



«АККРЕДИТТЕУ ЖӘНЕ РЕЙТИНГТІҢ
ТӘУЕЛСІЗ АГЕНТТІГІ» КЕМ

НУ «НЕЗАВИСИМОЕ АГЕНТСТВО
АККРЕДИТАЦИИ И РЕЙТИНГА»

INDEPENDENT AGENCY FOR
ACCREDITATION AND RATING

REPORT

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

7M03213 Public Relations
7M03112 International relationships

JSC "KAZAKH UNIVERSITY OF INTERNATIONAL RELATIONS
AND WORLD LANGUAGES NAMED AFTER N. ABYLAY
KHANA"

in the period from 10 to 12 May 2023

INDEPENDENT AGENCY FOR ACCREDITATION AND RATING
External expert commission

*Addressed to
Accreditation
Council of the IAAR*



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Almaty, 2023

(I) LIST OF SYMBOLS AND ABBREVIATIONS

AC - Academic Council;
ACQUIN - The Accreditation, Certification and Quality Assurance Institute;
BD - basic disciplines;
CED - catalog of elective disciplines;
CIT - Center for Information Technologies;
CTE - credit technology of education;
ECTS - European Credit Transfer and Accumulation System;
EEC - external expert commission;
EER - electronic educational resources;
EP - educational program;
GPA - Grade point average;
IAAR - Independent agency of accreditation and rating;
IC - individual curriculum;
IR - international relations;
ISQ - National system of qualifications;
MD - major disciplines;
MEP - modular educational programs;
MOOC - massive open online courses;
MOODLE - Modular Object-Oriented Dynamic Learning Environment;
MES of RK - Ministry of Education and Science of the Republic of Kazakhstan;
MSHE of RK - Ministry of Science and Higher Education of the Republic of Kazakhstan;
NCSTI - National Center for Scientific and Technical Information;
NQF - National Qualifications Framework;
OHPE - organization of higher postgraduate education;
PD - profile direction;
PR - public relations;
RAL - Research Applied Laboratory;
RK - Republic of Kazakhstan;
RLA - regulatory legal acts;
SHC - Scientific and Humanitarian Council;
SIRAS - Scientific Innovative Research Applied School;
SIVE-complex - scientific and innovative vocational education complex
SIW – students’ independent work;
SIWT - students’ independent work under the guidance of a teacher;
SMC - Scientific and Methodological Council;
SOSE - state obligatory standards of education;
SPD - scientific and pedagogical direction;
SPED - state program for the development of education;
SRW - Scientific research work;
SSC - Student Service Center;
TS – teachers’ staff;
WC - working curriculum;

(II) INTRODUCTION

In accordance with the order No. 87-23-OD dated March 16, 2023 of the Independent Agency for Accreditation and Rating, from May 10 to May 12, 2023, an external expert commission assessed the compliance of educational programs 7M03213 Public Relations, 7M03112 International Relations JSC "Kazakh University of International Relations and world languages. Abylai Khan" to the standards of primary specialized accreditation of the educational program (ex-ante) of the organization of higher and (or) postgraduate education (No. 68-18 / 1-OD of May 25, 2018, first edition).

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

The EEC members:

- 1) **Chairman of the EEC** – Vladimir Nikolayevich Kosov, Doctor of Physical and Mathematical Sciences, Professor of the Kazakh National Pedagogical University named after Abaya (Almaty, Republic of Kazakhstan) Off-line participation
- 2) **IAAR expert** – Sousana Michailidou Ph.D Professor Vice Chancellor for Academic Affairs Webster University Athens Campus (Athens, Greece) On-line participation
- 3) **IAAR expert** – Natalie Aleksandra Gurvits-Suits, PhD, Tallinn University of Technology (Tallinn, Republic of Estonia) On-line
- 4) **IAAR expert** – Abisheva Vera Tukenovna, Doctor of Philology, Professor, Department of Journalism, Buketov Karaganda State University (Karaganda, Republic of Kazakhstan) Off-line participation
- 5) **IAAR expert** – Movkebayeva Galia Akhmetvalievna, Doctor of Historical Sciences, Professor, Professor of the Department of International Relations and World Economy, Kazakh National University. al-Farabi (Almaty, Republic of Kazakhstan) Off-line participation
- 6) **IAAR expert** – Mirzoeva Leyla Yuriyevna, Doctor of Philology, Professor, Suleiman Demirel University (Almaty, Republic of Kazakhstan) Off-line participation
- 7) **IAAR expert** – Toleubayeva Aknur Mukhitovna, PhD, acting Associate Professor of the Department of Theory and Practice of Translation, Eurasian National University. L.N. Gumilev (Astana, Republic of Kazakhstan) Op-line participation
- 8) **IAAR expert** – Zakirova Dilnara Ikramkhanova, Doctor PhD, Associate Professor of the Department of "Tourism and Service", University "Turan" (Almaty, Republic of Kazakhstan) Off-line participation
- 9) **IAAR expert, employer** – Zhaiykbayeva Leyla Maratovna, Director of the Human Resources Department of the National Chamber of Entrepreneurs "Atameken" (Astana, Republic of Kazakhstan) On-line participation
- 10) **IAAR expert, student** – Gabitov Darmen Dauletbekovich, 4th year student of the program "Political Science and International Relations", Nazarbayev University, Member of the Alliance of Students of Kazakhstan (Astana, Republic of Kazakhstan) Online participation
- 11) **IAAR expert, student** – Sisenova Tolganay Yerbolkynzy, studying in the 1st year of OP "NPM Management", University of Turan, Member of the Alliance of Students of Kazakhstan (Almaty, Republic of Kazakhstan) Online participation
- 12) **IAAR expert, student** – Tynymbayeva Aruzhan Muratkyzy 2nd year Master's student "Translation Studies" Eurasian National University named after Gumilyov, Member of the Alliance of Students of Kazakhstan (Astana, Republic of Kazakhstan) Online participation
- 13) **IAAR coordinator**– Saydulaeva Malika Akhyadovna, project manager of the Independent Agency for Accreditation and Rating (Republic of Kazakhstan) Off-line participation

(III) REPRESENTATION OF THE EDUCATIONAL ORGANIZATION

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

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 02/03/2010 for 17 undergraduate programs, 20 - master's programs, 5 - doctoral PhD programs (Appendix 1A. License and Annex to (here CO. Annex 1B. License and Annex to it MO) <https://clck.ru/g558x>.

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 (KazTIFL). In April 1944, Kaznarkompros prepared a proposal to transform KazTIFL 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".

To date, KazUIR&WL them. Abylai Khan is the largest multidisciplinary scientific and educational university in the Republic of Kazakhstan, specializing in the training of humanitarian, linguistic and international profiles. Development strategy and activities of KazUIR&WL them. Abylai Khan is aimed at its formation as an innovation-oriented university of an internationally adaptive type, at the formation of a national model of specialized professional and innovative education, taking into account international requirements and standards.

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 .

KazUIR&WL in the 2022-2023 academic year in the world ranking of universities QS WUR 2023 is located on the 1001-1200th place. Since 2022, the Central Asia region has been moved from the QS EECA ranking to QS Asia, and in the 2023 edition, the university is located in 301-320 positions. The university is ranked 251-300 in the world subject ranking QS WUR by Subject 2023: 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", ICM - international credit mobility, CBHE - Capacity Building in Higher Education.

KazUIR&WL is systematically working on the issues of internationalization of education and successfully cooperates with 115 universities of the world, joint programs are being conducted

with the award of double diplomas in undergraduate and graduate specialties. Today KazUIR&WL 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 EP of KazUIR&WL, on its balance sheet has 5 academic buildings, 3 student dormitories, 1 sports and recreation complex, 3 assembly halls, 2 conference halls, 3 canteens, 2 canteens, 6 reading rooms.

The modern scientific and educational infrastructure of the university includes research laboratories. The university publishes scientific journals recognized by the domestic and international academic community "Абылай хан атындағы ҚазХҚЖӘТУ Хабаршысы»" of the series: "Pedagogical Sciences", "Philological Sciences", "International Relations and Regional Studies", which are included in the list of publications recommended by the Committee for Quality Assurance in the field of science and higher education of the Ministry of Education and Science of the Republic of Kazakhstan for the publication of the main results of scientific activities by order No. 821 on 07.12.2021. and by order of the Ministry of Science and Higher Education of the Republic of Kazakhstan No. 148 dated December 27, 2022.

