REPORT

on the results of the work of the external expert
commission for the evaluation
for compliance with the standards of primary specialized
accreditation of the educational program (Ex-ante)

7M02316 SIMULTANEOUS INTERPRETATION
**JOINT STOCK COMPANY "KAZAKH ABYLAY KHAN
UNIVERSITY OF INTERNATIONAL RELATIONS AND
WORLD LANGUAGES"**

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

АККРЕДИТТЕУ ЖӘНЕ РЕЙТИНГТІҢ
ТӘУЕЛСІЗ АГЕНТТІГІ
НЕЗАВИСИМОЕ АГЕНТСТВО
АККРЕДИТАЦИИ И РЕЙТИНГА
INDEPENDENT AGENCY FOR
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**JOINT STOCK COMPANY "KAZAKH ABYLAY KHAN UNIVERSITY OF
INTERNATIONAL RELATIONS AND WORLD LANGUAGES"**

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Almaty   **May 26, 2022**

CONTENTS

(I)   LIST OF SYMBOLS AND ABBREVIATIONS

JSC NCSTE	National Center for Scientific and Technical Expertise
ACEP	Academic Council for Educational Programs
HPE	Higher professional education
SCSE	State compulsory standard of education
CTT	Credit technology training
ICT	Information and communication technologies
CED	Catalog of elective disciplines
MES RK	Ministry of Education and Science of the Republic of Kazakhstan
IR	International Relations
MOOCs	Massive Open Online Courses
MEP	Modular educational programs
SAPE-complex	Scientific-applied complex in the international professional direction
R&D	Research and design
RWU	Research work of undergraduates
SIRAS	Scientific Innovative Research Applied School
SAL	Scientific-applied laboratory
EP	Educational program
BCEP	Basic compulsory education program
TS	Teaching staff
WC	Working Curriculum
QMS	Quality management system
UIW	Undergraduates' Independent work
UIWS	Undergraduates' Independent work under the guidance of a teacher
TSS	Teaching and support staff
EMCD	Educational and methodological complex of the discipline
EMD	Educational and Methodological Department
EMC	Educational and Methodological Council
US	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
USC	Service Center for Undergraduates

(II)   INTRODUCTION

An external expert commission assessed the compliance of the educational program 7M02316 Simultaneous interpretation of the Kazakh University of International Relations and World Languages named after Abylai Khan with the standards of primary specialized accreditation of the educational program of the organization of higher and (or) postgraduate education (Ex-ante) (put into effect by order No. 68-18 /1-OD dated May 25, 2018) from May 24 to May 26, 2022, in accordance with the order of the Director General of the Independent Accreditation and Rating Agency No. 71-22-OD dated March 25, 2022.

The report of the external expert commission (EEC) contains an assessment of the educational program 7M02316 Simultaneous interpretation of the Kazakh University of International Relations and World Languages named after Abylai Khan to the IAAR criteria, recommendations of the EEC for further improvement of the educational program, an evaluation table for accreditation profiles, the EEC visit program, the results of a survey of teaching staff and students .

The WEC composition:

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

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

Cluster 1. Specialized accreditation

6B04202 International law (5B030200 International law)	*IAAR expert – Chokina Marina Viktorovna, Ph.D. in law, associate professor, expert of category 2 (Almaty, Republic of Kazakhstan).*
7M04211 International law (6M030200 International law)	*IAAR expert, student - Erbolov Daniyar Erbolovich, 2nd year student of EP 7M04201 International Law of the Kazakh National University. al-Farabi, expert of category 3 (Almaty, Republic of Kazakhstan).*

Cluster 2. Primary specialized accreditation

7M04212 International law	*IAAR expert - Kairdenov Serik Syrlybayevich, Master of Law, Ph.D., Associate Professor of the Kokshetau University. Sh. Ualikhanov, expert of category 2 (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 category 1 (Almaty, Republic of Kazakhstan).*
	IAAR expert, student - Zhansen Baurzhanovich Bulatov, 4th year student of OP 5B030300 Law Enforcement KAZSLU University named after M.S. Narikbayev, expert of category 3 (Nur-Sultan, Republic of Kazakhstan).
8D03122 Regional Studies	*IAAR expert - Aikenova Dina Maratovna, PhD, expert of category 2 (Nur-Sultan, Republic of Kazakhstan).*

Cluster 3. Specialized accreditation

7M01111 Pedagogy and psychology (6M010300	*IAAR expert - Abibulaeva Aizhana Budanovna, Doctor of Pediatrics, Professor of the Eurasian National University named*

Pedagogy and psychology)	after L.N. Gumilyov, expert of category 2 (Nur-Sultan, Republic of Kazakhstan).
	IAAR expert, employer - Sadykova Nurzhamal Anuarbekovna, excellent student of education, deputy director of lyceum school No. 44 named after. Oralkhan Bokey, expert of category 2 (Ust-Kamenogorsk, Republic of Kazakhstan).
	IAAR expert, student - Sarabek Nazerke Erikkyzy, 3rd year EP student, primary school teacher of a humanitarian college, expert of category 3 (Aktobe, Republic of Kazakhstan).

Cluster 4. Primary specialized accreditation

7M01112 Pedagogy and psychology	IAAR expert - Gulnara Bayanovna Turtkarayeva, Ph.D., Associate Professor of Kokshetau University named after Sh. Ualikhanov, expert of category 1 (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 category 3 (Nur-Sultan, Republic of Kazakhstan).

Cluster 5. Primary specialized accreditation

7M11113 Restaurant and Hotel Business **7M11114 Restaurant and Hotel Business**	Expert IAAR - Korolev Konstantin Yuryevich, Ph.D., Associate Professor, expert of category 2.
	IAAR Expert – Mambetaliev Kenenbay Tortayevich, Ph.D.
	IAAR expert, employer - Damilya Bakhitkereevna Kunanova, director of the Department of Tourism of the National Chamber of Entrepreneurs "Atameken", expert of category 2 (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 category 3 (Almaty, Republic of Kazakhstan).

Cluster 6. Specialized accreditation

7M02316 Simultaneous interpretaion	IAAR expert - Viorica Lifari PhD, professor of the State University of Moldova, expert of category 2 (Chisinau, Moldova).
	IAAR expert – Burbekova Saule Zhorabekovna, Ph.D. in Philology, associate professor of Astana IT University, expert of category 1 (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 Universitynamed after L.N. Gumilyov, expert of category 3 (Nur-Sultan, Republic of Kazakhstan).

(III)   REPRESENTATION OF THE EDUCATIONAL ORGANIZATION

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

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

Kazakh University of International Relations and World Languages named after Abylai Khan - an accredited organization of higher education in the city of Almaty, was founded by the Decree of the Council of People's Commissars of the USSR No. 1696 of September 16, 1940, as the Kazakh Teachers' Institute of Foreign Languages (KazSTIFL). In April 1944, Kaznarkompros prepared a proposal to transform KazSTIFL 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 Abylai 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 Abylay Khan" was transformed into Closed Joint-Stock Company "Kazakh University of International Relations and World Languages named after Abylai Khan". According to Article 90 of the Law of the Republic of Kazakhstan "On Joint Stock Companies", CJSC "KazSUIR", 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 Abylai Khan".

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

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

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

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

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

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

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

Manual of the educational program 7M04212 International Law (field-specific), 7M04213 Jurisprudence (scientific and pedagogical), has been operating since 2010, since 2015. The state license for the right to conduct educational activities of the AA series No. 0000203 was issued on the basis of the order of the Minister of Education and Science of the Republic of Kazakhstan dated April 26, 2004 No. 361 (the validity period of the license is not limited) for full-time, part-time and evening forms of education and the State License AB No. 0137365 dated 03.02 .2010 (Appendix 1. OP licenses)

The term of the license is not limited. Training of undergraduates is carried out in accordance with the "Classifier of specialties of higher professional education", approved by the order of the Ministry of Education and Science of the Republic of Kazakhstan and the State Compulsory Education Standard SCES RK 5.03.015 - 2009 July 31, 2009 No. 365. Date of introduction: 2009.09.01.

The educational process in general education, basic and major disciplines of the curriculum of the EP is provided by the following departments of KazUIR&WL named after Abylai Khan: the department "Modern history of Kazakhstan and philosophical disciplines", the department of pedagogy and psychology, the department of professional foreign language (economic and legal direction), physical education, theoretical and applied linguistics, professional digitalization, Kazakh philology.

The basic department of the EP is the department of "International Law" of the Faculty of "International Law and Economics" of KazUIR&WL named after Abylai Khan.

The management of the EP carries out its activities in training graduates in these specialties 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

Educational program 7M02316 Simultaneous interpretation of the Joint-Stock Company "Kazakh University of International Relations and World Languages named after Abylai Khan" undergoes external assessment for compliance with the standards of primary specialized accreditation of the educational program of the organization of higher and (or) postgraduate education (Ex-ante) (put into effect by order No. 68- 18/1-OD of May 25, 2018) 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 Abylai Khan from May 24 to May 26, 2022.

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

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

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

Participant category	Quantity
Rector	1
Vice-Rector's Corps	5
Heads of structural divisions	10
Deans	3
Heads of EP, heads of departments	6
Teaching staff	5
Students, undergraduates, doctoral students (who took part in the survey)	6
Graduates	0
Employers and representatives of the practice base	0
Total	36

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

Members of the EEC attended on-line training sessions: Workshop on written translation Lecturer Zikhrollaev E.M.

In accordance with the accreditation procedure, a survey of ___ teachers and students in the EP of the cluster was conducted - 5 teachers; 6 students. The results of the survey are indicated in Appendix No. 4.

In order to confirm the information presented in the Self-Assessment Report, the working documentation of the university was requested and analyzed by external experts. Along with this,

the experts studied the Internet positioning of the university through the official website of the university https://www.ablaikhan.kz/ru/about-us/our-university.html

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

(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 must reflect the relationship between research, teaching and learning.*

✓ *The university demonstrates the development of a culture of quality assurance.*

✓ *Commitment to quality assurance must 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 the 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 review of the EP development plan and monitoring its implementation, assessing the achievement of learning goals, meeting the needs of students, employers and society, making decisions aimed at continuous improvement of the EP.*

✓ *The EP management must involve representatives of stakeholder groups, including employers, students and teaching staff in the formation of the EP development plan.*

✓ *The EP management must demonstrate the individuality and uniqueness of the EP development plan, its consistency with national development priorities and the development strategy of the educational organization.*

✓ *The university must demonstrate a clear definition of those responsible for business processes within the framework of 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 must carry out risk management.*

✓ *The management of the EP must ensure the participation of representatives of stakeholders (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 must strive to ensure that the progress made since the last external quality assurance procedure is taken into account when preparing for the next procedure.*

Evidence

The educational program "7M02316 - Simultaneous interpertation" is implemented in accordance with the Annexes to the License for the right to conduct educational activities series AB No. 0137365, issued by the Committee for Control in Education and Science of the Ministry of Education and Science of the Republic of Kazakhstan dated 03.02.2010. In KazUIR&WL named after Abylai Khan, there is a published Quality Policy (Minutes of the CC No. 1 dated August 27, 2021), which reflects the main strategic directions and fundamental principles of quality assurance in the implementation of the EP. Strategy for ensuring the quality of education of JSC "Kazakh University of International Relations and World Languages named after Abylai Khan for 2020-2024" approved by the Decision of the Academic Council of KazUMO and WL named after Abylai Khan (Minutes No. 1 dated August 27, 2020), which is an integral element of management and the basis for planning the implementation of educational activities of the OP "7M02316 - Simultaneous translation". The main provisions on the organization of the educational process are reflected in the documents "Academic Policy", the Roadmap "Improving the principles of academic honesty", as well as the University Standards "Design and development of educational services", "The process of monitoring and measuring students' knowledge, skills and abilities", "Process management selection of applicants", "Management of educational and methodological work", "Management of the educational process". Quality management and processes are regulated by the internal regulatory documents of the university, such as the Academic Policy for the levels of postgraduate education of JSC KazUMOiWL, approved on August 25, 2021, which includes the Policy for the implementation of postgraduate education, the Policy for choosing educational programs, admission to educational programs of postgraduate education, writing a master's thesis /project, organization and conduct of practices, research and scientific experimental work of undergraduates and doctoral students, academic certification of undergraduates https://www.ablaikhan.kz/ru/study-process/study-process/academic-policies.html

The implementation of the EP "7M02316 - Simultaneous Interpretation" is determined by its goals and development plan. In order to fulfill the key requirements of stakeholders, to further improve the educational process, the development of the EP is planned and resources are allocated for its implementation. The strategic goals of the EP are achieved in the process of solving the following tasks: increasing the intellectual reserve of the departments; development of research bases of departments; development of professionalism of teaching staff; introduction of advanced methods of organizing the educational process, etc. The Working Group for the development of the EP "7M02316 - Simultaneous Interpretation " includes representatives of all interested parties: teachers, employers, students. Doctor of Political Sciences, Professor Aliyarov E.K., President of the Kazakhstan Center for Humanitarian and Political Conjuncture, Kazhybek E., Director of the State Enterprise "Institute of Linguistics named after A. Baitursynov" KN MES RK, Kalizhanov U., Director of the Institute of Literature and art named after M. O. Auezov, Sairan K. R., Director of Algayat LLP, etc.

The educational program "Simultaneous Interpretation" of the Kazakh University of International Relations and World Languages named after Abylai Khan is a unique and the only master's program in the Republic of Kazakhstan, the purpose of which is to train specialists-researchers in the field of theory, history and methodology of interpretation, who own modern translation technologies, capable of solving translation issues using modern research methods that meet international standards for interpretation and intercultural communication. The EP is focused on the use of educational technologies, new forms of integration of the educational process with scientific and innovative activities, in particular, self-directed learning, learning

through activities, learning in the real scientific and educational field.

The individuality and uniqueness of the EP lies in its modular structuring - all disciplines (both compulsory and elective) and types of classes are combined into separate modules according to the principle of their focus on the formation of professional competence. The module includes a complex of disciplines of the educational program, meaningfully organized in a logical sequence, the development of which leads to the formation of competencies in the student. The system of accounting for the complexity of training is the credits accrued for the development of each module.

Into the content of the EP for 2021–2023. the following disciplines were included: Modern linguistic theories, their paradigms and research methods; Workshop on written translation; Workshop on consecutive translation; Workshop on simultaneous translation; Practice of remote simultaneous translation using ICT; terminology management.

According to the recommendations of employers, the disciplines of Professional Conference Translation, Modern Methodology of Theory and Practice of Translation, Translation and Localization were included in the working curriculum of the EP. Reviews are submitted by the Director of the Institute of Linguistics. A. Baitursynov A. Fazylzhan and head of the Department of Theory and Translation of ENU named after L. N. Gumilyov M. Eskendirova.

The necessary information, human resources, financial and material and technical resources, as well as regulatory and legal documentation that ensure the implementation of educational programs, are available to manage the EP. The EP is managed on the basis of the principle of transparency. All interested persons can familiarize themselves with the content of the EP on the website https://www.ablaikhan.kz/ru/for-applicants/for-applicants/our faculties/afteruniversity/%D1%81%D0%B8%D0%BD%D1% 85%D1%80%D0%BE%D0%BD%D0%BD%D1%8B%D0%B9- %D0%BF%D0%B5%D1%80%D0%B5%D0%B2%D0%BE %D0%B4- %D0%BC%D0%B0%D0%B3%D0%B8%D1%81%D1%82%D1%80%D0%B0%D1% 83%D1%80 D0%B0.html

The implementation of the EP "7M02316 - Simultaneous Interpretation" is carried out by experienced teachers of the Department of Postgraduate Education, the Department of Translation and Intercultural Communication and the Department of Simultaneous Interpretation, who are simultaneous interpreters with significant practical experience in simultaneous translation, and who have completed the educational program of the master's program for the qualification of a simultaneous interpreter in KazUIR&WL (Boranbaev D.B., Zikhrollaev E.M., Alshanov R.K.) and graduates of the Middlebury University of the USA, California (Dinasilova M.A., Idrisova A.B.), who completed an internship at leading foreign universities (MSLU, Institute of Translatology, Charles University, Prague)

An example of the implementation of the interaction between teaching, research and studying is the organization and holding of master classes, participation in scientific conferences, scientific competitions, subject Olympiads, etc. The relationship between scientific research, teaching and studying is reflected in the unique model of scientific and innovative vocational education complexes, integrating 5 areas of the university's activities into a single professional and creative process. Members of the EEC note the breadth and diversity of research in the theory of language, intercultural communication and translation: scientific monographs and textbooks as educational and methodological support for the educational process: d.f.s., Academician Kunanbayeva S. S. Conceptual foundations of cognitive linguistics in the development of a multilingual personality. – Almaty, 2017; d d.f.s., Academician Kunanbayeva S. S. Conceptually-grounded cognitive-lingual basics of forming a multilingual; d.f.s., Professor Isabekov S.E. Models and versions of cognitive linguistics. - Almaty, 2018; Schwartz Hans Best practices of terminology in translation studies. – Almaty, 2018; d.f.s., Professor Tairbekova L.N. Social and communicative systems in intercultural space and their research. – Almaty, 2018; Imanbekova G., Kurmanalieva E., Karmenbaeva Zh. Theory and practice of communicative

competence formation. – Austria, Vienna, 2016; Kazakh-Russian-English dictionary of literary terms. – Almaty, 2018.

