakhstan).

***(5B030200 International Law) 7M04211***

***International Law***

***(6M030200 International Law)***

IAAR expert, student - Erbolov Daniyar Erbolovich, 2nd year student of EP 7M04201 International Law of the Kazakh National University. al-Farabi, expert of category III (Almaty, Republic of Kazakhstan).

### ***Cluster 2. Primary specialized accreditation***

***7M04212 International Law*** IAAR expert - Kairdenov Serik Syrlybayevich, Master of Law, Ph.D., Associate Professor of the Kokshetau University. Sh. Ualikhanov, expert of the II category (Kokshetau, Republic of Kazakhstan).

***7M04213 Jurisprudence***

IAAR expert – Tatarinova Lola Furkatovna, Ph.D. in Law, Associate Professor of the International University of Business UIB, expert of the 1st category (Almaty, Republic of Kazakhstan).

IAAR expert, student - Zhansen Baurzhanovich Bulatov, 4th year student of OP 5B030300 Law Enforcement KAZGUU University named after. M.S.Narikbayeva, expert of category III (Nur-Sultan, Republic of Kazakhstan).

***8D03122 Regional Science***

IAAR expert - Aikenova Dina Maratovna, PhD, expert of the II category (Nur-Sultan, Republic of Kazakhstan).

### ***Cluster 3. Specialized accreditation***

***7M01111 Pedagogy and*** IAAR expert - Abibulaeva Aizhana Budanovna, Doctor of

*psychology (6M010300 Pedagogy and psychology)* Pedagogical Sciences, Professor of the Eurasian National University. L.N. Gumilyova, expert of the II category (Nur-Sultan, Republic of Kazakhstan).

IAAR expert, employer - Sadykova Nurzhamal Anuarbekovna, excellent student of education, deputy director of school-lyceum No. 44 named after. Oralkhana Bokeya, expert of the II category (Ust-Kamenogorsk, Republic of Kazakhstan).

IAAR expert, student - Sarabek Nazerke Erikkyzy, 3rd year EP student, primary school teacher of a humanitarian college, category III expert (Aktobe, Republic of Kazakhstan).

**Cluster 4. Primary specialized accreditation**

**7M01112 Pedagogy and psychology** Expert IAAR - Turtkarayeva Gulnara Bayanovna, Ph.D., Associate Professor of Kokshetau University. Sh. Ualikhanov, expert of the 1st category (Kokshetau, Republic of Kazakhstan).  
IAAR expert, student - Basygarina Zhainagul Umirserikovna, student of the 1st year of the direction 44.04.01 Pedagogical education of the Siberian Federal University, expert of the III category (Nur-Sultan, Republic of Kazakhstan).

**Cluster 5. Primary specialized accreditation**

**7M11113 Restaurant business and hotel business** IAAR expert – Konstantin Yurievich Korolev, Ph.D., associate professor, category II expert.

**7M11114 Restaurant business and hotel business** IAAR Expert – Mambetaliev Kenenbay Tortayevich, Ph.D.

IAAR expert, employer - Damilya Bakhitkereeovna Kunanova, director of the Department of Tourism of the National Chamber of Entrepreneurs "Atameken", expert of the II category (Nur-Sultan, Republic of Kazakhstan).

IAAR expert, student - Kapasbek Aru Bakytkyzy, 4th year student of EP 5B091200 Restaurant and hotel business of Turan University, expert of III category (Almaty, Republic of Kazakhstan).

**Cluster 6. Specialized accreditation**

**7M02316 Simultaneous translation** IAAR expert - Viorica Lifari PhD, professor of the State University of Moldova, expert of the II category (Chisinau, Moldova).

IAAR expert – Burbekova Saule Zhorabekovna, Ph.D. in Philology, associate professor of Astana IT University, expert of the 1st category (Nur-Sultan, Republic of Kazakhstan).

IAAR expert, student - Ruslanbek kyzy Batygul, 3rd year student of the OP Foreign Language of Osh State University, student of the academic mobility program of the Eurasian National University. L.N. Gumilyova, expert of category III (Nur-Sultan, Republic of Kazakhstan).

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

Joint stock company "Kazakh University of International Relations and World Languages named after Ablai Khan" - (hereinafter KazUIR&WL named after Ablai Khan) is a specialized university that summarizes the best Kazakh and international educational traditions and practices, skillfully combining the quality of the educational process with the subject variety of educational programs.

The training of personnel in KazUIR&WL is carried out in accordance with the State license for educational activities in the field of higher and postgraduate professional education AB 0137365 dated 03.02.2010 for 17 programs, 14 master's programs, 5 doctoral studies PhD.

Kazakh University of International Relations and World Languages named after Ablai Khan - an accredited organization of higher education in the city of Almaty, was founded by the Decree of the Council of People's Commissars of the USSR No. 1696 of September 16, 1940, as the Kazakh Teachers' Institute of Foreign Languages (KazGUIFL). In April 1944, Kaznarkompros prepared a proposal to transform KazGUIA into the Kazakh State Pedagogical Institute of Foreign Languages. Decree of the Government of the Republic of Kazakhstan No. 1263 dated June 23, 1993 The Almaty Pedagogical Institute of Foreign Languages was transformed into the Kazakh State University of World Languages, and in 1999 the University was named after Ablai Khan. In accordance with the Decree of the Government of the Republic of Kazakhstan No. 1099 dated August 23, 2001, the State Enterprise "Kazakh State University of International Relations and World Languages named after Ablay Khan" was transformed into Closed Joint-Stock Company "Kazakh University of International Relations and World Languages named after Ablai Khan". According to Article 90 of the Law of the Republic of Kazakhstan "On Joint Stock Companies", CJSC "KazGUMO", on May 13, 2003, by the decision of the general meeting of shareholders, was renamed into JSC "Kazakh University of International Relations and World Languages named after Ablai Khan".

At the present stage, the positions of KazUMO and WL have been strengthened due to the high assessment of the training of bachelors, masters and PhD doctors from international and national accreditation and rating agencies, including the Independent Agency for Accreditation and Rating / NAAR, the German Institute for Accreditation, Certification and Quality Assurance / ACQUIN and QS World Universities Rankings .

The university confidently maintains its position of 801-1000 in the QS WUR World University Rankings 2021. In 2021, the university improved its position in the QS EECA 2021 regional university rankings and is located in 221-230 positions. Since 2021, the direction "Modern Languages" of the university for the first time is located on the 301-320th place in the world subject ranking QS WUR by Subject 2021: Modern Languages.

The development of a culture of quality assurance takes place within the framework of the implementation of European programs in the field of higher education: the DOQUP-TEMPUS project. "Documentation for quality assurance of educational programs: DOQUP model", project "Implementation of Education Quality Assurance System via Cooperation of University-Business-Government in HEIs".

KazUMO and WL is systematically working on the issues of internationalization of education and successfully cooperates with 24 leading universities of the world, joint programs are being conducted with the assignment of double diplomas in specialties, as well as master's programs. Today KazUMOiWL is a member of 14 authoritative international associations and other organizations.

The University fully owns the academic resources for the implementation of educational activities for the accredited educational program of KazUMO and WL named after Ablai Khan, on its balance sheet it has 5 academic buildings, 3 student dormitories, 1 sports and recreation complex, 2 assembly halls, 2 conference rooms, 3 canteens, 2 buffets, 4 reading rooms.

The modern scientific and educational infrastructure of the university includes research laboratories, innovative education centers. The university publishes scientific journals "Ablay Khan atyndagy KazKhKzhTU Khabarshysy" recognized by the domestic and international academic community of the series: "Pedagogical Sciences", "Philological Sciences", "International Relations and Regional Studies". The series "Pedagogical Sciences" and "Philological Sciences" were included in the list of publications recommended by the Committee for Quality Assurance in Education and Science of the Ministry of Education and Science of the Republic of Kazakhstan for the publication of the main results of scientific activity by order No. 821 on 07.12.2021.

The University regularly informs the public and key stakeholders about all aspects of its activities by publishing materials on various Internet resources, including social networks and the media (media). The university uses the official website - <http://www.ablaikhan.kz>, the website of the teaching staff - <http://ablaikhan.kz>, the website of scientific publications <http://journals.ablaikhan.kz>, the educational portal <http://portal.ablaikhan.kz>, the portal e-learning systems - <http://lms.ablaikhan.kz>.

Educational Program Guide 8D03122 Regional Studies has been operating since 2021. State license for the right to conduct educational activities series AB No. 0137365 dated (03 February 2010, Order of the Acting Chairman of the Committee for Control in the Sphere of Education and Science of the Ministry of Education and Science of the Republic of Kazakhstan dated March 29, 2019 No. 310. The validity of the license is not limited. Assigned qualification: Doctor of Philosophy / PhD of the educational program "8D03122-Regional Studies".

The educational process in the basic and major disciplines of the curriculum of the EP is provided by the following departments of KazUMO and WL named after Ablai Khan: the Department of Postgraduate Education and the Department of Regional Studies of the Faculty of International Relations.

The base department of the EP is the Department of Regional Studies of the Faculty of International Relations.

The management of the EP carries out its activities in the preparation of graduates in these specialties on the basis of the Law of the Republic of Kazakhstan "On Education", the Charter of the University, the Development Strategy of KazUMOiWL for 2020-2025. (hereinafter referred to as the Strategy), orders of the Ministry of Education and Science of the Republic of Kazakhstan, the Rector of the University, decisions of the Academic Council and the Council of the Faculty, the Academic Council of Educational Programs, the Concept of Foreign Policy of the Republic of Kazakhstan for 2020–2030, the National Security Strategy of the Republic of Kazakhstan for 2021–2025, other regulatory and legal acts and documents.

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

Educational program 8D03122 Regional Studies of the Joint-Stock Company "Abylay Khan Kazakh University of International Relations and World Languages" external assessment for compliance with the standards of primary specialized accreditation of the educational program of the organization of higher and (or) postgraduate education (Ex-ante) (put into effect by order No. 68-18 /1-OD dated May 25, 2018) is held for the first time.

## (V) DESCRIPTION OF THE EEC VISIT

The work of the EEC was carried out on the basis of the approved Program of the combined visit of the expert commission for specialized accreditation of educational programs (hybrid form) at the Kazakh University of International Relations and World Languages named after Ablai Khan from May 24 to May 26, 2022.

In order to coordinate the work of the EEC on 05/23/2022, an on-line kick-off meeting was held, during which powers were distributed among the members of the commission, the schedule of the visit was clarified, and agreement was reached on the choice of methods for examining the evaluated EPs.

To obtain objective information about the quality of educational programs and the entire infrastructure of the university, to clarify the content of self-assessment reports, on-line meetings were held with the rector, vice-rectors of the university in areas of activity, heads of structural divisions, heads of educational programs, heads of departments, representatives of teaching staff, students, graduates (for EPs with graduates), employers. A total of 36 representatives took part in the meetings (Table 9).

Table 9 - Information about employees and students who took part in meetings with the EEC IAAR:

Category of participants	Number
Rector	1
Vice-Rector's Corps	5
Heads of structural divisions	10
Deans	3
Heads of EP, heads of departments	6
Teachers	10
Students, undergraduates, doctoral students (who took part in the survey)	1
Graduates	0
Employers and representatives of the practice base	0
<b>Total</b>	<b>36</b>

During the visit, and watching the videos, the members of the EEC got acquainted with the state of the material and technical base, visited: the office of the NIPO resource center, the office of the "Confucius Institute of the Kazakh University of International Relations and World Languages named after Ablai Khan", a language laboratory, a forensic laboratory (room 403), office "Courtroom" (room 402), office "Legal Support Department" (room 415), medical center. Also, members of the EEC visited the library and museum of Ablai Khan and the ethnographic museum.

At the meetings of the EEC IAAR in a hybrid format with the target groups of the university, the mechanisms for implementing the policy of the university were clarified and certain data presented in the self-assessment report of the university were specified.

