



«АККРЕДИТТЕУ ЖӘНЕ РЕЙТИНГТИҢ  
ТӘУЕЛСІЗ АГЕНТТІГІ» КЕМ

НУ «НЕЗАВИСИМОЕ АГЕНТСТВО  
АККРЕДИТАЦИИ И РЕЙТИНГА»

INDEPENDENT AGENCY FOR  
ACCREDITATION AND RATING

# REPORT

on the results of the work of the external expert  
commission for the evaluation  
for compliance with the standards of specialized  
accreditation of educational programs

7M01111 PEDAGOGY AND PSYCHOLOGY  
(SCIENTIFIC AND PEDAGOGICAL)

**JOINT STOCK COMPANY " KAZAKH UNIVERSITY OF  
INTERNATIONAL RELATIONS AND WORLD LANGUAGES  
NAMED AFTER ABYLAI KHAN"**

Date of EEC 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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**CONTENT**

(I) LIST OF SYMBOLS AND ABBREVIATIONS.....3

(II) INTRODUCTION .....4

(III) REPRESENTATION OF EDUCATIONAL ORGANIZATION.....6

(IV) DESCRIPTION OF THE PREVIOUS ACCREDITATION PROCEDURE .....7

(V) DESCRIPTION OF THE EEC VISIT .....7

(VI) COMPLIANCE WITH SPECIALIZED ACCREDITATION STANDARDS .....9

    6.1. *Standard "Management of the educational program"* .....9

    6.2. *Information Management and Reporting Standard*.....13

    6.3. *Standard "Development and approval of the educational program"*.....15

    6.4. *Standard "Continuous monitoring and periodic evaluation of educational programs"* .....18

    6.5. *Standard "Student-centered learning, teaching and assessment of academic performance"* .....20

    6.6. *The "Learners" Standard*.....23

    6.7. *Standard "Teaching staff"*.....27

    6.8. *Standard "Educational resources and student Support Systems"*.....30

    6.9. *"Informing the Public" Standard* .....33

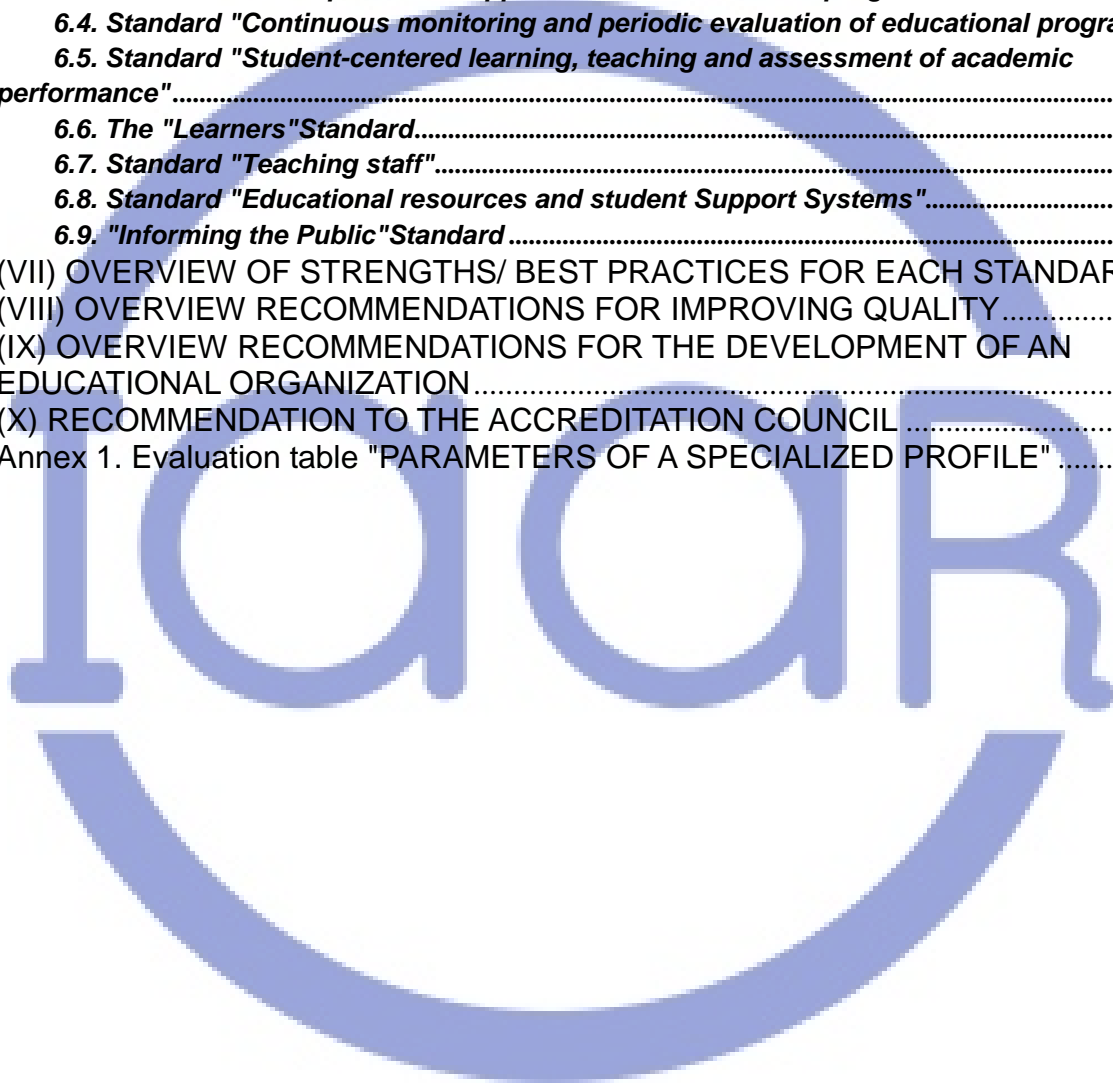
(VII) OVERVIEW OF STRENGTHS/ BEST PRACTICES FOR EACH STANDARD .....35

(VIII) OVERVIEW RECOMMENDATIONS FOR IMPROVING QUALITY .....36

(IX) OVERVIEW RECOMMENDATIONS FOR THE DEVELOPMENT OF AN EDUCATIONAL ORGANIZATION .....37

(X) RECOMMENDATION TO THE ACCREDITATION COUNCIL .....37

Annex 1. Evaluation table "PARAMETERS OF A SPECIALIZED PROFILE" .....37



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

NCSTE	National Center for Scientific and Technical Expertise
ACEP	Academic Council of Educational Programs
HPE	Higher professional education
SOSO	State obligatory standard of education
CTT	Credit training technology
ICT	Information and Communication Technologies
CED	Catalog of elective disciplines
MES RK	Ministry of Education and Science of the Republic of Kazakhstan
IR	International relationships
MOOC	Massive Open Online Courses
MOP	Modular educational programs
RACIPD-complex	Research applied complex in the international professional direction
RW	Research work
RWMS	Research work of master`s degree
SIRAS	Scientific Innovation Research Applied School
RAL	Research applied laboratory
EP	Educational program
BCEP	Basic compulsory educational program
teaching staff	Teaching staff
WC	Working Curriculum
QMS	Quality Management System
IWS	Independent work of master`s degree
IWST	Independent work of master`s degree under the guidance of a teacher
TSS	Teaching support staff
EMCD	Educational-methodical complex of the discipline
EMD	Educational and Methodological Department
EVC	Educational and Methodological Council
AC	Academic Council
FIR	Faculty of International Relations
EER	Electronic educational resources
ACQUIN	The Accreditation, Certification and Quality Assurance Institute
MOODLE	Modular Object-Oriented Dynamic Learning Environment
QS	Quacquarelli Symonds (World University Rankings)
GPA	Grade point average
MSC	Master`s degree Service Center

## **(II) INTRODUCTION**

In the period from May 24 to May 26, 2022, in accordance with the order of the Director General of the Independent Agency for Accreditation and Rating No. 71-22 -OD dated March 25, 2022, the external expert commission conducted an external assessment of the compliance of the educational program 7M01111 Pedagogy and psychology (scientific and pedagogical) Joint Stock Company "Kazakh University of International Relations and International Languages named after Ablai Khan" to the standards of specialized accreditation of the educational program of higher and (or) postgraduate education (put into effect by order of the Director General of IA "IAAR" No. 57-20-OD dated June 16, 2020 , sixth edition).

The report of the external expert commission (EEC) contains an assessment of the educational program 7M01111 Pedagogy and psychology (scientific and pedagogical) of the Kazakh University of International Relations and International Languages named after Ablai Khan against the criteria of the IAAR standards, recommendations of the EEC for further improvement of the educational program, an evaluation table of parameters of a specialized profile, a visit program EEC, the results of a survey of teachers and students of educational programs.

### **The composition of the EEC:**

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

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

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

**6B04202 International law (5B030200 International law) 7M04211 International law (6M030200 International law)**      *IAAR expert – Chokina Marina Viktorovna, candidate of juridical sciences , associate professor, expert of the II category (Almaty, Republic of Kazakhstan).*

*IAAR expert , student – Erbolov Daniyar Erbolovich , 2nd year student of OP 7M04201 International Law of the Kazakh National University named after. Al-Farabi, expert II I category (Almaty, Republic of Kazakhstan).*

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

**7M04212 International law**      *IAAR expert - Kairdenov Serik Syrlybayevich, Master of Law, Ph.D.,Associate Professor , Kokshetau University named after 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 EP student 5B030300 Law enforcement University KAZGUU named after. M.S. Narikbayeva, expert of the II I category (Nur-Sultan, Republic of Kazakhstan).*

**8 D 03122 Regional Studies**      *IAAR expert – Aikenova Dina Maratovna, PhD, expert of the II*

category (Nur-Sultan, Republic of Kazakhstan).

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

**7M01111 Pedagogy and psychology (6M010300 Pedagogy and psychology)** *Expert IAAR* – Abibulaeva Aizhana Budanovna, Doctor of Pediatric Sciences, Professor of the Eurasian National University . L.N. Gumilyova, expert of the II category (Nur-Sultan, Republic of Kazakhstan).

*Expert IAAR , \_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) .

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

### **Cluster 4. Primary specialized accreditation**

**7M01112 Pedagogy and psychology** *IAAR expert* – Turtkarayeva Gulnara Bayanovna, candidate of pedagogical sciences, 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 II I category (Nur-Sultan, Republic of Kazakhstan).

### **Cluster 5. Primary specialized accreditation**

**7M11113 Restaurant and Hospitality 7M11114 Restaurant and Hospitality** *IAAR expert* – Korolev Konstantin Yurievich, Ph.D. in Economics, Associate Professor, *expert* of the II category.

*IAAR expert* – *Mambetaliev Kenenbay Tortayevich* , Ph.D.(California, USA)

*Expert IAAR , \_employer* - Damilya Bakhitkereeovna Kunanova, Director of the Tourism Department 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 II I category (Almaty, Republic of Kazakhstan).

### **Cluster 6. Specialized accreditation**

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

*Expert IAAR* – Burbekova Saule Zhorabekovna, PhD 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 EP Foreign Language of Osh State University, student of the academic mobility program of the Eurasian National University. L.N. Gumilyova, expert II I category (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 KazUMO and IL 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 KazUMO and IL is carried out in accordance with the State license for educational activities in the field of higher and postgraduate professional education AB 0137365 dated 02/03/2010 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 dated 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 Abyai 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 Ablai Khan" was transformed into Closed Joint-Stock Company "Kazakh University of International Relations and World Languages named after Abyai 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 IL 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 on ensuring quality educational programs: DOQUP model », project "Implementation of Education Quality Assurance System via Cooperation of University-Business-Government in HEIs".

KazUMO and IL 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 KazUMO and IL 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 IL 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 magazines "АБЫЛАЙ ХАН АТЫНДАҒЫ ҚАЗХҚЖӨТУ ХАБАРШЫСЫ" 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>.

Training of personnel in EP "7M01111 - Pedagogy and Psychology" has been carried out since 2010 on the basis of State License No. 0137355 dated 03.02.2010 .Appendix to the State license. AB number No. 0137365 dated February 03, 2010 ) .

Educational program 7M01111 - Pedagogy and psychology assigned to the Department of Pedagogy and Psychology. Head of the Department PhD Uzakbayeva S.A.

The management of the EP carries out its activities in the preparation of graduates in this specialty on the basis of the Laws of the Republic of Kazakhstan "On Education", the Charter of the University, the curriculum and programs of disciplines developed in the prescribed manner, orders of the Ministry of Education and Science of the Republic of Kazakhstan, the Rector of the University, decisions of the Academic Council of the University and the Academic Council of the faculty, as well as other regulations and documents.

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

Assessment of compliance of the educational program 7M01111 Pedagogy and psychology (scientific and pedagogical) of the Joint-Stock Company "Ablai Khan Kazakh University of International Relations and World Languages" with the standards of specialized accreditation of the educational program of higher and (or) postgraduate education (put into effect by order of the Director General of NU "IAAR" No. 57-20-OD dated June 16, 2020) is being 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 May 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 43 representatives took part in the meetings (Table 9).