Research topics of graduates have a practical focus, based on the presentation of an applied product. Experienced and highly qualified teachers of the departments are appointed as supervisors of masters' works, among the reviewers are representatives of other Kazakhstani universities and employers (d.f.s., Prof. Islam Aybarsha, c.f.s., Associate Professor Mizamkhan Baglan, PhD, Professor Asanova Gulnar Sairambekovna).

Monitoring of the implementation of the EP is carried out on a regular basis by the collegiate bodies of the faculty, which is reflected in the protocols of the departments and are further reviewed by the collegiate bodies of the university - the Scientific Council of the University. Systematic monitoring, evaluation of the effectiveness of the policy in the field of quality assurance of educational programs, analysis of data on the assessment of educational achievements, satisfaction with the EP and the quality of teaching, etc. is provided with the participation of students, staff and other stakeholders based on the systematic collection, analysis and management of information .

During the visit of the EEC, it was demonstrated that there are favorable conditions for managing innovations within the EP using modern methods of teaching interpretation (reproductive, search methods (independent work of undergraduates, work with reference literature); perceptual methods (video lessons, meetings with representatives of English-speaking countries) logical methods (language exercises, analysis of a specific situation).The EP includes innovative areas such as the use of ICT in the practice of remote simultaneous translation, translation and localization, terminology management, where CAT tools are widely used for a comprehensive solution for automating translations.

Information about the activities of the university and the implementation of the EP, their goals, academic policy, DLT, information about events is presented on the pages of the university, faculty https://www.ablaikhan.kz/ru/for-applicants/for-applicants/our-faculties/fpif .html and EP "Simultaneous Interpretation"

https://www.ablaikhan.kz/ru/for-applicants/for-applicants/our-faculties/afteruniversity/%D1%81%D0%B8%D0%BD%D1%85%D1%80%D0%BE%D0%BD%D0%BD%D1%8B%D0%B9-%D0%BF%D0%B5%D1%80%D0%B5%D0%B2%D0%BE%D0%B4-%D0%BC%D0%B0%D0%B3%D0%B8%D1%81%D1%82%D1%80%D0%B0%D1%83%D1%80%D0%B0.html

During the EEC visit, the openness and accessibility of the heads of the EP for students, teaching staff, employers and other interested parties were demonstrated. To resolve issues, there is an e-mail of the heads of departments.

The members of the EEC made sure that the heads of the educational program Baysultanova K.Sh., Mizamkhan B., Kagazbayeva E.M., Asanova G.S. were trained in education management programs.

Analytical part

EEC IAAR, having held meetings, conversations and interviews with vice-rectors, heads of departments, heads of structural units, students, faculty, as well as conducting a survey of faculty and undergraduates, detailed acquaintance of experts with the educational infrastructure of the university, material, technical and information methodological resources and the necessary documents notes that the transparency and collegiality of the processes of forming the EP development plan is confirmed by the participation of the entire team in it. This is evidenced by the activities of the Scientific Council, the administration, the educational and methodological council, which ensure the management of the main processes of the university.

The development plan of the EP "7M02316 - Simultaneous Interpretation" is regularly discussed, revised and supplemented at the meetings of the department and approved by the

university's SC The implementation of educational programs and plans for their development are carried out in accordance with the mission, strategic development plan of the university, academic rules and regulations.

The Self-Report of the EP "7M02316 - Simultaneous Interpretation" identifies risks in the implementation of educational programs, solutions to prevent and reduce risks, however, the members of the EEC believe that the analysis of the current situation and risk analysis should be reflected in the Development Plan of the EP, taking into account the possibility of deviation from the goal and /or discrepancy between the actual result and the intended one. The management of the EP did not demonstrate the implementation of procedures and measures to identify, prevent and minimize potential risks within the framework of the EP Development Plan.

During the EEC visit, IAAR experts made sure that the university has a documented procedure for reviewing and updating the content of the EP. The management of the EP demonstrates the wide participation of stakeholders represented by students, teaching staff and employers in the development of the EP, the choice of disciplines and their place in the curriculum, in the formulation of annotations to disciplines, etc.

The participation of employers and other interested parties in making certain changes to the EP is confirmed and reflected in the reviews, expert opinions of employers. The faculties regularly hold meetings with employers on issues of types of internship, the introduction of new disciplines, the development of EP, encouragement of students, etc. Employers are involved in social partnership through their participation as experts in educational and methodological documentation (EP, Working Curriculum, Regulations on Internship , CED, etc.); as reviewers, future co-supervisors of master's theses; as members of the SAC in their specialty, heads of organizations-internship bases with the possibility of further employment, etc., however, members of the EEC believe that the leaders of the EP need to clearly define the criteria for experts in the profile of the EP in order to involve them in collegiate bodies and working groups. However, the leaders of the EP need to clearly regulate the requirements for the developers of the EP and external reviewers, according to what principle and criteria the involvement in the development and external evaluation of the EP is carried out.

Innovation management within the EP, implemented through the integration of the educational process with research activities, was confirmed during the visit of the EEC. Scientific research is carried out within the framework of research work: publication of monographs, collections of scientific articles, preparation for the defense of dissertations, organization and holding of international and republican scientific forums, international competitions, round tables, holding student scientific events and introducing scientific results into the educational process.

Thus, the EEC notes that the strategic documents of the University consistently reflect the management of educational programs. An accessible educational resource environment has been created for training, including computer equipment, software products - licensed and purchased, websites, computer classes, reading rooms, a book fund, etc. For the effective management of educational programs at the university, the existence of collegial and corporate forms of management, monitoring of the educational environment, electronic document management, internal audit mechanism, etc. The provision of quality educational services at the university, the compliance of the EP with modern requirements are at a sufficient level. A survey of teaching staff conducted during the visit of the EEC IAAR showed that the involvement of teaching staff in the process of making managerial and strategic decisions was rated as "very good" and "good" - 98%. Satisfaction of teaching staff with the content of EP is 100%. Satisfaction with the level of feedback from the teaching staff with the management is 100% as "very good" and "good".

Strengths/best practice

− openness and accessibility of the EP management for students, teaching staff, employers and other interested parties.

EEC recommendations

− the management of the EP, based on the development strategy of the university, to update the structure and content of the EP development plan in order to reflect the analysis of risks and measures to prevent and minimize them during the implementation of the EP in the period 2022–2023

Conclusions of the EEC according to the criteria:
according to the standard "Management of the educational program", the EP has 1 strong, 15 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 management 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 EP management must demonstrate the existence of communication mechanisms 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.*

Evidential part

The university has a system for collecting and analyzing external and internal statistical and analytical data to make informed decisions. The management of the EP ensures the measurability, reliability, accuracy, timeliness and completeness of information and demonstrates decision-making based on facts and shows that the management of the EP, as well as other areas of activity, is carried out on the basis of the regular use of a system for collecting and analyzing statistics on the contingent of students and graduates, available resources, staffing, consulting, research and international activities and other areas and is regulated by the Internal Regulations of the university. Office work is carried out in accordance with the approved nomenclature of cases, the safety and archiving of documents is ensured. Perspective and strategic foundations for the development of the EP are formed taking into account the opinions of students, teaching staff, and employers. Evaluation of the effectiveness of the mission, goals and objectives of the university, as well as the implementation of the EP "Simultaneous Interpretation" is carried out on the basis of monitoring the main performance indicators and the timing of the implementation of the action plan, the results of which are discussed at meetings of departments, various working groups, the Scientific Council. Students, teaching staff, employers, foreign partner universities, representatives of internship base organizations take part in the development of the EP.

Monitoring of the implementation of the strategy is carried out on an ongoing basis in the course of reports from structural divisions and the entire university as a whole. Strategic planning is built taking into account short-term and medium-term tasks that are reflected in the activities of departments and faculties. The analysis of the implementation of the EP is carried out at different levels of management and is represented by the following documents: the annual report of the department and faculty, consideration of issues about the educational and methodological state at the university's STC, the presentation of reports and analyzes in areas (the results of examination sessions, final conferences on internships, analysis of the state of disciplines, the level of teaching and satisfaction with the organization of the educational process) at meetings of the Scientific Council. The systems for collecting, analyzing and managing information are carried out on the basis of the use of modern information and communication technologies and software tools, such as the corporate mail of the university://cloud.ablaikhan.kz/mail/, ACU 1C University (contingent, load of teaching staff, schedules, examination materials, test results, exams, MC and CC, classroom fund, Personal accounts of the student / teacher, Electronic timetable, Electronic statements, Electronic journal, Electronic testing, Questioning, Access to the electronic library, etc.), educational portal - portal.ablaikhan.kz., LMSMoodle, E-EMCD (lecture material, seminar material, IWS, Projects, etc.), esuvo.ablaikhan.kz, e-learning system, electronic document management information systems - doc. ablaikhan.kz, tracking key performance indicators - kpi.ablaikhan.kz, etc.

Students and teaching staff, employers are involved in the processes of collecting and analyzing information by questioning, interviewing, and making decisions based on them during meetings of the departments, the EMC of the faculty, the EMC and the Scientific Council of the university. The safety of information is carried out in accordance with the Regulation on ensuring information security, approved on 01. 2020, which provides for the procedures for processing the personal data of undergraduates, regulating the distribution of roles and functions in the used IS; use of licensed software and anti-virus programs NODESET 32 EndpointSecurity; server system administration and backup; restriction of access of individuals to the premises with servers; technical equipment of rooms with servers to ensure the safety of work. The university standard "Procedure for working with corporate websites" STU 02–2018 dated January 30, 2018 describes the procedure for working and those responsible for the accuracy of information on corporate websites.

The main forms of feedback at the university are the direct mail of the rector in the form of

a box of complaints and suggestions, the option "Innovative proposals" posted on the university website, surveys of consumers of educational services and staff, meetings of teaching staff and students with heads of different levels.

The official website of the university is intended to increase the awareness of students, teachers, employees, employers, partners of the university, scientific and public organizations about the current state of affairs and directions for the development of the university in the educational process, scientific, technical, cultural, social and educational work (academic calendar, CED, schedule, individual class schedules, exam retake schedule, up-to-date information about various academic mobility competitions). The site is maintained in Kazakh, Russian and English. Information and news content is kept up to date.

Regular updating of information on the EP "7M02316 - Simultaneous interpretation" is presented on the web resource of the EP and is available at the link https://www.ablaikhan.kz/ru/?option=com_content&view=article&id=3424. The University has official registered accounts in all popular social networks (https://www.facebook.com/kazumo23, https://www.instagram.com/kazumo23/, the official telegram channel of the university https://t.me/kazumo23. The electronic library of the university has access to international databases and has unlimited access to electronic books of the world's largest publishers (EBooks) in the database of EBSCO, Springer, Elsevier, etc.

A more detailed description of educational programs is available on the web pages of departments and faculties: information on professional competencies, qualifications, specialization, specifics of the profession and the labor market, admission requirements and tuition fees. The web pages of the departments also contain general information about the department, management and teaching staff, international cooperation, scientific projects and internship bases.

Analytical part

During the visit of the EEC, the experts were convinced that the feedback channels existing at the university provide an opportunity for all interested persons to contact the management with problems, initiatives and suggestions for improving activities. Students have the opportunity to express their opinion about teachers and the educational process in general during an anonymous online survey. The system for collecting, analyzing and managing information is formed to ensure the quality of the implementation of the EP. This is confirmed by local regulations, as well as a structured electronic educational environment, functional characteristics, and a feedback system. The process of collecting information, monitoring the performance indicators of the EP correspond to the goals of the university in the field of improving the quality of education.

Consent to the collection, processing, use and storage of their personal data by the university gives in accordance with the employment contract. In order to protect confidential information, all employees sign a non-disclosure agreement.

According to the results of the survey conducted by the teaching staff on the problems of untimely receipt of information about events by employees, 90.3% answered "never" and 9.7% "sometimes".

Strengths/best practice
- not identified

EEC recommendations
- no
Conclusions of the EEC according to the criteria:
according to the standard "Information Management and Reporting", the EP has 16

satisfactory positions.

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 EP management 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, describing 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 the level of education (bachelor's, master's, doctoral studies).*

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

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

✓ *The EP management 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 double-diploma EP with foreign universities.*

Evidential part

The development and approval of the EP at the University is carried out in accordance with the provisions of regulatory legal acts in the field of higher and postgraduate education, as well as in accordance with the documentation developed at the university and necessary for the effective functioning of the educational process. The process of developing and revising the cluster EP is regulated by the Academic Policy, which establishes the structure, procedure for developing, formalizing, agreeing, approving, putting into effect, changing, revising, updating the EP. The educational program is developed in accordance with the NQF, professional standards, as well as scientific, theoretical and practice-oriented requirements for the professional and social competencies of EP students. Functions for the development of the EP are carried out by working groups for the accredited EP, which includes: experienced teachers, employers and students, which is confirmed by the approved composition, minutes of meetings.

Qualitative and quantitative indicators of market requirements determine the mission, goals and objectives of educational programs and correspond to the available resources and capabilities of the university. During the implementation of the EP, work is carried out with employers to determine the areas in demand and requirements for the preparation of EP undergraduates.

In order to ensure quality, the university is improving the EP through the mechanism of internal and external quality assessment of the EP. Internal examination is carried out by attracting experienced teachers and heads of structural units, invited experts, representatives of business communities, as well as employers, if they have the appropriate qualifications,

participate in the external examination procedure for the formation of the curriculum, reviewing and examination of the content of the EP. Members of the EEC note the involvement of employers in the design and examination of the EP cluster in the person of representatives of various organizations such as Aliyarov Yesenzhol Kanievich (President of the Kazakhstan Center for Humanitarian and Political Conjuncture, Doctor of Political Sciences, Professor), Kazhybek Erden (Director of the State Enterprise "Institute of Linguistics named after A. Baitursynov" SC MES RK), Kalizhanov Ualikhan (Director of the Institute of Literature and Art named after M.O. Auezov); Sairan Kadir Raisa, Director of "Algayat" LLP, undergraduates Dzhailganova Damelya Abatkyzy, Zikhrollaev E.M. and teaching staff to the Academic Council of the FPE (Faculty of Postgraduate Education).

Yu.A. Pilipenko, Director of the Association of Goods and Services, was involved in the working group for the EP "Simultaneous Interpretation", which does not correspond to the profile of the EP. The planned RO for EP are the basis for the procedures for assessing the educational achievements of students in the study of modules of basic, major and special disciplines within the framework of the formed general, linguistic, pragmatic and intercultural competencies that contribute to the formation of professional and personal competencies. The BD and PD programs have a practical focus, such BD and PD include the disciplines "Foreign language (professional)", "General professional foreign language", "Practice of simultaneous interpretation", "Modern methodology of theory and practice of translation", "Practice of remote simultaneous interpretation using ICT", "Terminology management", "Translation and localization", "Professional conference interpreting", etc. The educational program is based on the original competence model of a translator, approved on February 21, 2021, implemented through a set of complementary competencies, which provide for the consistent development of the translator's professional competencies within the framework of the competency-based paradigm, which determines the uniqueness of the developed EP.

Student internships of the EP is regulated by the Methodological Recommendations for Research Internship for Undergraduates of the EP "7M02316 - Simultaneous Interpretation". The bases of internships are educational institutions, centers and other activities of which correspond to the profile of the EP, so according to the EP "Simultaneous Interpretation", there is a cooperation agreement with the "Kazakhstan Center for Humanitarian and Political Conjuncture", State Enterprise "Institute of Linguistics named after A. Baitursynov" SC MES RK, Institute of Literature and Art named after M.O. Auezov, LLP "Algayat". Professors, associate professors, experienced teachers who are well aware of the specifics of the profession and the activities of internship bases are appointed as internship supervisors. The members of the EEC note that the implementation of the EP is aimed at developing the professional competence of future graduates corresponding to the qualification framework of the master. The qualification obtained upon completion of the EP cluster is clearly defined and corresponds to the level of the NSC, the types, area and objects of professional activity are described, a list of possible positions is given. For the implementation of the EP, catalogs of elective disciplines are annually developed, which describe the disciplines of the elective component, indicating a brief content, pre- and post-requisites. The disciplines recommended by employers were included in the catalog of elective disciplines: Practice of written translation; Practice of consecutive interpretation; Practice of simultaneous interpretation; Practice of remote simultaneous interpretation using ICT; Terminology management, etc.

Analytical part

The development and approval of the content of the cluster EP is regulated by internal regulations. An analysis of the submitted documents, the results of a survey of teaching staff and employers, as well as students, demonstrates the fact that a wide range of interested parties are involved in the design of the EP. The development of the EP is carried out through working groups consisting of experienced teachers and experts in the EP profile and students,

demonstrating the systematic work on the quality of modular educational programs.

The content of academic disciplines within the framework of educational programs takes into account the situation on the labor market, the requirements of employers and the demands of consumers of the educational process within the framework of the EP cluster, in the form of reviews, examinations and survey results.

The development and updating of the content of the EP is carried out on a regular basis. The EP is being reviewed at a meeting of the Educational and Methodological Council with an external expert opinion for subsequent approval by the Scientific Council of the University.

In order to ensure quality, the university is improving the EP through the mechanism of internal and external quality assessment of the EP. Internal examination is carried out by attracting experienced teachers; invited experts, representatives of business communities, as well as employers, if they have the appropriate qualifications, participate in the external examination procedure. The quality control system for the formation of the EP is focused on involving external experts in the assessment of the quality of educational programs in the person of reviewers of graduation theses, internship supervisors, and interested employers. However, the heads of the EP need to clearly regulate the requirements for the developers of the EP and external reviewers, according to what principle and criteria the involvement in the development and external evaluation of the EP is carried out.