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. The university uses the official website <https://www.ablaikhan.kz/ru/>, the teaching staff website <https://clck.ru/33v2vX>, the website of scientific publications <http://journals.ablaikhan.kz>, the educational portal <http://portal.ablaikhan.kz>, e-learning system portal <http://lms.ablaikhan.kz>.

KazUIR&WL named after. Abylai Khan is the owner of 12 international signs of recognition, including the international award "European Quality", the title of Leader of Education awarded by the Cambridge Scientific Association, the Austrian Cross of Honor for contribution to education and culture; International quality certificate of the Swiss Institute for Quality Standards SIQS; International honorary award "Socrates" for contribution to the intellectual development of the younger generation; French academic Palme d'Or, United Europe international award for contribution to integration and a number of other awards.

The university has 19 foreign teachers and students from near and far abroad. Under the undergraduate program - 164 students, of which: China - 62 (residence permit - 6), Uzbekistan - 58 (residence permit - 1), Russia - 20 (residence permit - 4), Tajikistan - 8, Turkey - 3, Afghanistan - 3, Kyrgyzstan - 6, Azerbaijan - 1, Georgia - 1, Turkmenistan - 1, South Korea - 1. Under the master's program - 10 students, including: Afghanistan - 1, Nigeria - 1, Tajikistan - 1, China - 2, Pakistan - 2, Russian Federation - 1, USA - 1, Uzbekistan - 1.

In connection with integration into the world educational system and the requirements of the Bologna process in order to update existing programs and create new programs that contribute to the training of high-level specialists and possess the necessary competencies for the employer, in the 2021-2022 academic year, and in the 2022-2023 academic year, new master's degree programs were introduced - 7M03213 - "Public Relations" (SPD) and 7M03112 - "International Relations" (PD).

The first admission to the master's program for OP 7M03213 - "Public Relations" (SPD) and 7M03112 - "International Relations" (PD) was carried out in 2022-2023 academic year. It is noteworthy that 3 undergraduates are studying in EP 7M03112 - "International Relations", two of which are foreigners (China, Nigeria), 1 undergraduate is studying in the winter intake of 2023.

The contingent of students in EP 7M03213 - "Public Relations" in 2022-2023 year - 2 people (both on state grants). At the OP 7M03112 - "International Relations" currently 4 undergraduates are studying (all on a paid basis).

Faculty of postgraduate education на KazUIR&WL cooperates with foreign universities on the organization of external academic mobility. Currently, KazUIR&WL named after Abylai Khan has more than 112 Contracts, memorandums and agreements on cooperation with foreign universities on student and undergraduate exchange programs, internships and other types of academic mobility.

The head of EP 7M03213 - "Public Relations" is Doctor of Philological Sciences, Dr. habil.,

Professor of the Department of PE Shevyakova T.V. The head of 7M03112 - "International Relations" is Dr. hist. sciences, prof., head of Department of PE Shaymordanova Z.D.

The implementation of EP 7M03213 - "Public Relations" is provided by 9 teachers - professors, associate professors, ass. professors and senior lecturers, all have doctorate, candidate of science or PhD degrees. The degree of teaching staff of OP 7M03213 - "Public Relations" is 100%.

The implementation of EP 7M03112 - "International Relations" is provided by the teaching staff of the departments of Faculty of Postgraduate Education and Faculty of International Relations - 8 people, of which 6 have degrees (Doctors and Candidates of Sciences, PhD), which is 75%. The staffing of the teaching staff of accredited EPs according to the staffing table is 100%.

According to EP 7M03112 - "International Relations", the title "Best University Teacher - 2021" has Baysultanova K.Ch., head of the department Askhat G. is currently undergoing a competition under the "Bolashak-2023" program.