Members of the EEC watched online a video recording of the practice base assessed by the OP:

- Institute of Philosophy, Political Science and Religious Studies.

EEC members attended on-line training sessions:

- discipline "Scientific and methodological foundations of the study of Central Asia in modern regional studies" (lecture) Doctor of History, Prof. Kadyrzhanov R.K.

May 25, 2022 11:30-12:15



- discipline "Actual problems of regional development in the 21st century" (lecture) Dr. PhD Shukyzyhanova A.N.

May 25, 2022 16:30-17:15

In accordance with the accreditation procedure, a survey of teachers and students in the cluster EP was conducted: 5 teachers and 1 student. The results of the survey are indicated in Appendix No. 4.

In order to confirm the information presented in the Self-Assessment Report, the working documentation of the university was requested and analyzed by external experts. Along with this, the experts studied the Internet positioning of the university through the official website of the university <https://www.ablaikhan.kz/ru/about-us/our-university.html>

As part of the planned program, recommendations for improving the accredited educational programs of the Kazakh University of International Relations and World Languages named after Ablai Khan, developed by the EEC based on the results of the examination, were presented at a meeting with the leadership on 05/26/2022.

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

- ✓ *6.1. Standard "Management of the educational program"*
- ✓ *The organization of higher and (or) postgraduate education must have a published quality assurance policy. The quality assurance policy should reflect the relationship between research, teaching and learning.*
- ✓ *The organization of higher and (or) postgraduate education must demonstrate the development of a culture of quality assurance, including in the context of EP.*
- ✓ *Commitment to quality assurance should apply to any activity performed by contractors and partners (outsourcing), including the implementation of joint / double degree education and academic mobility.*
- ✓ *The management of the EP demonstrates its readiness to ensure transparency in the development of the EP development plan based on an analysis of its functioning, the real positioning of the PA and the focus of its activities on meeting the needs of the state, employers, students and other interested parties. The plan should contain the dates for the start of the implementation of the educational program.*
- ✓ *The EP management demonstrates the existence of mechanisms for the formation and regular revision of the EP development plan and monitoring its implementation, assessing the achievement of learning goals, meeting the needs of students, employers and society, making decisions aimed at continuous improvement of the EP.*
- ✓ *The EP management should involve representatives of stakeholder groups, including employers, students and teaching staff in the formation of the EP development plan.*
- ✓ *The management of the EP must demonstrate the individuality and uniqueness of the EP development plan, its consistency with national priorities and the development strategy of the organization of higher and (or) postgraduate education.*
- ✓ *The organization of higher and (or) postgraduate education must demonstrate a clear definition of those responsible for business processes within the EP, an unambiguous distribution of staff duties, and delimitation of the functions of collegial bodies.*
- ✓ *The management of the EP must provide evidence of the transparency of the educational program management system.*
- ✓ *The management of the EP must demonstrate the existence of an internal quality assurance system for the EP, including its design, management and monitoring, their improvement, decision-making based on facts.*
- ✓ *The management of the EP must carry out risk management, including within the framework of the EP undergoing primary accreditation, as well as demonstrate a system of measures aimed at reducing the degree of risk.*
- ✓ *The management of the EP should ensure the participation of representatives of employers, teaching staff, students and other interested parties in the collegiate management bodies of the educational program, as well as their representativeness in making decisions on the management of the educational program.*
- ✓ *The EP must demonstrate the management of innovations within the EP, including the analysis and implementation of innovative proposals.*
- ✓ *The EP management must demonstrate evidence of readiness for openness and accessibility for students, teaching staff, employers and other interested parties.*
- ✓ *The management of the EP should be trained in education management programs.*

### **Evidence**

The Kazakh University of International Relations and World Languages named after Ablai Khan has developed a Strategy for ensuring the quality of education for 2020-2024, which has an official status, approved by the Decision of the Academic Council and posted on the university website

<https://www.ablaikhan.kz/images/obyav/%D0%A1%D1%82%D1%80%D0%B0%D1%82%D0%B5%D0%B3%D0%B8%D1%8F%20%D0%BE%D0%B1%D0%B5%D1%81%D0%BF%D0%B5%D1%87%D0%B5%D0%BD%D0%B8%D1%8F%20%D0%BA%D0%B0%D1%87%D0%B5%D1%81%D1%82%D0%B2%D0%B0%20%D0%BE%D0%B1%D1%80%D0%B0%D0%B7%D0%BE%D0%B2%D0%B0%D0%BD%D0%B8%D1%8F.pdf>

The University has also adopted a Quality Policy.

The policy contains the main activities, strategic directions for the development of the university and the principles of quality assurance. In quality assurance policy 3, the relationship between research, teaching and learning is reflected in a unique model of scientific and innovative vocational education complexes (hereinafter referred to as R&D complexes). An integral part of quality management are the Quality Objectives approved annually for the academic year. The main provisions and requirements for the quality management system are described in the Quality Manual. Since 2014, KazUMOandWL has switched to a modern organizational and management system based on a unified scientific and educational professional and innovative infrastructure of the university, consisting of a system of programs NIPO (scientific and innovative vocational education) complex, integrating several areas of the university's activities into a single professional and creative process. One of the structural directions of the NIPO complex is NIIPSH "World Politics, International Integrative and Geopolitical Processes of Modernity", NIPL II "Modern Research in Regional Studies, a New Paradigm in Regional Studies".

The quality assurance policy provides for the integration of education, science and the business community, and the improvement of scientific research management. According to EP 8D03122 Regional Studies, a practice base was created at the Institute of Philosophy, Political Science and Religious Studies, whose representatives take part in the discussion of the EP disciplines and directly in the educational process.

At the republican level, licenses for implementation, similar to OP 8D03122 Regional Studies, have 4 universities of the Republic of Kazakhstan.

The management of accredited EPs demonstrates the existence of a developed EP development plan, which indicates the approximate implementation timeframe, lists the main activities, mechanisms and responsible units.

The revision parameters, evaluation procedures, monitoring the quality of the EP are not specified.

Employers are actively involved in the formation of the EP. For example, the specification of the EP was agreed upon by the social partner of the department - Arenova A.A., head of the Political Cooperation Department of the Representation of the Ministry of Foreign Affairs of the Republic of Kazakhstan in Almaty, who also participated in the preparation of the expert opinion of the EP together with Amrebayev A.M., director of the Center for Political Studies of the Institute of Philosophy , political science and religious studies KN MES RK. The employer-social partner Chebotarev A.E., director of the PF "Strategy" took part in the approval of the Working Curriculum of the EP for 2021-2022.

Responsibility for business processes within the EP is distributed according to their functional features: educational and methodological, scientific, educational. The division of functions is reflected in the positions of the duties of the personnel, fixed in the job descriptions.

Together with interested parties, the stage of designing a working curriculum is being carried out by proposing new disciplines at the level of the Academic Council of the faculty. At the level of the Academic Council of the University, the stage of approval of the EP is underway.

Risks and the concept of their management are reflected in the Development Strategy for

2020-2025, which was approved and updated by the decision of the Academic Council in 2021. The document is available at the link <https://www.ablaikhan.kz/images/obyav/docs/%D0%A1%D1%82%D1%80%D0%B0%D1%82%D0%B5%D0%B3%D0%B8%D1%8F%20%D0%9A%D0%B0%D0%B7%D0%A3%D0%9C%D0%9E%D0%B8%D0%9C%D0%AF%2007.12.22021.pdf>

Risks are divided into external and internal. In addition to the list of risks (6 external and 4 internal), the document indicates the possible consequences in case of failure to take risk management measures and risk management measures. Among the risks, there is an economic crisis, the outflow of young people to foreign universities and insufficient motivation for the professional growth of the teaching staff of the university. In addition, possible risks are reflected in the document "Register"

The management of accredited EPs periodically takes advanced training courses in the field of education management: in 2021, the head of the EP Shaymordanova Z.D. completed an online internship "Pedagogical education of the 21st century: new challenges and solutions" (Belarus), and in 2020 Shukyzhanova A.N. took courses of seminars and trainings on the topic "Innovative technologies used in the educational environment to improve the quality of education" (Kazakhstan).

### ***Analytical part***

The analysis of the submitted documents showed that the quality assurance policy is fixed in the normative documents of the university. Documents reflecting the quality assurance policy are posted on the website of the university, which indicates accessibility, openness and transparency for all interested parties.

The management of the initially accredited EP has determined the work on the formation of a plan for the development of the OP. However, the assessment of the submitted plans revealed that they are of a framework nature, the tasks and activities are formulated in a general way, there are no quantitative indicators, specific deadlines for achieving results, responsible for the implementation of activities. In addition, the development plan of the accredited program has a general, non-specified implementation period: 2021-2024 for EP 8D03122 Regional Studies. The framework structure and formal approach to the content of development plans makes it difficult to monitor their implementation and, as a result, limits the ability to prepare full-fledged reports on their implementation. At the end of May 2022, there was no meeting of the Academic Council of the Faculty to revise the EP for 2022-2023.

These circumstances indicate that the procedures for developing and adjusting EP development plans are not formalized, and the mechanisms for the formation, regular review, and monitoring of their implementation require clarification and documentation. In addition, it is necessary to establish requirements for the transparency of the implementation of this activity and the procedure for communicating information to interested parties.

The analysis showed that in the context of accredited EPs, risk management is carried out at the formal level. Moreover, the risks of the university and the risks of the EP do not coincide. If the risks of the university are focused on the teaching staff and more often on external ones, for example, the economic crisis, then the risks of the EP lie in the failure to develop state grants. In 2021, the university received 2 grants in the specialty 8D03122 Regional Studies. However, only 1 student entered. Nevertheless, at the time of the work of the EEC, the issues of assessing the degree of risks, implementing measures to eliminate them, and analyzing the results of the work done remain unaffected. The management of the EP and the department are not working to agitate employees of the Research Institute of the Republic of Kazakhstan for admission or receiving targeted funding.

In addition, certain types of risks are often not of a probabilistic nature, they reflect factors that allow complete control by the university, and therefore they are not risks. For example, the risk of insufficient commercialization of scientific developments. No attention is paid to identifying positive effects, development opportunities and improving the image

component of the university positioning. Thus, it is necessary to carry out a detailed development of measures in the context of each EP to reduce risks, indicating target indicators, deadlines, and responsible persons.

***Strengths of EP “8D03122 - Regional Studies”:***

*The EP management involves representatives of stakeholder groups, including employers, students and teaching staff, in the formation of a development plan for the EP.*

***EEC recommendations for EP “8D03122 - Regional studies”:***

*- develop a system for managing possible risks to which the implemented EP is exposed, monitoring criteria and ways to prevent such risks not at the institutional level, but in the context of the EP with a detailed action plan and by year. Deadline: 09/01/2022*

*- develop a work plan for the Academic Council of the faculty for 2022-2024. in accordance with the work plan for the development of the EP. Deadline: 09/01/2022*

*- adjust the EP development plan by year. Deadline: 09/01/2022;*

*- specify the uniqueness and individuality of the OP. Deadline: 09/01/2022;*

*- to develop an action plan to reduce the risk of shortage of contingent through career guidance work with research institutes, embassies and regional universities. Deadline: 09/01/2022*

***Conclusions of the EEC according to the criteria:***

*According to the standard "Management of the educational program" OP 8D03122 Regional Studies, 15 criteria are disclosed, of which 1 have a strong position, 9 are satisfactory positions, 5 - suggest improvement.*

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

*✓ □ The OE must demonstrate the existence of a system for collecting, analyzing and managing information based on the use of modern information and communication technologies and software tools and that it uses a variety of methods to collect and analyze information in the context of the EP.*

*✓ □ The management of the EP should demonstrate the existence of a mechanism for the systematic use of processed, adequate information to improve the internal quality assurance system.*

*✓ □ EP management must demonstrate fact-based decision making.*

*✓ □ Within the framework of the EP, a system of regular reporting should be provided, reflecting all levels of the structure, including an assessment of the effectiveness and efficiency of the activities of departments and departments, scientific research.*

*✓ □ The PA should establish the frequency, forms and methods for assessing the management of the EP, the activities of collegial bodies and structural divisions, top management, and the implementation of scientific projects.*

*✓ □ The OE must demonstrate the determination of the procedure and ensuring the protection of information, including the identification of persons responsible for the reliability and timeliness of the analysis of information and the provision of data.*

*✓ □ An important factor is the availability of mechanisms for involving students, employees and teaching staff in the processes of collecting and analyzing information, as well as making decisions based on them.*

*✓ □ The management of the EP must demonstrate the existence of a mechanism for communication with students, employees and other stakeholders, as well as mechanisms for resolving conflicts.*

*□ OE must demonstrate the availability of mechanisms for measuring the degree of satisfaction with the needs of teaching staff, staff and students within the framework of the EP.*

*□ The PA should provide for an assessment of the effectiveness and efficiency of activities, including in the context of the EP.*

*□ Information expected to be collected and analyzed within the framework of the EP should take into account:*

*- key performance indicators;*

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

*- level of progress, student achievement and expulsion;*

*- satisfaction of students with the implementation of the EP and the quality of education at the university;*

*- availability of educational resources and support systems for students.*

*□ The PA must confirm the implementation of the procedures for processing personal data of students, employees and teaching staff on the basis of their documented consent.*

***Evidence***

The university has various information systems and means of information transmission: an internal local network between educational buildings; VPN channels between remote buildings; IP telephony; broadband Internet 130 Mb / s for educational buildings and a separate channel for 50 Mb / s for the hostel; server room with professional server equipment, on the basis of which many information systems operate; databases, portals, sites; electronic document management system; corporate storage of service information, corporate mail and other specialized information systems.