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

<b>Participant category</b>	<b>Quantity</b>
Rector	one
Vice-Rector's Corps	5
Heads of structural divisions	ten
Deans	3
Heads of EP, heads of departments	6
teachers	5
Students, undergraduates, doctoral students	5
Graduates	6
Employers and representatives of the practice base	2
<b>Total</b>	<b>43</b>

During the off -line visit and watching videos , the members of the EEC got acquainted with the state of the material and technical base, visited: the office of the Department of Pedagogy and Psychology, classrooms (315 rooms, 424 rooms), the office of the Research and Development Resource Center, the office of the Confucius Institute of the Kazakh University International Relations and World Languages named after Abylai Khan, a language laboratory, a forensic laboratory (room 403), an office "Courtroom" (room 402), an office "Legal Support Department" (room 415), a medical center , a canteen . Also, members of the EEC visited the library , the museum of Abylai 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 in an off - line format visited the practice bases of the evaluated EP:Pedagogical College of Foreign Languages at KazUMO and IL them. Ablai Khan, in on - line format: Republican Public Association "Kazakh Psychological Society".

Members of the EEC attended on-line training sessions: 05/25/22 at 16.30-17.15 on the topic "Trends in the development of pedagogical science and education in Kazakhstan (seminar)" - teacher: Kalieva K.M.

In accordance with the accreditation procedure, a survey of 31 teachers and 24 students was conducted, of which EP 7M01111 Pedagogy and Psychology - 5 teachers; 4 students. The results of the survey are indicated in appendices No. 3, 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 Abylai Khan, developed by the EEC based on the results of the examination, were presented at a meeting with the management on May 26, 2022 .

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

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

- ✓ *The university must demonstrate the development of the goal and development strategy of the EP based on the analysis of external and internal factors with the wide involvement of various stakeholders.*
- ✓ *The quality assurance policy should reflect the relationship between research, teaching and learning.*
- ✓ *The university demonstrates the development of a culture of quality assurance.*
- ✓ *Commitment to quality assurance should apply to any activity performed by contractors and partners (outsourcing), including the implementation of joint/double-degree education and academic mobility.*
- ✓ *The management of the EP ensures the transparency of the development plan for the development of the EP based on an analysis of its functioning, the real positioning of the university and the focus of its activities on meeting the needs of students, the state, employers and other stakeholders.*
- ✓ *The EP management demonstrates the functioning of the 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 leadership of the EP must demonstrate individuality and uniqueness EP development plan , its consistency with national development priorities and development strategy of the educational organization.*
- ✓ *The university must demonstrate a clear definition of those responsible for business processes within the EP, the distribution of staff duties, and the delimitation of the functions of collegial bodies.*
- ✓ *The management of the EP ensures the coordination of the activities of all persons involved in the development and management of the EP, and its continuous implementation, and also involves all interested parties in this process.*
- ✓ *The EP management must ensure the transparency of the management system, the functioning of the internal quality assurance system, including its design, management and monitoring, and the adoption of appropriate decisions.*
- ✓ *The management of the EP should carry out risk management.*
- ✓ *The management of the EP should ensure the participation of representatives of interested parties (employers, teaching staff, students) in the collegiate management bodies of the educational program, as well as their representativeness in making decisions on the management of the educational program.*
- ✓ *The university must demonstrate innovation management within the EP, including the analysis and implementation of innovative proposals.*
- ✓ *The management of the EP must demonstrate its openness and accessibility for students, teaching staff, employers and other interested parties.*
- ✓ *The management of the EP confirms the completion of training in education management programs.*
- ✓ *The management of the EP should strive to ensure that the progress made since the last external quality assurance procedure is taken into account when preparing for the next procedure.*

### ***Evidence***

Kazakh University of International Relations and World Languages. Ablai Khan carries out his educational activities in accordance with the mission of KazUMO and [IL "Ablai Khan" \(ablaikhan.kz\)](#) , taking into account the goals and objectives of the university, which are reflected in the Strategy for ensuring the quality of education for 2020-2024. (approved by the Decision of the Academic Council of KazUMO and the IL after Abylay Khan, Protocol No. 1 of 27.08.2020) [strategiya kachestva.pdf \(ablaikhan.kz\)](#) ; in the Development Strategy of KazUMO and IL them. Abylai Khan (updated and approved by the Decision of the Academic Council of KazUMO and the IL after Abylai Khan, protocol No. 3 dated 29.09.2021) [Strategy of KazUMO and IL 07.12.22021.pdf \(ablaikhan.kz\)](#)

Educational program 7M01111 Pedagogy and psychology developed taking into account the strategic goals and objectives of KazUMOiWL named after. Abylai Khan , the mission of the

university and the faculty of a FPO , taking into account the social expectations of society towards intellectual, personal, professional the graduate's competencies, which determine his readiness for productive educational, methodological, research and extracurricular activities that contribute to meeting the demands of science and educational practice.

Quality assurance policy reflects the relationship between research, teaching, learning and takes into account both the national and intra-university context. This connection is expressed in the use of research results in the educational process and in the implementation of master's theses, as well as in the organization of round tables, conferences, meetings, applied research, and the publication of various manuals. The connection between scientific research, teaching and learning is reflected in the intensification of research and innovation activities, the search for innovative forms of education that allow attracting gifted masters to participate in SRW. At the Department of Pedagogy and Psychology, a tradition has developed to hold annual round tables, scientific seminars, in which undergraduates of the EP 7M01111 Pedagogy and Psychology take part . (Appendix 2 "Plans of work of scientific circles, research" to the self-assessment report of EP 7M01111 Pedagogy and psychology).

Consistency in the management of the EP is manifested in the creation of the necessary collegial bodies to monitor the quality of the content of the educational program. Monitoring of the activities and implementation of the EP is carried out at the level of the department, dean's office and administration with mandatory analysis and consideration of reports on the implementation of the program at meetings and the adoption of appropriate decisions for their implementation. When implementing the EP, the participation of representatives of interested parties (management, employers, teaching staff, students) is ensured in the collegiate management bodies <https://www.ablaikhan.kz/ru/about-us/our-university/>

In order to fulfill the key requirements of stakeholders, to further improve the educational process, the development of the educational program is planned and resources are allocated for its implementation in accordance with the development strategy of the university. Employers, students and other interested parties are involved in the development of the EP and monitor the learning outcomes, take an active part in the discussion and decision-making on the implementation of changes, evaluation of the departments` activities .When drafting the EP, the opinions of employers, undergraduates, teachers are taken into account, and the issues of forming the necessary professional competencies are discussed . The participation of consumers in the development plan for the development of the EP is implemented in the assessment of the quality of individual training courses, the formation of individual subject competencies, the assessment of the results of industrial practices and internships of undergraduates, the involvement of external experts, practitioners, the desire for a greater practical orientation of research work of teachers, undergraduates and graduates.

Taking into account the interests of employers and deepening the professional training of masters, educational trajectories and relevant elective disciplines were introduced: "Education Management ", "Management of international educational projects", "Methodology of Education" . Surveys of employers, meetings and conversations with them are regularly held , where suggestions are made to improve further work. Questionnaire questions are discussed at the meetings of the department, as a result of which new elective courses are developed taking into account the wishes and suggestions.

Individuality and uniqueness EP 7M01111 Pedagogy and psychology are:

- orientation of the EP on the training of qualified personnel with systemic knowledge and competencies in the field of psychological and pedagogical science ;
- clear orientation of the EP to the future, which is manifested in the ability of students to build their own learning path that meets the requirements of employers;
- involvement and participation of employers in the formation of educational programs and their improvement, updating the structure of the content of training, taking into account the demands of the modern labor market and trends in the development of the education system;



- improvement of educational programs based on a competency-based approach and the introduction of modern educational technologies and methods into the educational process;
- the focus of the EP on the possibility of practical application of knowledge, innovative methods and technologies in the practical activities of future specialists focused on self-learning and self-improvement, open to professional growth, social and professional mobility.

The implementation of the goals and objectives of the educational program is ensured in the process of educational and extracurricular, methodological, scientific and educational work of the teaching staff of the University with students.

The tasks of the department in the implementation of the EP are annually discussed and approved at a meeting of the Department of Pedagogy and Psychology (minutes No. 1 of September 03, 2019; minutes No. 1 of September 07, 2020, minutes No. 1 of September 05, 2021), the implementation of the EP is analyzed at the end of each academic year (minutes No. 9 of May 19, 2020; minutes No. 9 of May 21, 2021).

In order to fulfill the key requirements of stakeholders, to further improve the educational process, the development of the educational program is planned and resources are allocated for its implementation in accordance with the development strategy of the university.

Transparency of goals EP 7M01111Pedagogy and psychology is manifested in awareness, openness, interaction with employers in the format of partnerships and is expressed in their participation in determining the professional competencies of graduates, the list and content of disciplines, providing bases for conducting practices, practical classes, providing methodological assistance to students and teachers. The department demonstrates the transparency of the processes of forming the EP development plan by posting their content on the university portal, in educational and methodological complexes, in catalogs of elective disciplines, in undergraduate guides, booklets for applicants, career guidance materials, video materials, etc.

The department determines and implements measures to maintain constant communication with consumers of educational services regarding information on changes in curricula, areas of training of specialists; feedback from consumers, including complaints, claims and wishes, including through the results of sociological surveys. Thus, a survey is conducted annually among undergraduates, a survey to identify the satisfaction of teachers and employees with working conditions at the university, as well as a survey of employers for their satisfaction with the quality of university graduate training.

At the Department of Pedagogy and Psychology, the risks arising in the process of implementing the EP are taken into account. The flexibility of the EP is ensured by the use of a competency-based approach to the construction of educational programs, the development of QED, which will eliminate the duplication of disciplines. The main external risks of the EP include: a significant reduction in undergraduate graduates, which leads to a decrease in the contingent of potential applicants; poor preparation of undergraduate graduates, as a result of which there is a massive failure of them to pass the comprehensive testing of applicants (CTA) for admission to the magistracy, increased competition in the market of educational services from universities in pedagogical specialties. The successful implementation of the EP may be affected by internal risks: dismissal of leading teaching staff, pedagogical conflicts, non-compliance of the educational services provided with market requirements. Preventive measures include the creation of a system of employee motivation (increasing salaries, bonuses, referral to advanced training courses), creation of a favorable moral and psychological climate.

The policy of KazUMO and WL named after Abylai Khan in the field of development of research and innovation activities is defined in the Development Strategy and is aimed at its formation as an innovation-oriented university of an internationally adaptive type, at the formation of a national model of specialized professional and innovative education, taking into account international requirements and standards <https://www.ablaikhan.kz/images/obyav/>.

The main component of the innovative approach in scientific research is the creation of scientific and innovative vocational education complexes (RACIPD-complexes), functioning on the basis of their development programs. The format of such an infrastructure ensures international integration and unity of science, vocational education and production. Four complexes have been created: RACIPD complex in the foreign language and didactic direction, RACIPD complex in the economic and legal direction, RACIPD complex in the linguo-inphilological direction, RACIPD complex in the international professional direction.

Innovation management within the framework of the EP is carried out in accordance with SIRAS No. 2 "Modernization of foreign language education, its modern theoretical and integrative foundations and methodology for its interactive competence modeling" in the scientific direction "Innovative pedagogical technologies in the modern educational system."

New innovative learning technologies have been introduced: a competency-based approach based on modular learning, problem-oriented, student-oriented and project-organized, aimed at professional development and personal development based on the achievements of science, practice, national and universal values. In recent years, the share of elective disciplines has been increased to 50 %, which provided great opportunities for master students to build an individual learning path and to adapt the educational process to world standards.

The content of EP 7M01111 - Pedagogy and psychology " is based on the study of disciplines in the field of pedagogy and psychology , reflecting the specifics of the teacher's innovative activity in educational institutions.

Uzakbayeva S.A. , teaching staff of the department K. Kaliyeva, A. Beisembayeva completed a refresher course organized by the International Center for Innovation in Education at the Swiss Federal Institute for Vocational Education and Training (72 hours) from November 26 to December 8, 2018 , on the topic "Management in Education" in the amount of 72 hours, conducted by Ph.D., Professor, President of the International Center for Innovative Education " Protecta "(Bulgaria) Izka Derizhan .

Head Department of Ph.D., Professor S.A. Uzakbayeva completed an online training program at the Center for the Professional Development of Education and Organizational Skills " Protecta ", organized by the Ministry of Education of the Republic of Bulgaria on the topic "Management in Education" from 11/26/2018 to 12/08/2018 (Registration number 22697).

### ***Analytical part***

EEC IAAR, on the basis of meetings, conversations, interviews with the rector, vice-rectors, heads of structural divisions, students, faculty, as well as on the basis of a questionnaire, acquaintance of experts with the educational infrastructure of the university, material, technical and information and methodological resources and documents notes that the goals and strategies for the development of the EP have been developed at the university, the processes for forming the plan for the development of the EP have been defined and are functioning. This is evidenced by the activities of collegiate bodies of the university. There is also a published quality assurance policy that reflects the relationship between research, teaching and learning. The quality assurance policy of the EP is annually analyzed by the management for compliance with the strategic directions, goals and objectives of the University, aimed at meeting the needs of students, employers and stakeholders, which indicates the transparency of the management system, the functioning of the internal quality assurance system, openness and accessibility for students, teaching staff , employers and other stakeholders. Thus, the EEC notes that the strategic documents of the University largely reflect the management of educational programs.

The EEC Commission of the IAAR notes that the leadership of the accredited EPs developed the content of the curricula, the composition and content of the work programs of disciplines (modules), programs of all types of professional practice, methodological materials that ensure the implementation of the relevant educational technology, taking into account the

development of science, technology, culture, technology and social spheres within the limits defined by the State Educational Standard of the specialty.