In order to improve the quality of the composition of teachers of accredited EPs, it is envisaged:

- training of PhD doctors from among the full-time teachers: Dean of the Faculty of Postgraduate Education Akhmetova M.K. successfully defended PhD doctoral dissertation; Senior teachers of the department of International Communication- Esimova M.S., Kultaeva S.S., Lee I.V. and teacher of the department Sarsenova Zh.B. within the framework of doctoral studies, they conduct research in the areas of RAL 3 "Main Directions of Journalism and PR in the Field of Mass Communications (MSK)"; according to EP 7M03112 - "International Relations Senior Lecturer R. Zhakupov and Master A. Kubashev completed their doctoral studies under the program of the same name and plan to complete their defense by the end of 2023,

- advanced training of teachers in leading universities and educational centers of the country and sending them to internships in foreign universities. So, for example, within the framework of the EP in journalism and public relations, Ashilova M.S. was trained in the USA (University of Georgia), G.G. Gizdatov - at the Giessen University in Germany; Akhatova B.A. - in USA. Over the past three years, all teachers of EP 7M03213 - "Public Relations" have undergone advanced training.

Project activity is one of the important directions of the MK department and the software department. As part of the work of RAL No. 3 "The main directions of journalism and PR in the field of mass media ", the following research projects are being carried out:

- 1) Project of the Ministry of Education and Science of the Republic of Kazakhstan "Transformation of the values of the Kazakhstani system of higher education in a globalizing and multicultural world", OKO code, registration number - 0121RK00022. The project completion period is 2021-2023. Project manager - PhD, ass. prof. Ashilova M.S., project implementers - Ashilova M.S., Userbayeva M.M., Kultaeva S.S., Kim E.S. and other members of the international Communication department.

- 2) The intra-university research initiative project "Specifics of coverage and promotion of culture in the multimedia space of Kazakhstan" was completed (Registered No. 0119RKIO325 dated 11/15/2019 - 11/15/2022). Project manager - PhD, ass. prof. Ashilova M.S., project executors - members of the Department of International Communications. As a result of the project, textbooks have been published, scientific articles have been published, stories have been prepared that have been translated into several languages.

Shaymordanova Z.D. was a participant in the international scientific project 2022 of the Institute for the Future of the National Assembly of the Republic of Korea "The Future of the World Order in 2050: A Central Asian Perspective Research Reports", as well as a participant in the educational project for the 2022-2023 academic year. d. "United Asian Community" (financially supported by the Eurasia Foundation in Japan) with the theme "From competition to a new world". Also Shaymordanova Z.D. - participant of the project "Historical and cultural heritage of Kazakhstan and Central Asia in the collections of foreign archival funds". 10/01/2022 - 12/31/2024. Institute of Oriental Studies named after R.B. Suleimenov. In November 2022, an

application was prepared for the competition of targeted funding for scientific, scientific and technical programs for 2022-2024 “A critical analysis of the transforming world system of international relations and world politics and their impact on Kazakhstan (crisis and post-crisis periods), but did not receive approval. It is planned to participate in the competition in November of this year. The university management pursues a certain policy to expand the participation of teaching staff and students in the projects of the Ministry of Education and Science of the Republic of Kazakhstan.

(IV) DESCRIPTION OF THE PREVIOUS ACCREDITATION PROCEDURE

International specialized accreditation EP 7M03213 Public Relations, 7M03112 International Relations according to IAAR standards is held for the first time.

(V) DESCRIPTION OF THE EEC VISIT

The work of the EEC was carried out on the basis of the approved Program of the visit of the expert commission for specialized accreditation of educational programs to the JSC “Kazakh University of International Relations and World Languages. Abylai Khan” from May 10 to May 12, 2023.

In order to coordinate the work of the EEC, on May 09, 2023, an introductory meeting was held, during which powers were distributed among the members of the commission, the schedule of the visit was specified, and agreement was reached on the choice of examination methods.

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, meetings were held with the rector, vice-rectors of the university in areas of activity, heads of structural divisions, deans of faculties, heads of departments, teachers, students, graduates, employers. A total of 46 representatives took part in the meetings (Table 1).