The university has official registered accounts in all popular social networks. All used information systems have the necessary licenses, technical description, methods of working with them are described in the service documentation. Responsible for their functioning are the Center for Information Technology, the department of technical repair and maintenance of software, the department of software development.

Responsible for the accuracy of information are directly the departments and employees using these information and communication technologies. The university standard "Procedure for working with corporate websites" STU 02-2018 dated 01/30/2018 describes the procedure for working and those responsible for the accuracy of information on corporate websites.

Employers, social partners take part in the discussion of the PMM, QED, examination of the EP, based on the results of which, in case of additions and comments, adjustments are made.

Public accessibility of the content of educational programs is ensured by posting on the website and portal of the university GOSO, TUPs, RUPs, EMKD, syllabuses, QED, IUPs. Mechanisms for analyzing and evaluating the effectiveness of changes undertaken for various levels of education include: implementation of plans, decisions and programs for the previous period; implementation of decisions taken based on the results of the analysis of the QMS for the previous period; work with personnel and the state of executive discipline, evaluation and analysis of the results of internal / external audits of the QMS; customer requirements and satisfaction, including handling complaints and claims; dealing with nonconformities, including potential nonconformities; the results of the activities of the University, which systematically conducts surveys of students.

Information about the activities of the university during the academic year is covered on the website of the university, pages of the university newspaper, speeches of the management and faculty in the media (television, radio, social networks), pages of the scientific journal "Bulletin of KazUMOandWL named after. Ablai Khan. Series "International Relations and Regional Studies", etc. The University takes part in national ratings and accreditations, in republican and international subject Olympiads, in conferences of various levels.

In order to improve the system for collecting, analyzing and managing information, an electronic access control system has been created at the university. Collection, analysis of information based on the use of modern ICT occurs through the educational portal of KazUMOandWL: [www.portal.ablaikhan.kz](http://www.portal.ablaikhan.kz).

Portal sections: About us, E-Services, Directory, Anti-corruption. The "Reference" section includes: Academic calendars; Catalog of elective disciplines; Regulations; Tuition payment procedure; Handbook-guide for bachelor's degree; Working curriculum. Doctoral students use the following services: selection of elective disciplines based on their description in QED, prerequisites; viewing ads and information; familiarization with the guidebook; familiarization with regulatory documents; viewing the academic calendar.

In order to ensure order and protection of information, the following systems for collecting, analyzing and managing information based on the use of modern information and communication technologies have been introduced and operate: information management within the official website of the university (<http://ablaikhan.kz>); management of information and communication infrastructure / UIKI within the framework of the LMS "MOODLE". UICI, which ensures the reliability and timeliness of information analysis and data provision, has the following structure: Development and Software Department, Internet Resources and Distance

Learning Department, Monitoring and Control Center, programmers-developers, System Administration and Maintenance Department. The structure and volume of information collected, sources, frequency, time interval, persons responsible for the reliability and timeliness of information are determined in accordance with internal regulatory documentation.

The system for collecting, analyzing and managing information is used to ensure the quality of the implementation of the EP, which provides the ability to manage the academic calendar, form individual plans, place EMCD, form examination sheets, current testing of students in training sessions, questionnaires, current and examination sheets, an electronic archive of reports on sessions that are used to analyze the results of the sessions and make decisions about improving the educational process.

The reporting system includes the rector's financial statements. The rector's report on the activities of the university and the tasks of the staff for the upcoming academic year is heard annually at an expanded meeting of the Academic Council (<https://www.ablaikhan.kz/ru/about-us/our-university/rectors-report.html>).

At the university level, the collegiate bodies that consider the development of modular educational programs are the Academic Council, the Rector's Office and other collegiate bodies that draw up protocols based on the results of the meetings, which reflect the decisions made.

The activities of the university and the news of the university are systematically covered on the website of KazUMOandWL. Ablai khan ([www.ablaikhan.kz](http://www.ablaikhan.kz)), where the rector's report is published annually (<https://www.ablaikhan.kz/ru/about>); the page "Stop Corruption", "Stop Terrorism" ([www.ablaikhan.kz](http://www.ablaikhan.kz)) is functioning; posted profiles on the teaching staff of the departments, which are updated as necessary, supplemented and edited (questionnaire data, information about the disciplines read, the scientific interests of the teacher, data on advanced training, the number of publications, etc.).

All students, employees and teaching staff of the university, in accordance with the current legislation of the Republic of Kazakhstan, including in accordance with the Law of the Republic of Kazakhstan "On personal data and their protection" (dated May 21, 2013 No. 94-V (as amended and supplemented as of 30.12.2021) draw up agreements for the processing of their personal data, job descriptions, Regulations, internal regulatory documents serve as a guarantee of the lawful collection and analysis of information, the regulation of the responsibility of officials for the accuracy of information posted on the university portal.

The study of the satisfaction of consumers of educational services lies in the fact that the results obtained allow not only diagnosing the educational process, but also effectively managing it.

Questioning of teaching staff and employees is carried out annually and includes a study of the level of satisfaction of teaching staff and employees with working conditions, prospects for professional development and the administrative management of the university.

Questioning of students about satisfaction with the conditions of study is carried out annually in order to study the opinions of students regarding the quality of educational, scientific and administrative services. The purpose of the survey is to determine the level of satisfaction of the educational and social needs of students, the attitude to the university, the educational process and the chosen specialty, the socio-cultural environment and the psychological atmosphere at the university, the level of educational work.

Methods for collecting primary data include the actual questioning, their analysis, interviews with teaching staff, heads of departments, and heads of educational programs.

Based on the results of monitoring, plans for corrective and preventive measures are drawn up to improve the quality of the educational service provided. Information content and updating is carried out by the Department of Regional Studies and the Department of Postgraduate Education with subsequent placement of information in the appropriate section of the site.

Informing students is ensured by posting information on the relevant departments, the portal of the university. To inform students, the university website contains contacts of the Call Center of the faculties (<https://www.ablaikhan.kz/ru/about-us/our-university/news/2.html>), e-

mail for written requests, as well as business Jivo messenger.

### ***Analytical part***

EEC IAAR notes the importance of the determining role of the processes of collecting and analyzing information in the course of the implementation of the EP, as well as making decisions based on them, are played by students and teaching staff. The result of this process are decisions taken collectively at the appropriate levels. In this regard, students of accredited EPs and university staff showed poor awareness, insufficient involvement in the work of collegiate bodies, such as the Academic Council, the Educational and Methodological Council. Also, during the visit of the EEC to the university, the management did not provide relevant evidence.

The members of the EEC determined that the survey of students on this EP is not carried out, which indicates the absence of a process for collecting information on the degree of satisfaction among doctoral students.

The analysis of the EEC information management and reporting within the framework implemented by the University's EP showed that the mechanism of regular reporting, reflecting all levels of the structure, including the assessment of the effectiveness and efficiency of scientific research of teaching staff, requires better debugging.

The university demonstrates the existence of a mechanism for communication with all stakeholders, but the management of accredited EPs is recommended to keep documentary records confirming the fixation of applications and the feedback provided for each EP. Also, in the context of the accredited EP, it is necessary not only to illustrate the general methods of collecting and disseminating information, sources of obtaining up-to-date information about the EP, channels of communication with stakeholders, but also documented examples of guarantees of their awareness of the current state of the EP and development plans.

**The strengths of EP “8D03122- Regional Studies” have not been identified.**

### ***EEC recommendations for EP “ 8D03122 - Regional Studies”:***

- *establish specific key performance indicators for all areas of activity in the implementation of the EP, ensure transparency and accessibility of information on key performance and efficiency indicators. Deadline: 08/01/2022;*
- *conduct a survey of students on the EP to determine the degree of satisfaction and include students in the Academic Council of the faculty to provide an opportunity to recommend new disciplines. Deadline: 06/01/2022;*
- *develop and implement a mechanism for communication with students, employees and other stakeholders in providing feedback to students based on the results of the survey, questionnaires to achieve a transparent and open culture of interaction and satisfaction. Deadline: 01.09.2022*

### **Conclusions of the EEC according to the criteria:**

According to the standard "Information Management and Reporting" EP “8D03122 - Regional Studies”, 16 criteria are disclosed, of which 16 have satisfactory positions.

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

- *The OO must define and document the procedures for the development of the EP and their approval at the institutional level.*
- *The management of the EP should ensure that the content of the EP complies with the established goals, including the intended learning outcomes.*
- *The management of the EP must demonstrate the existence of mechanisms for reviewing the content and structure of the EP, taking into account changes in the labor market, the requirements of employers and the social demand of society.*

- *The management of the EP should ensure the availability of developed models of the EP graduate, describing the learning outcomes and personal qualities.*
- *The management of the EP must demonstrate the conduct of external reviews of the content of the EP and the planned results of its implementation.*
- *The qualification awarded upon completion of the EP must be clearly defined and correspond to a certain level of the NSC and QF-EHEA.*
- *The management of the EP should determine the influence of disciplines and professional practices on the formation of learning outcomes.*
- *An important factor is the possibility of preparing students for professional certification.*
- *The management of the EP must provide evidence of the participation of students, teaching staff and other interested parties in the development of the EP, ensuring its quality.*
- *The management of the EP should ensure that the content of the academic disciplines and the planned results correspond to the level of education (bachelor's, master's, doctoral studies).*
- *The structure of the EP should provide for various types of activities that ensure the achievement of the planned learning outcomes by students.*
- *An important factor is the correspondence between the content of the EP and the learning outcomes of the EP implemented by organizations of higher and (or) postgraduate education in the EHEA.*

### **Evidence**

The development and approval of educational programs at the university is carried out in accordance with the provisions of regulatory legal acts in the field of higher and postgraduate education, as well as internal regulatory documents that make up the Academic Policy of the University and ensure the achievement of its strategic goals.

The self-assessment report indicates that the main document in the course of designing the EP is the University Standard "Design and Development of Educational Services" dated August 27, 2020. The approval algorithm for the EP, originally developed and proposed by the graduating department, is as follows: sending the EP for review to employers; department meeting; ASOP, NMS; meeting of the Academic Council of the university.