The developers of the EP, in close cooperation with employers, determine the range of tasks for each type of professional activity and then form a list of competencies of the EP graduate, members of the EEC note that the Competence Model of Graduate Qualification (dated February 21, 2021) is a combination of key, general professional and professional competencies aimed at meeting the needs of a particular sector of the labor market.

The university has a practice of conducting an external examination of educational programs, the expert opinion contains an assessment of the compliance of the EP with the professional standard, the demands of employers, the level of development of real sectors of production, proposals aimed at improving the educational program. As a rule, the examination of educational programs is carried out by leading employees or heads of organizations, enterprises, corresponding to the profile of training specialists. The quality assessment of the EP was carried out on the basis of an analysis of curricula, a catalog of elective disciplines, meetings with students, teaching staff, attendance at classes, a visual inspection of a scientific library, a gym. During meetings with teaching staff, employers and students of the EP, it became clear that they have a clear understanding of the methods and forms of involvement in the development of educational programs.

When implementing the EP, it demonstrates the existence of cooperation with educational organizations of near and far abroad in the form of concluded agreements. At the same time, the members of the EEC note that only preparatory measures were taken and the existing opportunities for creating joint EPs with foreign universities were not sufficiently used. The management of the EP did not demonstrate the existence of existing double-degree or joint educational programs.

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

- the level of satisfaction with the quality of study programs at the university is assessed as "excellent" and "good" - 100%;

- the level of satisfaction with the teaching methodology is assessed as excellent" and "good" - 100%.

Strengths/best practice
   – transparency in achieving the planned learning outcomes in accordance with the established objectives of the EP;

- compliance of the content of academic disciplines and planned results with the level of education
- competency model of a graduate, reflecting the specifics of professional competencies, developed taking into account modern realities and meeting the requirements of the labor market.

EEC recommendations

- heads of the EP clearly define the criteria, taking into account the specialization profile of the EP, for representatives of employers when they are involved in the collegiate bodies of the university, working groups, etc. by the beginning of 2022–2023 academic year.
- heads of the EP determine the list of EP disciplines within which it is possible to prepare for the certification of students in the EP profile in the period of 2022–2023 academic year.
- heads of the EP consider the possibilities for the implementation of double-degree education and, if available, reflect in the EP Development Plan the activities and deadlines for their implementation starting from the 2022–2023 academic year.

Conclusions of the EEC according to the criteria:

according to the standard "Development and approval of the educational program", the EP has 3 strong, 9 satisfactory and 1 suggesting improvement positions.

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

✓ *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.*

✓ *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.*

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

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

changes in the needs of society and the professional environment;

workload, performance and graduation of students;

the effectiveness of student assessment procedures;

the needs and degree of satisfaction of students;

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

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

✓ *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.*

Evidential part

The guarantee of quality in the university is the process approach within the framework of the current regulatory documents that ensure and control the monitoring of educational programs and determine the quality of the structure and content of the EP, development plans for the EP, the satisfaction of stakeholders (employers, students, teachers, etc.) with the quality of educational services. The procedure for making changes to the EP is regulated by the following documents Academic policy, "Internal audit of the quality management system" (DP 03–2016 of 11/10/2017), University Standard "Management analysis" (STU - 04-2016 of 10/27/2016). Internal quality assurance is provided through various types of monitoring. The basis for monitoring procedures, periodic evaluation and revision of educational programs is the approval of new standard curricula for specialties; introduction of new professional standards; proposals of employers formed on the basis of the results of a survey or joint events with graduating departments, which is reflected in the protocols of the departments.

The introduction of modern research into the EP is implemented through the inclusion of elective disciplines in the EP, the updating of disciplines and their content, as well as through the publication of educational and methodological literature and the publication of scientific articles. The disciplines included in the curriculum within the EP cluster are aimed at the formation of knowledge of the conceptual foundations of linguistics, literature, the foundations of communication processes in the interpersonal, social, political, economic, cultural, educational and scientific fields, techniques and technologies of mass, business and professional communications. Due to the constant development of the science of translation, the content of the disciplines is constantly being improved, taking into account the results of the analysis of the requirements of stakeholders (employers) and the translation market. Thus, the content of the discipline "Professional conference interpreting" reflects the requirements, difficulties, the process of learning and self-learning conference interpreting for this type of translation. The content of the discipline "Translation and Localization", as a very relevant area in translation activity, demonstrates localization, its directions, stages of its processes, etc.

The analysis of existing EP development plans, plans and monitoring systems for their implementation is carried out in close cooperation with employers. The system for assessing the educational achievements of students, which includes a system for monitoring educational results from the initial level to the formation of a competitive specialist, proves the effectiveness of the existence and implementation of the educational program through the questioning of all interested parties on a regular basis, active cooperation with employers on issues of quality assurance of the EP, an intra-university quality monitoring system .

The need to update the content of the educational program "7M02316 - Simultaneous Interpretation" is determined by the demand of the labor market in the training of teaching staff and the request of employers and students. They are involved in the revision of the content of the EP as part of the harmonization of curricula in terms of the list of elective disciplines, during professional practices, with participation in the work of the state attestation commission. To evaluate the educational program "7M02316 - Simultaneous Interpretation", experts from among employers are involved: L.N. Gumilyov ENU, Institute of Linguistics named after A. Baitursynov, as well as other stakeholders represented by Aliyarov E.K. (President of the Kazakhstan Center for Humanitarian and Political Conjuncture, Doctor of Philological Sciences, Professor), Kazhybek E. (Director of the State Enterprise "Institute of Linguistics named after A. Baitursynov" SC MES RK), Kalizhanov U. (Director of the Institute of Literature and Art named after M .O. Auezova), representative of undergraduates - Dzhailganova D.A. and teaching staff at the meeting of the FPE Academic Council. It is possible to periodically update the content of the programs, build individual educational trajectories.

The university defined the main tools for monitoring and periodic evaluation of educational programs as the certification of students (current, intermediate and final), analysis of the methodological support for the implementation of the EP, advanced training of teaching staff

implementing programs, including those in foreign universities, collecting information on stakeholder satisfaction with the quality of EP implementation.

The system for monitoring the implementation of plans for the development of the EP includes: annual reports of departments and faculties; annual reports of teachers of departments, both according to the established parameters, and individual ratings, reports on social work; consideration of issues of development of various areas of training of specialists at meetings of collegiate bodies both at the level of faculties and at the level of the university.

The university carries out systematic work to identify its weaknesses, both in terms of modernizing the content of educational programs, and in improving the conditions for the implementation of the EP.

Teachers of the departments responsible for the implementation of accredited programs use traditional and innovative forms of tasks for ongoing control, the forms of knowledge assessment are reflected in the teaching materials and methodological materials for preparing for the SRO. In the curriculum for the discipline (syllabus) for students, the types of activities and the mechanism for evaluating learning outcomes are indicated. The syllabuses provide detailed methodological recommendations for conducting SIMP and SIW: the SIW schedule indicating the topic and type of task, the deadlines for submitting the material; methodological recommendations for completing the assignment, a supporting abstract or lecture theses, questions on self-control, test tasks, a list of basic and additional literature.

The implementation of the EP development plan is provided by the department, the responsibility for the final results of which rests with the teaching staff. For the implementation of EP plans, there are job descriptions that allow rationally and cost-effectively allocate responsibility for their implementation, etc.

Analytical part

In order to ensure effective implementation and create a favorable learning environment, the OO demonstrates the monitoring, evaluation and revision of the EP on a regular basis. An extended meeting of the department is held annually to review the content of the implemented EPs for their relevance with the participation of all interested parties. The participation of students, graduates provides an opportunity to identify the needs of students, which can also suggest the inclusion of new learning outcomes / competencies. The participation of employers at the meeting makes it possible to determine new competencies, expectations of the professional community, as well as update the content of existing courses/modules. During the visit and analysis of the documentation, EEC experts received confirmation that the objectivity of assessing the knowledge and the degree of formation of the professional competencies of students is achieved through: familiarizing students with the applicable criteria for assessing knowledge and requirements for studying the discipline in accordance with the syllabus (working curriculum); availability of assessment criteria for students (in syllabuses and EMCD in the electronic library); functioning of the appeal commissions. The university ensures transparency in the assessment of knowledge. The teacher informs students about the current progress in the classroom. The student can learn about the results of the intermediate certification in the form of an exam, the current control in the LMS MOODLE. Internal assessment of the quality and examination of educational programs is carried out based on the results of the examination session of students - an analysis of the progress and quality of education is carried out. Academic groups with low academic performance are identified and the reasons for the current situation are determined. Based on the results of the work carried out, proposals are being developed to improve the qualitative parameters of the educational program. Satisfaction with educational services, expectations and needs of stakeholders are identified through a questionnaire. The respondents are students, graduates, faculty members involved in the educational program, and employers, which also makes it possible to evaluate the effectiveness of work in other areas of the EP implementation.

The developed curricula are focused on taking into account the competence requirements of employers, strengthening the practical training and the scientific component of each specialty. The list of elective disciplines is based on a comprehensive analysis of the needs of the labor market, and also reflects current trends in the development of science. Mechanisms have been developed to measure student satisfaction with training in accredited EPs: the EP is discussed at meetings of the department, at the Academic Council of the Faculty and at the Academic Council of the University, taking into account the opinions and suggestions of employers and students. In order to obtain the most reliable information about the quality of educational services provided, students are annually surveyed, the results of which are discussed at a meeting of departments and faculties.

The quality control system of the university is a set of measures and procedures of an external and internal nature at the level of the university, faculty, department and student. The main monitoring methods are questionnaires, testing, documentation analysis, self-assessment, selective survey, etc.

However, EEC members note that all changes made to the EP, taking into account changes in the labor market, the requirements of employers and the social demand of society, should be published on the web resource of the OP and available to all interested parties.

The results of the survey showed that students have a positive attitude towards the monitoring and evaluation of educational programs, the quality of teaching, material and technical resources that provide the educational process.

Satisfaction with the quality of academic disciplines at the university was: fully satisfied - 91.7%; and satisfied - 8.3%.

Satisfaction with the quality of teaching was: fully satisfied - 91.7%; partially satisfied - 8.3%.

Strengths / best practices

- not found

WEC recommendations

- on the web resource of the EP, on a regular basis, keep up to date information on the development and adjustment of the EP and plans for their development, on the implementation of innovative projects and on real interaction with employers and other stakeholders in the context of the EP implementation.

Conclusions of the WEC according to the criteria:

according to the standard "Continuous monitoring and periodic evaluation of educational programs", the EP has 8 satisfactory and 1 suggesting improvement positions

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

☐ 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 assessment methods in advance.

☐ Assessors should be proficient in modern methods of evaluating learning outcomes and regularly improve their skills in this area.

☐ The EP management must demonstrate the existence of a feedback system on the use of various teaching methods and evaluation of learning outcomes.

☐ The management of the EP must demonstrate support for the autonomy of students with simultaneous guidance and assistance from the teacher.

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

Supporting Part

EEC notes that the management of the EP is taking certain measures to meet the interests of various groups of students and their needs. In general, the teaching of EP disciplines is based on the achievements of modern teaching methods and practice in the field of EP; The teaching staff of the EP uses methods for assessing learning outcomes that ensure the achievement of the goals of the EP, as well as the acquisition by students of competencies and the achievement of learning outcomes, the expected RO OP.

During the combined visit of the EEC to KazUMO and WL, it was found that within the framework of the EP, the principles for distributing the teaching load of students between theory and practice, thus ensuring the mastery of the content and achievement of the objectives of the EP by graduates. Students of the EP are provided with information on the criteria for assessing the knowledge of students using team-oriented learning, learning based on situational cases, integrated learning, information and communication and computer technologies, learning based on simulation technologies, project-oriented learning. The methodology for calculating GPA, the rules for conducting exams, holding appeals, etc., are brought to the attention of students. A student who does not agree with the results of the examination assessment has the right to appeal. The procedure for granting the right to take a session individually is defined in the Academic Policy. Monitoring of the progress of students along the educational trajectory and the achievements of students is carried out through the ACS system, which reflects the results of current control on a daily basis, and the results of intermediate certification - after passing the current exams. With a low GPA, the undergraduate is given the opportunity to re-study the discipline(s) as part of the remedial courses. Students with academic debts of more than 12 credits remain for a course repeat at their own request or are expelled from the contingent of students. Consideration of the complaint has clear time criteria that allow timely consideration and decision.

The effectiveness of the assessment procedures is realized through the measurement of tasks and CPM, the delivery of tasks for the current, boundary and final types of control.

Educational and methodological complexes of disciplines contain a typical or curriculum, a working curriculum, a syllabus, abstracts (abstracts) of lectures, methodological instructions for all types of classes and work, examination tickets, cards of educational and methodological support of the discipline, samples of test, pragma-professional tasks and The management of the EP should ensure respect and attention to the various groups of students and their needs, providing them with flexible learning paths.

The management of the EP should ensure teaching based on 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.

☐ 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.

☐ An important factor is the presence of own research in the field of teaching methods of EP disciplines.

☐ The university must ensure that the procedures for evaluating learning outcomes correspond to the planned results and goals of the EP.

other handouts. CRM is a system-forming component of the most formative activity of EMCD undergraduates with a variable-excessive number of practical professional case tasks of three levels: for contact classes, for independent educational activities (SRMP, CRM), case tasks for all forms of current (modular) control in the form of creative projects and solutions created by the teaching staff of the EP on an information-digital presentation basis with a problem-creative structuring and presentation of the subject content of the courses, accompanied by case packages, blocks of typical and pragma-professional tasks and assignments, electronic versions of the plan programs for the SRM and SRMP, organizing the student's self-forming activity. The

student has access to didactic materials, SIW assignments and methodological recommendations for their implementation, Internet library resources through the media library. To carry out independent work, undergraduates have access to specialized rooms equipped with computers, booths for simultaneous translation, all the necessary text, audio and video sets. During independent work, undergraduates independently perform tasks and save the results in an electronic database for evaluation by the teacher. (Full-featured SANAKO language software, translation tester, MOODLE platform, Audacity software, etc.) The CPM is scheduled according to the hours set in the working curriculum. Conducting teaching staff of educational programs SRM and SRMP are defined in the schedule of training sessions and syllabuses of training courses.

Participation of stakeholders in the development and approval of the EP is carried out through social partnerships as a special form of cooperation within which pragma-professional situations are modeled that require trainees to solve problems with the participation of real partners-specialists of these organizations; by the method of reflection, which is a solution to professionally significant problem situations-(cases), i.e., called situational technology, based on group work. Postgraduates have the opportunity to use information technology and educational portals, online courses, such as https://ru.coursera.org/learn/translation-in-practice , simultaneous translation training course https://kta.com.kz/kursy-perevoda/kurs-obuchenija-sinhronnomu-perevodu/ , Advanced Simultaneous Translation Course https://translator-school.com/course/prodvinutyj-kurs-sinxronnogo-perevoda , 6 Remote Simultaneous Interpreting Platforms (RSI) and

Zoom https://translationrating.ru/remote-interpreting-platforms-2020/,

Teaching simultaneous translation http://www.lingvo-plus.ru/obuchenie-sinhr-per/. https://speechlogger.appspot.com/en/ Speech Recognition & Instant Translation. simultaneous real-time speech translator working in Russian https://akket.com/raznoe/147199-google-zapustila-sinhronnyj-perevodchik-rechi-v-rezhime-realnogo-vremeni-rabotayushhij-na-russkom-yazyke.html

Advice to master students on the educational process is provided by the UPO of the magistracy, the Educational Department, the Scientific and Methodological Department, the teaching staff, etc.