The active participation of representatives of the University, including heads of educational programs, employers studying in the work of collegiate bodies, in particular the Academic Council of the Faculty of Postgraduate Education, which coordinates the management of the EP, is noted.

#### ***Strengths/best practice***

- the management of the EP involves representatives of stakeholder groups, including employers, students and teaching staff, in the formation of a development plan for the EP
- the management of the EP ensures the transparency of the management system, the functioning of the internal quality assurance system, including its design, management and monitoring, making appropriate decisions
- the management of the EP demonstrates openness and accessibility for students, teaching staff, employers and other interested parties
- the management of the EP confirms the completion of training in education management programs.

#### ***EEC recommendations***

*missing*

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

***According to the standard "Management of the educational program", the educational program 7M01111 Pedagogy and psychology has 4 strong positions, 13 satisfactory positions.***

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

- ✓ *The university must ensure the functioning of the system for collecting, analyzing and managing information based on modern information and communication technologies and software.*
- ✓ *The EP guidance demonstrates the systematic use of processed, adequate information to improve the internal quality assurance system.*
- ✓ *The management of the EP demonstrates the presence of a reporting system that reflects the activities of all structural units and departments within the EP, including an assessment of their performance.*
- ✓ *The university must determine the frequency, forms and methods for assessing the management of the EP, the activities of collegial bodies and structural divisions, top management.*
- ✓ *The university must demonstrate a mechanism for 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.*
- ✓ *The university demonstrates the involvement of students, employees and teaching staff in the processes of collecting and analyzing information, as well as making decisions based on them.*
- ✓ *The management of the EP must demonstrate the existence of mechanisms for communication with students, employees and other stakeholders, including conflict resolution.*
- ✓ *The university must ensure the measurement of the degree of satisfaction with the needs of students, teaching staff and staff within the framework of the EP and demonstrate evidence of the elimination of identified shortcomings.*
- ✓ *The university should evaluate the effectiveness and efficiency of activities in the context of the EP.*
- ✓ *The information collected and analyzed by the university within the framework of the EP should take into account:*
  - key performance indicators;*
  - the dynamics of the contingent of students in the context of forms and types;*
  - academic performance, student achievement and dropouts;*
  - satisfaction of students with the implementation of the EP and the quality of education at the university;*
  - availability of educational resources and support systems for students;*
  - employment and career growth of graduates.*
- ✓ *Students, teaching staff and staff must document their consent to the processing of personal data .*



✓ *The management of the EP should contribute to the provision of the necessary information in the relevant fields of science .*

### **Evidence**

In accordance with the internal regulatory documents of the university, a mechanism for collecting, analyzing and managing information based on modern information and communication technologies and software is regulated, for the purpose of which the official website of the university has been introduced and operates ( <http://portal.ablaikhan.kz/> ) and educational portal of the university <http://portal.ablaikhan.kz/> . There are also such forms of feedback as boxes of complaints and suggestions located in each educational building; virtual reception, which includes the rector's blog <https://www.ablaikhan.kz/ru/rector-s-blog.html> ; faculty deans blogs ("Question to the Dean") <https://www.ablaikhan.kz/ru/about-us/our-university/faculty.html> ; Official representations (accounts) in Social networks: Instagram - <https://www.instagram.com/kazumo23/>, YouTube channel - <https://www.youtube.com/channel/UCWh8T5-dSgGOTg6lj8KP-lw> , Facebook - <https://web.facebook.com/ablaikhan.kz> , VKontakte - <https://vk.com/kazumo23>

In addition, the management of educational and methodological information is carried out within the framework of the Moodle program .The system provides the ability to manage the academic calendar, the formation of individual plans, the placement of teaching materials, the formation of examination sheets, the current testing of students in the classroom, and questioning. Data integration using Moodle ensures the availability of educational resources and support systems for students, obtaining information intended for the operational and strategic management of the university.

As part of the accreditation of the EP implements a regular reporting system that reflects the activities of the Department of Pedagogy and Psychology as a structural unit that implements this EP, including an assessment of its effectiveness.

European approaches to ensuring transparency and the format for submitting information have been introduced at KazUMO and WL. The system of indicators and activities of the university is open to the public. Reports are considered at a meeting of the department. The structure and volume of the collected information, sources, frequency, time interval are determined in accordance with internal regulatory documentation (regulations, orders).

Information Management and reporting, measures are being developed aimed at standardizing the posted information and technical requirements for official Internet resources in terms of their ease of use by various user groups. The university website provides two-way communication between teachers and students of the university, contains official information on the main activities of the university, the mission, goals and objectives of the university, information about the work of faculties, departments, departments and other structures, personal pages of teaching staff, a virtual complaint book for consumers, information about publications, links to use external information networks to inform about events taking place within the walls of the university. All copyrights for educational and methodical materials are observed. Students, employees and interested persons can personally contact the heads of departments, deans, vice-rectors, rector at a specially allotted time.

### **Analytical part**

When examining compliance with the criteria of the "Information and Reporting Management" standard for an accredited EP, the commission notes that the university has a system for collecting, analyzing and managing information based on the use of ICT and software. The collection and analysis of information is carried out in a systematic manner within the time limits specified by the university. In the course of conversations with the teaching staff and students, the data was confirmed that the main source of information is the internal communications system and the University website.

The EEC notes that when reviewing the self-report and visiting the department, it was revealed that the composition of the collegiate bodies (the Academic Council, the Faculty

Council and the Academic Council) includes the head of the department, undergraduates of the primary pedagogical profile. *At the same time, during the conversation with the teaching staff and undergraduates scientifically-pedagogical profile, it was revealed that there is no mechanism for appointing responsible persons for the analysis, processing and provision of data, and therefore interested parties are not always aware of the decisions made by the leadership of the university and structural divisions.*

Analyzing the data presented by the Kazakh University of International Relations and World Languages. Abylai Khan according to the standard "Information Management and Reporting" within the framework of the accredited EP 7M01111 Pedagogy and Psychology, the commission came to the conclusion that the university has various communication mechanisms, the main of which is the official website of the University in the information and telecommunication network Internet (<http://portal.ablaikhan.kz/>)

EEC notes that all teachers and staff of the accredited EP, concluding an individual labor contract, as well as students, document their consent to the processing of personal data in accordance with the Law of the Republic of Kazakhstan dated May 21, 2013 No. 94-V "On personal data and their protection". This information is stored in specialized departments of the university, in the personal files of undergraduates.

#### ***Strengths/best practice***

- EP management demonstrates the systematic use of processed, adequate information to improve the internal quality assurance system.

#### ***EEC recommendations***

*Guidelines EP 7M01111 Pedagogy and Psychology to develop and implement a mechanism that ensures the appointment of responsible persons for the reliability and timeliness of information analysis and data provision until 01.12.2022*

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

***According to the standard "Information Management and Reporting", the educational program 7M01111 Pedagogy and Psychology has 1 strong position, 15 satisfactory positions, 1 position requiring improvement.***

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

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

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

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

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

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

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

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

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

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

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

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

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

### ***Evidence***

The university independently develops the EP, taking into account the Dublin descriptors and the European Qualifications Framework, in accordance with the Classifier of areas for training personnel with higher and postgraduate education, the requirements of the State Educational Standard, normative legal acts of the field of higher and postgraduate education, as well as the Academic policy of KazUMOWL (<http://www.ablaikhan.kz/ru/study-process/study-process/academic-policies.html>). The University demonstrates the compliance of the developed EP with the established goals and planned learning outcomes.

The algorithm for approving the EP, originally developed and proposed by the graduating department of pedagogy and psychology, is as follows: sending the EP for review to employers; department meeting; Academic Council of the Faculty of Postgraduate Education, Scientific and Methodological Council; meeting of the Academic Council of the University. Revision and updating of educational programs takes place once at the end of the academic year and is approved for the next academic year.

The main goal of EP 7M01111 Pedagogy and Psychology is formed taking into account the specifics of training competitive scientific and pedagogical personnel, aimed at forming the readiness of students for pedagogical, research and socio-pedagogical activities.

The EP includes academic disciplines that ensure the formation of future masters of professional competencies necessary for a future teacher. Courses of disciplines in the educational program are associated with the expected learning outcomes in the field of study. The EP includes disciplines that are practice-oriented and allow students to master practical skills. (Appendix 5 to the self-assessment report EP 7M01111 Pedagogy and Psychology). In addition, the passage of the main mandatory pedagogical and research practices also contributes to the formation of learning outcomes for the EP, which are expressed through general and professional competencies and are consistent with the National Qualifications Framework (NQF), the European Qualifications Framework, the Dublin Descriptors of Learning Level 7M01111 Pedagogy and Psychology, as well as the sectoral qualifications framework Master of Pedagogical Sciences in the educational program 7M01111 Pedagogy and Psychology.

At the design stage of the EP, the Department of Pedagogy and Psychology developed a graduate competency model that reflects the learning outcomes and competencies that graduates should have after completing the EP training. In the competence model of the graduate of EP 7M01111 Pedagogic and Psychology, the goal, the list of specialist positions, the area, the object of professional activity, the functions and types of professional activity are defined. (Annex 15 to the self-assessment report EP 7M01111 Pedagogy and psychology).

In the course of conversations with the head of the EP and teaching staff, it was clarified that the content of the EP contains the basic requirements for the graduate, they meet the qualification requirements. The EP contains descriptors formulated according to the Qualifications Framework of the European Higher Education Area (QF-EHEA) and aligned with learning outcomes. Objects, subjects and types of professional activity are formulated correctly and in full. The EP includes general and professional competencies.

The structure of the educational program 7M01111 Pedagogy and psychology is developed according to the principle of modular education. EP of master's degree include compulsory and elective modules, pedagogical and research practices, research and development work, as well as final certification. The content of the EP includes the name and code of the module, the code of the discipline, the cycle of components, the volume of credits, the volume of hours by type of occupation, the forms of control, the formed competencies (letter designations of the competency are indicated). The summary table reflects the volume of disbursed loans in the context of the modules of the educational program. The normative duration of the development of OP 7M01 111 Pedagogy and psychology in scientific and pedagogical training is 2 years / 120 ECTS credits lasting 15 weeks, periods of intermediate and final assessments, practices and vacations. The structure of the program ensures that the contents of the EP

correspond to the set goals with a focus on achieving the planned learning outcomes for each graduate, as well as the compliance of the content of academic disciplines with the results and level of education in the master's program.

To improve the quality of training for future masters of EP 7M01111 Pedagogy and Psychology, external expertise and review are practiced. When developing the EP, the proposals of employers on the content of programs and training conditions were taken into account. The opinion of external experts on the issues of training students is reflected in the reports of the state commission and taken into account when adjusting the program. Employers take part in the discussion of issues on the inclusion of new disciplines in the EP. The proposed disciplines are included in the EP and transferred to the development of the teachers of the department. The departments have expert opinions of employers.

At the department within the framework of the Consortium "Network University of the Commonwealth of Independent States" together with the FSBEI HPE Bashkir State Pedagogical University. M. Aknulla, work is carried out within the framework of a double-diploma education.).

The conclusions of the EEC on this standard were confirmed at the meetings of the EEC with the management of the EP, students, employers and graduates.

### ***Analytical part***

As noted above, the analysis of the accredited EP, for compliance with the criteria of the standard "Development and approval of the educational program" shows that the content of the educational program, its sequence in all areas of training meet regulatory requirements. EP 7M01111 Pedagogy and Psychology of the Departments of General Pedagogy and Psychology corresponds to a certain level of the NQS and is included in the Register of Educational Programs of the Ministry of Education and Science of the Republic of Kazakhstan.

The developed competence model of an EP graduate is comparable to the descriptors (A, B, C, D, E) of the corresponding level of education.

The university conducts an external review of the EP, initiating regular expert checks.

The modular structure of the program, based on ECTS, ensures the achievement of the set goal, the planned learning outcomes for each student.

Based on the results of a survey of students and teaching staff about their awareness of the procedures for developing and approving educational programs, conducted during the visit of the EEC IAAR, the following results were obtained: : 90.3% of the teachers surveyed said that the management of the educational institution pays great attention to the content of educational programs. 100 % of the surveyed students are completely satisfied with the strategy of educational programs.

### ***Strengths/best practices***

- The university demonstrates the existence of an EP graduate model describing learning outcomes and personal qualities

- The EP management demonstrates the modular structure of the program based on ECTS, ensures that the structure of the content of the EP corresponds to the goals set, with a focus on achieving the planned learning outcomes for each graduate

- The EP management ensures that the content of academic disciplines corresponds to the results and level of training

- The EP management provided evidence of the participation of students, teaching staff and stakeholders in the development and quality assurance of the EP.