Table 1 - Information about employees and students who took part in meetings with the EEC IAAR:

Participant category	Quantity
Rector	1
Vice-rectors	6
Heads of structural divisions	12
Deans of faculties	2
Heads of departments	11
Teachers	8
Students	6
Graduates	0
Employers	0
Total	46

During the tour, members of the EEC got acquainted with the Resource Center Research and Production Association, Simultaneous Translation Laboratory, Language Centers, Confucius Institute, Center for Korean Studies, Auditoriums, computer classes in Translation Studies, the Canteen of the Main Academic Building, the Red Assembly Hall, the Dissertation Reading Room named after M.M. Kopylenko, Hall of Literature of World Languages named after P.G. Kozlova, Office for school education Center for digital education, Computer class, Laboratory of Journalism, Announcer room, Computer classes, Student Service Center (SSC), Canteen, Museum of KazUIR&WL named after. Abylai Khan, Ethnographic Museum, Gym

At the meeting of the EEC IAAR with the target groups of KazUIR&WL named after Abylai Khan, the mechanisms for implementing the policy of the university were clarified and certain data presented in the EP self-assessment report were specified.

During the work, the members of the EEC visited the following internship bases: Experts visited the bases of practice for EP 7M03213 - "Public Relations" Turan TV Channel, IP Ai-Media Group, NGO "Travelers' Club" "Almaty Nomad", for EP 7M03112 - "International Relations" - Institute of Philosophy, Political Science and Religious Studies, Representation of the Ministry of Foreign Affairs of the Republic of Kazakhstan in Almaty.

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/>.

As part of the planned program, recommendations for improving the accredited educational programs of KazUIR&WL named after Abylai Khan, developed by the EEC based on the results of the examination, were presented at a meeting with the leadership on May 12, 2023.



(VI) COMPLIANCE WITH SPECIALIZED ACCREDITATION STANDARDS

6.1 " Management of the educational program " standard

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

Evidence-based part

Master's degree programs 7M03213 - "Public Relations" (NPN) and 7M03112 - "International Relations" (profile direction) are implemented in accordance with the Law of the Republic of Kazakhstan "On Education" dated July 27, 2007 (and amendments and additions dated February 26, 2023).), the Law of the Republic of Kazakhstan dated February 18, 2011 "On Science" (with amendments and additions dated February 26, 2023), Decree of the Government of the Republic of Kazakhstan No. 726 dated October 12, 2021 MNVO RK, with the Development Strategy of *KazUIR&WL* named after Ablai Khan for 2020-2025, Order of the Ministry of Education and Science of the Republic of Kazakhstan No. 2 dated July 20, 2022 "On approval of state compulsory standards of higher and postgraduate education", the Charter of the University, Development plans for educational programs, curricula and programs of EP disciplines developed

in the prescribed manner, decisions of the Academic Council of the University, with the annual work plan of the University, plans and regulations of its respective departments.

The university has developed and is implementing the “Quality Assurance Policy of JSC “Kazakh University of International Relations and World Languages named after Abylai Khan”, approved by the Rector of *KazUIR&WL* named after Ablai Khan on January 24, 2023. The purpose of this Policy is to ensure the guarantees of *KazUIR&WL* in the field of education quality by determining the priorities for ensuring the quality of training of highly qualified bachelors, masters, PhD doctors, competitive in the labor market, who have formed social and personal competencies that allow them to successfully perform professional activities.

The implementation and development of the accredited programs is primarily determined by, the mission, vision, and development strategy of the university, as well as the Development Plans educational programs. The development strategy of the university is built to meet the requirements of the rapidly changing educational environment. Quality Assurance Policy of *KazUIR&WL* is published on the university website and is available to faculty, students and stakeholders. Information on the implementation of goals and objectives on quality is also posted in articles about the university, included in the collections for applicants and promotional booklets. Materials about the activities of the university are presented in the media of national, regional and local importance.