In EP disciplines, teachers of accredited EPs use modern methods of teaching language and translation. The methodology for teaching theoretical and applied disciplines in the master's program is aimed at studying the methodology of scientific research, the formation of research competence, the use of the methodology of scientific analysis, the definition of theory, concepts and approaches in modern processes of theory and practice of translation. So, teachers Asanova G.S., Mukhamedyar S.K. in the disciplines "Foreign language (professional)", "General professional foreign language", the Socratic method is actively implemented, adapted to the educational process, as one of the forms of pedagogical technologies that provides the opportunity for active practice of undergraduates in a wide variety of academic and professional skills, also found a wide application of information and communication, analytical and situational, case, heuristic technologies (brainstorming, fishburn), technologies that develop critical thinking, game and design technologies. Teachers Asanova G.S., Zhumagulova B.S., Ermagambetova A.S., Mukhamedyar S.K., Zikhrollaev E.M., Boranbaev D.B. and others actively use the method of project technology and the solution of case tasks both in the current and in the midterm and final controls. Along with this, the organization of an interactive lecture was introduced into the educational process, as well as the Toastmaster's method of teaching public speech. As part of independent work, undergraduates develop complexes of pragmatic professional tasks, the purpose of which is to analyze scientific articles and monographs (for example, a comprehensive analysis of the monographs "Professional task-based guide to the program "The cognitive-linguacultural communicative theory of translation" Vol .1. Compiled by academician Kunanbaeva S.S.", "Professional task-based guide to the program "Modern foreign language education: methodology and theory" Vol.2. Compiled by academician

Kunanbaeva S.S."). As part of the implementation of the EP, the teaching staff pays great attention to the use of modern information and communication, analytical and situational, case, heuristic technologies (presentations, video lessons, video lectures, interactive classes, film demonstrations, brainstorming, fishburn) , technologies that develop critical thinking, game and design technologies. The educational process management system based on the LMS MOODLE product provides students of educational programs with full-fledged interactive digital resources in the format of electronic courses with all the necessary material for mastering the program, including full-fledged interaction between a master student and a teacher remotely. Personalized access to the MOODLE-based e-learning system contains educational material in all academic disciplines in the format of e-learning courses, as well as interactive assignments, online tests, forums, and other elements. The educational portal provides students with information about current progress, milestone controls, exams, computer testing, an electronic journal, and online application. Assessors are trained on the basis of the annual Teacher Development Plan. The teaching staff of the EP, when evaluating learning outcomes, use modern methods of assessment and improve their professional qualifications. The teaching staff of the department constantly improve and update their qualifications and knowledge by exchanging experience with foreign specialists in the field of simultaneous translation, and also take advanced training courses. In the direction of "Simultaneous translation" the following teaching staff of the department underwent advanced training Zikhrollaev E.M. and Boranbaev D.B. at MSLU them. Maurice Teresa Moscow, RF 2010, Boranbaev D.B. at the Institute of Translatology, Charles University, Czech Republic Prague 2015, Alshanov R.K. to Kemerovo State University, Kemerovo, RF, 2021. In April 2016, teacher Asanova G.S. completed an internship at the University of A.I. Kuzy in Romania, from October 8 to October 31, 2018, teacher Asanova G. S. completed an internship at the Justus Liebig University Giessen (Germany);

Analytical part

The visit of experts of the EEC IAAR revealed the existence of a monitoring system, feedback and a procedure for responding to complaints from students from the management of the EP and the university in KazUMO and WL. The SP syllabuses contain all the necessary components and are student-oriented. The order of teaching students on an individual educational trajectory on the basis of the Academic Policy is traced, the procedure for registering students for academic disciplines, conducting current, intermediate and final control, intermediate and final certification, organizing the passage of internships by students, etc. is established. The individual needs of students are manifested when choosing elective courses, which is carried out on the basis of the Catalog of elective disciplines.

The members of the EEC made sure that students of the EP have the opportunity to choose a discipline, a tutor, a supervisor, topics of graduation theses. Based on the choice of disciplines, individual curricula are formed. On the basis of individual learning trajectories, the schedule of classes, the pedagogical load of teachers are formed. Professional and academic orientation is carried out with undergraduates, IEPs are developed taking into account the sequence of studying disciplines. Undergraduates have academic freedom in choosing a module or discipline.

The members of the EEC note that the principle of equality and accessibility for all persons of the educational process applies to all students. There is equal access to educational, research and educational activities. Ensuring equal opportunities for students is achieved by the completeness of the educational, methodological, organizational, methodological and information support of the educational process, such as the formation of an individual curriculum; the possibility of studying within the framework of academic mobility; the possibility of using the electronic library

According to the results of the survey, 100% of students are completely satisfied with the level of accessibility of the dean's office; 95.8% of students are fully satisfied with the availability of academic counseling and 4.2% of students are partially satisfied; 83.3% of

students are fully satisfied with the availability of the medical health service, 16.7% of students are partially satisfied

Strengths / best practices
- The teaching staff of the EP applies modern methods of assessment, improves and updates its qualifications at advanced training courses and seminars.
WEC recommendations
- No
Conclusions of the WEC according to the criteria:

according to the standard "Student-centered learning, teaching and assessment" the EP has 1 strong and 9 satisfactory positions

6.6. Standard "Students"
☐ 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).
☐ The management of the EP should provide for special adaptation and support programs for newly enrolled and foreign students.
☐ 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.
☐ The university should provide an opportunity for external and internal academic mobility of students, as well as assist them in obtaining external grants for education.
☐ The university should encourage students to self-education and development outside the main program (extracurricular activities).
☐ An important factor is the existence of a mechanism to support 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 in order to ensure comparable recognition of qualifications.
☐ The university must provide students with internship places, demonstrate the procedure for facilitating the employment of graduates, maintaining contact with them.
☐ The university must demonstrate the procedure for issuing documents to graduates confirming the qualifications received, including the achieved learning outcomes.
☐ The management of the EP must demonstrate that the graduates of the program have skills that are in demand in the labor market and that these skills are really relevant.
☐ The management of the EP must demonstrate the existence of a mechanism for monitoring the employment and professional activities of graduates.
☐ An important factor is the existence of an active alumni association/association.

Supporting Part
The University pursues a policy of forming a contingent of students in accordance with the legislation of the Republic of Kazakhstan and is based on the principle of electiveness by applicants of a higher educational institution and educational program. Admission and admission to training for ongoing EPs takes place in accordance with internal regulations. In 2021, the first enrollment of students for the EP "7M02316 - simultaneous translation" was carried out. According to order No. 11-686 on the enrollment of undergraduates for the 2021–2022 academic year, six undergraduates were enrolled on August 28, they were accepted on a state educational grant. There are no foreign students in the context of the EP and the academic year 2021–2022. Procedures governing the life cycle - the procedure for admission, transfer from course to course,

transfer from other universities, transfer of credits mastered in other universities, the procedure for evaluating current, intermediate and final controls, the procedure for expulsion and restoration, the procedure for internship. All these procedures are described in internal regulations. Students receive from the Applicant's Guide. To implement the policy of forming a contingent of students, a set of measures is being carried out, such as attracting the media, designing stands in Kazakh and Russian with the necessary information on admission, posting career guidance information on social networks. The University demonstrates the existence of a mechanism for supporting and adapting newly enrolled students through a system of consulting hours with an advisor, which explains issues related to the educational process, the grading system, the basics of credit technology of education, etc. Admission and enrollment to the educational program are accompanied by an introductory course containing information about the organization of education and the specifics of the educational program

There are no special conditions for persons with disabilities. Undergraduates with disabilities, who, according to the conclusion of the medical and social examination, are not contraindicated in studying at a university in their chosen field of study, can receive benefits on tuition fees by decision of the preferential commission. The right to a benefit is granted on the recommendation of the commission for social support of undergraduates and is confirmed by the relevant order of the rector.

The university has concluded international agreements with partner universities https://www.ablaikhan.kz/ru/about-us/our-university/news/announcement/432-2016-02-01-09-51-05.html. The academic mobility of masters was not carried out, since in 2021-2022 the first admission to the OP was carried out. The forms of examinations are considered at the meetings of the departments, the decision is recorded in the minutes and approved by the Academic Council. The schedule of examinations and consultations is approved by the Vice-Rector for Academic Affairs and brought to the attention of teachers and students no later than two weeks before the start of the examination session. The results of the current certification are brought to the attention of students, discussed at a meeting of the department and, based on their results, measures are taken to improve the quality of conducting classes and the content of the EP, their methodological and informational support. If there are debts, the procedure for liquidating academic debts is carried out on a paid basis during the summer semester, according to the approved academic calendar.

Comparative indicators of the absolute progress of students of the EP "7M02316 - Simultaneous translation" for 1-2 semesters of 2021-2022 academic year

№	Name of the educational program	Absolute progress (%) session 2021–2022	
		1 semester	2 semester
1	Simultaneous Interpretation	100%	100%

Methods for assessing learning outcomes within the framework of the EP are team-oriented learning, learning based on situational cases, integrated learning, information and communication and computer technologies, learning based on simulation technologies, project-based learning.

The Kazakhstan Center for Humanitarian and Political Conjuncture, the State Enterprise "Institute of Linguistics named after A. Baitursynov" SC MES RK, the Institute of Literature and Art named after M. O. Auezov, LLP "Algayat" act as the bases for the practice of EP. Simultaneous interpreters are in high demand in the labor market. Further employment of EP graduates is expected in the Ministry of Foreign Affairs, international organizations, ministries and embassies, government agencies and government bodies.

The Association of Alumni of KazUMO and WL named after Abylai Khan has been functioning since 2015 as an independent body that determines the regularity of work and interaction with the university. The purpose of its organization is to promote communication among university graduates. According to the OP, there was no release, since the full life cycle has not been completed. Information about the work of the Alumni Association is located in the "Alumni" tab.

A survey of students conducted during the visit of the EEC IAAR showed that 91.7% of students were completely satisfied with informing students about courses, educational programs, and academic degrees, and 8.3% of students were partially satisfied.

Analytical part

The university pursues a consistent policy of forming a contingent of students. The management of the university and the study program conducts purposeful work on the admission and attraction of applicants and demonstrates the presence of a transparent policy and effective mechanisms for forming a contingent of students in the context of the study program, regulating all types of practices, supporting and adapting students. On the website of the university in the "Applicant" section, all stakeholders receive sufficient information about the required documents for admission, as well as a list of educational programs with their description. The management of the EP has a published regulation on the support and adaptation of students and dismantles the implementation of special programs for the adaptation and support of students of the EP through a system of discounts and benefits for students of the EP. However, the members of the EEC note that, by order of enrollment, the student Zhambyl Bagdat Dauletkyzy was enrolled in a group with the Kazakh language of instruction, but during an interview with the leaders of the EP and students, it was revealed that she was studying in a group with the Russian language of instruction. Members of the EEC did not receive confirmation of documentary consent and an order to transfer Zhambyl Bagdat Dauletkyzy from the group from Kazakh. lang. in a group with Russian lang. learning. On the basis of the submitted documents (contracts with bases of practice), as well as on the basis of conversations with employers and heads of practices in production, the commission came to the conclusion that the university is sufficiently provided with bases of practices for accredited EPs. However, it seems appropriate to expand the list of social partners, taking into account specifics of the EP for passing the types of practices. Members of the EEC note that within the framework of the EP, the conditions for academic mobility of students are provided only by concluded cooperation agreements with a number of universities near and far abroad. However, EP students did not take part in academic mobility programs

Strengths / best practices
- analysis of available material and technical, information resources, human resources and potential social conditions for undergraduates

WEC recommendations
- the leaders of the EP clearly regulate the mechanism for the formation of academic groups, taking into account the language pair.
- increase the share of participation of EP students in academic mobility programs starting from 2022–2023. G.
- leaders of the EP to expand the list of social partners, taking into account the specifics of the OP for passing types of practices.

EEC conclusions according to the criteria: according to the "Students" standard, the EP has 2 strong, 11 satisfactory and 1 suggesting an improvement in the position.

6.7. "Teaching Staff" Standard

☐ 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.

☐ 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 objectives of the EP.

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

☐ The university should provide opportunities for career growth and professional development of teaching staff, including young teachers.

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

☐ The university must demonstrate the existence of a motivation mechanism for the professional and personal development of teaching staff.

☐ The university must demonstrate the widespread use of information and communication technologies and software in the educational process by the teaching staff (for example, on-line training, e-portfolio, MEPs, etc.).

☐ The university must demonstrate its focus on the development of academic mobility, attracting the best foreign and domestic teachers.

☐ The university must demonstrate the involvement of each teacher in promoting a culture of quality and academic honesty at the university, 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.

Supporting Part

The personnel policy of the university, including the process of recruitment and admission of personnel, is based on the Labor Code of the Republic of Kazakhstan, the Law of the Republic of Kazakhstan "On Education", Standard Qualification Characteristics of the Positions of Pedagogical Workers and Equivalent Persons, approved by the Order of the Minister of Education and Science of the Republic of Kazakhstan and the Rules competitive replacement of the positions of teaching staff and scientists of the KazUMOiWL named after Abylai Khan. Recruitment is carried out on the basis of an analysis of the needs of the EP, on the basis of which a competition is announced for filling vacancies. The competitive selection of teaching staff is carried out on the basis of the applicants' compliance with the qualification characteristics of the positions of scientific and pedagogical workers.

The university has developed and approved a system for hiring teachers and working with staff in accordance with the approved rules for the competitive filling of positions of teaching staff and researchers, which regulates the recruitment and distribution of responsibilities in accordance with certain qualification requirements of the university; motivation of employees for quality work, involving them in the processes of continuous improvement of the quality of activities; ensuring a guarantee of advanced training, as a prerequisite for quality activities.

Transparency of personnel procedures is ensured by posting information about the list of vacancies of KazUMO and WL named after Abylai Khan in the media and holding a competitive commission, conducting an annual certification of teaching staff with hearing at the departments of their reports on KPI of an individual plan and announcing a reasoned conclusion of the department with a recommendation for a competition and (or) extension labor contract. Conducted personnel procedures are transparent and accessible to the teaching staff of the university, reflected in the orders, which are communicated to all employees of the University in a timely manner. The implementation of accredited EPs is provided by teaching staff with basic education corresponding to the profile of the discipline taught, and systematically engaged in

scientific and (or) scientific and methodological activities. Teachers of modules and disciplines of the profiling cycle, as a rule, have an academic degree of candidate, doctor of science, doctor of PhD and (or) experience in the relevant professional field. As of March 1, 2022, there are 9 (full-time - 9) teachers of the department, including: 1 - Doctor of Science, 5 - Candidates of Sciences, 2 - PhD, 1 - Master.

Table - Qualitative and quantitative composition of the teaching staff of the EP for the 2021–2022 academic year

EP	N of teaching staff	PhD	PhD	PhD	Masters	Average age of teaching staff	% of teaching staff with a postgraduate degree
Simultaneous translation Attachment 1	9	1	5	2	1	48	89

The leaders of the EP are involved in the training sessions practicing simultaneous interpreters in the profile of the EP represented by representatives of Boranbaev D.B., Zikhrollaev E.M., Alshanova R.K. and graduates of the Middlebury University, USA, California (Dinasilova M.A., Idrisova A.B.), who completed an internship at leading foreign universities (MSLU, Institute of Translatology of Charles University in Prague). They are regularly involved for simultaneous translation at various events of international and republican significance, such as the "Forum of Rectors of Central Asian Countries" held on May 12-13, 2022; "Forum of Ministers of Education of Central Asia", organized by the Ministry of Education and Science of the Republic of Kazakhstan on June 17-18, 2021; Educational webinar between representatives of Nanyang Polytechnic University in Singapore and the Ministry of Education and Science of the Republic of Kazakhstan, II Central Asian International Forum on Education Quality Assurance, October 16, 2018, etc. The Department of Simultaneous Translation has a high human resources potential, so 6 teachers of the department are preparing for defense doctoral dissertation on topical issues of philology and various aspects of the theory and practice of translation. The teaching staff of the OP demonstrates a fairly high publication activity.

Scientific Publications of the Teaching Staff of EP

№	Category Name	2020 (qty)	2021(qty)	2022(qty)
1	Publications in Scopus, WS	3	5	9
2	Publications in KKSON journals	15	20	31
3	Publications in international conferences	7	18	25
4	Publication of educational and educational-methodical literature	2	3	6

The results of the research and scientific and methodological activities of the teaching staff of the OP are monographs and textbooks (Professor Asanova G.S. And a group of authors developed a textbook: "Integration of intercultural communication and cognitive lingua-conceptology as methodological platform of translation studies" Polylingua. Almaty, 2018, teacher Mukhamediyar S. K. basic textbook "Specialist in the field of communication" Polylingua, Almaty, 2021)

Experienced simultaneous interpreters are invited to conduct a master class with undergraduates, so on April 18, 2022 Galymzhan O. O., a professional simultaneous interpreter, founder of the KazConference translation agency, was invited. During the meeting with the teaching staff of accredited EPs, the experts received confirmation that the university stimulates the development of scientific research of employees.

When studying the documentation, conducting interviews, meetings with the leadership of the faculties, members of the EEC confirmed the information that the teaching staff of the department is constantly improving and updating their qualifications and knowledge by exchanging experience with foreign specialists in the field of simultaneous translation, and also

undergo advanced training courses and certified training -courses. An advanced training plan is drawn up annually, according to which the teaching staff of the EP undergo advanced training courses. Teaching staff of the OP "Simultaneous translation" completed advanced training courses (Boranbaev D.B. at the Institute of Translatology of Charles University, Czech Republic Prague 2015, Alshanov R.K. at the Kemerovo State University, Kemerovo, RF, 2021. In April 2016. teacher Asanova G. S. completed an internship at the University of A. I. Cuza in Romania, from October 8 to 31, 2018 teacher Asanova G. S. completed an internship at the Justus Liebig University of Giessen (Germany); Zikhrollaev E. M. passed the courses: "Research and Design: inquiry and discovery course" 10 hours, March 2022. Mukhamediyar S. K. took part in the seminars: "The impact of context on community interpreting research, practice & training" at KazPromEducation, 11/15/2021- 11/27/2022, "Professional-specialized communicative practicum" 108 hours, 11/24/2021 - 01/23/2022 Asanova G.S. took part in the training: "On evaluation of school textbooks and TMLs based on international experience" 72 hours, August- September 2021. 3 teachers (Dinasilova M A., Zikhrollaev E.M., Boranbaev D.B.) completed the courses: "Problems of organizing the training of international specialists in the context of distance learning technologies" 108 hours.

As part of the EP, measures are being taken to develop academic mobility, attract the best foreign and domestic teachers on the basis of concluded memorandums and agreements with foreign universities.