At the university, at the stage of development and approval of educational programs, CEDs are collaborating with potential employers, specialists with practical experience in EP: Director of the Center for Political Studies of the Institute of Philosophy, Political Science and Religious Studies of the Science Committee of the Ministry of Education and Science of the Republic of Kazakhstan A.A. Amrebayev, .philos. PhD, Head of the Department of Political Cooperation of the Representation of the Ministry of Foreign Affairs of the Republic of Kazakhstan in Almaty A.A. Arenova, who were the authors of the peer review.

The development and discussion of the educational program is carried out in such collegiate bodies as a meeting of the Department of Regional Studies and Postgraduate Education, the Academic Council of the EP. The Academic Council includes students and employers who are directly involved in the discussion of the EP. The transfer of employers from the position of passive consumers of educational services to the position of interested participants in educational and innovative processes that contribute to the mastery of a set of professional competencies by students is ensured by the following measures:

- conclusion of memorandums of cooperation with state, private enterprises and organizations;
- inviting practitioners to educational and methodological seminars, master classes, for lectures, meetings of the department and ASOP, where catalogs of elective disciplines, educational programs are discussed;
- expert evaluation of the EP.

The visit of the EEC to KazUMOandWL showed that the content of the EP corresponds to the degrees awarded, meets the needs of the labor market. Public accessibility of the content of educational programs is ensured by posting on the website and portal of KazUMOandWL GOSO, RUPov, UMKS, the presence in the library and the issuance of EMCD, syllabuses, QED, IUPov to students . To develop the professional competencies of students, taking into account their personal characteristics, the structure of educational programs provides for various types of



activities.

Heads of educational programs, together with the teaching staff of the university, members of the ASOP, representatives of university partners, participate in the creation of a scientific research base within the framework of NIIPSh. This database includes topical issues of modern science and education, the problems of the direction under study, market requirements. One of the main requirements for creating a research base is innovativeness and continuity of education levels - master's degree - doctoral studies.

Upon completion of the EP at the university, a qualification is awarded corresponding to a certain level of NSC and QF-EHEA.

Upon admission to study at the doctoral program, students receive information about all academic procedures, about current documents, including qualifications received after completion of training. EPs correspond to - 8 (doctoral studies) level of the National Qualification Framework of the Republic of Kazakhstan, harmonized with the European Qualification Framework and are included in the Register of Educational Programs of the Ministry of Education and Science of the Republic of Kazakhstan.

One of the important components of the EP management is the connection between scientific research, teaching and learning, which is reflected in the relationship with the direction and subject of the NIIPSH "World politics, international integrative and geopolitical processes of modernity" and NIPL II "Modern research in regional studies, a new paradigm in regional studies". The integration of science and education is carried out through the organization of various seminars, round tables, conferences, in which the joint participation of teaching staff, leading scientists and practitioners and students is practiced. The results of the research work of the teaching staff are used in the educational process by studying the scientific works of the teaching staff by doctoral students, performing project-oriented tasks, as well as doctoral dissertations on the subject.

The teaching staff of the department, which provides training, prepared and published textbooks with methodological recommendations for students in the EP Regional Studies. Social partners take an active part in the development of QED and in conducting additional classes. Thus, the director of the Center for Political Studies of the Institute of Philosophy, Political Science and Religious Studies of the Science Committee of the Ministry of Education and Science of the Republic of Kazakhstan A.M. Amrebayev gave two lectures for doctoral students of the EP "8D03122 - Regional Studies" on the topic of functional cooperation to achieve political integration (according to the theory of E. Haas) .

The average score for 1 semester of theoretical education was 93.75 points, GPA - 3.73.

The basis for the development of the graduate model was the requirements of the Dublin descriptors for the third level of higher education. Learning outcomes are formulated both at the level of the entire educational program and at the level of individual modules or academic discipline.

The advisers of the accredited EP introduce students to the list of disciplines, which is included in the catalog of elective disciplines on the university's electronic portal. It provides students with accredited EPs the opportunity to choose alternative elective subjects and access to their description.

### ***Analytical part***

The EP is planned to be revised taking into account changes in the labor market, on the basis of proposals from employers, changes made to the regulatory legal acts regulating the implementation of postgraduate education, the state educational order, based on the results of monitoring the educational process. Adhering to the principle of collegiality and transparency, all decisions are discussed at meetings of departments, Faculty Council, Educational and Methodological Council, Academic Council. The EEC notes the lack of confirmation of the fact that employers make proposals for the development and approval of the EP.

The analyzed EP and the educational and methodological support for its implementation comply with the regulatory requirements of the Republic of Kazakhstan, intra-university regulations and methodological recommendations. Some examples of involvement of employers, social partners, teaching staff and students in the development of EP are given.

The developed competency-based qualification model for a graduate of the EP is described quite informatively, but it is not shown how a highly qualified teaching staff and students participated in the development of the graduate model, and the uniqueness of this model has not been proven.

The EP Guide demonstrates examples of conducting an external examination of the content of the EP and the planned results of their implementation, as well as involving employers in the development of the EP. At the same time, the absence of requirements for external experts and employers may indicate that this work is organized to some extent formally or relies on the preparation of a bachelor's or master's degree.

Information about the teaching staff on the site is presented in a non-systematic way and does not reflect scientific interests and publications, which makes it difficult for doctoral students to choose a supervisor.

The self-assessment report mentions the implementation of a set of measures for training in the double degree format, currently there is a correspondence with the Karatekin University / Turkey, which is partially confirmed by the prepared package of documents and sent a letter - a proposal for cooperation in this direction dated May 11, 2022.

The strengths of OP 8D03122 Regional Studies have not been identified.

#### **EEC recommendations for OP 8D03122 Regional studies:**

- *justify the competitive advantages of the EP and its difference from other similar educational programs at the national or international level of the educational services market with the provision of information on the university website. Deadline: 01.09.2022*
- *develop and implement joint EPs with foreign educational organizations. Deadline: 01.09.2023*
- *audit and update all documents posted on the website of the university for accredited EPs. Deadline: 09/01/2022;*
- *the management of the EP to get acquainted with the content of the main documents of the university regulating the development and implementation of the EP. Deadline: 08/01/2022*

#### **Conclusions of the EEC according to the criteria:**

*According to the standard "Development and approval of the educational program" OP 8D03122 Regional Studies, 11 criteria are disclosed, of which 10 have satisfactory positions, 1 - suggests improvement. Criterion excluded: An important factor is the possibility of preparing students for professional certification.*

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

□ *The OE should determine the mechanisms for monitoring and periodically evaluating the EP to ensure the achievement of the goal and meeting the needs of students, society, and show the focus of the mechanisms on the continuous improvement of the EP.*

□ *Monitoring and periodic evaluation of the EP should include:*

- *the content of the program in the light of the latest achievements of science in a particular discipline to ensure the relevance of the discipline taught;*
- *changes in the needs of society and the professional environment;*
- *workload, performance and graduation of students;*

- the effectiveness of student assessment procedures;
  - expectations, needs and satisfaction of students with EP training;
  - the educational environment and support services, and their compliance with the objectives of the EP.
- The management of the EP must demonstrate a systematic approach in monitoring and periodically assessing the quality of the EP.
  - OO, management of the EP should determine a mechanism for informing all interested parties about any planned or undertaken actions in relation to the EP.
  - All changes made to the EP must be published.

### **Evidence**

The procedure for monitoring the EP is annually carried out by the University's Educational Administration, the materials of which are submitted to the meeting of the NMS of the university, where specific measures are taken for each EP.

The supervisory function of EP "8D03122 - Regional Studies" is performed by the head of this program, who brings to the attention of the head of the Department of Regional Studies and the Department of Postgraduate Education, as well as the Academic Council. The latter prepare information on the implementation of the educational program to the deans of the faculties, who accordingly inform the administration and the Academic Council, followed by monitoring in case of violations, inconsistencies, or improper implementation. The monitoring results are submitted for discussion by the relevant departments, the Academic Council, faculty councils, the administration or the Academic Council with relevant decisions and recommendations with established deadlines for their implementation. Further, in the same algorithm, the issue of implementing the EP in accordance with the decisions and recommendations is considered.

To monitor and periodically evaluate educational programs as an intra-university control, the University uses the following methods: attestation of current performance and final attestation, attestation of all types of student practice, collection and analysis of customer satisfaction data.

Monitoring and evaluation of the EP includes a set of measures: an internal audit of the EP is carried out in order to ensure the goal and compliance with the needs of society and students. Expert opinions on the EP of social partners and employers are aimed at continuous improvement of the EP. Stakeholders, including employers and doctoral students, participate in the process of updating the SP through awareness.

The monitoring procedure provides for the use of mechanisms for obtaining and evaluating the satisfaction of stakeholders of the EP. Thus, the monitoring of employers' satisfaction, conducted by the management of accredited EPs, showed that 100% of respondents are satisfied with the quality of graduate training, rating it as "good" or "very good".

The survey of students organized during the EEC visit demonstrates that more than 95% of respondents are completely satisfied with the relationship with the dean's office, the level of accessibility and responsiveness of the university management, academic counseling and personal problems, as well as the availability of educational resources, the usefulness of the site, the objectivity and fairness of teachers.

The results of monitoring the passage of practices, internships and assessing the quality of their conduct are discussed annually at the meetings of the department.

The loads of students meet the regulatory requirements. Weekly workloads (how many hours) of undergraduates allow graduates of the EP to fully master the goals and objectives in order to possess the necessary professional competencies. This is evidenced by the results of passing state exams and defending master's theses.

The University complies with the general requirements for the organization of the educational process for educational programs of various levels, established by KazUMO and WL on the basis of the legislation in the field of education.

The forms of the examination (oral survey, written exam, computer testing, oral-written form on practical language disciplines, etc.) are approved at a meeting of the Academic Council

of the University (Decision of the Academic Council No. 2-3 of 27.09.2011). The forms of control of intermediate certification are determined by the state mandatory standards and work curricula. To carry out boundary control and intermediate certification according to a single structure, the Scientific and Methodological Council of the university has developed criteria and parameters for evaluating the responses of doctoral students.

During the visit to the university, the EEC confirmed that the monitoring and periodic evaluation of the EP provide for the content of programs in the light of the latest scientific achievements in a particular discipline to ensure the relevance of the discipline taught; changes in the needs of society and the professional environment; the workload, academic performance and graduation of students; the effectiveness of evaluation procedures for students; expectations, needs and satisfaction of students with training in EP; educational environment and support services and their compliance with the goals of EP.

The self-assessment report noted that the monitoring of the educational program on key performance indicators is scheduled for the month of June, the positions of which will include:

1. Qualitative comparison of planned and achieved results based on the assessments of university representatives, students, social partners and other stakeholders.

2. The causal relationship between the implementation of the program and the economic performance of the organization (however, obtaining economic benefits is not the basis of activity for educational institutions).

3. Consumer satisfaction index, based on the empirical relationship between consumer satisfaction and social partners).

4. BSC (Balanced Scorecard) systems - A Balanced Scorecard and KPI (Key Performance Indicator) - A key performance indicator that make it possible to evaluate the effectiveness of an educational program for different stakeholders: customer satisfaction, impact on the quality of graduate training.

In order to monitor and periodically evaluate the EP, the university has created conditions for working with graduates. Feedback from graduates is provided through the University Alumni Association.

Along with the analysis and evaluation of the EP, an assessment of the degree of risk of EP functioning will be carried out in early June and proposals and recommendations will be developed. The results of the risk assessment of the functioning of the EP will be reviewed and discussed at the University's SC.

### **Analytical part**

The analysis has shown that the university has defined mechanisms for monitoring and periodic evaluation of EP, aimed, among other things, at their continuous improvement.

However, the task of monitoring the degree of satisfaction of students in the EP is not being conducted.

The monitoring of the educational program on key performance indicators and assessment of the degree of risk of EP functioning, scheduled for the month of June, noted in the self-assessment report, have not found their documentary confirmation.