### ***EEC recommendations***



*Missing*

***EEC's conclusions based on the following criteria:***

***According to the standard "Development and approval of the educational program", the educational program 7M01111 Pedagogy and Psychology has 4 strong positions, 8 satisfactory positions.***

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

✓ *The university should ensure that the structure and content of the EP are reviewed, taking into account changes in the labor market, the requirements of employers and the social demand of society.*

✓ *The university must demonstrate that there is a documented procedure for monitoring and periodic evaluation in order to achieve the goal of the EP and continuously improve the EP.*

✓ *Monitoring and periodic evaluation of the EP should consider:*

*content of the program in the context of the latest achievements in science and technology in a particular discipline;*

*changes in the needs of society and the professional environment;*

*students' workload, academic performance, and graduation;*

*effectiveness of student assessment procedures;*

*the needs and degree of satisfaction of students;*

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

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

✓ *Support services should identify the needs of different groups of students and the degree of their satisfaction with the organization of training, teaching, assessment, and development of the EP in general.*

#### ***Proof part***

To improve the EP and meet the needs of all interested parties, the Kazakh University of International Relations and World Languages named after Ablai Khan has defined its own requirements for the format of monitoring and periodic evaluation and revision of educational programs. The university monitors and periodically evaluates the EP in order to ensure that the goal is achieved and meet the needs of students and society. The results of these processes are aimed at continuous improvement of the EP, taking into account changes in the labor market, the requirements of employers and the social demand of society.

In accordance with the Rector's order No. 2 of 15.01.2021. "Internal audit of the quality management system", the University Standard "Management analysis" (STU – 04) (Appendix 3) in order to guarantee the suitability, adequacy and effectiveness of the management system, as well as to find opportunities to improve this system, an annual audit of educational programs is conducted (<https://www.ablaikhan.kz/ru/about-us/our-university/politik.html>).

*The management of educational programs is regulated by the following internal and external mechanisms.*

Internal evaluation methods:

- evaluation of the activity of the department and certification of teaching staff;
- conducting internal quality audits;
- checking the degree of readiness of the department for the new academic year;
- assessment of the quality of the educational process;
- assessment of students' academic achievements;
- survey of employers, students, employees, and teaching staff.

Compliance with consumer requests is ensured by involving representatives of practice bases and employers in the development of CED systems. Based on the results of monitoring the satisfaction of students' and employers' needs, changes in the EP aimed at improving the EP are taken into account.

The analysis of the correspondence of the name and content of disciplines to current trends in the development of science is carried out by reviewing the EP and CED by employers. In

order to make the EP more customer-oriented, the university provides feedback and an information system. Innovative proposals from interested parties to improve the activity of the University can be received through e-mail, telephone communication, video conferences, publications on the university's website, business meetings, round tables, meetings and other means of modern communication.

For storing and processing information about the progress of students in KazUIR&WL named after Ablai Khan created a unified information and educational environment of the university- AIS "Moodle", university websites [www.ablaikhan.kz.ablaikhan.kz](http://www.ablaikhan.kz.ablaikhan.kz), <https://www.facebook.com/ablaikhan.kz>, <https://www.instagram.com/kazumo23>, <https://vk.com/kazumo23>, which contain information about students' academic achievements.

KazUIR&WL named after Ablai Khan determines and implements measures to maintain constant communication with consumers – students and potential employers, concerning:

- information about changes in curricula and work programs in the areas of training specialists, development of new elective courses; passing requests, contracts or orders, including amendments made to them; feedback from consumers, including complaints and requests. The results of monitoring the satisfaction of students' and society's needs are posted on the university's website [www.ablaikhan.kz](http://www.ablaikhan.kz). Students and all interested parties are informed about the planned and implemented actions in relation to the EP. Information is provided directly through the university's teaching staff, website, and social networks.

Recommendations of employers are reflected in the working curricula of the EP "7M01111-Pedagogy and Psychology" in the block of the elective component and are recorded in individual plans. The recommendations are reflected in the following documents:

- protocols of coordination of elective subjects (CED) (Protocol No. 6 of 23.02.2022);
- protocols of approval of programs and terms of professional internships by undergraduates (Protocol No.1 of 29.09.20.09.2021). (Agreement of 01.1.10.20.2021 with the Academy of Pedagogical Sciences; Agreement of 01.1.10.20.2021 with the Kazakh Psychological Society).

During the reporting period, elective courses were introduced into the working curricula of accredited EP in the context of special, specialized disciplines, taking into account the recommendations of employers. For example, the following disciplines were introduced: "Education Management", "Management of foreign educational projects".

Every year, the University conducts a survey of teaching staff, employees and students. The questionnaire data is processed and used as an analytical document in the field of improving the management of the university and the EP. Based on interviews with teaching staff and students, data on the regularity of surveys and questionnaires were confirmed. Faculty members indicated that the results of surveys are discussed at meetings of departments.

The effectiveness of this approach is confirmed by a survey of teaching staff during a visit to the EEC IAAR. To the question, "How well does the content of the educational program meet your needs?" 80.6% of respondents said 'very good' and 19.4%- 'good'. To the question "How satisfied are you with the availability of academic counseling?" 95.8% of the surveyed students answered that they are "completely satisfied", 4.2%- "partially satisfied".

### ***Analytical part***

As noted above, the information and documents indicating that the university provided a revision of the structure of the content of the EP, taking into account changes in the labor markets and educational services, the requirements of employers and the social demand of society, were confirmed. The results of this analysis were used to create its own unique educational program.

During the interview with the head of the EP, the commission of the Higher Economic Commission revealed that the revision of the EP is carried out as necessary, if there are suggestions from employers and students. The EEC established that the university has created and operates academic support services for students: a registrar's office, a service of advisors and



curators.

The content of educational programs corresponds to the classical standards of training specialists in the context of the latest achievements of psychological and pedagogical science. It should be noted that the content of the disciplines fully meets the requirements of employers and practice bases, which are aimed at hiring qualified competitive graduates, which was confirmed when interviewing undergraduates and during visual inspection and viewing video materials about the practice bases.

Analysis of procedures for monitoring and periodic evaluation of accredited educational programs is carried out on the basis of: analysis of curricula, catalog of elective subjects, individual plans of students, internal regulatory documents regulating the implementation of educational programs, their monitoring and evaluation; minutes of meetings of departments; interviews and questionnaires of students, teaching staff and stakeholders; results of observations of the activities of support services.

The analysis of the submitted documents confirms that monitoring and evaluation of the implementation of EP 7M01111 Pedagogy and Psychology at the Kazakh University of International Relations and World Languages named after Ablai Khan is carried out on the basis of a systematic approach. The University conducts regular assessment and reviews programs with the participation of students, staff, and other stakeholders, through systematic collection, analysis, and management of information, which results in programs being adapted to ensure their relevance.

According to the results of the survey of teaching staff, 83.9% rated the support of the university and its management in developing new educational programs "very well", while 16.1% rated it "good".

According to the results of the survey of students, 91.7% are "fully satisfied" with the level of fairness of exams and attestation, 8.3% are "partially satisfied"; 100% are "fully satisfied" with the timeliness of assessment; 100% are "fully satisfied" with the tests and exams being conducted; 100% are "fully agree" that continuous assessment (seminars, tests, questionnaires, etc.) reflects the content of the course - 79.2%, "agree" - 16.7%, "partially agree" - 4.2%.

#### ***Strengths/best practices***

- the university provides a review of the structure and content of the EP, taking into account changes in the labor market, the requirements of employers and the social demand of society
- The EP management publishes information about changes to the EP, informs interested parties about any planned or taken actions within the framework of the EP.

#### ***EEC recommendations***

Missing

#### ***EEC's conclusions based on the following criteria:***

***According to the standard "Continuous monitoring and periodic evaluation of the educational program", the educational program 7M01111 Pedagogy and Psychology has 2 strong positions, 8 satisfactory positions.***

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

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

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

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

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

✓ *The university must ensure that the procedures for evaluating learning outcomes are consistent with the planned results and goals of the EP.*

✓ *The university should ensure consistency, transparency and objectivity of the mechanism for evaluating the learning outcomes of the EP, publication of evaluation criteria and methods in advance.*

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

✓ *The EP management should demonstrate the existence of a feedback system for using various teaching methods and evaluating learning outcomes.*

✓ *The EP leadership should demonstrate support for students' autonomy, while providing guidance and assistance from the teacher.*

✓ *The EP management should demonstrate that there is a procedure in place to respond to student complaints.*

### **Proof part**

Based on the documents submitted by the KazUIR&WL named after Ablai Khan created optimal conditions for developing the abilities of undergraduates in the advanced training mode, and made a transition to the concept of personality-oriented education based on the formation of an individual learning trajectory. Conversations with students allowed us to conclude that they have the opportunity to choose an individual trajectory within the set of proposed elective disciplines, teachers. In the course of the work of the EEC, it is established that the individual curriculum (IC) is compiled with the participation of an adviser (list of disciplines, presentation of disciplines, acquaintance with teachers).

Teachers of the cluster use active teaching methods in the educational process, practice conducting presentations of training courses using multimedia projectors, using video materials on the topics being studied, and using electronic textbooks. The Commission notes as a positive practice the existence of its own research in the field of teaching methods of disciplines. This is reflected in the publications of textbooks approved by the REMC of the MES RK:

1. Pedagogy (author: Uzakbayeva S. A.) (Protocol No. 2, dated 17.05.2019 of the REMC of Abai KazNPU).

2. Inclusive education (authors: S. Uzakbayeva, A. Beisembayeva, G. Sarkanbayeva, Protocol No. 10, dated 12.06.2019 REMC of the KazUIR&WL named after Ablai Khan).

3. Prevention of suicidal behavior of adolescents (author: S. Uzakbayeva, Protocol No. 10, dated 12.06.2019 of the KazUIR&WL named after Ablai Khan).

4. Higher School Pedagogy (authors: S. Uzakbayeva, A. T. Chaklikova, A. Beisembayeva, Protocol No. 4, dated 26.11.2015 Recommended by the Academic Council of KazUIR&WL named after Ablai Khan).

This fact also indicates the provision of teaching academic disciplines based on modern achievements of world science and practice.

Teachers of the department, after completing each module of the discipline taught, conduct a survey in order to identify the level of knowledge on the topics covered. So, for example, candidate of pedagogical science, professor A. A. Beisembayeva, after completing the discipline "Higher School Pedagogy", conducted a survey among 1st-year undergraduates, the content of which included the following questions: "How do you understand the essence and specifics of pedagogical activity?", "What are the main functions and structure of pedagogical activity?", "What is the definition of pedagogical technology?" etc. Candidate of Pedagogical Sciences, professor Kaliyeva K. M. conducted a survey among 1st-year undergraduates on the completion of the discipline "Cultural-historical and activity-based approaches in psychology

and education". The questionnaire surveys included the following questions: "How do you understand the term "interiorization" in the activity approach?", "Indicate current problems of modern developmental psychology" , etc. The results of the survey were considered at the meeting of the Department (Protocol No. 4 of 28.12.2021).

Monitoring of the effectiveness and efficiency of the use of innovative technologies and active teaching methods is carried out when discussing mutual visits, master classes, round tables, at meetings of educational and methodological sections of departments. In interviews with various focus groups, it was confirmed that surveys and discussions are conducted to get feedback to identify the effectiveness of using methods and the quality of teaching. The effectiveness of using the technologies used was confirmed in the reviews of employers and graduates.

The knowledge assessment mechanism is reflected in the Institute's internal regulatory documents, such as "Satellite of the master's degree student" and "Control of students' academic achievements", "Assessment of students' knowledge" and "Final certification of students" (Academic Policy of KazUIR&WL, items 9, 10, 13) (Protocol No. 7 of 14.01.2019) <https://www.ablaikhan.kz/ru/for-students/for-students/freshman-guide.html>, <https://www.ablaikhan.kz/ru/study-process/study-process/academic-policies.html>

To master modern methods of evaluating learning outcomes in DLT conditions, teachers of the department Uzakbaeva S.A., Beisembayeva A.A., Kalieva K.M., Tileubaeva M.S. took advanced training courses "Problems of digitalization in foreign language education" (Certificates dated 15.11.2020). (Appendix 26 to the self-assessment report of the EP).

For the convenience of interaction of students, a Student Service Center (SSC - <https://www.ablaikhan.kz/ru/for-students/for-students/sos.html> ), where employees of deaneries, departments, Registrar's Office services can promptly solve difficulties on these or other issues.

Feedback is also achieved through social networks, in particular, the University currently receives a large response from undergraduates via Instagram, WhatsApp, as well as through the official website. In addition, a survey of undergraduates is conducted to assess the quality of teaching and the level of teaching staff.

On the site of KazUIR&WL named after Ablai Khan operates a "Rector's Block", where each master's student can write their complaints and suggestions, comment, ask their questions (<https://www.ablaikhan.kz/ru/rector-s-blog.html>), is also a reception of the rector for personal matters every Thursday from 15.00 to 17.00. On the Educational process page, the link "Innovative proposals for university activities" has been created (<http://www.ablaikhan.kz/ru/study-process/study-process.html>), which also provides feedback from the rector with students and teachers of the university.

According to the results of the survey conducted within the framework of the work of the EEC IAAR on 25.05.2022, it was determined that equal opportunities are provided to all students: "Full consent" - 91.7%, "Agree" - 8.3%.

In addition, the EEC survey of students showed that:

- The course program was clearly presented: "Full consent" - 91.7 %, "Agree" - 8.3%.
- Informing the requirements for successfully completing this specialty "Fully satisfied" - 87.5%, "Partially unsatisfied" - 12.5%.

### ***Analytical part***

EEC notes that the university practices the process of forming an individual educational trajectory of students in EP 7M01111 Pedagogy and Psychology. The university management provides opportunities to meet student-centered learning needs. Undergraduates studying under an accredited EP participate in independent assessment of learning outcomes. Interviewing students showed that they have academic freedom in choosing the educational path and the teacher, they are provided with the opportunity to assess the professional qualities of teaching staff through questionnaires.