An advanced training plan is drawn up annually, according to which the teaching staff of the EP take advanced training courses. Teaching staff of the EP "Simultaneous interpretation" completed advanced training courses (Boranbayev D.B. at the Institute of Translation of Charles University, Czech Republic Prague 2015, Alshanov R.K. at the Kemerovo State University, Kemerovo, RF, 2021. In April 2016. teacher Assanova G. S. completed an internship at the University of A. I. Cuza in Romania, from October 8 to 31, 2018 teacher Assanova G. S. completed an internship at the Justus Liebig University of Giessen (Germany); Zikhrollayev E. M. passed the courses: "Research and Design: inquiry and discovery course" 10 hours, March 2022. Mukhamediyar S. K. took part in the seminars: "The impact of context on community interpreting research, practice & training" at KazPromEducation, 11/15/2021- 11/27/2022, "Professional-specialized communicative practicum" 108 hours, 11/24/2021 - 01/23/2022 Assanova G.S. took part in the training: "On evaluation of school textbooks and TMLs based on international experience" 72 hours, August- September 2021. 3 teachers (Dinassilova M A., Zikhrollayev E.M., Boranbayev D.B.) completed the courses: "Problems of organizing the training of international specialists in the context of distance learning technologies" 108 hours.

As part of the EP, measures are being taken to develop academic mobility, attract the best foreign and domestic teachers on the basis of concluded memorandums and agreements with foreign universities.

Analytical part

During the visit, IAAR experts received confirmation that the Ablai Khan KazUIR and WL has an objective and transparent personnel policy, including recruitment, professional growth and development of personnel, ensuring the professional competence of the entire staff. The University demonstrated the compliance of the staff potential of the teaching staff with the development strategy of the university and the specifics of the EP.

ОО продемонстрировала успешное функционирование политики по развитию персонала, наличие процедур для обеспечения качества преподавания и поддержания профессиональных норм и этики, наличие механизмов и критерий систематической оценки деятельности ППС.

Opportunities for the development of scientific activity and advanced training of teaching staff are given. Various forms and methods of advanced training are used: courses, seminars, workshops, conferences, trainings, distance learning, webinars, internships, etc. The university

has established a mechanism to support young teachers. There is a close relationship between scientific research and teaching at the department, which is confirmed by the introduction of research results into the educational process. EEC members note the active participation of teaching staff in the work of commissions and working groups, as jury members at various levels of Olympiads, etc. However, EEC members note that in the presence of international relations and cooperation agreements, the share of participation of teaching staff of EPs in academic mobility programs is very low.

During the EEC visit, it was found that the NGO demonstrates responsibility for its employees and provides favorable working conditions.

The management of the university and the EP provides opportunities for career growth and professional development of teaching staff. The management of the EP attracts teaching staff with a high level of professional training, provides targeted actions for the development of young teachers.

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

Strong points/Best experience

- high human resources potential of qualified teaching staff in the profile of EP training
- the university provides opportunities for career growth and professional development of the teaching staff of the EP and carries out targeted actions for the development of young teachers.

EEC recommendations
- to increase the share of participation of teaching staff of the EP in academic mobility programs starting from 2022–2023 c.u. G.

Conclusions of the EEC according to the criteria: according to the standard "Teaching Staff", the EP has 1 strong and 8 satisfactory positions.

6.8. Standard "Educational resources and student support systems"
✓ *The university must guarantee the compliance of the infrastructure, educational resources, including material and technical, with the goals of the educational program.*
✓ *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.*
✓ *The university must demonstrate the compliance of information resources with the needs of the university and the implemented EP, including in the following areas:*
✓ *technological support for students and teaching staff in accordance with educational programs (for example, online learning, modeling, databases, data analysis programs);*
✓ *library resources, including a fund of educational, methodical and scientific literature on general education, basic and major disciplines on paper and electronic media, periodicals, access to scientific databases;*
✓ *examination of the results of research, final works, dissertations for plagiarism;*
✓ *access to educational Internet resources;*
✓ *functioning of WI-FI in its territory.*

✓ *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.*

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

✓ *The management of the EP must demonstrate the existence of procedures for supporting various groups of students, including information and counseling.*

✓ *The management of the EP should show the existence of conditions for the advancement of the student along an individual educational trajectory.*

✓ *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).*

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

Evidential part

An important factor in ensuring the quality of education and guaranteeing the sustainable development of educational institutions is the constant improvement of material, technical and information resources. The financial strategy of the University is aimed at providing financial resources for the activities of the Strategic Plan of the University.

The following information resources are available at the university to provide high-quality educational services: the corporate website of the university, corporate mail, reporting system "ESUVO", "1C IS University", "Educational Portal", video surveillance system, time tracking system, key performance indicators management system and others

Academic support for the student is carried out through digital electronic means (Student's Personal Account on the Educational Portal, information support on the official resources of the university, as well as in the Student Service Center, which provides students with all the necessary services on a one-stop basis.

The educational and laboratory base and the classroom fund correspond to the contingent of students and the educational programs being implemented, sanitary and epidemiological standards and requirements.

Fund of educational, methodical and scientific literature on general educational, basic and major disciplines of the EP

Library resources: the availability of textbooks, educational and methodological and scientific literature on paper and electronic media on the EP (in Kazakh, Russian and other languages). To date, the Library has access to database materials on a regular basis, such as the republican interuniversity electronic library - (http://www.rmeb.kz/); EBSCO e-Book Academic Collection of leading university publications such as MIT Press, State University of New York Press, Cambridge University Press, University of California Press, McGill-Queens Press, Harvard University Press and many more. (http://search.ebscohost.com); database of abstracts and citations (http://www.scopus.com/); full-text database ScienceDirect (https://www.sciencedirect.com/); database Polpred.com Media Review (http://www.polpred.com/); An international publishing company specializing in the publication of academic journals and books in the natural sciences. (http://link.springer.com/); Kazakh National Pedagogical University named after Abai; University "KIMEP and others. The faculty edits and publishes the scientific journals "Izvestia" in the series: "Philological Series", the editorial board of which is represented by leading scientists of the faculty.

Among the resources of the computer laboratory there are electronic dictionaries, training programs, lecture courses in theoretical disciplines, electronic versions of manuals for the practical course of the English language and other materials actively used in the classroom, which are available on the educational portal http://www.ablaikhan. kz/ The number of electronic educational, methodical and scientific literature is 116,466,141 books. Members of the

EEC especially note the methodological developments "Basic English", a textbook for the 1st year; "Basic English in the Context of Intercultural Communication for Translators/ Interpreters", 2nd year textbook; "Professionally oriented foreign language in the context of intercultural communication", a textbook for the 3rd year and "English for specific purposes in the context of intercultural communication", a textbook for the 4th year, which demonstrates the work of members of the EP and the department on didactic and methodological material for students all levels of education in this specialty. Graduation papers of students are checked for plagiarism (the licensed program "Antiplagiarism of the University". The results of offline and online inspection demonstrate the compliance of the infrastructure of accredited EPs with modern requirements and ensure the implementation of a student-centered approach to teaching. Various student support services (academic support, social support, technical support, financial support), which are characterized by availability and demand. The university has a system of measures to assist students who have not passed the midterm and final control for a good reason, based on the student's application, the dean of the faculty sets individual deadlines for their passage. an individual schedule is allowed if the student provides a confirming certificate of illness, in connection with the birth of a child, etc. Consultations using ICT are held teachers and employees of training centers through forums and chats of the web portal ablaikhan.kz, as well as additional communication software (for example, Zoom, Microsoft Teams). The use of PCs and innovative software is available for teaching professional disciplines (rooms 122,130, 242). The university has created conditions for barrier-free access to education and accommodation for students with special needs: there are ramps; call button; elevators floor numbers on the elevator buttons are marked in Braille for tactile perception; a tactile ground guide strip, and at the entrance to the building for the visually impaired, an information mnemonic diagram (tactile traffic diagram) is installed. The results of the inspection of the classroom fund and attending classes on online simultaneous translation, members of the EEC noted the availability of equipment for the conference hall with booths for interpreters and the appropriate Sonako equipment for training simultaneous interpreters to simulate various conferences and events of this type, confirmed its sufficiency in quantitative terms. The software used for the implementation of the EP is the SDLTrados program (updated version of 2018) for successful translation during the internship, on-line programs of dictionaries and reference materials, programs AUDACITY, DJVN, FLV, GOMPlayer, SoundForge, USBmodemInternet, USBAudiospeaker, ProjectManager , Website, AdobeReader, Acrobat, FineReader, FLVMediaPlayer. In the educational buildings there is Wi-Fi with access to free Internet. The bandwidth of the Internet channel is 130 Mb/s incoming stream and 130 Mb/s outgoing stream. In general, on the territory of the main, first and third educational buildings there is a coverage of wireless access to the network and to the Internet (WiFi) in a percentage ratio of 70%. Coverage of the territory of the hostel with wireless access to the network and to the Internet (WiFi) reaches 100% with a connection to a separate Internet channel with a width of 60 Mbps.

During the survey, 91.7% of students noted that they were completely satisfied with the availability of computer classes and Internet resources, and 8.3% of students were partially satisfied.

Analytical part

During the EEC visit, it was found that the university ensures the availability of sufficient, accessible and appropriate educational resources and student support services. When distributing, planning and providing educational resources, the university takes into account the needs of various groups of students. Data are available on the availability of library and information resources.

The university has created conditions for professional growth and information support for both teaching staff and students of accredited EPs. The Institute for Advanced Studies, functioning at the university, provides the opportunity to take advanced training courses, trainings, seminars, webinars on the topic of research work.

As a result of a visual inspection by members of the EEC of the objects of the material base, it was noted that in order to ensure the educational process of accredited educational programs, the university has all the necessary educational and material assets. The buildings and facilities of the university comply with the current sanitary standards and fire safety requirements. Classroom and laboratory facilities, classrooms and other premises, sports facilities comply with the established norms and rules. Instructions, Regulations on safety measures, on fire safety, on maintenance of classrooms in assigned classrooms have been developed.

During the on-line visit to the Abylai Khan KazIR and WL , members of the EEC note the existence of procedures for supporting various groups of students, including informing and consulting. Manual EP 7M02316 "Simultaneous translation" demonstrated the technological support of students and teaching staff in accordance with the educational program. So, for example, the EP "Translation Studies" has, in addition to computer classes and free access to the Internet, within the framework of the university, specialized booths for simultaneous translation and a multimedia complex with the Moodle program for conducting contact hours and SIW, MIWP in major disciplines.

During the visit of the EEC, the experts were convinced that the university has its own infrastructure, which ensures its functioning in many areas. The visual inspection confirmed the sufficiency of material and technical resources and the corresponding infrastructure for the implemented educational programs. Students have access to learning materials and assignments. The university has Wi-Fi zones that provide access to the corporate network and the Internet.

A unified system of library and information services has been created. The purchase of educational and methodical literature at the request of the department is carried out in sufficient volume. Information support of the university meets the requirements of the program; the library contains all the materials necessary for training: educational, technical, reference and general literature, various periodicals. The library has an electronic catalog that allows you to search for the necessary literature and provides access to electronic versions of individual textbooks and teaching materials, including those developed by the teaching staff of the university. EPs are equipped with the necessary classroom fund, educational laboratories, computer classes, gyms, etc. University students have access to the necessary resources both on internal sites and on external resources. The speed and stability of the Internet connection meets modern requirements.

Information on the EP is mainly presented on the web resource of the EP and general accounts on the social networks of the university, however, members of the EEC note that the EP does not have its own page and account on social networks, which limits feedback channels with all stakeholders and interested parties.

Strong points/Best experience
- compliance of the infrastructure, educational resources, including material and technical, with the goals of the educational program;
- equipping with modern equipment, corresponding to the specifics of the EP and ensuring the achievement of the objectives of the EP
- technological support for students and teaching staff in accordance with educational programs (for example, online learning, modeling, databases, data analysis programs);

Recommendations by EEC
- no

Conclusions of the EEC according to the criteria: according to the standard "Educational resources and student support systems", the EP has 2 strong, 6 satisfactory positions.

6.9. Public Information 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.*
- ✓ *Informing the public should include support and explanation of national programs for the development of the country and the system of higher and postgraduate education.*
- ✓ *The management of the university should use a variety of ways to disseminate information (including the media, web resources, information networks, etc.) to inform the general public and stakeholders.*
- ✓ *Information about the educational program is objective, up-to-date and should include:*
- ✓ *the purpose and planned results of the EP, the qualifications to be awarded;*
- ✓ *information and evaluation system of educational achievements of students;*
- ✓ *information about academic mobility programs and other forms of cooperation with partner universities, employers;*
- ✓ *information about the opportunities for the development of personal and professional competencies of students and employment;*
- ✓ *data reflecting the positioning of the EP in the market of educational services (at the regional, national, international levels).*
- ✓ *An important factor is the publication on open resources of reliable information about teaching staff, in the context of personalities.*
- ✓ *The university must publish audited financial statements for the EP on its own web resource.*
- ✓ *The university should post information and links to external resources based on the results of external evaluation procedures.*
- ✓ *An important factor is the placement of information about cooperation and interaction with partners, including scientific / consulting organizations, business partners, social partners and educational organizations.*

The University has an official Web site in Kazakh, Russian and English www.ablaikhan.kz and provides feedback in the online mode "Jivocity".

The university website contributes to the formation of the image of the university, provides an information environment for applicants, parents of students, employers, graduates, university staff, openness and accessibility of information to the public on the global Internet. The site has sections: About the University; Applicants; vacancies; The science; Faculties; Graduates; News, etc.

The site contains up-to-date information in the form of news, links to other Web resources, etc. And also, in addition to the official page, the university has accounts in social networks Facebook https://www.facebook.com/ablaikhan.kz, Instagram https://www.instagram.com/kazumo23, VKontakte https://vk.com/kazumo23, Youtube https://www.youtube.com/channel/UCWh8T5-dSgGOTg6lj8KP-lw).

Information about the teaching staff of the university in the section - departments, confirms the availability of information about the EP. The section "Educational process" provides information about the teaching staff and heads of departments, about areas of professional interests. The site also contains announcements of lectures by foreign teachers (Geibullaeva R.M., Ph.D., prof., Baku Slavic University, Azerbaijan; Arduino Alessandro, PhD, prof., Shanghai Academy of Social Sciences, China; Horak Slavomir, PhD, Prof., Charles University, Prague, Czech Republic, etc.).

Information about the activities of the faculty is presented on the website of KazUMOiWL and on the page of the Faculty of Translation and Philology, in particular, information about various events, competitions and programs is published in the heading "Students", about the successful participation of students in various conferences, scientific grants, training in exchange programs are posted in the section "News and announcements", etc. In the heading "International cooperation", "Partners", cooperation with the Yerevan State Linguistic University named after V.Ya. Bryusov, Minsk State Linguistic University, Mogilev State University named after A.A. Kuleshov is confirmed , Veliko Tarnovo University of St. Cyril and Methodius, Sofia University of St. Clement Orchid, Northampton University, Aston University, Teesside University, SDI University of Applied Languages Munich, Munich Translation College, Complutense university of Madrid, University of Turin, Peking University of Language and Cult ur, the Shanghai University of Foreign Languages, the Higher School of Foreign Languages, Poznan, the Babezh-Bolyai University, the Moscow State Linguistic University, etc. The site provides the necessary information about the EP, selection criteria, students and available opportunities for student learning. Information about the content of educational programs, terms of study; forms of education; a short description of the scope of knowledge; job prospects; a brief description of the skills; summary of the program Information support of the activities of the university and its divisions is also provided through the media to form a positive public opinion about the activities of the university. The issue of the newspaper "Til alemi" is regularly published. In order to make information about the teaching staff available to the public, personal pages with brief biographical information and a list of publications are posted on the website of the university

audited financial statements are presented on the website and are public and available at the link https://www.ablaikhan.kz/ru/about-us/our-university/finance.html

Analytical part

Members of the commission note the position that implies the improvement of objective and up-to-date information on the university website within the framework of the EP. Members of the EEC state the availability of information on the possibility of awarding qualifications at the end of the EP; information about the various opportunities provided to students; information about the achievements of the teaching staff of the EP, the rules for admission of applicants, educational programs, terms and form of study, international programs and partnerships of the university, the advantages of the university and each faculty, information about the employment of graduates, feedback from graduates, etc.

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

During an on-line visit to the faculty of postgraduate education and to the departments that provide EP 7M02316 "Simultaneous translation", members of the EEC found that the EP, during the implementation of which, various ways of disseminating information should be provided, including the media, information networks to inform the general public and interested parties does not have a page of the faculty or department, which would distribute up-to-date information on the implementation of the EP.

Assessment of satisfaction with information about the activities of the university, the specifics and progress of the implementation of the EP is carried out regularly and systematically through questionnaires, surveys, and feedback. An anonymous survey of students conducted

during the visit of the EEC IAAR showed that 95.8% of students are completely satisfied with the usefulness of the website of the organization of education in general and faculties in particular, and 4.2% are partially satisfied with the awareness of students about courses, EP, and academic degrees are fully satisfied - 87.5%, partially satisfied - 12.5% of students. EEC members recommend that on the university website provide wide access to up-to-date information on interaction with employers and other stakeholders, including information about the development and adjustment of educational programs and plans for their development, about structural divisions, employees and teaching staff of the university, about the implementation of innovative projects and other areas of activity and development.

Thus, the EEC members note the need to update, expand and improve the information base of the electronic pages of the EP in order to ensure the availability of the necessary information on all changes in the accredited EP for all interested parties, namely information letters, announcements of foreign embassies about grants, new educational resources, financial reporting on strengthening the library fund and the material and technical base of the EP.