The main provisions on the organization of the educational process are reflected in the "Academic Policy" (approved on February 24, 2023, Minutes No. 7) in the following sections: paragraph 19 "Rules for maintaining academic integrity", paragraph 24 "Organization of the educational process using distance technologies", in the Appendix No. 8 "Specification of the educational program", paragraph 8 "Control of educational achievements of students", paragraph 9 "Policy for assessing educational achievements", as well as in other regulatory documents developed in accordance with the Order of the Minister of Education and Science of the Republic of Kazakhstan dated October 31, 2018 No. 600 "Model rules for admission to study in educational organizations that implement the educational program of higher and postgraduate education", Order of the Minister of Education and Science of the Republic of Kazakhstan dated October 30, 2018 No. 595 "Model rules for the activities of organizations of higher and (or) postgraduate education and Order of the Minister of Science and higher education of the Republic of Kazakhstan dated July 20, 2022 - No. 2.

The University fully owns the academic resources to carry out educational activities under accredited educational programs. The EP is managed by the program manager, whose activities are determined by the University strategic development plan and the Rectorate. The head of EP 7M03213 - "Public Relations" is Dr. Ph.D., Dr. Habil, Professor of the Department of PO Shevyakova T.V. The head of 7M03112 - "International Relations" is Doctor of Historical Sciences, Professor, Head of the Department of PO Shaimordanova Z.D.

There are certain risks in the educational process. The work to minimize and eliminate risks is carried out in accordance with the Regulations on risk management developed at the university.

For effective management of EP at the university the traditional systematic work on the collection and analysis of information about its own activities is carried out in the course of the survey "Assessment of student satisfaction with the quality of educational services", "Teacher through the eyes of the student". Within the educational portal of the university there is a section for registration of innovative proposals to improve the activities of the university, where any interested person can make innovative suggestions to improve the activities of EP to the university management and governing bodies.

The uniqueness of EP 7M03213 - "Public Relations" (NPN) lies in the training of highly qualified in-demand specialists in the field of public relations, who, in addition to deep theoretical

knowledge, practical skills and competencies, to carry out effective professional activities in information and communication companies, PR agencies, government bodies, public organizations, international organizations, they also have an in-depth knowledge of professional English, master modern communication, information, and organizational technologies and are able to work in the media.

The specification of the educational program 7M03213 - "Public Relations" (PNS) involves a specialization: Minor "PR-management" ("Management of PR-activities in the social sphere", "Management of public opinion"), which forms the additional micro qualifications (organizer of PR-events in the social sphere, content manager, SMM manager, consultant on external communications, PR-analyst) for undergraduates.

The uniqueness of OP 7M03112 - "International Relations" (PN) lies in the knowledge of professional English; opportunities for teaching in English; systematic monitoring of the labor market and response to the requirements of potential employers through the harmonization of EP programs; the purposefulness of the EP to train specialists in specific specializations that are most in demand in the modern labor market; availability of disciplines of international professional direction; possession of communication skills in a foreign language environment, which significantly expands the opportunities for internships in international organizations, as well as employment in prestigious and reputable organizations and companies. A set of measures is being implemented to develop an EP in the format of a double diploma with the Russian Academy.

Monitoring the implementation of educational programs and their periodic evaluation guarantees the achievement of learning goals, meeting the needs of students, employers and society.

Analytical part

The interviews confirmed that the process of evaluating of educational services involves the teaching staff, students, specialists of the relevant structural subdivisions of the university, employers. The management of the university and EP strives to ensure the high quality of educational programs, scientific research, guaranteeing the observance principle of academic freedom.

In order to increase the competitiveness of the EP, such activities are developed and implemented as attracting teaching staff from near and far abroad, analysis of the demand for and competitiveness of graduates, development of international cooperation, expansion of the academic environment around the university, participation of students in the events of the university, faculty.

The uniqueness and individuality of these educational programs and EP Development Plans is determined by the national priorities for the development of the country's economy in connection with the transition of Kazakhstan to a digital economy, current trends in the business community, as well as the needs and demands of the labor market.

Experts confirm that EP leaders are available to students and other interested parties. The dean of the faculty, heads of departments, the management of the EP hold meetings with undergraduates, other interested parties in order to determine the directions for the development of the EP, make adjustments and improve the EP. Boxes for suggestions and comments are installed at the faculties and in the rector's office, hotlines and the rector's e-mail are functioning. The management of the EP systematically works to improve professional skills and education management.