Information about the tasks facing doctoral students and already graduates of the EP requires verification. So on the website among the tasks of doctoral students (<https://www.ablaikhan.kz/ru/for-applicants/for-applicants/our-faculties/afteruniversity/%D1%80%D0%B5%D0%B3%D0%B8%D0%BE%D0%BD%D0%BE%D0%B2%D0%B5%D0%B4%D0%B5%D0%BD%D0%B8%D0%B5-phd.html> ) the implementation of scientific projects at the national and international levels, which require in-depth theoretical knowledge and practical skills, providing an original practical result, is noted. A similar task is reflected in the EP when describing the profile of a doctoral graduate.

The management of accredited EP declares that the results of monitoring EP, discussed at meetings of collegial bodies of the university and acting as the basis for making appropriate

decisions are publicly available. However, when studying the official website, no supporting information was found.

The strengths of EP “8D03122 - Regional Studies” have not been identified.

**Recommendations of EEC for EP “8D03122 - Regional Studies” have:**

- develop an action plan and publish the results of the changes made to the EP, expand the formats and ways to inform all interested parties about any planned or taken actions in relation to the EP. Term: 01.09.2022

Conclusions EEC on criteria:

According to the standard "Continuous monitoring and periodic evaluation of educational programs" EP “8D03122 - Regional Studies” revealed 10 criteria, of which 8 have satisfactory positions, 2 suggest improvement.

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

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

The management of the EP should provide for the use of various forms and methods of teaching and learning.

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

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

The management of the EP should demonstrate the existence of mechanisms to support 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.

EP should ensure the consistency, transparency and objectivity of the learning outcomes assessment mechanism for each EP, including the appeal.

EP should ensure that the procedures for evaluating the learning outcomes of students of the EP are consistent with the planned results and goals of the program, the publication of criteria and evaluation methods in advance.

The EP should define mechanisms to ensure that each graduate of the EP achieves learning outcomes and ensures the completeness of their formation.

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

#### **Evidence**

Ramps are installed at the entrance to the university for students with disabilities, there are toilets. They can also receive payment for a daily ration and a hostel. In accordance with the "Action Plan to support ethnic Kazakhs abroad for 2018 - 2022", approved by the Decree of the Government of the Republic of Kazakhstan dated May 18, 2018 No. 280 and the Scholarship Program for studying at universities in Kazakhstan for persons of Kazakh nationality who are not citizens of the Republic of Kazakhstan, upon reaching a passing score (75 points), in doctoral studies, provided with a hostel.

Scientific supervisors for doctoral students are appointed in accordance with the Regulation "On qualification requirements for PhD students" developed in accordance with the normative legal acts regulating the activities of higher education institutions in the field of postgraduate education, Orders and Instructions of the Ministry of Education and Science of the Republic of Kazakhstan of the State Mandatory Standard of Postgraduate Education, Order No. 604 of the Minister of Education and Science RK dated October 31, 2018 (with amendments and additions dated 05.05.2020), Resolutions of the Rector's Office of the Kazakh University of International Relations and World Languages), internal regulations and documents in order to

increase responsibility for the implementation of PhD dissertations by doctoral students and their domestic and foreign scientific consultants (<https://www.ablaikhan.kz/ru/for-applicants/for-applicants/documents.html>).

A bilateral agreement is concluded between University and a foreign consultant. The conclusion of a bilateral agreement is organized by the corresponding structure of the department.

Foreign and domestic scientific consultants who have committed unfair fulfillment of the obligations assumed under the agreement are further removed from the management of doctoral dissertations.

The university has created conditions for students to freely address complaints, questions and problems orally or in writing to the head of the educational program, the head of the department, the dean's office to make a decision to eliminate the causes of the complaint.

On the official website <http://www.ablaikhan.kz> there is a rector's blog where students can file complaints. There is an automatically opening dialog box where the consultant answers questions online, including complaints and suggestions from students and parents. There is a page "Anti-corruption policy of the university" on the university's website. The mechanisms for identifying conflicts are statements of students, a personal appeal to the head. A box for complaints and suggestions is installed in the lobby of the University. Also, the student trade union Committee and the Youth Affairs Committee participate in the work on reviewing and resolving complaints of students.

The university has a multi-channel feedback system, focused, among other things, on PhD students, employees and interested persons. The main forms of feedback are: direct mail of the rector in the form of boxes of complaints and suggestions posted in each academic building; a forum on the university's website, which is analyzed, a system for reviewing complaints and suggestions.

According to the results of the survey of students conducted within the framework of the work of the EEC of the IAAR, it was determined that, in general, equal opportunities are provided to all students: "Full agreement" - 91.7%, "Agree" -8.3%. On the issue of informing the requirements in order to successfully graduate from this specialty, "Fully satisfied" - 87.5%, "Partially dissatisfied" - 12.5%.

### **Analytical part**

To successfully master the EP by students, university teachers use traditional learning technologies in the educational process, including TRIZ technology, podcasts and the intelligence map method, but modern forecasting and situation modeling technologies are not used.

The EEC notes that the teaching staff of accredited EP has a good potential, including young scientists - PhD in regional studies Shukyzhanova A.N., who is one of less than 10 defended in this direction to a doctor in the country.

Syllabuses in the direction correspond to the latest research in the field of regionalism, with the exception of the syllabus on the discipline "Academic writing". The syllabus on this discipline presents outdated literature, for example, the «freshest» is the ACS Style Guide: Effective Communication of Scientific Information of 2006. In addition, the syllabus states that the course lasts 20 hours and 40 SPS (total 60), while in the detailed plan of topics, the number of academic hours is 45. Moreover, on the first page of the syllabus approved in 2021, the discipline "Academic writing" is indicated, on the second "Scientific writing" for 2020-2021.

Due to the fact that the training is conducted in English, all syllabuses should be developed in English. In the discipline "Research Methods" only the first page is in English, the rest are in Russian.

During the interview, the student Zhumagazieva A. noted the readiness of the teaching staff and the direct supervisor, if necessary, to provide methodological support in the preparation

of scientific articles and work on dissertation material, which demonstrates the student orientation of the department.

**The strengths of EP “8D03122 - Regional Studies” are absent.**

**Recommendations of EEC for EP “8D03122 - Regional Studies” have:**

- update the list of references and correct the shortcomings in the syllabus on the discipline "Academic writing", translate into English the syllabus of the discipline "Research Methods". Deadline: 01.09.2022.

- the management of the EP to ensure the implementation of forecasting and modeling techniques of the situation using ICT. Term: 01.09.2023

**Conclusions of EEC on criteria:**

According to the standard "Student-centered learning, teaching and assessment of academic performance" EP 8D03122 Regional Studies revealed 10 criteria, of which 9 have satisfactory positions, 1 - suggests improvement.

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

EP should demonstrate the existence of a policy for the formation of a contingent of students in the context of the EP, ensure transparency and publication of its procedures governing the life cycle of students (from admission to completion).

The management of the EP should determine the order of formation of the contingent of students based on:

- minimum requirements for applicants;
- the maximum size of the group during seminars, practical, laboratory and studio classes;
- forecasting the number of state grants;
- analysis of available material, technical, information resources, human resources;
- analysis of potential social conditions for students, including the provision of places in the dormitory.

The management of the educational institution should demonstrate readiness to conduct special adaptation and support programs for newly enrolled and foreign students.

The EP must demonstrate compliance of its actions with the Lisbon Recognition Convention, the existence of a mechanism for recognizing the results of academic mobility of students, as well as the results of additional, formal and non-formal education.

The EP should cooperate with other educational organizations and national centers of the "European Network of National Information Centers for Academic Recognition and Mobility/National Academic Recognition Information Centers" ENIC/NARIC in order to ensure comparable recognition of qualifications.

EP should provide an opportunity for external and internal mobility of students of the EPP, as well as readiness to assist them in obtaining external grants for training.

The management of the EP should demonstrate readiness to provide students with internship places, promote the employment of graduates, and maintain communication with them.

EP should provide for the possibility of providing graduates with documents confirming the qualifications obtained, including the achieved learning outcomes, as well as the context, content and status of the education received and certificates of its completion.

### **Evidence**

When forming a contingent of students, the university is guided by the current regulatory framework of the Ministry of Education and Science of the Republic of Kazakhstan. Admission of citizens to the University is carried out according to the results of testing conducted according

to the rules and procedures developed by the National Testing Center of the Ministry of Education and Science of the Republic of Kazakhstan. According to the Regulations "On the appointment and payment of scholarships of JSC "KazUMOandWL" "The procedure for awarding the Rector's scholarship", "Rules for granting benefits for tuition fees to certain categories of students in KazUMO and WL from 03.09.2018 in order to provide social support to students, a grant is provided by KazUMO and WL.

On the basis of the Order on enrollment for the first year, a contingent is formed according to the chosen educational program, information about the student is entered for storage and processing in the electronic database of the contingent, and on the educational portal each student is assigned a personal student number (ID code), according to which the student can further track academic results and use methodological developments in the studied disciplines.. In order to attract the necessary contingent of students, mainly students, the University adheres to a marketing strategy based on a thorough analysis of the needs and expectations of stakeholders, on an understanding of its capabilities and goals.

A special program of adaptation of students has been developed, starting from the moment of admission to the University with legal registration and support through the Department for International Cooperation. Visa support is provided for foreign students and Candas through the migration service, housing, etc. The management of the EP informs students who have just entered and foreign students through the university's website [www.ablaikhan.kz](http://www.ablaikhan.kz) or email.

There is a student's guide on the university's website, in which applicants can get acquainted with the structure of the university and find the main information centers and academic buildings. Students can find out who to contact and on what issues. Students can contact the Dean's office for any questions that arise. Kazakh Ablai Khan University of International relations and World Languages recognizes the qualifications of students and employees obtained abroad in accordance with the Convention on the Recognition of Qualifications Related to Higher Education in the European Region – the Lisbon Convention (Law of the Republic of Kazakhstan dated December 13, 1997 N 202-I). The Kazakh Ablai Khan University of International relations and World Languages monitors compliance with the principles of the Lisbon Recognition Convention by the Department for International Cooperation, where there is a department for international cooperation and a department for work with foreign contingent.

The management of accredited EP demonstrates certain, published and consistently applied rules governing all periods of study, including admission, academic performance, recognition and certification. All rules and procedures ensure smooth, consistent development of the student's academic career, his progress along the educational trajectory. Their content should give students a clear idea of the necessary actions.

The contingent of students is formed from groups in which training is conducted in the state, Russian and English languages. The size of the groups varies from 1 to 8 people. For the 2021-2022 academic year, 2 grants were allocated for the EP "8D03122 – Regional Studies", but 1 applicant did not score the required number of points. The number of state grants is projected to be 2.

A doctoral student who has completed a cycle of doctoral studies in the specialty "8D03122 – Regional Studies" receives a Doctor of Philosophy (PhD) degree. The educational program "8D03122 – Regional Studies" began to be implemented in the 2021-2022 academic year and will last until June 2024. Therefore, there are no documents confirming the completion of this EP by students.

To maintain a healthy lifestyle of students, a gym, sports sections and a Student Leisure Center for various events are open. In addition, three dormitories of the university have reading rooms, recreation rooms, computer classes and gyms.

According to the self-assessment report, foreign scientific internship of students can be carried out:



- within the framework of contracts, agreements and memoranda;
- based on personal invitations from educational and scientific organizations.

The university's website lists 11 partner universities in foreign countries in this area.

According to the results of the survey of students conducted during the visit by the EEC of the NAAR, it was shown that:

- The overall quality of educational programs is "Fully satisfied" - 95.8% and "partially satisfied" - 4.2%.
- The speed of response to feedback from teachers regarding the educational process is "Fully satisfied" - 95.8% and "partially satisfied" - 4.2%..

### **Analytical part**

To increase the recruitment of applicants to the university, career guidance work is planned and includes informing undergraduates, masters of the university and other universities, organizations and institutions about the educational program of EP "8D03122 – Regional Studies" by sending promotional products reflecting the competitive advantages of this educational program, the demand for graduates in the labor market, with a description of the learning conditions, opportunities that give EP, as well as future employment opportunities. The advertising campaign is also held within the framework of Open Days, Career Days, placement of information in the media and on the official website of the University. Promotional products are coordinated with potential employers. Promotional products were not provided.