Strong points/Best experience
There is no any

Recommendations by EEC
- create pages of the OP in social networks to disseminate relevant information during the implementation of the OP in 2022–2023 c.u. G.
- keep up to date information on the implementation of the EP on the web resources of the Faculty of Postgraduate Education and relevant departments.

Conclusions of the EEC according to the criteria: according to the standard "Informing the public", the EP has 9 satisfactory positions.

(VII) OVERVIEW OF STRONG POINTS/BEST EXPERIENCE FOR EACH STANDARD

Standard "Management of the educational program"
– открытость и доступность руководства ОП для обучающихся, ППС, работодателей и других заинтересованных лиц.

Information Management and Reporting Standard
- not revealed

Standard "Development and approval of the educational program"
- transparency in achieving the planned learning outcomes in accordance with the established objectives of the EP;
- compliance of the content of academic disciplines and planned results with the level of education
- Competency model of a graduate, reflecting the specifics of professional competencies, developed taking into account modern realities and meeting the requirements of the labor market.

Standard "Continuous monitoring and periodic evaluation of educational programs"

- Not revealed

Student-Centered Learning, Teaching and Assessment Standard

- The teaching staff of the EP applies modern methods of assessment, improves and updates its qualifications at advanced training courses and seminars.

Standard "Students"
- analysis of available material and technical, information resources, human resources and potential social conditions for undergraduates
Standard "Teaching Staff"
- high human resources potential of qualified teaching staff in the profile of EP training
- the university provides opportunities for career growth and professional development of the teaching staff of the EP and carries out targeted actions for the development of young teachers.

Standard "Educational resources and student support systems"
- compliance of the infrastructure, educational resources, including material and technical, with the goals of the educational program;
- equipping with modern equipment, corresponding to the specifics of the EP and ensuring the achievement of the objectives of the EP
- technological support for students and teaching staff in accordance with educational programs (for example, online learning, modeling, databases, data analysis programs);

Public Information Standard
- not revealed

(VIII) OVERVIEW RECOMMENDATIONS FOR IMPROVING QUALITY

Standard "Management of the educational program"

◻ the management of the EP, based on the development strategy of the university, to update the structure and content of the EP development plan in order to reflect the analysis of risks and measures to prevent and minimize them during the implementation of the EP in the period 2022–2023 academic year.

Information Management and Reporting Standard

-no

Standard "Development and approval of the educational program"

− the leaders of the EP clearly define the criteria, taking into account the specialization profile of the EP, for representatives of employers when they are involved in the collegiate bodies of the university, working groups, etc. by the beginning of 2022–2023 academic year

− EP managers to determine the list of EP disciplines within which it is possible to prepare for certification of students in the EP profile in the period 2022–2023.

− leaders of the EP to consider the possibilities for the implementation of double-degree education and, if available, reflect in the Development Plan of the EP the activities and deadlines for their implementation starting from the 2022–2023 academic year.

Standard "Continuous monitoring and periodic evaluation of educational programs"

- on the web resource of the EP, on a regular basis, keep up to date information on the development and adjustment of the EP and plans for their development, on the implementation of innovative projects and on real interaction with employers and other stakeholders in the context of the EP implementation.

Student-Centered Learning, Teaching and Assessment Standard

- no

Standard "Students"

- leaders of the study program to clearly regulate the mechanism for the formation of academic groups, taking into account the language pair.

- increase the share of participation of EP students in academic mobility programs starting from 2022–2023 academic year.

- leaders of the EP to expand the list of social partners, taking into account the specifics of the EP for the passage of types of practices.

Standard "Teaching Staff"

- increase the share of participation of teaching staff of the EP in academic mobility programs starting from 2022–2023 academic year.

Standard "Educational resources and student support systems"

-

Public Information Standard

- create pages of the EP in social networks to disseminate relevant information during the implementation of the EP in 2022–2023 academic year.

- keep up to date information on the implementation of the EP on the web resources of the Faculty of Postgraduate Education and relevant departments.

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

- There is not any

(X) RECOMMENDATION TO THE ACCREDITATION BOARD

The external expert commission made a unanimous decision to recommend to the Accreditation Council the educational program 7M02316 Simultaneous translation of the Joint Stock Company "Kazakh University of International Relations and World Languages named after Abylai Khan" to accredit for a period of 5 (five) years.

Appendix 1. Evaluation table "PARAMETERS OF A SPECIALIZED PROFILE"

Conclusion of the External expert commission for assessing the quality of the educational program 7M02316 Simultaneous interpretation of the Joint Stock Company "The Kazakh Abylay Khan University of International Relations and World Languages"

№ p\p	№ p\p	Criteria for evaluation	Position of the educational organization			
			Strong	Satisfactory	Suggests improvement	Unsatisfactory
Standard "Management of the educational program"						
1.	1.	The organization of higher and (or) postgraduate education must have a published quality assurance policy. The quality assurance policy should reflect the relationship between research, teaching and learning.		+		
2.	2.	The organization of higher and (or) postgraduate education must demonstrate the development of a culture of quality assurance, including in the context of EP.		+		
3.	3.	Commitment to quality assurance must apply to any activity performed by contractors and partners (outsourcing), including the implementation of joint/double-degree education and academic		+		

		mobility.				
4.	4.	The management of the EP demonstrates its readiness to ensure transparency in the development of the EP development plan based on an analysis of its functioning, the actual positioning of the EP and the focus of its activities on meeting the needs of the state, employers, students and other stakeholders. The plan should contain the dates for the start of the implementation of the educational program.		+		
5.	5.	The EP management demonstrates the existence of mechanisms for the formation and regular review of the EP development plan and monitoring its implementation, assessing the achievement of learning goals, meeting the needs of students, employers and society, making decisions aimed at continuous improvement of the EP.				
6.	6.	The EP management must involve representatives of stakeholder groups, including employers, students and teaching staff in the formation of the EP development plan.		+		
7.	7.	The management of the EP must demonstrate the individuality and uniqueness of the EP development plan, its consistency with national priorities and the development strategy of the organization of higher and (or) postgraduate education.		+		
8.	8.	The organization of higher and (or) postgraduate education must demonstrate a clear definition of those responsible for business processes within the framework of the EP, an unambiguous distribution of staff duties, and delimitation of the functions of collegial bodies.		+		
9.	9.	The management of the EP must provide evidence of the transparency of the educational program management system.		+		
10.	10.	The management of the EP must demonstrate the existence of an internal quality assurance system for the EP, including its design, management and monitoring, their improvement, decision-making based on facts.		+		
11.	11.	The management of the EP must carry out risk			+	

No.	No.	Criterion				
		management, including within the framework of the EP undergoing primary accreditation, and also demonstrate a system of measures aimed at reducing the degree of risk.				
12.	12.	The management of the EP must ensure the participation of representatives of employers, teaching staff, students and other interested parties in the collegiate management bodies of the educational program, as well as their representativeness in making decisions on the management of the educational program.		+		
13.	13.	The EO must demonstrate innovation management within the EP, including the analysis and implementation of innovative proposals.		+		
14.	14.	The management of the EP must demonstrate evidence of readiness for openness and accessibility for students, teaching staff, employers and other interested parties.	+			
15.	15.	The management of the EP must be trained in education management programs.		+		
		Total by standard	1	13	1	0
Standard "Information Management and Reporting"						
16.	1.	The EO must demonstrate the existence of a system for collecting, analyzing and managing information based on the use of modern information and communication technologies and software tools and that it uses a variety of methods to collect and analyze information in the context of the EP.		+		
17.	2.	The management of the EP must demonstrate the existence of a mechanism for the systematic use of processed, adequate information to improve the internal quality assurance system.		+		
18.	3.	The management of the EP must demonstrate fact-based decision making.		+		
19.	4.	Within the framework of the EP, a system of regular reporting should be provided, reflecting all levels of the structure, including an assessment of the effectiveness and efficiency of the activities of departments and departments, scientific research.		+		

20.	5.	The EO must establish the frequency, forms and methods for assessing the management of the EP, the activities of collegial bodies and structural divisions, top management, and the implementation of scientific projects.		+			
21.	6.	The EO must demonstrate the determination of the procedure for and ensuring the protection of information, including the identification of persons responsible for the reliability and timeliness of the analysis of information and the provision of data.		+			
22.	7.	An important factor is the availability of mechanisms for involving students, employees and teaching staff in the processes of collecting and analyzing information, as well as making decisions based on them.		+			
23.	8.	The management of the EP must demonstrate the existence of a mechanism for communication with students, employees and other interested parties, as well as mechanisms for resolving conflicts.		+			
24.	9.	The EO must demonstrate the existence of mechanisms for measuring the degree of satisfaction with the needs of teaching staff, staff and students within the framework of the EP.		+			
25.	10.	The EO must provide for an assessment of the effectiveness and efficiency of activities, including in the context of the EP.		+			
		The information expected to be collected and analyzed within the framework of the EP must take into account:					
26.	11.	key performance indicators;		+			
27.	12.	the dynamics of the contingent of students in the context of forms and types;		+			
28.	13.	academic performance, student achievement and dropouts;		+			
29.	14.	satisfaction of students with the implementation of the EP and the quality of education at the university;		+			
30.	15.	availability of educational resources and support		+			

		systems for students.				
31.	16.	The EO must confirm the implementation of the procedures for processing personal data of students, employees and teaching staff on the basis of their documented consent.		+		
Total by standard			0	16	0	0
Standard "Development and approval of basic educational programs"						
32.	1.	The EO must define and document the procedures for the development of EPs and their approval at the institutional level.		+		
33.	2.	The management of the EP must ensure that the developed EP complies with the established goals, including the intended learning outcomes.	+			
34.	3.	The management of the EP must ensure the availability of developed models of the EP graduate that describe the learning outcomes and personal qualities.	+			
35.	4.	The management of the EP must demonstrate the conduct of external reviews of the content of the EP and the planned results of its implementation.		+		
36.	5.	The qualification awarded upon completion of the EP must be clearly defined and correspond to a certain level of the NSC.		+		
37.	6.	The management of the EP must determine the influence of disciplines and professional practices on the formation of learning outcomes.		+		
38.	7.	An important factor is the possibility of preparing students for professional certification.			+	
39.	8.	The management of the EP must provide evidence of the participation of students, teaching staff and other stakeholders in the development of the EP, ensuring their quality.		+		
40.	9.	The labor intensity of the EP must be clearly defined in Kazakhstani credits and ECTS.		+		
41.	10.	The management of the EP must ensure that the content of the academic disciplines and the planned results correspond to the level of education (bachelor's, master's, doctoral studies).	+			

42.	11.	The structure of the EP must provide for various types of activities that ensure the achievement of the planned learning outcomes by students.		+		
43.	12.	An important factor is the correspondence between the content of the EP and the learning outcomes of the EP implemented by organizations of higher and (or) postgraduate education in the EHEA.		+		
Total by standard			3	9	1	0
Standard "Continuous monitoring and periodic evaluation of basic educational programs"						
44.	1.	The EO must determine the mechanisms for monitoring and periodically evaluating the EP in order to ensure that the goal is achieved and meet the needs of students and society. The results of these processes should be aimed at continuous improvement of the EP.		+		
		Monitoring and periodic evaluation of the EP must include:				
45.	2.	the content of the programs in the light of the latest achievements of science in a particular discipline to ensure the relevance of the discipline taught;		+		
46.	3.	changes in the needs of society and the professional environment;		+		
47.	4.	workload and student achievement;		+		
48.	5.	the effectiveness of student assessment procedures;		+		
49.	6.	expectations, needs and satisfaction of students with EP training;		+		
50.	7.	educational environment and support services, and their compliance with the objectives of the EP.		+		
51.	8.	The EO, the management of the EP must determine a mechanism for informing all interested parties about any planned or taken actions in relation to the EP.		+		
52.	9.	All changes made to the EP must be published.			+	
Total by standard			0	8	1	0
Standard "Student-Centered Learning, Teaching and Assessment"						
53.	1.	The management of the EP must ensure respect and attention to different groups of students and their		+		

		needs, provide them with flexibility in learning paths.				
54.	2.	The management of the EP must provide for the use of various forms and methods of teaching and learning.		+		
55.	3.	An important factor is the presence of own research in the field of teaching methods of academic disciplines of the EP.		+		
56.	4.	The management of the EP must demonstrate the existence of feedback mechanisms on the use of various teaching methods and the assessment of learning outcomes.		+		
57.	5.	The management of the EP must demonstrate the existence of mechanisms to support the autonomy of students with simultaneous guidance and assistance from the teacher.		+		
58.	6.	The management of the EP must demonstrate the existence of a procedure for responding to complaints from students.		+		
59.	7.	The EO must ensure the consistency, transparency and objectivity of the mechanism for evaluating learning outcomes for each EP, including appeal.		+		
60.	8.	The EO must ensure that the procedures for assessing the learning outcomes of students of the EP correspond to the planned results and goals of the program. Criteria and evaluation methods within the EP must be published in advance.		+		
61.	9.	The EO must define the mechanisms for ensuring the achievement of learning outcomes by each EP graduate and ensure the completeness of their formation.		+		
	10.	Assessors must be proficient in modern methods of evaluating learning outcomes and regularly improve their skills in this area.	+			
Total by standard			**1**	**9**	**0**	
Standard "Students"						
62.	1.	The EO must demonstrate the existence of a policy for the formation of a contingent of students in the context of the EP from admission to graduation and		+		

		ensure the transparency of its procedures. The procedures governing the life cycle of students (from admission to completion) must be defined, approved, published.				
		The management of the EP must determine the procedure for the formation of a contingent of students based on:				
63.	2.	minimum requirements for applicants;		+		
64.	3.	the maximum size of the group during seminars, practical, laboratory and studio classes;			+	
65.	4.	predicting the number of government grants;		+		
66.	5.	analysis of available material, technical, information resources, human resources;	+			
67.	6.	analysis of potential social conditions for students, including the provision of places in a hostel.	+			
68.	7.	The management of the EP must demonstrate its readiness to conduct special adaptation and support programs for newly enrolled and foreign students.		+		
69.	8.	The EO must demonstrate the compliance of its actions with the Lisbon Recognition Convention.		+		
70.	9.	The EO must cooperate with other educational organizations and national centers of the "European Network of National Information Centers for Academic Recognition and Mobility/National Academic Recognition Information Centers" ENIC/NARIC in order to ensure comparable recognition of qualifications.		+		
71.	10.	The management of the EP must demonstrate the existence of a mechanism for recognizing the results of academic mobility of students, as well as the results of additional, formal and non-formal education.		+		
72.	11.	The EO must provide an opportunity for external and internal mobility of students of the EP, as well as readiness to assist them in obtaining external grants for training.		+		
73.	12.	The management of the EP must demonstrate		+		

		readiness to provide students with internship places, promote the employment of graduates, and maintain contact with them.				
74.	13.	The EO must provide for the possibility of providing EP graduates with documents confirming the qualifications received, including the learning outcomes achieved, as well as the context, content and status of the education received and evidence of its completion.		+		
75.	14.	An important factor is the availability of mechanisms for monitoring the employment and professional activities of EP graduates.		+		
Total by standard			2	11	1	0
Standard "Teaching Staff"						
76.	1.	The EO must have an objective and transparent personnel policy, including in the context of the EP, including recruitment, professional growth and development of personnel, ensuring the professional competence of the entire staff.		+		
77.	2.	The EO must demonstrate the compliance of the staff potential of the teaching staff with the development strategy of the PA and the specifics of the EP.	+			
78.	3.	The management of the EP must demonstrate awareness of responsibility for its employees and provide them with favorable working conditions.		+		
79.	4.	The management of the EP must demonstrate the change in the role of the teacher in connection with the transition to student-centered learning.		+		
80.	5.	The EO must determine the contribution of the teaching staff of the EP to the implementation of the development strategy of the PA, and other strategic documents.		+		
81.	6.	The EO must provide opportunities for career growth and professional development of the teaching staff of the EP.		+		
82.	7.	The management of the EP must demonstrate readiness to involve practitioners in the relevant industries in teaching.		+		

83.	8.	The EO must demonstrate the motivation for the professional and personal development of EP teachers, including encouragement for the integration of scientific activities and education, the use of innovative teaching methods.		+		
84.	9.	An important factor is the readiness to develop academic mobility within the framework of the EP, attracting the best foreign and domestic teachers.		+		
Total by standard			1	8	0	0
Standard "Educational resources and student support systems"						
85.	1.	The EO must guarantee a sufficient number of learning resources and student support services that are consistent with the objectives of the EP.	+			
86.	2.	The EO must demonstrate the sufficiency of material and technical resources and infrastructure, taking into account the needs of various groups of students in the context of the EP (adults, employed, foreign students, as well as students with disabilities).		+		
		The management of the EP must demonstrate the existence of procedures for supporting various groups of students, including information and counseling. The EP management must demonstrate the compliance of information resources with the specifics of the EP, including:		+		
87.	3.	technological support for students and teaching staff in accordance with educational programs (for example, online learning, modeling, databases, data analysis programs);		+		
88.	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;	+			
89.	5.	examination of the results of research, final works, dissertations for plagiarism;		+		
	6.	access to educational Internet resources;		+		
90.	7.	functioning of WI-FI on the territory of the educational organization.		+		