In order to develop students' professional competencies and apply modern methods of evaluating learning outcomes, such educational technologies and active teaching methods as: case meters, projects, portfolios, catanotests, contextual tasks, case studies, discussions, debates are used in the educational process.

The university operates a system for supporting teaching and learning (the Master's Student Support Service), implemented through internal documents of KazUIR&WL named after Ablai Khan "Educational process"; "Regulation on the control of students' academic achievements" [www.ablaikhan.kz.ablaikhan.kz](http://www.ablaikhan.kz.ablaikhan.kz). The implementation of the EP is carried out on the basis of educational and methodological complexes of the specialty and disciplines and is provided with free access for each student to information and library resources, methodological manuals and recommendations for modules of the studied disciplines and all types of educational work.

According to the results of interviews with the heads of the practice bases and the survey conducted by KazUIR&WL, it was revealed that students show a sufficient level of theoretical and practical training.

EEC IAAR conducted on-line meetings, conversations and interviews with vice-rectors, heads of departments, heads and employees of structural divisions, students, teaching staff, representatives of employers' organizations and graduates, as well as conducting questionnaires of students and teaching staff, virtual familiarization of experts with the University's educational infrastructure, material and technical and information technologies with methodological resources, as well as the necessary documents, notes that students in EP 7M01111 Pedagogy and Psychology are provided with flexible learning paths.

The introduction of modern teaching methods by teachers of the department in the educational process allows for a flexible combination of independent cognitive activity of students with various sources of information, systematic interaction with the course teacher and group work of students, and contributes to the achievement of planned learning outcomes in the educational program.

95.8% of students expressed full satisfaction with the availability of academic counseling, partially - 4.2%; 91.7% expressed full satisfaction with the level of teaching quality, partially - 8.3%; 91.7% were fully satisfied with teaching methods, partially - 8.3%.

When interviewing students, they noted the existence and functioning of the conflict and complaint resolution system.

#### ***Strengths/best practices***

- the EP management provides teaching on the basis of modern achievements of world science and practice in the field of training, the use of various modern teaching methods and assessment of learning outcomes that ensure the achievement of the EP goals, including competencies, skills in performing scientific work at the required level

- the university ensures consistency, transparency and objectivity of the mechanism for evaluating the learning outcomes of the EP, publication of criteria and methods for evaluating learning outcomes in advance

#### ***EEC recommendations***

*missing*

#### ***EEC's conclusions based on the following criteria:***

***According to the standard "Student-centered learning, teaching and evaluation of academic performance", the educational program 7M01111 Pedagogy and Psychology has 3 strong positions, 7 satisfactory positions.***

#### **6.6. The "Learners" Standard**

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



- ✓ *The EP management should provide for special adaptation and support programs for newly enrolled and foreign students.*
- ✓ *The university must demonstrate that its actions comply with the Lisbon Recognition Convention, including the existence and application of a mechanism for recognizing the results of academic mobility of students, as well as the results of additional, formal and non-formal education.*
- ✓ *The university should provide opportunities for external and internal academic mobility of students, as well as assist them in obtaining external grants for training.*
- ✓ *The university should encourage students to self-educate and develop outside of the main program (extracurricular activities).*
- ✓ *An important factor is the availability of a support mechanism for gifted students.*
- ✓ *The university must demonstrate cooperation with other educational organizations and national centers of the " European Network of National Information Centers for Academic Recognition and Mobility/National Academic Recognition Information Centers " ENIC/NARIC to ensure comparable recognition of qualifications.*
- ✓ *The university should provide students with places of practice, demonstrate the procedure for promoting employment of graduates, and maintain communication with them.*
- ✓ *The university must demonstrate the procedure for issuing graduates with documents confirming their qualifications, including the achieved learning outcomes.*
- ✓ *Guide the survey should demonstrate that graduates of the program have skills that are in demand in the labor market and that these skills are relevant.*
- ✓ *Guide the EP should demonstrate the existence of a mechanism for monitoring the employment and professional activities of graduates.*
- ✓ *An important factor is the existence of a functioning alumni association.*

### **Proof part**

As a result of the visit of the EEC, it was established that when forming a contingent of students in KazUIR&WL, they are guided by the "Standard Rules for admission to educational organizations implementing educational programs of postgraduate education", approved by the Decree of the Government of the Republic of Kazakhstan dated October 31, 2018 No. 17650. The formation of a contingent of students is carried out by placing a state educational order for the training of scientific and pedagogical personnel, as well as paying for training at the expense of citizens' own funds and other sources. One of the main sources of information of the contingent is the university's website, which contains all the necessary information – admission rules, Admission programs for specialties, orders for enrollments, transfer from course to course, from other universities, the procedure for transferring credits mastered at other universities, deductions, etc., Rules for admission to the master's program for the 2021-2022 year of study <https://clck.ru/hUrrd>

Students and applicants can be informed by university publications, such as the "Master's Guide" in KazUIR&WL named after Ablai Khan. For the purpose of adaptation and support, academic groups are assigned advisors who help students adapt to the new environment. Head of the Department, Dean of the Faculty, The Department of Academic Affairs, represented by the Registrar's Office, also monitors the educational process, helping to solve problems that arise.

The University coordinates its actions to recognize previous learning outcomes with the Lisbon Convention. For recognition of prior education for all levels of study, the presence of a document on completion of the previous level of education is sufficient, regardless of the number of credits and disciplines mastered.

One of the most important areas of international and educational activities of the university is the current or international academic mobility as the fulfillment of the mission and program of university development, the establishment of external and internal integration ties, strengthening the image of the university, as well as the implementation of joint educational programs. Academic mobility is regulated by the "Regulations on Academic mobility of students, teaching staff, administrative and managerial personnel, and researchers of KazUIR&WL named after Ablai Khan".

The Department cooperates with international universities of far and near abroad, such as the Bashkir State Pedagogical University named after M. Akmulla, the Russian State Pedagogical University named after A. I. Herzen, and St. Petersburg State University, with

whom memoranda of cooperation on academic mobility have been drawn up. <https://www.ablaikhan.kz/ru/international/international.html>.

In accordance with the Order of the Minister of Education and Science of the Republic of Kazakhstan dated 03.08.2020 No. 329 "On enrollment of foreign citizens in the framework of postgraduate education training for the 2020-2021 academic year", acting within the framework of the signed agreement on joint training of qualified personnel under the agreed educational program for training masters in the direction of "Pedagogy" within the USOS by the Order of the Rector of KazUIR&WL named after Ablai Khan No. 11-513 dated 02.10.2020. Barykina V. Yu., Kosolapova A. S. were enrolled among the undergraduates of EP 7M01111 Pedagogy and Psychology (Appendix 10, 11 to the self-assessment report of EP 7M01111 Pedagogy and Psychology).

During foreign research internships, students have the opportunity to work with databases of visited universities and centers, test the research methodology, take part in scientific seminars and conferences with reports on the results of scientific research, and get advice from foreign experts on the research topic. So, the master's student Zhurgenova A. A. in the period 03.09.2018 - 15.03.2019 studied in the Otto Friedrich University (Germany) under the international exchange program, Master's students Kenesova M., Suleimenova A., Eskalieva B., Rakpanova K. completed an internship at the International Center for Education and Scientific Information (Germany).

The department works in the direction of developing external and internal academic mobility of students of EP 7M01111 Pedagogy and Psychology. At the same time, it should be noted that the global COVID - 19 pandemic has significantly affected the program for implementing academic mobility of students. *However, the academic mobility program requires improvement in terms of using online and distance learning opportunities. In addition, from interviews with the head of the Department, the head of the department, students, during the study of orders for admission to research and industrial internships, it was established that the scientific internship of undergraduates is also carried out on the basis of RAL KazUIR&WL, while it is possible to expand the list of organizations, other universities, etc. that carry out internship of undergraduates.*

Extracurricular and educational activities of the university are aimed at forming a socially adapted personality with an active civic position, a sense of patriotism and tolerance, a deep national consciousness, which has the qualities and characteristics of a future competitive specialist. Extracurricular and educational work is a complex system that includes sports, student self-government, amateur art, and student science. The university has a department for social and civic development, which aims to create a diversified educational environment that promotes high-quality professional and civic development of the individual, educating a highly moral, spiritual and physically developed individual - a citizen of Kazakhstan.

Work with graduates is regulated by the University's regulatory documents, which are posted on the website of KazUIR&WL <https://www.ablaikhan.kz>. Traditional forms of interaction between the university, undergraduates and employers are: "Job Fair", which is held annually, actions at the invitation of employers and distribution of graduates. Monitoring activities are conducted to study vacancies, a single information base is created on the availability of vacant positions from employers, and the labor market is additionally studied. Students in the final year make up a resume, undergo training on interviewing, improving the technology of job search in market conditions. Employment records are kept for all graduates, and the unemployed are informed about available vacancies.

Among the magistrates of the 2018-2019 academic year, 8 people were employed, which is 100%, 17 people were employed in the 2019-2020 academic year, which is 100% of undergraduates, there was no graduation in the 2020 - 2021 academic year, 8 undergraduates are planned to graduate in the 2021-2022 academic year (Appendix 17 to the self-assessment report OP 7M01111 Pedagogy and Psychology).



**Table 1. Contingent of students of EP 7M01111 Pedagogy and psychology**

Period	Period 2018-2019	2019-2020	2020-2021	2021-2022
Entered	18-9	-	9	12
Graduated	8	17	-	-

In KazUIR&WL for ensuring international transparency and objective academic and professional recognition of qualifications (diplomas, degrees, certificates, etc.), as well as for the purpose of comparability of educational programs of the European Commission, the Council of Europe and UNESCO for students who have completed their studies in the following fields: the EP is awarded the corresponding degree and issued a state-issued diploma with an appendix (transcript), as well as a European Diploma Supplement upon request. The documents include information about the achieved learning outcomes, context, content, status of the education received, and evidence of its completion.

To maintain feedback and monitor the professional activities of graduates of different years, the university's website is used (<https://www.ablaikhan.kz/>), the KazUIR&WL Alumni Association operates, whose mission is to combine the efforts of the intellectual, creative and business potential of graduates to solve socio-economic problems of the Republic of Kazakhstan, as well as to find effective solutions to the problems that graduates face in their practical activities, to assist the university in strategic development. The purpose of the Association is to rally and social promotion of graduates of KazUIR&WL named after Ablai Khan, which contributes to the progressive development of the university.

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

Based on the presented documents, the EEC concludes that the policy of forming a student body is systematic, based on the principles of creating an educational environment for students to achieve the required professional level, methods of feedback and informing students. The University systematically evaluates communication with employers. Based on the analysis of the submitted documents, the commission notes an increase in the number of students, a high percentage of employment of graduates in the accredited EP.

One of the most common tools for attracting employers to the problems of young people in the labor market is the “Job Fair”. KazUIR&WL works to promote the employment of graduates, study the needs for specialists in the labor market, search for vacancies and conclude cooperation agreements with representatives of enterprises.

Graduates expressed their gratitude for the good knowledge that they received at the University, and noted that KazUIR&WL devote a lot of time to organizing work with students.

The University has developed guidelines and procedures regulating academic mobility, and there are relevant agreements with partner universities. However, it would be necessary to strengthen work in the field of academic mobility of students, including through the use of distance learning technologies. In addition, when interviewing students and teaching staff on the evaluated EP, as well as the submitted documents, it was confirmed that academic mobility is poorly represented, both incoming and outgoing.

Students in educational programs are provided with places of practical training, which contributes to their further employment. At the same time, there were cases of practical training and scientific internships at the university department, which significantly reduces the opportunities for undergraduates to test the results of their experimental research.

The results of the survey of students showed that 87.5% are fully satisfied with the academic load/requirements for the student, 12.5% are partially satisfied; 91.7% are fully satisfied with the explanation of the rules and strategy of the EP before admission, 8.3% are partially satisfied; 100% are fully satisfied with the relationship between the student and the teacher.

***Strengths/best practices***

- the university encourages students to self-educate and develop outside of the main program (extracurricular activities)

***EEC recommendations***

- 1. When revising and updating the Curriculum Vitae, provide for and expand opportunities for students to participate in internal and external academic mobility programs until 2024.*
- 2. The management of EP 7M01111 Pedagogy and Psychology should expand the list of organizations that provide internships for undergraduates until 01.02.2023.*

***EEC's conclusions based on the following criteria:***

***According to the standard "Students", the educational program 7M01111 Pedagogy and Psychology has 3 strong positions, 9 satisfactory positions.***

**6.7. Standard "Teaching staff"**

- ✓ *The university should have an objective and transparent HR policy in the context of EP, including hiring (including invited teaching staff), professional growth and development of personnel, ensuring the professional competence of the entire staff.*
- ✓ *The university must demonstrate that the quality of teaching staff meets the established qualification requirements, the university's strategy, and the goals of the EP.*
- ✓ *The EP management should demonstrate a change in the role of the teacher in connection with the transition to student-centered learning and teaching.*
- ✓ *The university should provide opportunities for career growth and professional development of teaching staff, including young teachers.*
- ✓ *The university should involve in teaching specialists of relevant industries who have professional competencies that meet the requirements of the EP.*
  - *The university must demonstrate the existence of a mechanism for motivating the professional and personal development of teaching staff.*
- ✓ *The university must demonstrate the wide use of teaching staff of information and communication technologies and software tools in the educational process (for example, on-line training, e-portfolio, MOHSs, etc.).*
- ✓ *The university must demonstrate its focus on developing academic mobility and attracting the best foreign and domestic teachers.*
- ✓ *The university must demonstrate the involvement of each teacher in promoting a culture of quality and academic integrity in the university, and determine the contribution of teaching staff, including invited ones, to achieving the goals of the EP.*
- ✓ *An important factor is the involvement of teaching staff in the development of the economy, education, science and culture of the region and the country.*

***Proof part***

The staff of the Department of Pedagogy and Psychology is completed in accordance with the legislation of the Republic of Kazakhstan, "Rules of competitive replacement of positions of teaching staff and researchers of higher educational institutions", according to which a competition commission was established at the university. Competitive selection of candidates for vacant positions is carried out in accordance with the qualification characteristics of positions of scientific and pedagogical workers, as well as by placing ads in the newspapers: "Kazakhstani Truth", "Egemendi Kazakhstan" and on the university's website [www.ablaikhan.kz.ablaikhan.kz](http://www.ablaikhan.kz.ablaikhan.kz). Personnel selection is based on an analysis of the needs of the EP.