Nevertheless, there is no purposeful work with the staff of the Research Institute to attract admission.

Taking into account the lack of graduation and contingent, it is not possible to assess the degree of assistance to the employment of graduates, maintaining contact with them.

The strengths of EP "8D03122 - Regional Studies" are absent.

### **Recommendations of EEC for EP "8D03122 - Regional Studies":**

- to specify the order of formation of the contingent in the context of the EP and to develop a plan for marketing promotion of the OP. Deadline: before the start of the admission campaign in 2022.

### **Conclusions EEC on criteria:**

According to the standard "Students" EP "8D03122- Regional Studies" revealed 12 criteria of which 12 have satisfactory positions.

## **6.7. The standard "Teaching staff"**

EP should have an objective and transparent personnel policy, including in the context of the EP, including hiring, professional growth and development of personnel, ensuring the professional competence of the entire staff.

The EP must demonstrate that the personnel potential of the teaching staff corresponds to the specifics of the EP.

The management of the EP must demonstrate awareness of responsibility for its employees and ensure favorable working conditions for them.

The management of the EP should demonstrate the change in the role of the teacher in connection with the transition to student-centered learning.

The EP should determine the contribution of the PPP of the EP to the implementation of the development strategy of the EP, and other strategic documents.

EP should provide opportunities for career growth and professional development of the teaching staff of the EP.

The management of the EP should demonstrate readiness to involve practitioners of relevant sectors of the economy in teaching.

The EP should demonstrate motivation for the professional and personal development of the teachers of the educational institution, including encouragement for the integration of scientific activity and education, the use of innovative teaching methods.

An important factor is the readiness to develop academic mobility within the framework of the EP, to attract the best foreign and domestic teachers.

The evidentiary part

When forming the cadres of teaching staff, Kazakh Ablai Khan University of International relations and World Languages is guided by the following principles: a democratic approach to teaching staff management and a combination of the interests of the management staff and the managed subsystem, the availability of leadership, the creation of conditions and an atmosphere of initiative and creativity, stimulation of teaching staff activities, personal improvement of personnel.

To implement the educational program “8D03122 – Regional Studies”, two departments have a high-quality staff of teaching staff, partially corresponding to the profile of educational programs, staffed in accordance with the legislation of the Republic of Kazakhstan, the Charter of University, "Regulations on the Department of Regional Studies", "Rules of competitive replacement of positions of scientific and pedagogical personnel of higher educational institutions" and the annual academic load. The teachers have degrees in historical and pedagogical sciences, international relations and regional studies.

The teaching staff meets the qualification requirements according to the Law of the Republic of Kazakhstan "On Education". Teachers have a basic education, have certificates in the disciplines they read. Lectures and seminars are conducted by doctors of sciences / professors, associate professors, candidates of sciences, PhD doctors, the average age of teaching staff is 45 years, of them with academic degrees – 52 years. The average teaching experience is 27 years. The staff of the teaching staff is stable.

Qualitative composition of teaching staff according to EP “8D03122 - Regional Studies”

Specialty	Academic degree	Number	%
2021-2022			
8D03122 – Regional studies	Doctor of Sciences	2	40 %
	PhD	2	40 %
	Candidate of sciences	1	20 %
	Level of degree	5	100 %

Kadyrzhanov R.K., Shukyzhanova A., Shaimordanova Z.D., Karabaeva B.E., Golovchun A.A. speak English.

According to EP “8D03122 –Regional Studies”, lectures and seminars are conducted only by doctors of sciences and PhD doctors.

For teaching in doctoral studies, the criteria for hiring at the University are additional criteria: publications in the databases Scopus, JSTORE, Clarivate Analytics, Thomson Reuters, the presence of the Hirsch index, i.e. citation, as well as the management of research projects or participation in them.

Teaching staff in its activities demonstrates a shift to student-centered learning. The role of the teacher becomes guiding to achieve specific, clearly set goals and accompanying for the acquisition of professional competencies.

The contribution of the teaching staff of the department in improving the educational program, its goals and results is carried out in the form of the formation of goals and objectives in the field of quality policy of the educational program, the mission of the department;

- planning and introduction of new elective disciplines taking into account the requirements of the labor market;
- EP policy definitions;
- preparation of curricula and formation of modules;
- participation in the composition of attestation commissions for doctoral students; introduction of innovative, personality-oriented teaching methods;
- adjusting the forms and methods of teaching disciplines taking into account the results of quality monitoring;
- development of the topics of doctoral dissertations and scientific consulting, expansion of the bases of practices and employers.

The teaching staff periodically takes advanced training courses. Upon completion of advanced training, documents confirming training are provided to the Department of Regional Studies

The University implements the personnel policy in accordance with the main priorities of the University Development Strategy. The personnel policy of the formation and development of teaching staff defines responsibilities, job responsibilities and qualification requirements, contains measures aimed at the development and advanced training of teaching staff implementing the OP, takes into account possible risks associated with teaching staff, regulates the organizational and functional structure of personnel management and its development, including the recruitment system, ensures the functioning of employee motivation mechanisms, adaptation of new employees, certification and application of disciplinary measures against employees, procedures for dismissal of employees.

In general, there is an average level of satisfaction with the teaching staff of the university.

58.1% of teaching staff rated very well the involvement of teaching staff in the process of making managerial and strategic decisions. Nevertheless, 3.2% of the teaching staff (1 person) noted the option "relatively poorly" when assessing the provision of opportunities for continuous development of the teaching staff's potential, the organization of work on academic mobility and the university's support of the teaching staff's research initiatives.

#### **Analytical part**

The EEC notes the good potential of the teaching staff of accredited EP. The University is responsible for its employees, provides them with favorable working conditions.

Teaching staff implementing the assessed EP do not implement the results of research into the teaching activity, since there are no necessary implementation acts as confirmation.

There is no information on the university's website about the experience of teaching staff in research activities, R&D and scientific interests, which negatively affects the reputation of teaching staff and does not make it possible to broadcast the potential of personnel for both applicants and first-year doctoral students.

When attending lectures, two trends were noted: the use of a traditional lecture, where the teacher was the main translator of information (lecture by Kadyrzhanova R.K.), and the active use of ICT, presentations and feedback (lecture by Shukyzhanova A.N.). Consequently, the members of the EEC concluded that teaching methods should be improved due to the constant and systematic development of innovative teaching technologies, teachers need to master new technologies, interaction style and assessment methods.

During the interview, it turned out that the university carries out a request to receive targeted training of its teachers in other universities. For example, Associate Professor A.N. Shukyzhanova studied under a targeted grant at the L.N.Gumilyov ENU in the specialty "Regional Studies". Thus, the university is interested in improving the qualifications of its teachers.

**The strengths of EP “8D03122 - Regional Studies” are absent.**

**Recommendations EEC for EP “8D03122 - Regional Studies”:**

- To form a new competence model of a teacher-researcher, to revise academic hours in the direction of decreasing and increasing research hours in order to strengthen the reputation of teaching staff and improve the quality of scientific activity of teaching staff, reflecting this in the relevant job description. Term: 1.09.2022

- to develop an action plan of the Department of International Cooperation together with the Department to provide opportunities for academic mobility of teaching staff. Term: 01.09.2022

**Conclusions EEC on criteria:**

**According to the standard "Teaching staff" EP “8D03122 - Regional Studies”, 9 criteria were disclosed, of which 9 have satisfactory positions.**

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

√ *EP should guarantee a sufficient number of educational resources and student support services to ensure the achievement of the goal of the EP.*

√ *The EP must demonstrate the sufficiency of material and technical resources and infrastructure, taking into account the needs of various groups of students in the context of EP (adults, working, foreign students, as well as students with disabilities).*

√ *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 must demonstrate compliance of information resources with the specifics of the EP, including:*

- *technological support for students and teaching staff (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 the territory of the educational organization.*

√ *EP demonstrates the planning of providing the EP with educational equipment and software similar to those used in the relevant sectors of the economy.*

**Evidence**

The EEC generally notes that the management of the EP creates favorable conditions within the framework of providing the necessary basis for the implementation of the educational process within the accredited program.

Free access to library collections, educational and methodological and scientific literature is provided. The library fund is 693,773 copies. The library fund is in constant dynamics, the relevance and relevance of materials are analyzed, new literature is purchased annually and the old one is written off. The literature fund is replenished by purchasing materials at the request of departments, own publications of the teaching staff, dissertations and abstracts, periodicals and electronic resources on the profile of training specialists, which provides 100% of the disciplines of educational programs, in the format of printed and electronic publications over the past ten years, and fully meets the conditions of qualification requirements for educational activities, including languages of instruction.

For the specialties "International Relations" and "Regional Studies" there is a specialized reading room (hall 103, 3 academic rooms). Free access to international databases is provided on the basis of contracts with subscription companies: Scopus, Ipr smart (<https://www.iprbookshop.ru/>), Elsevier, Digital library, Clarivate Analytics, Springer, ZAN,

Paragraph, RMEB. Agreements have been signed with other library and scientific organizations: the Republican Interuniversity Electronic Library of Gylm Ordasy, the Republican Scientific and Technical Library, the Al-Farabi Kazakh National University, the Abai Kazakh National Pedagogical University, KIMEP University, etc. The university has wireless Internet (wifiablaikhan, ablaikhan23).

The formation of a foundation in the specialty "Regional Studies" is carried out on the basis of applications from the profile department.

The electronic library provides students with the opportunity to use external databases in the preparation process through the Republican Interuniversity Electronic Library (agreement with the Association of Universities of the Republic of Kazakhstan No. 93 dated 10.10.11). The University signed a License agreement for the use of electronic versions of publications with JSC "National Center for Scientific and Technical Expertise", KBTU, etc.

The module "Search -Order", by which you can find books available in the library. The library's collection is completed with modern publications.

The BIC has a fund of scientific papers and dissertations located in the M.M.Kopylenko Dissertation Reading Room and is reflected in the library's electronic catalog. The acquisition of literature is carried out at the request of the departments of the university, having passed the analysis of the Library Council, which includes the Dean of the faculty, the head of the EMD and the head of the ED. Subscription to periodicals is also made by applications for

Ensuring the safety of students meets all safety requirements.

For the rapid adaptation of students from other universities who came as an exchange to the conditions of the university, a set of tasks reflecting aspects of academic mobility contributes to the conditions of the university:

- development of competence development programs for working in an international environment;
- implementation of support for international cooperation programs;
- expansion of teaching in foreign languages (in addition to English, Kazakh, Russian, French, Arabic are studied);
- development of a support system for foreign students and teachers;

Ramps have been installed for students with disabilities at the entrance to the university, they also receive a rector's scholarship and payment for a daily diet.

By the decision of the University management, in order to develop an electronic library, it was decided to put into practice a full-text database of the university scientists' works. To this end, the library collects, scans and digitizes materials and includes them in the full-text database "Works of University scientists" on the university's website.

Examination of dissertations, scientific manuals, monographs, competitive works and scientific projects for plagiarism is carried out on the basis of the application of the license program "Anti-Plagiarism. UNIVERSITY" (<https://www.ablaikhan.kz/ru/for-students/for-students/plagerism.html>). Since December 2018, an agreement has been signed with Antiplagiat CJSC.<url>" for checking written works through the online version of "Antiplagiat. UNIVERSITY". Students and teaching staff have access through the portal.

### **Analytical part**

Throughout the entire period of study, regardless of where the student is located (at the university or in any program outside the university), he receives timely academic support. Depending on the issues that arise, the relevant departments and structures are connected to their solution (teaching staff, curator, adviser, supervisor, heads of departments).

At the same time, the material and technical base of the university is not aimed at achieving the competence of D10 "...analyzing threats to regional security in the information and cyber environment". This competence can be achieved through the use and access to specialized software for content analysis, forecasting and modeling for quantitative and qualitative research in the preparation of a dissertation.