91.	8.	The EO must strive to ensure that the educational equipment and software intended for use in the development of educational programs are similar to those used in the respective industries.		+		
Total by standard			2	6	0	0
Standard "Public Information"						
		The EO must publish reliable, objective, up-to-date information about the educational program and its specifics, which should include:				
92.	1.	expected learning outcomes of the educational program being implemented;		+		
93.	2.	qualification and (or) qualifications that will be awarded upon completion of the educational program;		+		
94.	3.	approaches to teaching, learning, as well as a system (procedures, methods and forms) of assessment;		+		
95.	4.	information about passing scores and learning opportunities provided to students;		+		
96.	5.	information about employment opportunities for graduates.		+		
97.	6.	The management of the EP must provide for a variety of ways to disseminate information, including the media, information networks to inform the general public and interested parties.			+	
98.	7.	Informing the public must include support and explanation of national programs for the development of the country and the system of higher and postgraduate education.		+		
99.	8.	The EO must demonstrate the reflection on the web resource of information that characterizes it as a whole and in the context of educational programs.		+		
100.	9.	An important factor is the availability of adequate and objective information about the teaching staff of the EP.		+		
101.	10.	An important factor is informing the public about cooperation and interaction with partners within the framework of the OP.		+		
Total by standard			0	9	1	0

TOTAL	10	89	4	0

10 (9.7%) parameters have a *"strong"* position
89 (86.4%) parameters have a "*satisfactory*" position
4 (3.9%) parameters have a *"suggests improvement"* position
(0) parameters have an "*unsatisfactory*" position

Annex 2. PROGRAM OF THE VISIT TO THE EDUCATIONAL INSTITUTION

AGREED
Rector of JSC "The Kazakh Abylay Khan University of International Relations
 and World Languages" Kunanbayeva S.S.
 May 08, 2022

APPROVED
Director General of the National Institution "Independent Agency for
for crediting and rating" Zhumagulova A.B.
May 08, 2022

PROGRAM
VISIT OF THE IAAR EXTERNAL REVIEW COMMISSION USING THE HYBRID MODEL
TO THE KAZAKH UNIVERSITY OF INTERNATIONAL RELATIONS AND WORLD LANGUAGES NAMED AFTER ABYLAI KHAN
(SPECIALIZED AND PRIMARY SPECIALIZED ACCREDITATION (EX-ANTE))

Date of the visit: May 24 – 26, 2022. *The program was developed taking into account the time of Almaty*

Cluster	Educational program
Cluster 1. Specialized accreditation	6B04202 International law 7M04211 International law (scientific and pedagogical)
Cluster 2. Primary specialized accreditation (ex-ante)	7M04212 International law (profile) 7M04213 Jurisprudence (scientific and pedagogical) 8D03122 Regional Studies
Cluster 3. Specialized accreditation	7M01111 Pedagogy and psychology
Cluster 4. Primary specialized accreditation (ex-ante)	7M01112 Pedagogy and psychology
Cluster 5. Primary specialized	7M11113 Restaurant business and hotel business (scientific and pedagogical direction)

date and time	EEC work with target groups	Position and Surname, name, patronymic of target group participants	Contact Form
accreditation (ex-ante)		7M11114 Restaurant business and hotel business (profile direction)	
Cluster 6. Primary specialized accreditation (ex-ante)		7M02316 Simultaneous interpretation	

date and time	EEC work with target groups	Position and Surname, name, patronymic of target group participants	Contact Form
*May 17, 2022*		
19.00-19.30	**Preliminary meeting of the EEC**	*External IAAR experts*	Join a Zoom meeting https://us02web.zoom.us/j/4941240662 Conference ID: 494 124 0662 (only for EEC)
*Day 1: May 24, 2022*		
10.00-10.30	**Distribution of responsibility of experts, solution of organizational issues**	*external IAAR experts*	Join a Zoom meeting https://us02web.zoom.us/j/4941240662 Conference ID: 494 124 0662 (only for EEC)
10.30-11.10	**Interview with the rector**	**Kunanbayeva Salima Sagievna -** Doctor of Philology, Professor, Academician of the Academy of Sciences of the Higher School, Academician of the National Academy of Sciences of the Republic of Kazakhstan	Join a Zoom meeting https://us02web.zoom.us/j/4941240662 Conference ID: 494 124 0662 (only for EEC)
11.10-11.25	**Technical break**		
11.25-12.05	**Interviews with vice-rectors**	Vice-Rector for Academic Affairs - **Chaklikova Asel Turarovna**, Ph.D., Associate Professor Vice-Rector for Research and Innovation Activities - **Mayra Uspanova**, Doctor of Economics, Associate Professor Vice-rector for educational and methodological work - **Kulgildinova Tulebike Alimzhanovna**, Ph.D. PhD, Associate Professor Vice-Rector for Social Affairs and Educational Work - **Serezhkina Tatyana Vladimirovna**, Ph.D. in Philosophy, Associate Professor Vice-rector for administrative and organizational work - **Nurgabylov Umirzak Sharapovich**, Ph.D.	Join a Zoom meeting https://us02web.zoom.us/j/4941240662 Conference ID: 494 124 0662 (only for EEC)

12.05-12.20		Technical break		
12.20-13.00	**Interviews with heads of structural divisions**	Head of Administrative Department - **Zhanbagysova Zhazira Shyngysovna** Head of Financial and Economic Department - **Azimbayeva Almakul Mamyrkhanovna** Head of Educational Department - **Mergembaeva Aitkenzhe Tursagulovna** Head of the Regulatory and Control Department - **Temirgalieva Svetlana Zakievna**, Ph.D.; Head of the Development Strategy and Monitoring Department - **Berdaliyeva Gulnar Kenesovna** PhD in Economics; Head of the Department for International Cooperation - **Abdigappar Tansholpan Yerbolkyzy**; Head of Information and Communications Infrastructure Department - **Takhmazov Ruslan Ramizovich**; Director of the Library and Information Center - **Zhusipbekova Sulushash Kdyrbaevna** Head of the publishing house "PolyLingua" JSC "Abylai Khan KazUIR&WL" - **Yesengaliyeva Batima Amirzhanovna**; Lawyer of the Legal Support Department - **Kirgizbayeva Lazira Userbaevna**	Join a Zoom meeting https://us02web.zoom.us/j/4941240662 Conference ID: 494 124 0662 (only for EEC)
13.00-14.00		Lunch		
14.00-14.15	**EEC work**	*external IAAR experts*	Join a Zoom meeting https://us02web.zoom.us/j/4941240662 Conference ID: 494 124 0662 (only for VEC) (Only for EEC)
14.15-15.00	**Interviews with deans**	Dean of the Faculty of International Law and Economics - **Kudaibergenov Nuradin Aiypovich**, Candidate of Economics, Associate Professor Dean of the Faculty of Translation and Philology -	Join a Zoom meeting https://us02web.zoom.us/j/4941240662 Conference ID: 494 124 0662 (only for EEC)

		Mizamkhan Baghlan, Ph.D. Dean of the Faculty of Postgraduate Education - **Baisultanova Kulipa Charipkanovna**, Ph.D. in Political Science, Professor	
15.00-15.15		**Technical break**	
15.15-16.00	**Interviews with heads of departments, heads of educational programs**	Head of the Department "International Law" - **Baizhomartova Karlygash Asylzhomartovna**, Ph.D. in Law, Associate Professor, Head of the department "Modern history of Kazakhstan and worldview disciplines", head of EP 8D03122 Regional studies - **Shaymardanova Zarema Dzhuandykovna**, Doctor of History, Professor Head of EP 7M04211, EP 7M04212 - "International Law", 7M04213 "Jurisprudence" - **Bulekbayeva Raziya Udarbaevna**, PhD in Law, Associate Professor Head of the Department "Pedagogy and Psychology" - **Uzakbayeva Sahipzhamal Askarovna**, Doctor of Pedagogy, Professor Head of EP 7M01111, EP 7M01112 - "Pedagogy and Psychology" - **Kalieva Kulyanda Mukhamedzhanovna**, Ph.D., Professor Head of the department "Hospitality Management", head of OP 7M11113, EP 7M11114 - "Restaurant business and hotel business" - **Rakymzhanova Saltanat Serzhanovna**, Head of the department "Simultaneous interpretation", head of EP 7M02316 "Simultaneous interpretation" - **Dinasilova Moldir Aқzhankyzy**	Join a Zoom meeting https://us02web.zoom.us/j/4941240662 Conference ID: 494 124 0662 (only for EEC)
16.00-16.15		**Technical break**	
16.15-17.00	**Interview with the teaching staff of the OP (in parallel)**	**Clusters 1, 2** (*Appendix No. 1 List of teaching staff of the accredited EP for interviews*)	Join a Zoom meeting https://us02web.zoom.us/j/4941240662 Conference ID: 494 124 0662

		Clusters 3, 4, 5, 6 (*Appendix No. 1 List of teaching staff of the accredited EP for interviews*)	Join a Zoom meeting https://us02web.zoom.us/j/7172395837 Conference ID: 717 239 5837
17.00-18.30	**Questioning of teaching staff (in parallel)**	*All teachers of the assessed EP (Appendix No. 1.1)*	The link is sent to the e-mail of the teacher personally
17.00-17.15		**Technical break**	
17.15-18.00	**Visual inspection of the EO**	*Clusters 1, 2* https://cloud.mail.ru/public/pFJC/Pii1yAh3m	Join a Zoom meeting https://us02web.zoom.us/j/4941240662 Conference ID: 494 124 0662
		Clusters 3, 4, 5, 6 https://cloud.mail.ru/public/pFJC/Pii1yAh3m	Join a Zoom meeting https://us02web.zoom.us/j/7172395837 Conference ID: 717 239 5837
18.00-18.40	**EEC work. Summing up the first day**	*external IAAR experts*	Join a Zoom meeting https://us02web.zoom.us/j/4941240662 Conference ID: 494 124 0662 (only for EEC)
	Day 2: May 25, 2022		
10.00-10.15	**EEC work**	*external IAAR experts*	Join a Zoom meeting https://us02web.zoom.us/j/4941240662 Conference ID: 494 124 0662 (only for EEC)
10.15-10.30		**Technical break**	
10.30-11.10	**Interviews with EP students (in parallel)**	*Clusters 1,2 Students of the EP (Appendix No. 2)*	Join a Zoom meeting https://us02web.zoom.us/j/4941240662 Conference ID: 494 124 0662
		Clusters 3, 5, 6 Students of the EP (Appendix No. 2)	Join a Zoom meeting https://us02web.zoom.us/j/7172395837 Conference ID: 717 239 5837
11.10-12.00	**Questioning students of the EP**	*All students of the assessed EP (Appendix No. 2.1)*	The link is sent to the student's email personally

12.00-12.15		Technical break		
12.15-13.00	**Work with documents of departments** (*documents are uploaded to cloud folders*) **and attendance of teaching staff classes according to the schedule** *Appendix* 1.A "Extract from the class schedule" with links to ZOOM	*Cluster 1.* 6B04202 - International law: https://cloud.mail.ru/public/qxvA/1FP4MoUFy *(Appendix No. 1.A)*		Join a Zoom meeting https://us02web.zoom.us/j/4941240662 Conference ID: 494 124 0662
		Cluster 1.2 7M04211 International law (scientific and pedagogical) 7M04212 International law (profile) 7M04213 Jurisprudence (scientific and pedagogical): https://cloud.mail.ru/public/s75V/1yd5CTMiX *Cluster 2* 8D03122 Regional Studies: https://cloud.mail.ru/public/KFQX/LPvBR78EB *(Appendix No. 1.A)*		Join a Zoom meeting https://us02web.zoom.us/j/7172395837 Conference ID: 717 239 5837
13.00-14.00		Lunch		
14.00-14.15	**EEC work**	*external IAAR experts*		Join a Zoom meeting https://us02web.zoom.us/j/4941240662 Conference ID: 494 124 0662 (only for EEC)
14.15-14.30		Technical break		
14.30-15.30	**Visiting the practice bases of the EP**	*Clusters 1, 2.* 6B04202 International law 7M04211 International law (scientific and pedagogical) 7M04212 International law (profile) 7M04213 Jurisprudence (scientific and pedagogical): *https://cloud.mail.ru/public/YqVZ/xeTb2REd8* 8D03122 Regional Studies^ *https://cloud.mail.ru/public/JLXm/KqRTammRK* *(Appendix 4; 4.1)*		Join a Zoom meeting https://us02web.zoom.us/j/7172395837 Conference ID: 717 239 5837
		Clusters 3, 4. 7M01111 Pedagogy and psychology 7M01112 Pedagogy and psychology *https://clck.ru/hBzuV*		

		Cluster 5 7M11113 Restaurant business and hotel business (scientific and pedagogical direction) 7M11114 Restaurant business and hotel business (profile direction) *https://cloud.mail.ru/public/YFYm/ejA1Ppwzh* *Cluster 6.* 7M02316 - Simultaneous interpretation *https://cloud.mail.ru/public/aoCH/qLLHWmydJ* *(Appendix 4; 4.1)*	
15.30-15.45		**Technical break**	
15.45-16.15	**EEC work, discussion**	*external IAAR experts*	Join a Zoom meeting https://us02web.zoom.us/j/4941240662 Conference ID: 494 124 0662 (only for EEC)
16.15-17.00	**Working with department documents and attending teaching staff classes according to the schedule** *Appendix* 1.A "Extract from the class schedule" with links to ZOOM (in parallel)	*Clusters 3.4.* 7M01111 Pedagogy and psychology 7M01112 Pedagogy and psychology *https://clck.ru/hBzgp* *(Appendix No. 1.A)*	Join a Zoom meeting https://us02web.zoom.us/j/4941240662 Conference ID: 494 124 0662

		Cluster 5. 7M11113, 7M11114 - Restaurant business and hotel business",
		https://cloud.mail.ru/public/ouS1/SZhrPJLYY
		  (Appendix 1.A)
		
		Cluster 6. 7M02316 - Simultaneous interpretation
		https://cloud.mail.ru/public/d566/uuXCA45hx
		  (Appendix No. 1.A)	

17.00-17.15		**Technical break**	
17.15-18.00	**EEC work**	*Clusters 2, 4, 5, 6 (experts of primary accreditation clusters work independently or in a group)*	Join a Zoom meeting https://us02web.zoom.us/j/4941240662 Conference ID: 494 124 0662

17.15-18.00	**Alumni Interviews**	*Clusters 1, 3 (List of graduates. Appendix No. 3)*	Join a Zoom meeting https://us02web.zoom.us/j/7172395837 Conference ID: 717 239 5837
18.00-18.15	**Technical break**		
18.15-19.00	**Interviews with employers**	*Clusters 1, 3 (List of employers (Appendix No. 4.1)*	Join a Zoom meeting https://us02web.zoom.us/j/7172395837 Conference ID: 717 239 5837
19.00-19.15	**Technical break**		
19.15-20.00	**EEC work, discussion of the results of the second day and profile parameters** (*recording is ongoing*)	*external IAAR experts*	Join a Zoom meeting https://us02web.zoom.us/j/4941240662 Conference ID: 494 124 0662 (only for EEC)
Day 3: May 26, 2022			
10.00-11.30	**Work of the EEC development and discussion of recommendations (***recorded***)**	*external IAAR experts*	Join a Zoom meeting https://us02web.zoom.us/j/4941240662 Conference ID: 494 124 0662 (only for EEC)
11.30-11.40	**Technical break**		
11.40-13.00	**The work of the EEC discussion, decision-making by voting (***recorded***)**	*external IAAR experts*	Join a Zoom meeting https://us02web.zoom.us/j/4941240662 Conference ID: 494 124 0662 (only for EEC)
13.00-14.00	*Lunch*		
14.00-14.30	**Preparation by the Chairperson of information on the results of the external evaluation**	*external IAAR experts*	(Individual work of the expert, chairman)
14.30-15.00	**Final meeting of the EEC with the leadership of the university**	*Administration*	Join a Zoom meeting https://us02web.zoom.us/j/4941240662 Conference ID: 494 124 0662 (only for EEC)
15.00-15.15	**Technical break**		

15.15-18.00	**Work of the EEC, Discussion of the results of the quality assessment**	*external IAAR experts*	Join a Zoom meeting https://us02web.zoom.us/j/4941240662 Conference ID: 494 124 0662 (only for EEC)

Annex 3. RESULTS OF THE TEACHING STAFF QUESTIONNAIRE

The results of an anonymous survey of the teaching staff of the Joint Stock Company "The Kazakh Abylai Khan University of International Relations and World Languages"

1 Total number of profiles: 31

2 Age:

18-25 y.	0 people	0%
26-35 y.	5 people	16,1%
36-45 y.	4 people	12,9%
46-55 y.	8 people	25,8%
above 56	14 people	45,2%

3. Select department:

International law	8 people	25,8%
Modern history of Kazakhstan and ideological disciplines	1 people	3,2%
Pedagogy and psychology	5 people	16,1%
Hospitality management	7 people	22,6%
Simultaneous interpretation	6 people	19,4%
Professional Department of Regional Studies	3 people	9,6%
Department of Postgraduate Education	1 people	3,2%

4 Job title

Professor	11 people	35,5%
Assistant professor	11 people	35,5%
Senior Lecturer	8 people	25,8%
Assistant	0 people	0%
Associate Professor	1 people	3,2%

5 Sex:

Men. – 10 people (32,3%)

Women. – 21 people (67,7%)