The staff of the Department of Pedagogy and Psychology that implements educational programs meets all the requirements and job descriptions that all teachers are familiar with. Currently, the Department of Pedagogy and Psychology is provided with highly qualified teaching staff. The department has 11 teachers, including 1 Doctor of Pedagogical Sciences, 1 PhD doctor, 9 candidates of pedagogical Sciences. In the implementation of EP 7M01111

Pedagogy and Psychology, 100% of teachers with scientific degrees and academic degrees participate.

Providing one of the fundamental principles of the credit system – electivity of courses and teachers, the department has *a reserve of teachers* who are able to read different disciplines of the curriculum in the master's program.

**Table. Reserve staff of teachers**

<b>№</b>	<b>Full name</b>	<b>Education</b>
1	Abenbaev S. Sh.	Candidate of Pedagogical Sciences, Professor
2	Zhargasova Sh. A.	Candidate of Pedagogical Sciences, Professor
3	Zhansugurova K. T.	Candidate of Pedagogical Sciences, Professor

The graduating department guarantees the qualification level of the teaching staff in accordance with the positions held, a high level of scientific training in a particular field of knowledge. A special feature of teaching staff recruitment is academic continuity: training their own personnel through master's degree programs and involving them in scientific and pedagogical activities.

The University has a Council of Young Scientists, whose purpose is to activate the professional growth of young scientists of the university, to unite their efforts to develop current scientific problems and solve priority scientific problems, as well as to develop innovative activities of young scientists of the university. The department pays due attention to the formation and development of young personnel. (Regulations on the Council of Young Scientists [http://localdoc.ablaikhan.kz / doc / 2](http://localdoc.ablaikhan.kz/doc/2) (item 6), work plan and reports of work in the Council of young scientists of the University attached in the appendix). (Appendix 24 to the EP's self-assessment report). Methodological scientific seminars are organized annually for young teachers; a training seminar aimed at developing the improvement of teaching methods, training in credit technology, management and quality system, organization of distance learning courses (DLC) and other aspects.

Requirements for the competence of teaching staff are defined in job descriptions developed on the basis of "Qualification characteristics of employees' positions of KazUIR&WL named after Ablai Khan", in accordance with the professional standard "Teacher", as well as the industry framework and NQS.

Implementation of the EP 7M01111 Pedagogy and Psychology is provided by leading teachers in specialized areas of knowledge covered by the educational program (philosophy, foreign language, computer science).

University employees are supported in the process of improving the university's performance by providing material and moral incentives and allocating the necessary resources. The University has defined mechanisms for stimulating the professional and personal development of teachers and employees. Forms of incentives are: extra-budgetary allowances to the official salary; financing the publication of textbooks in educational programs, multilingual dictionaries, providing teachers and their children with benefits for tuition fees; allocation of a rector's grant. The collective agreement guarantees social protection of employees.

Since March 2020, due to the coronavirus pandemic, the University has switched to on-line training using information and communication technologies and software tools in the educational process. Therefore, courses and seminars on the use of computer technologies, such as Teams, Zoom, and Moodle, were organized for the university's teaching staff. In addition, to create video lectures, teaching staff actively use the tools of the Loom and Camtasia programs. Currently, the requirements for IT competence of teaching staff include the ability to work with the MS Office suite, use GoogleDisk and Dropbox cloud storage in the training process.

April 15, 2020 in KazUIR&WL named after Ablai Khan was given a training course "Problems of digitalization in foreign language education" in the amount of 108 hours. Teachers also took part in a training seminar on the use of innovative educational technology in the Zoom, Teams program, organized by the Center for Distance Education.

An important aspect in the implementation of the EP is the participation of invited foreign teachers in teaching and consulting disciplines of the educational program. The EP management is taking measures to attract the best foreign teachers to give lectures. Therefore, from 01.04.2021 to 17.04.2021, teaching staff and undergraduates listened to lectures by Doctor of Pedagogical Sciences, Professor of the Kyrgyz National University Balasagyn N. A. Akhmetova: Lecture 1. Cross-cultural communication in the multilingual space of the university. <https://cloud.mail.ru/public/MuFc/KeM5eaAYn>; Lecture 2. Interactive teaching methods. <https://cloud.mail.ru/public/v9vx/hejGLPBGn>.

To implement the EP's goals KazUIR&WL named after Ablai Khan operates a policy of academic integrity of teachers, employees, and students based on internal documents of the university <https://www.ablaikhan.kz/ru/stop-corruption/stop-corruption>. Implementation of the principles of academic integrity contributes to improving the quality of education.

The Anti-Plagiarism system is used to check independent papers and master's dissertations. Higher education institution", which allows to exclude unfair attitude of students to the educational process ([https:// www.ablaikhan.kz](https://www.ablaikhan.kz) ). Thus, when implementing the EP, teaching staff of the department demonstrate honesty in teaching, teaching, research and other types of work, expressing their position, and in relationships between all participants in the educational process.

### ***Analytical part***

Requirements for the competence of teaching staff are defined in job descriptions developed on the basis of "Qualification characteristics of employees' positions of KazUIR&WL named after Ablai Khan". Meeting the requirements of the qualification characteristics is a prerequisite for participation in the competition for filling the positions of teaching staff and entering into an employment contract with teaching staff. The qualification profile defines the nature, orientation and specifics of the work carried out by the teaching staff in accordance with the individual plan, as well as the level of qualification sufficient to perform the assigned work.

The staff of the Department of Pedagogy and Psychology is determined based on the standard academic load calculated on the basis of approved working curricula of specialties, and the requirements for the procedure for planning the academic load of the teaching staff. The staff of the department includes the head of the department, professors, associate professors and senior teachers.

The graduating department guarantees the qualification level of the teaching staff in accordance with the positions held, a high level of scientific training in a particular field of knowledge. A special feature of teaching staff recruitment is academic continuity: training their own personnel through master's degree programs and involving them in scientific and pedagogical activities.

The results of a survey of teaching staff conducted during the work of the EEC showed that the university provides an opportunity for continuous development of the potential of teaching staff "very good" - 71%, "good" - 25.8%, "relatively bad" - 3.2%. "Very good" encourages innovative activity of teaching staff - 54.8%, "good" - 45.2%. To the question "What is the level of stimulating and attracting young professionals to the educational process?" 64.5% said "very good" and 35.5% said "good". To the question "how is the work on academic mobility set up?" 25.8% answered "very good", 71% - "good", 3.2% - "relatively bad".

### ***Strengths/best practices***

- the university has demonstrated that the quality of the teaching staff meets the established



qualification requirements, the university's strategy, and the goals of the EP

- the university provides opportunities for career growth and professional development of teaching staff, including young teachers.

***EEC recommendations***

missing

***EEC's conclusions based on the following criteria:***

***According to the standard "Teaching staff", the educational program 7M01111 Pedagogy and Psychology has 2 strong positions, 8 satisfactory positions.***

**6.8. Standard "Educational resources and student Support Systems"**

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

✓ *The EP management must demonstrate that classrooms, laboratories, and other facilities equipped with modern equipment are sufficient to meet the EP's goals.*

✓ *The university must demonstrate that the information resources meet the needs of the university and the implemented educational programs, including in the following areas::*

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

*library resources, including the collection 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, and dissertations for plagiarism;*

*access to online educational resources;*

*operation of WI-FI on its territory.*

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

✓ *The university should strive to ensure that the educational equipment and software used for mastering educational programs are similar to those used in the relevant sectors of the economy.*

✓ *The EP management should demonstrate that there are procedures in place to support various groups of students, including informing and advising them.*

✓ *The EP management should show that there are conditions for the student's progress along the individual educational path.*

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

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

***Proof part***

The University as a whole has a modern material and technical, library and information base that meets its mission, goals and objectives, as well as the requirements of sanitary standards and fire safety, state mandatory standards of the implemented educational program and provides a student-centered approach to learning, which are a factor in ensuring the quality of education EP 7M01111 Pedagogy and psychology.

The EP 7M01111 Pedagogy and Psychology has computer classes, a sports hall, a recreation area, a dining room, reading rooms, multimedia, language and scientific-methodical offices, and also has the necessary number of classrooms equipped with modern technical training facilities:

- computer classes -21;
- reading rooms -10;
- multimedia-language rooms -3;
- language rooms -5.

The following classrooms are assigned to the Department of Pedagogy and Psychology:

- training rooms: № №214/1, 402/1, 406/1, 413/1, 314/MAB;
- educational and methodical offices: No. 419; 402.

The university has created a favorable learning environment that provides technological support for students and teaching staff in accordance with the software used (online training) and intellectual query (database, data analysis program); there is academic accessibility – students have access to personalized interactive resources (also available during extracurricular hours), as well as to training materials and tasks. It also provides the possibility of a trial self-assessment of students' knowledge through access to the portal ([website.portal.ablaikhan.kz](http://website.portal.ablaikhan.kz)). Academic consultations are held – personalized interactive resources are available to help students plan and implement educational programs; professional orientation is provided – students have access to personalized interactive resources that help them choose their future job and achieve their goals. career development.

Library of KazUIR&WL has a total area of 1107.6 sq. m., storage area-590.5 sq. m., has 150 seats in reading rooms, 3 points for issuing educational and scientific literature. The University provides each student with free educational literature and provides everyone with access to modern information databases and systems. Students search for literature through the library's electronic catalog. The book fund, including the fund of educational, methodical and scientific literature on general education, basic and profile disciplines on paper and electronic media, periodicals in the context of languages of instruction, is as follows:

- total book fund – 693773, including 79844 in Kazakh;
- the number of scientific literature in Kazakh -17098, in Russian -178042;
- the number of educational literature in Kazakh - 62746, in Russian-95019;
- the number of educational literature in foreign languages: English -168791, German - 113560, French -56913, other languages-1604.

In total, educational and scientific literature on electronic media – 16275, including in Kazakh-1743, in Russian-8752, in English -2016, in German -2006, in French -2003.

The library has a hall of electronic resources, which provides free access to Internet resources for all students.

Students studying in the branches of the university have access to the Republican University Intermediate electronic Library. For example, the Unified electronic library (<http://library.kz/>); Thomson Reuters. Abstract databases of the US Institute for Scientific Information (ISI) (<http://thomsonreuters.com/>); Scientific periodicals and books (<http://springerlink.com/>); Rubricon. The largest encyclopedia resource on the Internet. Encyclopedias, dictionaries, reference books (<http://www.rubricon.com/>); Elsevier, Scientific Journals publishing house. Separate thematic collections (<http://www.elsevier.ru/>); EBSCOhost publishing (<http://ebsohost.com/>); Legal framework. The "Zan" database. Database of Information and search system "Kazpatent".

The library fund is equipped with printed and electronic editions of the main educational literature in all educational areas of the educational plan, published in recent years. (Appendix 28 to the self-report).

The results of research, graduation papers, and dissertations are checked for plagiarism through the Anti-Plagiarism system [antiplagiat.ru](http://antiplagiat.ru) installed on the university's LMS MOODLE portal.

KazUIR&WL has free access to educational Internet resources, free Wi-Fi is available on the territory of the university. The educational environment created at the university for EP 7M01111 Pedagogy and Psychology meets the specified criteria.

Over the past 5 years, there has been an increase in students' satisfaction with the availability and use of computer equipment in training, which is associated with the opening of specialized classrooms, access to the Internet. <https://www.ablaikhan.kz/ru/study-process/study-process/academic-policies.html>

KazUIR&WL has access to the RIEL and UEL databases on the portal and publishes the scientific journal of the Ministry of Education and Science of the Republic of Kazakhstan "Izvestiya" series Pedagogical sciences. Electronic versions of the journal are available and available on the portal of KazUIR&WL.



Material and technical support of EP 7M01111-Pedagogy and Psychology, is a general characteristic of the general education infrastructure (including parameters of the information and educational environment) that meets sanitary and epidemiological rules and regulations, building codes and safety requirements.

KazUIR&WL named after Ablai Khan, which implements basic educational programs at all levels of higher education, has a material and technical base that provides educational and extracurricular activities, curricula and complies with current sanitary and fire protection or other rules and regulations.

The Department of Pedagogy and Psychology ensures the availability and accessibility of academic support for students, including providing students with information, reference and methodological materials necessary for mastering the educational program. Academic support for students of EP **7M01111 Pedagogy and Psychology** is carried out in the following way: undergraduates are provided with a reference guide, an academic calendar, a syllabus for studying the discipline, educational literature is issued for the subjects they study, a personal account is created for each undergraduate on the portal, through which communication with teachers is implemented, the student receives information about their own educational programs, achievements.