When studying syllabuses in the disciplines evaluated by the OP, the members of the EEC revealed the presence of outdated literature in two disciplines.

**The strengths of EP “8D03122 - Regional Studies” are absent.**

**Recommendations of EEC for EP “8D03122 - Regional Studies”:**

**- provide the EP with software for conducting qualitative and quantitative research.**

**Deadline: 01.02.2023.**

**Conclusions of EEC on criteria:**

**According to the standard "Educational resources and student support systems" EP “8D03122 - Regional Studies” revealed 9 criteria, of which 9 have satisfactory positions.**

### **6.9. The standard "Informing the public"**

√ The EP must publish reliable, objective, up-to-date information about the educational program and its specifics, which should include:

- expected learning outcomes of the implemented educational program;
- qualifications and (or) qualifications that will be awarded upon completion of the educational program;
- teaching and learning approaches, as well as the system (procedures, methods and forms) of assessment;
- information about passing scores and educational opportunities provided to students;
- information about the employment opportunities of graduates.

√ The management of the EP should provide for a variety of ways to disseminate information, including mass media, information networks to inform the general public and interested persons.

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

√ The EP must demonstrate the reflection on the web resource of information that characterizes it in general and in the context of educational programs.

√ An important factor is the availability of adequate and objective information about the PPP of the EP.

√ An important factor is informing the public about cooperation and interaction with partners within the framework of the EP.

#### **Evidence**

On the university's website, the categories "faculty" and "department" are:

- in the menu "Applicants" section "Our faculties" (<https://www.ablaikhan.kz/ru/for-applicants/for-applicants/our-faculties.html>) the category "Faculty of International Relations" is located / <https://www.ablaikhan.kz/ru/for-applicants/for-applicants/our-faculties/fmo.html> and the department регионоведения <https://www.ablaikhan.kz/ru/for-applicants/for-applicants/our-faculties/fmo/area-studies.html>.

- in the menu "Applicants" section "Our faculties" (<https://www.ablaikhan.kz/ru/for-applicants/for-applicants/our-faculties.html>) the category "Faculty of Postgraduate Education" is located / <https://www.ablaikhan.kz/ru/for-applicants/for-applicants/our-faculties/afteruniversity.html> [https://www.ablaikhan.kz/ru/?option=com\\_content&view=article&id=3419](https://www.ablaikhan.kz/ru/?option=com_content&view=article&id=3419) and educational program 8D03122- Regional Studies / <https://www.ablaikhan.kz/ru/for-applicants/for-applicants/our-faculties/afteruniversity.html>

The University is represented in all major Internet social networks such as Facebook, YouTube, VKontakte, Instagram, Twitter, OK.

The university has a multi-channel feedback system aimed at students, including PhD students (RhD) and other interested persons. The main forms of feedback are: direct mail of the rector in the form of boxes of complaints and suggestions posted in each academic building; a forum on the university's website, which is analyzed, a system for reviewing complaints and suggestions.

By the link / <https://www.ablaikhan.kz/ru/for-applicants/for-applicants/our-faculties/afteruniversity.html> information is posted about cooperation and interaction with employers about the proposed discussion and/or updating of the evaluated EP, etc.

Currently, work is underway to include "Izvestia of the University", the series "International Relations and Regional Studies" with a list of publications recommended by the ESSC of the Ministry of Education and Science of the Republic of Kazakhstan for the publication of interim results of scientific research. PhD Shukyzhanova A.N. is a member of the editorial board of this journal and Shaimordanova Z.D. is the responsible editor.

The financial report of the University is published annually on the University's website. (<https://www.ablaikhan.kz/ru/for-applicants/for-applicants/our-faculties/afteruniversity/phd-international-relations.html>).

### **Analytical part**

It should be noted that there are difficulties in navigating the website of the university. It is extremely difficult to find the department and data about the OP. Information about the teaching staff on the site is reflected non-systemically and not completely. In addition, there is no active link to the university portal.

Also, experts note that the rules for updating information on the pages of departments and personal pages of teaching staff are not defined.

There are no strengths of EP "8D03122 - Regional Studies".

Recommendations of EEC for EP "8D03122 - Regional Studies":

- to optimize the structure of the site to facilitate work, including for the visually impaired. Deadline: 09/01/2022.

- post on the official website of the university up-to-date and objective information about the teaching staff involved in the implementation of the EP, available to all interested parties. Deadline: 09/01/2022.

Conclusions of EEC according to the criteria:

According to the standard "Informing the public" EP "8D03122 - Regional Studies" 10 criteria are disclosed, of which 9 have satisfactory positions, 2 require improvement.

### **(VII)**

### **OVERVIEW OF STRENGTHS/BEST PRACTICES FOR EACH STANDARD**

#### **The standard "Management of the educational program"**

**Strengths / best practice for the EP 8D03122 Regional studies: The management of the OP involves representatives of groups of interested persons, including employers, students and teaching staff to form a development plan for the EP.**

#### **The standard "Information Management and Reporting"**

**Strengths/best practices for EP 8D03122 Regional Studies: not identified.**

#### **The standard "Development and approval of the educational program"**

**Strengths /best practice for EP 8D03122 Regional studies: not identified.**

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

**Strengths/best practices for EP 8D03122 Regional Studies: not identified.**

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

**Strengths/best practice according to EP 8D03122 Regional Studies: not identified.**

**The standard "Students"**

**Strengths/best practice in 8D03122 Regional Studies: not identified.**

**The standard "Teaching staff"**

**Strengths/best practice according to EP 8D03122 Regional studies: not identified.**

**The standard "Educational Resources and Student Support systems"**

**Strengths/best practice according to EP 8D03122 Regional Studies: not identified.**

**The standard "Informing the public"**

**Strengths/best practices of EP 8D03122 Regional studies: not identified.**

## **(VIII) OVERVIEW RECOMMENDATIONS FOR QUALITY IMPROVEMENT**

**Standard "Educational Program Management"**

**Recommendations of EEC for EP 8D03122 Regional Studies:**

- to develop a system for managing possible risks to which the implemented EP is subject, monitoring criteria and ways to prevent such risks not at the institutional level, but specifically in the context of the EP with a detailed action plan and by year. Term: 01.09.2022
- to develop a work plan of the Academic Council of the Faculty for 2022-2024 in accordance with the work plan for the development of the EP. Term: 01.09.2022
- adjust the development plan of EP by year. Deadline: 01.09.2022;
- to specify the uniqueness and individuality of the EP. Term: 01.09.2022;
- develop an action plan to reduce the risk of shortage of the contingent through career guidance work with research institutes, embassies and regional universities. Term: 01.09.2022

### **Information Management and Reporting Standard**

**Recommendations of EEC for the EP "8D03122 - Regional Studies":**

- to establish specific key performance indicators in all areas of activity in the implementation of the OP, to ensure transparency and accessibility of information on key performance indicators and efficiency. Term: 01.08.2022;
- conduct a survey of students on the OP to determine the degree of satisfaction and include students in the Academic Council of the faculty to provide an opportunity to recommend new disciplines. Deadline: 01.08.2022;
- develop and implement a mechanism for communication with students, employees and other interested parties in providing feedback to students based on the results of a survey, questionnaire to achieve a transparent and open culture of interaction and satisfaction. Term: 01.09.2022

**Standard "Development and approval of the educational program"**

**Recommendations of EEC for EP "8D03122 - Regional Studies":**

- to substantiate the competitive advantages of the EP and its difference from other similar educational programs at the national or international level of the educational services market with the provision of information on the university's website. Deadline: 01.09.2022
- to develop and implement joint EP with foreign educational organizations. Deadline: 01.09.2023



- to audit and update all documents posted on the university's website for accredited EP. Term: 01.09.2022;
- the management of the EP to get acquainted with the content of the main documents of the university regulating the development and implementation of the EP. Term: 01.06.2022

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

**Recommendations of EEC for EP 8D03122 Regional Studies:**

- develop an action plan and publish the results of the changes made to the EP, expand the formats and ways of informing all interested parties about any planned or taken actions in relation to the OP. Deadline: 09/01/2022 Deadline: 09/01/2022

**Student-Centered Learning, Teaching and Assessment Standard**

**Recommendations of EEC for EP "8D03122 - Regional Studies":**

- update the list of references and correct the shortcomings in the syllabus for the discipline "Academic writing", translate the syllabus of the discipline "Research Methods" into English. Deadline: 09/01/2022.
- the management of the EP to ensure the introduction of methods for forecasting and modeling the situation using ICT. Deadline: 01.09.2023

**Standard "Students"**

**Recommendations of EEC for EP "8D03122 - Regional Studies":**

- to specify the procedure for forming a contingent in the context of the OP and develop a plan for the marketing promotion of the OP. Deadline: before the start of the admission campaign in 2022.

**Standard "Teaching Staff"**

**Recommendations of EEC for EP "8D03122 - Regional Studies":**

- to form a new competence model of a teacher-researcher, to revise towards reducing academic hours and increasing hours for conducting research in order to strengthen the reputation of the teaching staff and improve the quality of the scientific activities of the teaching staff, reflecting this in the relevant job description. Deadline: 1.09.2022
- develop an action plan for the Department of International Cooperation together with the department to provide opportunities for academic mobility of teaching staff. Deadline: 01.09.2022

**Standard "Educational resources and student support systems"**

**Recommendations of EEC for OP 68D03122 Regional Studies:**

- provide the EP with software for conducting qualitative and quantitative research. Deadline: 02/01/2023.

**"Public Information" Standard**

**Recommendations of EEC for EP "8D03122 - Regional Studies":**

- to optimize the structure of the site to facilitate work, including for the visually impaired. Deadline: 09/01/2022.
- post on the official website of the university up-to-date and objective information about the teaching staff involved in the implementation of the EP, available to all interested parties. Deadline: 09/01/2022.

**(IX) OVERVIEW OF THE RECOMMENDATION FOR THE DEVELOPMENT OF EDUCATIONAL ORGANIZATION**

Not identified.

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

The external expert commission made a unanimous decision to recommend to the Accreditation Council the educational program 8D03122 Regional Studies of the Joint-Stock Company "Kazakh Ablai Khan University of International Relations and World Languages" to be accredited for a period of 3 (three) years.