6 Academic degree, academic title

Honored Worker of the Republic of Kazakhstan	1 people	3,2%
Doctor of sciences	6 people	19,4%
Candidate of sciences	13 people	41,9%
Master	7 people	22,6%
PhD	4 people	12,9%
Professor	4 people	12,9%
Assistant professor	2 people	6,5%
No	0 people	0%
Graduate of the "Bolashak" program	1	3,2%

7 Work experience at the university

Less than 1 year	2	6,5%
1 year – 5 years	6 people	19,4%
More than 5 years	23 people	74,2%

%	Questions	Very well	Good	Relatively bad	Bad	Very bad	Didn't answer
	How is the mission and strategy of the university reflected						
7	• In innovative programs	23 people (74,2%)	8 people (25,8%)	-	-	-	-
8	• How does the content of the educational program meet your needs?	25 people (80,6%)	6 people (19,4%)	-	-	-	-
9	• The university provides an opportunity for continuous development of the teaching staff potential	22 people (71%)	8 people (25,8%)	1 people (3,2)	-	-	-
	To what extent can teachers use their own						-
10	Strategies	13 people (41,9%)	18 people (58,1%)	-	-	-	-
11	Methods	20 people (64,5%)	11 people (35,5%)	-	-	-	-
12	• Innovation in the learning process	20 people (64,5%)	11 people (35,5%)	-	-	-	-
13	• How do the relevant medical centers and offices work at the university?	15 people (48,4%)	15 people (48,4%)	1 people (3,2%)	-	-	-
14	• How is the attention of the management of the educational institution paid to the content of the educational program?	28 people (90,3%)	3 people (9,7%)	-	-	-	-
15	How do you assess the availability of the necessary scientific and educational literature in the library for teachers?	16 people (51,6%)	15 people (48,4%)	-	-	-	-
16	Assess the level of development of conditions for students with different physical abilities?	12 people (38,7%)	19 people (61,3%)	-	-	-	-
	Assess the accessibility of the						-

	guide			-	-	-	-
17	Students	22 people (71%)	9 people (29%)	-	-	-	-
18	Teachers	24 people (77,4%)	7 people (22,6%)	-	-	-	-
19	• Assess the involvement of teaching staff in the process of making managerial and strategic decisions	18 people (58,1%)	13 people (41,9%)	-	-	-	-
20	• How are teaching staff innovation activities encouraged?	17 people (54,8%)	14 people (45,2%)	-	-	-	-
21	Assess the level of feedback from teaching staff with management	21 people (67,7%)	10 people (32,3%)	-	-	-	-
22	What is the level of stimulation and involvement of young professionals in the educational process?	20 people (64,5%)	11 people (35,6%)	-	-	-	-
23	Evaluate how equal opportunities are given to all teaching staff	22 people (71%)	9 people (29%)	-	-	-	-
24	Assess the adequacy of recognition of the potential and abilities of teachers	18 people (58,1%)	13 people (41,9%)	-	-	-	-
	How is the work done						-
25	For academic mobility	8 people (25,8%)	22 people (71%)	1 people (3,2%)	-	-	-
26	To improve the qualifications of teaching staff	24 people (77,4%)	7 people (22,6%)	-	-	-	-
	• Evaluate the support of the university and its management						-
27	• Research initiatives of teaching staff	20 people (64,5%)	10 people (32,3%)	1 people (3,2%)	-	-	-
28	Development of new educational programs	26 people (83,9%)	5 people (16,1%)	-	-	-	-
	• Assess the level of faculty's ability to combine teaching						-

29	• With scientific research	8 people (25,8%)	23 people (74,2%)	-	-	-	-
30	with applied activities	15 people (48,4%)	16 people (51,6%)	-	-	-	
31	• Assess the extent to which students' knowledge obtained at this university corresponds to the realities of the requirements of the modern labor market	16 people (51,6%)	15 people (48,4%)	-	-	-	-
32	• How does the management and administration of the university perceive criticism?	7 people (22,6%)	24 people (77,4%)	-	-	-	-
33	In your opinion, how do the curricula of educational organizations form the ability of students to analyze situations and make forecasts?	19 people (61,3%)	12 people (38,7%)	-	-	-	-
34	Estimate how much the share of the rate assigned to you corresponds to your desires and possibilities?	12 people (38,7%)	19 people (61,3%)	-	-	-	-

35 Why do you work in this university?
• The university gives knowledge to students with an advanced foreign language
• alma mater
• Comfortable environment, intelligent communication style, timely salary give a sense of stability
•   Like
• Good working conditions
• Stable salary, friendly staff
• Good team, good atmosphere in the team
• Reputable university, creates good conditions for teaching and research
• Language University
•   Like
• This university has created conditions for teaching staff
• Satisfied with the level of payment, organization of work
• All conditions for work in this university have been created
• working conditions are comfortable
• Because this university is a modern scientific and methodological center that meets the modern requirements of the labor market and employment opportunities for graduates of the university.
• Prestigious, interesting.
• I graduated from this university, studied in graduate school, defended my thesis. The university gave me the opportunity to study abroad for 2 years under the Tempus program, developed

educational programs. In a word, the university gives me the opportunity to implement my own strategies and improve my professional growth.

• In this university all conditions for self-realization are created for me

•   Work. 23 years old, the university gave the opportunity to participate in international projects, a high level of decency, culture, a high level of corporate culture, no staff turnover

• The best university, everything is transparent and comfortable

• I WANT to contribute to the development of tourism through the training of good personnel

• Since the University has a history, a reputation of a stable, reliable organization. The team atmosphere is comfortable.

• The team is great and I live nearby

• Good team

• I am a graduate of this university, Bolashak development, KazUMO and WL has all the conditions for unlocking the potential

• favorable climate in the team, mutual respect, mutual understanding

• Satisfied with working conditions and development prospects

• Universitette suyikti isimmen ainalysuға mүmkindik beredi. Zhalakysy and zhaksy.

• This is a good opportunity to apply your knowledge, share experience and benefit in education

• justice, honesty, favorable moral and psychological climate, creative students, cultured, know several foreign languages

• Favorable conditions have been created for the implementation in the scientific research and educational activities of the teacher

36 How often do you have workshops and lectures with practitioners in your course?

Very often	6 people	19,4%
Often	22 people	71%
Rarely	3 people	9,7%
Very rarely	-	-
Never	-	-

37. How often do additionally invited teachers participate in the learning process?

Very often	2 people	6,5%
Often	25 people	80,6%
Rarely	12 people	12,9%
Very rarely	-	-
Never	-	-

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

		Often	Rarely	Never
1.	Lack of classrooms	1 people (3,2%)	1 people (3,2%)	29 people (93,5%)
2.	Unbalanced study load by semesters	-	4 people (12,9%)	27 people (87,1%)

3.	Unavailability of required books in the library	-	10 people (32,3%)	21 people (67,7%)
4.	Overcrowding of study groups (too many students in a group)	-	6 people (19,4%)	25 people (80,6%)
5.	Inconvenient schedule	-	7 people (22,6%)	24 people (77,4%)
6.	Poor classroom conditions	-	2 people (6,7%)	28 people (93,3%)
7.	No internet access	-	5 people (16,1%)	26 people (83,9%)
8.	Low discipline of students	-	9 people (29%)	22 people (71%)
9.	Untimely receipt of information about events	-	3 people (9,7%)	28 people (90,3%)
10.	Lack of technical facilities in classrooms	-	5 people (16,1%)	26 people (83,9%)
11.	Other problems. Please indicate which:	- No problem (15)		

39. There are many different sides and aspects in the life of a university that in one way or another affect every teacher and employee. Rate how satisfied you are:

	Fully satisfied (1)	Partially satisfied (2)	Dissatisfied (3)	Difficult to answer (4)
The attitude of the university management towards you	29 people (93,5%)	1 people (3,2%)	-	1 people (3,2%)
Relationships with direct management	28 people (90,3%)	2 people (6,5%)	-	1 people (3,2%)
Relationships with colleagues in the department	31 people (100%)	-	-	-
Participation in management decision making	27 people (87,1%)	4 people (12,9%)	-	-
Relations with students	30 people (96,8%)	1 people (3,2%)	-	-
Recognition of your successes and achievements by the administration	29 people (93,5%)	2 people (6,5%)	-	-
University administration activities	29 people (93,5%)	2 people (6,5%)	-	-
Terms of pay	26 people (83,9%)	5 people (16,1%)	-	-
Convenience of work, services available at the university	29 people (93,5%)	2 people (6,5%)	-	-
Occupational health and safety	30 people (96,8%)	1 people (3,2%)	-	-
Management of changes in the activities of the	27 people	4 people	-	-

university	(87,1%)	(12,9%)		
Providing benefits: rest, sanatorium treatment, etc.	22 people (71%)	7 people (22,6%)	-	2 people (6,5%)
Food system, medical and other services	27 people (87,1%)	2 people (6,5%)	1 people (3,2%)	1 people (3,2%)

Annex 4. RESULTS OF STUDENTS SURVEY

Results of anonymous survey of students
Joint Stock Company "The Kazakh Abylai Khan University of International Relations and World Languages "

Total number of profiles: 24

1. In what language will you fill out the questionnaire?

Kazakh	37,5% (9)
Russian	62,5%(15)

2. Your specialty?

6B04202 International law	4 people	16,7 %
7M04211 International law (scientific and pedagogical)	4 people	16,7 %
7M04212 International law (profile)	-	-
7M04213 Jurisprudence (scientific and pedagogical)	1 people	4,2 %
8D03122 Regional Studies	1 people	4,2 %
7M01111 Pedagogy and psychology	4 people	16,7 %
7M01112 Pedagogy and psychology	-	-
7M11113 Restaurant business and hotel business (scientific and pedagogical direction)	5 people	20,8 %
7M11114 Restaurant business and hotel business (profile direction)	1 people	4,2 %
7M02316 Simultaneous interpretation	4 people	16,7 %

Sex:

Men	5 people	20,8%
Women	19 people	79,2%

Age:

16-18	-	-
19-21	5	20,8%
22-24	17	70,8%
above 24	2	8,3%

Rate how satisfied you are:

Questions	Completely satisfied	Partially satisfied	Not satisfied	Partially dissatisfied	I'm at a loss reply
1. Relations with the dean's office	24 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)

2. The level of accessibility of the dean's office	24 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
3. The level of accessibility and responsiveness of the university management	24 (95,8%)	1 (4,2%)	0 (0%)	0 (0%)	0 (0%)
4. Availability of academic counseling to you	23 (95,8%)	1 (4,2%)	0 (0%)	0 (0%)	0 (0%)
5. Support with educational materials in the learning process	22 (91,7%)	2 (8,3%)	0 (0%)	0(0%)	0(0%)
6. Availability of counseling on personal problems	23 (95,8%)	1 (4,2%)	0 (0%)	0 (0%)	0(0%)
7. Financial and administrative services of the educational institution	21 (87,5%)	3 (12,5%)	0 (0%)	0(0%)	0 (0%)
8. Availability of health services for students	20 (83,3%)	4 (16,7%)	0 (0%)	0 (0%)	0 (0%)
9. The quality of the student health service	21 (87,5%)	3 (12,5%)	0 (0%)	0 (0%)	0 (0%)
10. Level of availability of library resources	23 (95,8%)	1 (4,2%)	0 (0%)	0 (0%)	0 (0%)
11. The quality of services provided in libraries and reading rooms	23 (95,8%)	1 (4,2%)	0 (0%)	0 (0%)	0 (0%)
12. Satisfaction with the existing educational resources of the university	23 (95,8%)	1 (4,2%)	0 (0%)	0 (0%)	0 (0%)
13. Availability of computer classes and Internet resources	22 (91,7%)	2 (8,3%)	0 (0%)	0 (0%)	0 (0%)
14. The usefulness of the website of educational organizations in general	23 (95,8%)	1 (4,2%)	0 (0%)	0 (0%)	0 (0%)

and faculties in particular					
15. Study rooms, auditoriums for large groups	21 (87,5%)	3 (12,5%)	0 (0%)	0 (0%)	0 (0%)
16. Proportionate rooms for small groups	21 (87,5%)	3 (12,5%)	0 (0%)	0 (0%)	0 (0%)
17. Lounges for students (if available)	15 (62,5%)	8 (33,3%)	0 (0%)	0 (0%)	1 (4,2%)
18. Clarity of procedure for taking disciplinary action	22 (91,7%)	2 (8,3%)	0 (0%)	0 (0%)	0 (0%)
19. Overall quality of training programs	23 (95,8%)	1 (4,2%)	0 (0%)	0 (0%)	0 (0%)
20. Teaching methods in general	22 (91,7%)	2 (8,3%)	0 (0%)	0 (0%)	0 (0%)
21. Quick response to feedback from teachers regarding the learning process	23 (95,8%)	1 (4,2%)	0 (0%)	0 (0%)	0 (0%)
22. Teaching quality	22 (91,7%)	2 (8,3%)	0 (0%)	0 (0%)	0 (0%)
23. Academic load / requirements for the student	21 (87,5%)	3 (12,5%)	0 (0%)	0 (0%)	0 (0%)
24. Fairness of examinations and certification	22 (91,7%)	2 (8,3%)	0 (0%)	0 (0%)	0 (0%)
25. Timeliness of student assessment	24 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
26. Explaining to you before entering the rules and strategies of the educational program (specialty)	22 (91,7%)	2 (8,3%)	0 (0%)	0 (0%)	0 (0%)
27. The level of implementation of these rules and strategies of the educational program (specialty)	24 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)

28. Informing the requirements in order to successfully complete this specialty	21 (87,5%)	3 (12,5%)	0 (0%)	0 (0%)	0 (0%)
29. Conducted tests and exams	24 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
30. Available computer labs	24 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
31. Available scientific laboratories	20 (83,3%)	3 (12,5%)	0 (0%)	0 (0%)	1 (4,2%)
32. Student-teacher relationship	24 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
33. Objectivity and fairness of teachers	23 (95,8%)	1 (4,2%)	0 (0%)	0 (0%)	0 (0%)
34. Informing students about courses, educational programs, and academic degrees	22 (91,7%)	2 (8,3%)	0 (0%)	0 (0%)	0 (0%)
35. Providing students with a hostel	17 (70,8%)	4 (16,7%)	0 (0%)	0 (0%)	3 (12,5%)

To which extent do you agree with:

Statement	Strongly agree	Agree	Partially agree	Disagree	Strongly disagree	No answer
36. The course program was clearly presented	22 (91,7%)	2 (8,3%)	0 (0%)	0 (0%)	0 (0%)	
37. Course content is well structured	20 (83,3%)	4 (16,7%)	0 (0%)	0 (0%)	0 (0%)	
38. Key terms are well explained	22 (91,7%)	1 (4,2%)	1 (4,2%)	0 (0%)	0 (0%)	
39. The material taught is relevant	20 (83,3%)	4 (16,7%)	0 (0%)	0 (0%)	0 (0%)	
40. The teacher uses effective teaching methods	23 (95,8%)	1 (4,2%)	0 (0%)	0 (0%)	0 (0%)	
41. The teacher owns the material being taught	21 (87,5%)	3 (12,5%)	0 (0%)	0 (0%)	0 (0%)	
42. Teacher's presentation is	22 (91,7%)	1 (4,2%)	1 (4,2%)	0 (0%)	0 (0%)	

clear						
43. The teacher presents the material in an interesting way	18 (75%)	6 (25%)	0 (0%)	0 (0%)	0 (0%)	
44. The teacher satisfies my requirements for personal development and professional development	21 (87,5%)	3 (12,5%)	0 (0%)	0 (0%)	0 (0%)	
45. The teacher stimulates the activity of students	20 (83,3%)	3 (12,5%)	1 (4,2%)	0 (0%)	0 (0%)	
46. The teacher stimulates the creative thinking of students	18 (75%)	5 (20,8%)	1 (4,2%)	0 (0%)	0 (0%)	
47. Appearance and manners of the teacher are adequate	19 (79,2%)	5 (20,8%)	0 (0%)	0 (0%)	0 (0%)	
48. The teacher shows a positive attitude towards students	20 (83,3%)	3 (12,5%)	1 (4,2%)	0 (0%)	0 (0%)	
49. Continuous assessment (seminars, tests, questionnaires, etc.) reflects the content of the course	19 (79,2%)	4 (16,7%)	1 (4,2%)	0 (0%)	0 (0%)	
50. The evaluation criteria used by the teacher are clear	18 (75%)	6 (25%)	0 (0%)	0 (0%)	0 (0%)	
51. The teacher objectively evaluates the achievements of students	20 (83,3%)	2 (8,3%)	2 (8,3%)	0 (0%)	0 (0%)	
52. The teacher speaks a professional language	20 (83,3%)	4 (16,7%)	0 (0%)	0 (0%)	0 (0%)	
53. The organization of education provides sufficient opportunities for sports and other leisure activities.	17 (70,8%)	5 (20,8%)	1 (4,2%)	0 (0%)	1 (4,2%)	
54. Facilities and equipment for students are safe, comfortable and modern	18 (75%)	5 (20,8%)	1 (4,2%)	0 (0%)	0 (0%)	
55. The library is well stocked and has a reasonably good	19 (79,2%)	4 (16,7%)	1 (4,2%)	0 (0%)	0 (0%)	

collection of books.						
56. Equal opportunities are provided to all students	22 (91,7%)	2 (8,3%)	0 (0%)	0 (0%)	0 (0%)	