The content and frequency of providing information, reference and methodological materials necessary for the development of the educational program is carried out depending on the beginning and completion of the study of a particular discipline. The faculty of the department is responsible for the completeness and adequacy of the submitted materials.

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

The material and technical equipment of the implementation of educational programs, indicated in their description, allows you to carry out the educational process in accordance with the formulated goals and objectives. The number and equipment of existing classrooms, laboratories and other facilities is sufficient to fully master the knowledge, skills and abilities provided by the EP, library and information resources used to organize the learning process are sufficient and meet the requirements of accredited educational programs.

Based on the results of a survey of teaching staff on the question "How do the relevant medical centers and offices operate in the university?" 48.4% of respondents said "very good" and 48.4% said "good".

51.6% "very good" and 48.4% "good" assess the availability of necessary scientific and educational literature in the library for teachers. The level of development of conditions for students with different physical abilities is rated "very good" -38.7%, " good " - 61.3%.

After analyzing the student survey data, the EEC notes a positive trend in student satisfaction with educational resources and the student support system. Thus, 83.3% are "fully satisfied" with the availability of healthcare services, 16.7% are "partially satisfied"; 95.8% are "fully satisfied" with the availability of library resources and the quality of services provided in libraries and reading rooms, and 4.2% are "partially satisfied". Availability of computer classes and Internet resources "fully satisfied" - 91.7%, "partially satisfied" - 8.3%.

During the work of the EEC, experts made sure that the university's material resources meet the requirements for organizing the educational process.

#### ***Strengths/best practices***

- not detected

#### ***EEC recommendations***

*missing*

#### ***EEC's conclusions based on the following criteria:***

**According to the standard "Educational resources and student support systems", the educational program 7M01111 Pedagogy and Psychology has 1 strong position, 12 satisfactory positions.**

### 6.9. "Informing the Public" Standard

- ✓ The university guarantees that the published information is accurate, objective, up-to-date and reflects all areas of the university's activities within the framework of the educational program.
- ✓ Public awareness should include supporting and explaining the national development programs of the country and the system of higher and postgraduate education.
- ✓ University management should use a variety of ways to disseminate information (including mass media, web resources, information networks, etc.) to inform the general public and interested parties.
- ✓ Information about the educational program is objective, up-to-date and should include::
- ✓ the purpose and planned results of the EP, the qualification to be assigned;
- ✓ information about the system for evaluating students' academic achievements;
- ✓ information about academic mobility programs and other forms of cooperation with partner universities and employers;
- ✓ information about opportunities for developing students' personal and professional competencies and employment;
- ✓ data that reflects the EP's positioning in the educational services market (at the regional, national, and international levels).
- ✓ An important factor is the publication on open resources of reliable information about teaching staff, in the context of personnel.
- ✓ The university must publish on its own web resource the audited financial statements on the EP.
- ✓ The university should post information and links to external resources based on the results of external assessment procedures.
- ✓ An important factor is the publication of information about cooperation and interaction with partners, including scientific/consulting organizations, business partners, social partners, and educational organizations.

#### **Proof part**

KazUIR&WL named after Ablai Khan publishes accurate, objective, up-to-date information that reflects all areas of the university's activities within the framework of the accredited educational program 7M01111 Pedagogy and Psychology, informs the public and all interested parties about the EP and the conditions for its implementation. As already noted, the information openness of the University's activities is ensured by the functioning of the official website in the information and telecommunications network of the Internet: [KazUIR&WL named after Ablai Khan \(ablaikhan.kz\)](http://www.ablaikhan.kz)

Public awareness is also provided through social networks <https://www.facebook.com/ablaikhan.kz>, <https://www.instagram.com/kazumo23>, <https://vk.com/kazumo23>, university's newspaper «Тіл әлемі». The university's YouTube channel contains information about events taking place at the university - <https://youtube.com/channel/UCWh8T5-dSgGOTg6lj8KP-lw>

During the visit, it was established that information on various aspects of the University's activities is posted on the University's website and periodically updated. The University organizes events to explain and support national development programs of the Republic of Kazakhstan, for example, "Rukhani Zhangyru", "Digital Kazakhstan", "Quality Education: An Educated Nation", "Kaz Volunteer", etc. Banners dedicated to supporting and explaining the country's national development programs are regularly updated on the university's website.

Department of Pedagogy and Psychology of KazUIR&WL named after Ablai Khan has a documented procedure for providing objective information to the public. The main mechanism for maintaining public relations is сайт the university's website <https://www.ablaikhan.kz> and the university's educational portal <http://portal.ablaikhan.kz/>, which contains information about the purpose and planned results of the EP, the qualifications assigned, the competencies being formed, the system for evaluating students' academic achievements, international activities, partner universities, academic mobility, visiting professors, data on the qualitative and

quantitative composition teaching staff, and also indicate the personal data of teachers: scientific school, academic degree, scientific and pedagogical experience, research interests, titles and awards.

The website of the department contains information on the development of international cooperation with foreign scientific and educational institutions: Kyrgyz language State Pedagogical University named after Arabayeva (Bishkek); Kyrgyz language National standards University named after V. I. Shishkin. Balasaguna (Bishkek); Russian language State-owned enterprises Pedagogically A. I. Herzen University; Russian language State Linguistic standards University (Moscow); International Center for Education and Scientific Information, Dusseldorf, Germany; Bashkir State Pedagogical University named after M. Akmulla (<https://www.ablaikhan.kz/ru/international/international.html>).

Section "Rating of the university and its educational programs" demonstrates <https://www.ablaikhan.kz/ru/about-us/our-university/rating.html> participation of the university and educational programs in international and national rankings. Information about passing accreditation and rating results is published in the section "About us", in the "University accreditation" subsection of the main page of the site [www.ablaikhan.kz](http://www.ablaikhan.kz). The results of the external evaluation of the department are published on the official website. In the subsection "University accreditation" <https://www.ablaikhan.kz/ru/about-us/our-university/accreditation.html> certificates of accreditation are presented, and links to the websites of accreditation agencies are provided.

### ***Analytical part***

The University has an official website in the state, Russian, and English languages with modern navigation, which includes information about the mission and goals, University development strategies, Quality Policy, information about collegiate bodies, structural divisions and faculties, teachers, university competitions, international projects, academic mobility programs, etc. portals. The site has the following sections: About us, Applicants, Students, International cooperation, Educational process, Science and Innovation. The site contains up-to-date information in the form of news, links to other Web resources, including websites of government agencies, university partners, information portals, etc. The University promotes the transfer and dissemination of culture, the implementation of socially significant functions for the transfer of knowledge, skills, social experience and the formation of competencies. University website - [www.ablaikhan.kz](http://www.ablaikhan.kz) promotes the formation of the university's image, provides an information environment for applicants, parents of students, employers, graduates, university employees, openness and accessibility of information to the public on the global Internet.

On the main page of the official website of the university functions "Rector's Blog", which allows university students and their parents, teachers, employers, and the public to conduct feedback with the university's management.

And the consolidated financial statements of the University are available on the university's website in the "About us" section, [Financial Report \(ablaikhan.kz\)](http://www.ablaikhan.kz)

When monitoring the official website and social networks, it was confirmed that all current events in the country receive comments and responses, as well as active coverage on the University's website and pages in social networks, television, and the press.

The OP management uses a variety of information dissemination methods, including mass media, information and social networks to inform the general public and interested parties.

### ***Strengths/best practices***

- the university publishes accurate, objective, up-to-date information that reflects all areas of the university's activities within the framework of the accredited educational program
- availability of ways to disseminate information, including mass media, information networks, to inform the general public and interested persons.

- information about the educational program is objective, up-to-date and includes: the goal and planned results of the EP, the assigned qualification, information about the system for evaluating students' academic achievements

*EEC recommendations  
missing*

*EEC's conclusions based on the following criteria:*

*By standard "Informing the public" educational program 7M01111 Pedagogy and Psychology has 6 strong positions, 6 satisfactory positions.*

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

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

- The EP management engages representatives of groups of interested persons, including employers, trainees and teaching staff, to form a development plan for the EP
- the EP management ensures transparency of the management system, functioning of the internal quality assurance system, including its design, management and monitoring, and making appropriate decisions
- The EP management demonstrates openness and accessibility for students, teaching staff, employers and other interested parties
- the EP management confirms the completion of training in educational management programs.

According to the "**Information Management and Reporting**" standard

- The EP management demonstrates the systematic use of processed, adequate information to improve the internal quality assurance system.

According to the standard "**Development and approval of the educational program**"

- the university demonstrates the existence of an EP graduate model describing learning outcomes and personal qualities
- The EP management demonstrates the modular structure of the program based on ECTS, ensures that the structure of the content of the EP corresponds to the goals set, with a focus on achieving the planned learning outcomes for each graduate
- the EP management ensures that the content of academic disciplines corresponds to the results and level of training
- The EP management provided evidence of the participation of students, teaching staff and stakeholders in the development and quality assurance of the EP.

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

- the university provides a review of the structure and content of the EP, taking into account changes in the labor market, the requirements of employers and the social demand of society
- The EP management publishes information about changes to the EP, informs interested parties about any planned or taken actions within the framework of the EP.

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



- the EP management provides teaching on the basis of modern achievements of world science and practice in the field of training, the use of various modern teaching methods and assessment of learning outcomes that ensure the achievement of the EP goals, including competencies, skills in performing scientific work at the required level
- the university ensures consistency, transparency and objectivity of the mechanism for evaluating the learning outcomes of the EP, publication of criteria and methods for evaluating learning outcomes in advance

**According to the "Students" standard**

- the university encourages students to self-educate and develop outside of the main program (extracurricular activities)

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

- the university has demonstrated that the quality of the teaching staff meets the established qualification requirements, the university's strategy, and the goals of the EP
- the university provides opportunities for career growth and professional development of teaching staff, including young teachers.

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

- not detected

By standard **"Informing the public"**

- the university publishes accurate, objective, up-to-date information that reflects all areas of the university's activities within the framework of the accredited educational program
- availability of ways to disseminate information, including mass media, information networks, to inform the general public and interested persons.
- information about the educational program is objective, up-to-date and includes: the goal and planned results of the EP, the assigned qualification, information about the system for evaluating students' academic achievements.

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

According to the **"Information Management and Reporting" standard**

***EEC recommendations***

*To the management of EP 7M01111 Pedagogy and Psychology to develop and implement a mechanism that ensures the appointment of responsible persons for the reliability and timeliness of information analysis and data provision until 01.12.2022*

According to the **"Students" standard**

***EEC recommendations***

- 1. When revising and updating the Curriculum, provide for and expand opportunities for students to participate in internal and external academic mobility programs until 2024.*
- 2. The management of EP 7M01111 Pedagogy and Psychology should expand the list of organizations that provide internships for undergraduates until 01.02.2023.*

## **(IX) OVERVIEW RECOMMENDATIONS FOR THE DEVELOPMENT OF AN EDUCATIONAL ORGANIZATION**

There are no recommendations of the EEC related to the development of the educational organization, but not related to measures to improve the quality and compliance with the IAAR standards for the evaluated educational program.

## **(X) RECOMMENDATION TO THE ACCREDITATION COUNCIL**

The external Expert Commission made a unanimous decision to recommend to the Accreditation Council to accredit the educational program 7M01111 Pedagogy and Psychology of the Joint-Stock Company "Kazakh University of International Relations and World Languages named after Ablai Khan" for a period of 5 (five) years.