**ANNEX 1. Evaluation table "PARAMETERS OF THE SPECIALIZED PROFILE (EX-ANTE)"**

Conclusion of the External Expert Commission for the Assessment of the Quality of the Educational Program "8D03122 - Regional Studies"

Joint Stock Company "Kazakh Ablai Khan University of International Relations and World Languages "  
Standard "Management of the educational program"

№ п\п	№ п\п	Evaluation criteria	Position of the educational organization			
			Strong	Satisfactory	Suggests improvement	Unsatisfactory
Standard "Management of the educational program"						
1		The organization of higher and (or) postgraduate education must have a published quality assurance policy that reflects the relationship between research, teaching and learning		+		
2		The organization of higher and (or) postgraduate education must demonstrate the development of a culture of quality assurance, including in the context of EP		+		
3		Commitment to quality assurance should apply to any activity performed by contractors and partners (outsourcing), including the implementation of joint/double-degree education and academic mobility		+		
4		The EP management demonstrates transparency in the development of the EP development plan, containing the start dates for implementation, based on an analysis of its functioning, the actual positioning of the EP and the focus of its activities on meeting the needs of the state, employers, students and other stakeholders		+		
5		The EP management demonstrates the existence of mechanisms for the formation and regular revision of the EP development plan and monitoring its implementation, assessing the achievement of learning goals, meeting the needs of students, employers and society, making decisions aimed at continuous improvement of the EP			+	

6		The management of the EP should involve representatives of stakeholder groups, including employers, students and teaching staff in the formation of a development plan for the EP	+			
7		The management of the EP must demonstrate the individuality and uniqueness of the EP development plan, its consistency with national priorities and the development strategy of the organization of higher and (or) postgraduate education			+	
8		The organization of higher and (or) postgraduate education must demonstrate a clear definition of those responsible for business processes within the framework of the EP, an unambiguous distribution of staff duties, and delimitation of the functions of collegial bodies		+		
9		The management of the EP must provide evidence of the transparency of the educational program management system			+	
10		The management of the EP must demonstrate the existence of an internal quality assurance system for the EP, including its design, management and monitoring, their improvement, decision-making based on facts		+		
11		The management of the EP must carry out risk management, including within the framework of the EP undergoing primary accreditation, and also demonstrate a system of measures aimed at reducing the degree of risk			+	
12		The management of the EP should ensure the participation of representatives of employers, teaching staff, students and other interested parties in the collegiate management bodies of the educational program, as well as their representativeness in making decisions on the management of the educational program		+		
13		The EP must demonstrate innovation management within the EP, including the analysis and implementation of innovative proposals			+	
14		The management of the EP must demonstrate evidence of readiness for openness and accessibility for students, teaching staff, employers and other interested parties		+		
15		The management of the EP must be trained in education management programs		+		
Total by standard			1	9	5	0
Information Management and Reporting Standard						
16		The EP must demonstrate the existence of a system for collecting, analyzing and managing information based on the use of modern information and communication technologies and software tools and that it uses a variety of methods to collect and analyze information in the context of the EP		+		
17		The management of the EP must demonstrate the existence of a mechanism for the systematic use of processed, adequate information to improve the internal quality assurance system		+		
18		The management of the EP must demonstrate fact-based decision making		+		
19		Within the framework of the EP, a system of regular reporting should be provided, reflecting all levels of the structure, including an assessment of the effectiveness and efficiency of the activities of departments and departments, scientific research		+		
20		The University should establish the frequency, forms and methods for assessing the management of the EP, the activities of collegial bodies and structural divisions, top management, and the implementation of scientific projects		+		

21		The EP must demonstrate the determination of the procedure for and ensuring the protection of information, including the identification of persons responsible for the reliability and timeliness of the analysis of information and the provision of data		+		
22		An important factor is the availability of mechanisms for involving students, employees and teaching staff in the processes of collecting and analyzing information, as well as making decisions based on them.		+		
23		The management of the EP must demonstrate the existence of a mechanism for communication with students, employees and other stakeholders, as well as mechanisms for resolving conflicts		+		
24		EP must demonstrate the availability of mechanisms for measuring the degree of satisfaction with the needs of teaching staff, staff and students within the framework of the EP		+		
25	10.	The University should provide for an assessment of the effectiveness and efficiency of activities, including in the context of the EP		+		
		The information expected to be collected and analyzed within the framework of the EP should take into account:				
26	11.	key performance indicators		+		
27	12.	the dynamics of the contingent of students in the context of forms and types		+		
28	13.	academic performance, student achievement and dropout		+		
29	14.	satisfaction of students with the implementation of the EP and the quality of education at the university		+		
30	15.	availability of educational resources and support systems for students		+		
31	16.	The University must confirm the implementation of the procedures for processing personal data of students, employees and teaching staff on the basis of their documented consent		+		
Total by standard			0	16	0	0
Standard "Development and approval of the educational program"						
32		The University must define and document the procedures for developing the EP and their approval at the institutional level.		+		
33		The management of the EP should ensure that the content of the EP complies with the established goals, including the intended learning outcomes.		+		
34		The management of the EP must demonstrate the existence of mechanisms for reviewing the content and structure of the EP, taking into account changes in the labor market, the requirements of employers and the social demand of society			+	
35		The management of the EP should ensure the availability of developed models of the EP graduate that describe the learning outcomes and personal qualities		+		
36		The management of the EP must demonstrate the conduct of external reviews of the content of the EP and the planned results of its implementation		+		
37		The qualification awarded upon completion of the EP must be clearly defined and correspond to a certain level of the NSC and QF-EHEA		+		
38		The EP management should determine the influence of disciplines and professional practices on the formation of learning outcomes		+		

39		An important factor is the possibility of preparing students for professional certification	Not subject to evaluation			
40		The management of the EP must provide evidence of the participation of students, teaching staff and other interested parties in the development of the EP, ensuring its quality		+		
41		The management of the EP should ensure that the content of the academic disciplines and the planned results correspond to the level of education (bachelor's, master's, doctoral studies)		+		
42		The structure of the EP should provide for various types of activities that ensure that students achieve the planned learning outcomes		+		
43		An important factor is the correspondence between the content of the EP and the learning outcomes of the EP implemented by organizations of higher and (or) postgraduate education in the EHEA		+		
Total by standard			0	10	1	0
Standard "Continuous monitoring and periodic evaluation of educational programs"						
44		The University should determine the mechanisms for monitoring and periodically evaluating the EP to ensure the achievement of the goal and meeting the needs of students, society, and show the focus of the mechanisms on the continuous improvement of the EP		+		
		Monitoring and periodic evaluation of the EP should include:				
45		the content of the program in the light of the latest achievements of science in a particular discipline to ensure the relevance of the discipline taught		+		
46		changing needs of society and the professional environment		+		
47		workload, performance and graduation of students		+		
48		effectiveness of student assessment procedures		+		
49		expectations, needs and satisfaction of students with EP training			+	
50		educational environment and support services, and their compliance with the objectives of the EP		+		
51		The management of the EP must demonstrate a systematic approach in monitoring and periodically assessing the quality of the EP			+	
52		The University, the management of the EP should determine a mechanism for informing all interested parties about any planned or taken actions in relation to the EP		+		
53		All changes made to the EP must be published		+		
The University should determine the mechanisms for monitoring and periodically evaluating the EP to ensure the achievement of the goal and meeting the needs of students, society, and show the focus of the mechanisms on the continuous improvement of the EP			0	8	2	0
Monitoring and periodic evaluation of the EP should include:						
54		The management of the EP should ensure respect and attention to various groups of students and their needs, provide them with flexible learning paths		+		
55		The management of the EP should provide for the use of various forms and methods of teaching and learning			+	

56		An important factor is the presence of own research in the field of teaching methods of academic disciplines of the EP		+		
57		The management of the EP must demonstrate the existence of feedback mechanisms for the use of various teaching methods and the assessment of learning outcomes		+		
58		The management of the EP must demonstrate the existence of mechanisms to support the autonomy of students with simultaneous guidance and assistance from the teacher		+		
59		The management of the EP must demonstrate the existence of a procedure for responding to complaints from students		+		
60		The OO must ensure the consistency, transparency and objectivity of the mechanism for evaluating learning outcomes for each SP, including appeal		+		
61		The University must ensure that the procedures for assessing the learning outcomes of students of the EP correspond to the planned results and goals of the program, the publication of criteria and assessment methods in advance		+		
62		The University should define the mechanisms to ensure the achievement of learning outcomes by each EP graduate and ensure the completeness of their formation.		+		
63		Assessors must be familiar with modern methods for assessing learning outcomes and regularly improve their skills in this area.		+		
Total by standard			0	9	1	0
Standard "Students"						
64		The University must demonstrate the existence of a policy for the formation of a contingent of students in the context of the EP, ensure transparency and publicity of its procedures governing the life cycle of students (from admission to completion)		+		
		The management of the EP should determine the procedure for the formation of a contingent of students based on:				
65		minimum requirements for applicants		+		
66		maximum group size during seminars, practical, laboratory and studio classes		+		
67		predicting the number of government grants		+		
68		analysis of available material and technical, information resources, human resources		+		
69		analysis of potential social conditions for students, incl. provision of places in the hostel		+		
70		The management of the EP must demonstrate readiness to conduct special adaptation and support programs for newly enrolled and foreign students		+		
71		The University must demonstrate the compliance of its actions with the Lisbon Recognition Convention, the existence of a mechanism for recognizing the results of academic mobility of students, as well as the results of additional, formal and non-formal learning		+		
72		The University should cooperate with other educational organizations and national centers of the "European Network of National Information Centers for Academic Recognition and Mobility / National Academic Recognition Information Centers" ENIC / NARIC in order to ensure comparable recognition of qualifications		+		

73		The University should provide an opportunity for external and internal mobility of students of the EP, as well as readiness to assist them in obtaining external grants for training		+		
74		The management of the EP must demonstrate readiness to provide students with internship places, promote the employment of graduates, and maintain contact with them		+		
75		The University should provide for the possibility of providing graduates of the EP with documents confirming the qualifications received, including the achieved learning outcomes, as well as the context, content and status of the education received and evidence of its completion.		+		
Total by standard			0	12	0	0
Standard "Teaching Staff"						
76		The University must have an objective and transparent personnel policy, including in the context of the EP, including recruitment, professional growth and development of personnel, ensuring the professional competence of the entire staff		+		
77		The University must demonstrate the compliance of the staff potential of the teaching staff with the specifics of the EP		+		
78		The management of the EP must demonstrate awareness of responsibility for its employees and provide favorable working conditions for them		+		
79		The management of the EP should demonstrate the change in the role of the teacher in connection with the transition to student-centered learning		+		
80		The University must determine the contribution of the teaching staff of the EP to the implementation of the development strategy of the PA, and other strategic documents		+		
81		The University should provide opportunities for career growth and professional development of the teaching staff of the EP		+		
82		The management of the EP must demonstrate readiness to involve practitioners in the relevant sectors of the economy in teaching		+		
83		The University must demonstrate the motivation for the professional and personal development of EP teachers, including encouragement for the integration of scientific activities and education, the use of innovative teaching methods		+		
84		An important factor is the readiness to develop academic mobility within the framework of the EP, to attract the best foreign and domestic teachers		+		
Total by standard			0	9	0	0
Standard "Educational resources and student support systems"						
85	1.	The EP must guarantee a sufficient number of educational resources and student support services to ensure the achievement of the goal of the EP		+		
86	2.	The EP must demonstrate the sufficiency of material and technical resources and infrastructure, taking into account the needs of various groups of students in the context of the EP (adults, working, foreign students, as well as students with disabilities)		+		
87	3.	The management of the EP must demonstrate the existence of procedures for supporting various groups of students, including information and counseling		+		

		The EP management must demonstrate the compliance of information resources with the specifics of the EP, including:				
88	4.	technological support for students and teaching staff (for example, online learning, modeling, databases, data analysis programs)			+	
89	5.	library resources, including a fund of educational, methodical and scientific literature on general education, basic and major disciplines on paper and electronic media, periodicals, access to scientific databases			+	
90	6.	examination of the results of research, graduation works, dissertations for plagiarism			+	
91	7.	access to educational Internet resources			+	
92	8.	functioning of WI-FI on the territory of the educational organization			+	
93	9.	The EP demonstrates the planning of providing the EP with educational equipment and software similar to those used in the relevant sectors of the economy			+	
Total by standard			0	8	1	0
Public Information Standard						
		The University must publish reliable, objective, up-to-date information about the educational program and its specifics, which should include:				
94	1.	expected learning outcomes of the implemented educational program			+	
95	2.	qualification and (or) qualification that will be awarded upon completion of the educational program			+	
96	3.	approaches to teaching, learning, as well as a system (procedures, methods and forms) of assessment			+	
97	4.	information about passing scores and learning opportunities provided to students			+	
98	5.	information about employment opportunities for graduates			+	
99	6.	The management of the EP should provide for a variety of ways to disseminate information, including the media, information networks to inform the general public and interested parties				+
100	7.	Informing the public should include support and explanation of the national development programs of the country and the system of higher and postgraduate education			+	
101	8.	University must demonstrate the reflection on the web resource of information characterizing it as a whole and in the context of educational programs			+	
102	9.	An important factor is the availability of adequate and objective information about the teaching staff of the EP			+	
103	10.	An important factor is informing the public about cooperation and interaction with partners within the framework of the EP			+	
Total by standard			0	9	1	0
TOTAL			1	90	11	

1 (0.9%) the parameter has the position "strong"

90 (88.2%) parameters have a position of "satisfactory"



11 (10.9%) parameters have the position “suggests improvement”

0 (0%) parameters have the position “suggests improvement”