### **Annex 1. Evaluation table "PARAMETERS OF A SPECIALIZED PROFILE"**

#### **Conclusion of the External Expert Commission for the Assessment of the Quality of the Educational Program 7M01111 Pedagogy and Psychology Joint Stock Company " Kazakh University of International Relations and World Languages named after Abylai Khan"**

n\n	n \n	Criteria for evaluation	Position of the educational organization			
			strong	Satisfy body	Assumes improvement	Unsatisfactory body
<b>Standard " Management of the educational program "</b>						
one	1.	The university must demonstrate the development of the goal and development strategy of the EP based on the analysis of external and internal factors with the wide involvement of various stakeholders		+		
2	2.	The quality assurance policy should reflect the relationship between research, teaching and learning		+		
3	3.	The university demonstrates the development of a culture of quality assurance		+		
four	4.	Commitment to quality assurance should apply to any activity performed by contractors and partners (outsourcing), including the implementation of joint/double-degree education and academic mobility		+		
5	5.	The management of the EP ensures the transparency of the development plan for the development of the EP based on an analysis of its functioning, the real positioning of the university and the focus of its activities on meeting the needs of students, the state, employers and other stakeholders		+		

6	6.	The EP management demonstrates the functioning of the 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		+		
7	7.	The EP management should involve representatives of stakeholder groups, including employers, students and teaching staff in the formation of the EP development plan	+			
eight	8.	The leadership of the EP must demonstrate individuality and uniqueness EP development plan , its consistency with national development priorities and development strategy of the educational organization		+		
9	9.	The university must demonstrate a clear definition of those responsible for business processes within the framework of the EP, the distribution of staff duties, and the delimitation of the functions of collegial bodies		+		
ten	10.	The management of the EP ensures the coordination of the activities of all persons involved in the development and management of the EP, and its continuous implementation, and also involves all interested parties in this process		+		
eleven	11.	The EP management must ensure the transparency of the management system, the functioning of the internal quality assurance system, including its design, management and monitoring, and the adoption of appropriate decisions	+			
12	12.	The management of the EP should carry out risk management		+		
13	13.	The management of the EP should ensure the participation of representatives of interested parties (employers, teaching staff, students) in the collegiate management bodies of the educational program, as well as their representativeness in making decisions on the management of the educational program		+		
fourteen	14.	The university must demonstrate innovation management within the EP, including the analysis and implementation of innovative proposals		+		
fifteen	15.	The management of the EP must demonstrate its openness and accessibility for students, teaching staff, employers and other interested parties	+			
16	16.	The management of the EP confirms the completion of training in education management programs	+			
17	17.	The management of the EP should strive to ensure that the progress made since the last external quality assurance procedure is taken into account when preparing for the next procedure.		+		
<b>Total by standard</b>			4	13	0	0
<b>management and reporting standard</b>						

eighteen	1.	The university must ensure the functioning of the system for collecting, analyzing and managing information based on modern information and communication technologies and software		+		
19	2.	The EP guidance demonstrates the systematic use of processed, adequate information to improve the internal quality assurance system	+			
twenty	3.	The EP management demonstrates the presence of a reporting system that reflects the activities of all structural units and departments within the EP, including an assessment of their performance		+		
21	4.	The university must determine the frequency, forms and methods for assessing the management of the EP, the activities of collegial bodies and structural divisions, top management		+		
22	5.	The university must demonstrate a mechanism for ensuring the protection of information, including determining the persons responsible for the reliability and timeliness of the analysis of information and the provision of data			+	
23	6.	The university demonstrates the involvement of students, employees and teaching staff in the processes of collecting and analyzing information, as well as making decisions based on them		+		
24	7.	The EP management must demonstrate the existence of communication mechanisms with students, employees and other stakeholders, including conflict resolution		+		
25	8.	The university must ensure the measurement of the degree of satisfaction with the needs of students, teaching staff and staff within the framework of the EP and demonstrate evidence of the elimination of identified shortcomings		+		
26	9.	The university should evaluate the effectiveness and efficiency of activities in the context of the EP		+		
		<i>The information collected and analyzed by the university within the framework of the EP should take into account:</i>				
27	ten.	key performance indicators		+		
28	eleven	the dynamics of the contingent of students in the context of forms and types		+		
29	12.	academic performance, student achievement and dropout		+		
thirty	13.	satisfaction of students with the implementation of the EP and the quality of education at the university		+		
31	fourteen	availability of educational resources and support systems for students		+		
32	fifteen	employment and career growth of graduates		+		
33	16.	Students, teaching staff and staff must document their consent to the processing of personal data		+		



34	17.	The management of the EP should contribute to the provision of the necessary information in the relevant fields of science		+		
<b>Total by standard</b>			1	15	1	0
<b>Standard " Development and approval of the educational program "</b>						
35	1.	The university must demonstrate the existence of a documented procedure for the development of the EP and its approval at the institutional level		+		
36	2.	The university must demonstrate the compliance of the developed EP with the established goals and planned learning outcomes		+		
37	3.	The EP management should determine the influence of disciplines and professional practices on the formation of learning outcomes		+		
38	4.	The university demonstrates the presence of a model of a graduate of the EP, which describes the learning outcomes and personal qualities	+			
39	5.	The qualification awarded upon completion of the EP must be clearly defined, explained and correspond to a certain level of NQF, QF - EHEA		+		
40	6.	The management of the EP must demonstrate the modular structure of the program based on ECTS , ensure that the structure of the content of the EP corresponds to the goals set, with a focus on achieving the planned learning outcomes for each graduate	+			
41	7.	The management of the EP should ensure that the content of academic disciplines and learning outcomes correspond to each other and the level of education (bachelor's, master's, doctoral studies)	+			
42	8.	The management of the EP must demonstrate the conduct of external reviews of the EP		+		
43	9.	The management of the EP must provide evidence of the participation of students, teaching staff and other stakeholders in the development and quality assurance of the EP	+			
44	10.	The management of the EP must demonstrate the uniqueness of the educational program, its positioning in the educational market (regional/national/international)		+		
45	11.	An important factor is the possibility of preparing students for professional certification		+		
46	12.	An important factor is the presence of a joint (s) and / or two-degree EP with foreign universities		+		
<b>Total by standard</b>			4	8	0	0
<b>Standard " Continuous monitoring and periodic evaluation of the educational program "</b>						
47	1.	The university must ensure the revision of the structure and content of the EP, taking into account changes in the labor market, the requirements of employers and the social demand of society	+			

48	2.	The university must demonstrate the existence of a documented procedure for monitoring and periodic evaluation in order to achieve the goal of the EP and continuously improve the EP		+		
		<i>Monitoring and periodic evaluation of the EP should consider:</i>				
49	3.	the content of the program in the context of the latest achievements of science and technology in a particular discipline		+		
fifty	4.	changing needs of society and the professional environment		+		
51	5.	workload, performance and graduation of students		+		
52	6.	effectiveness of student assessment procedures		+		
53	7.	needs and satisfaction of students		+		
54	8.	compliance of the educational environment and the activities of support services with the goals of the EP		+		
55	9.	The management of the EP should publish information about changes to the EP, inform interested parties about any planned or undertaken actions within the EP	+			
56	10.	Support services should identify the needs of various groups of students and the degree of their satisfaction with the organization of training, teaching, assessment, mastering the EP in general		+		
<b>Total by standard</b>			2	8	0	0
<b>Standard " Student-centered learning, teaching and assessment "</b>						
57	1.	The management of the EP should ensure respect and attention to the various groups of students and their needs, providing them with flexible learning paths		+		
58	2.	The management of the EP should ensure teaching on the basis of modern achievements of world science and practice in the field of training, the use of various modern methods of teaching and evaluating learning outcomes that ensure the achievement of the objectives of the EP, including competencies, skills to perform scientific work at the required level	+			
59	3.	The management of the EP should determine the mechanisms for distributing the teaching load of students between theory and practice within the framework of the EP, ensuring the mastery of the content and achievement of the objectives of the EP by each graduate		+		
60	4.	An important factor is the presence of own research in the field of teaching methods of EP disciplines		+		
61	5.	The university must ensure that the procedures for evaluating learning outcomes correspond to the planned results and goals of the EP		+		
62	6.	The university must ensure the consistency, transparency and objectivity of the mechanism for assessing the learning outcomes of the EP, the publication of criteria and methods for assessing learning outcomes in advance	+			

63	7.	Assessors must be familiar with modern methods for assessing learning outcomes and regularly improve their skills in this area.		+		
64	8.	The management of the EP must demonstrate the existence of a feedback system on the use of various teaching methods and the assessment of learning outcomes		+		
65	9.	The management of the EP must demonstrate support for the autonomy of learners while providing guidance and assistance from the teacher.		+		
66	10.	The management of the EP must demonstrate the existence of a procedure for responding to complaints from students	+			
<b>Total by standard</b>			3	7	0	0
<b>Standard " Students "</b>						
67	1.	The university must demonstrate the policy of forming a contingent of students and ensure transparency, publicity of the procedures governing the life cycle of students (from admission to completion)		+		
68	2.	The management of the EP should provide for special adaptation and support programs for newly enrolled and foreign students		+		
69	3.	The university must demonstrate the compliance of its actions with the Lisbon Recognition Convention, including the existence and application of a mechanism for recognizing the results of academic mobility of students, as well as the results of additional, formal and non-formal education		+		
70	4.	The university should provide an opportunity for external and internal academic mobility of students, as well as assist them in obtaining external grants for study		+		
71	5.	The university should encourage students to self-education and development outside the main program (extracurricular activities)	+			
72	6.	An important factor is the existence of a mechanism to support gifted students.		+		
73	7.	The university must demonstrate cooperation with other educational organizations and national centers of the "European Network of National Information Centers for Academic Recognition and Mobility / National Academic Recognition Information Centers" ENIC / NARIC in order to ensure comparable recognition of qualifications		+		
74	8.	The university must provide students with internship places, demonstrate the procedure for facilitating the employment of graduates, maintaining contact with them	+			
75	9.	The university must demonstrate the procedure for issuing documents to graduates confirming the qualifications received, including the achieved learning outcomes	+			
76	10.	The management of the EP must demonstrate that program graduates have skills that are in demand in the labor market and that these skills are really relevant		+		
77	11.	The management of the EP must demonstrate the existence of a mechanism for monitoring the employment and		+		

		professional activities of graduates				
78	12.	An important factor is the existence of an active alumni association/union		+		
<b>Total by standard</b>			3	9	0	0
<b>Standard " Teaching staff "</b>						
79	1.	The university must have an objective and transparent personnel policy in the context of the EP, including recruitment (including invited teaching staff), professional growth and development of staff, ensuring the professional competence of the entire staff		+		
80	2.	The university must demonstrate the compliance of the qualitative composition of the teaching staff with the established qualification requirements, the strategy of the university, and the goals of the EP	+			
81	3.	The management of the EP should demonstrate the change in the role of the teacher in connection with the transition to student-centered learning and teaching		+		
82	4.	The university should provide opportunities for career growth and professional development of teaching staff, including young teachers	+			
83	5.	The university should involve in the teaching of specialists from relevant industries with professional competencies that meet the requirements of the EP		+		
84	6.	The university must demonstrate the presence of a motivation mechanism for the professional and personal development of teaching staff		+		
85	7.	The university must demonstrate the widespread use of teaching staff of information and communication technologies and software in the educational process (for example, on-line training, e-portfolio, MEPs , etc.)		+		
86	8.	The university must demonstrate the focus on the development of academic mobility, attracting the best foreign and domestic teachers		+		
87	9.	The university must demonstrate the involvement of each teacher in promoting a culture of quality and academic integrity at the university, determine the contribution of teaching staff, including those invited, to achieving the goals of the EP		+		
88	10.	An important factor is the involvement of teaching staff in the development of the economy, education, science and culture of the region and the country		+		
<b>Total by standard</b>			2	8	0	0
<b>Standard "Educational resources and student support systems"</b>						
89	1.	The university must guarantee the compliance of the infrastructure, educational resources, including material and technical, with the goals of the educational program		+		
90	2.	The management of the EP must demonstrate the sufficiency of classrooms, laboratories and other facilities equipped with modern equipment to ensure the achievement of the		+		



		objectives of the EP				
		<i>The university must demonstrate the compliance of information resources with the needs of the university and the EPs being implemented, including in the following areas:</i>				
91	3.	technological support for students and teaching staff in accordance with educational programs (for example, online learning, modeling, databases, data analysis programs)		+		
92	4.	library resources, including a fund of educational, methodical and scientific literature on general education, basic and major disciplines on paper and electronic media, periodicals, access to scientific databases		+		
93	5.	examination of the results of research, final works, dissertations for plagiarism		+		
94	6.	access to educational Internet resources		+		
95	7.	functioning of Wi-Fi on its territory		+		
96	eight.	The university must demonstrate that it creates conditions for conducting scientific research, integrating science and education, publishing the results of research work of teaching staff, staff and students		+		
97	9.	The university should strive to ensure that the educational equipment and software used for the development of educational programs are similar to those used in the relevant sectors of the economy		+		
98	10.	The management of the EP must demonstrate the existence of procedures for supporting various groups of students, including information and counseling		+		
99	11.	The management of the EP should show the existence of conditions for the advancement of the student along an individual educational trajectory		+		
100	12.	The university must take into account the needs of different groups of students (adults, working, foreign students, as well as students with special educational needs)		+		
101	13	The university must ensure that the infrastructure meets the safety requirements	+			
<b>Total by standard</b>			1	12	0	0
<b>Public Information Standard</b>						
102	one .	The university guarantees that the published information is accurate, objective, up-to-date and reflects all areas of the university's activities within the framework of the educational program	+			
103	2.	Informing the public should include support and explanation of the national development programs of the country and the system of higher and postgraduate education	+			
104	3.	The university management should use a variety of ways to disseminate information (including the media, web resources, information networks, etc.) to inform the general public and interested parties	+			

		<i>Information about the educational program is objective, up-to-date and should include:</i>				
105	four.	the purpose and planned results of the EP, the qualification to be awarded	+			
106	5.	information and the system for assessing the educational achievements of students	+			
107	6.	information about academic mobility programs and other forms of cooperation with partner universities, employers		+		
108	7.	information about the opportunities for the development of personal and professional competencies of students and employment		+		
109	eight.	data reflecting the positioning of the EP in the market of educational services (at the regional, national, international levels)		+		
110	9.	An important factor is publication on open resources of reliable information about teaching staff, in the context of personalities		+		
111	10.	The university must publish audited financial statements for the EP on its own web resource		+		
113	11.	The university must post information and links to external resources based on the results of external evaluation procedures	+			
113	12.	An important factor is the placement of information about cooperation and interaction with partners, including scientific / consulting organizations, business partners, social partners and educational organizations		+		
<b>Total by standard</b>			6	6	0	0
<b>TOTAL</b>			<b>26</b>	<b>86</b>	<b>1</b>	<b>0</b>

26 (23%) the parameter has the position "*strong*"

86 (76.1%) parameters have the position "*satisfactory*"

1 (0.9%) parameters have the position "*suggests improvement*"

0 (0%) parameters have the position "*suggests improvement*"