One of the directions of the quality assurance policy in KazUMOiWL is the relationship between scientific research, teaching and learning in EP 7M03213 - "Public Relations", EP 7M03112 - "International Relations", which is carried out through the implementation of the

results of scientific research in the educational process (publication of textbooks, conducting design research work, preparing master's theses), teaching staff of departments in doctoral studies, conducting joint research, involving undergraduates in research work.

The EEC Commission confirms the fact that the uniqueness and innovation of educational programs is provided by the formation of professional competencies in accordance with the author's methodology, teaching technology (S.S. Kunanbaeva) in the unity of professional competencies - scientific and applied, analytical and applied, predictive and analytical, research and forecast, as well as intercultural and communication competence, which is a special type of competence.

The experts were convinced that there is a clear definition of those responsible for the processes within the framework of the EP, an unambiguous distribution of job responsibilities of staff, delimitation of the functions of collegial bodies, and transparency of the educational program management system.

During interviews with various structural divisions, it was revealed that in the context of accredited EPs, there are no clear risk management procedures. A system of risk mitigation measures has not been demonstrated.

The management of the EP confirmed the completion of training and obtaining certificates in education management programs.

The university has an internal quality assurance system for EPs, including their design, management and monitoring, improvement, decision-making based on facts. When monitoring the EP, the results of the survey, feedback from graduates and their employers, student performance, information support for students, the material and technical base of the EP, the assessment of the effectiveness of the student assessment system, and the level of competence of teaching staff are analyzed.

At the same time, a survey of students conducted during the visit of the EEC IAAR showed that:

- completely satisfied with the availability of the dean's office - 78.4% (excellent), partially satisfied - 19.6% (good);
- accessibility and responsiveness of the university management - 58.8%; partially satisfied - 38.2%;
- fully satisfied with the availability of academic counseling - 61.8%, partially satisfied - 36.3%.

Questioning of the teaching staff conducted during the visit of the EEC IAAR showed that:

- completely satisfied with the accessibility of management - 92.5%; partially satisfied - 7.5%;
- fully satisfied with the degree of participation in management decision-making - 97.5%; partially satisfied - 2.5%;

at the same time, to the question of how the management and administration of the university perceive criticism?

- rated very well -20%; good -72.5%; relatively bad - 7.5%.

Strengths/Best Practice EP 7M03213 Public Relations, 7M03112 International Relations

A quality policy has been developed and published based on university regulations, feedback analysis, university development strategy, which reflects the relationship between research activities, teaching and learning.

Recommendations of the EEC EP 7M03213 Public Relations, 7M03112 International Relations

It is necessary to conduct a more thorough analysis to identify, analyze risks in the context of accredited educational programs, assess the possibilities of managing them, and preventing adverse factors. Deadline: until January 1, 2024.

Conclusions of the EEC according to the criteria:

- *Strong - 1*
- *Satisfactory - 13*
- *Suggesting improvement - 1*
- *Unsatisfactory – 0*

6.2. Information Management and Reporting Standard

- *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 uses a variety of methods to collect and analyze information in the context of the EP.*
- *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.*
- *The leadership of the EP must demonstrate fact-based decision making.*
- *Within the framework of the EP, a system of regular reporting should be provided, reflecting all levels of the structure, including an assessment of the effectiveness and efficiency of the activities of departments and departments, scientific research.*
- *The EP must establish the frequency, forms and methods for assessing the management of the EP, the activities of collegial bodies and structural divisions, top management, and the implementation of scientific projects.*
- *The 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.*
- *An important factor is the existence of mechanisms for involving students, employees and teaching staff in the processes of collecting and analyzing information, as well as making decisions based on them.*
- *The management of the EP must demonstrate the existence of a mechanism for communication with students, employees and other stakeholders, as well as mechanisms for resolving conflicts.*
- *EO must demonstrate the availability of mechanisms for measuring the degree of satisfaction with the needs of teaching staff, staff and students within the framework of the EP.*
- *The EP should provide for an assessment of the effectiveness and efficiency of activities, including in the context of the EP.*
- *Information expected to be collected and analyzed within the framework of the EP should take into account:*
 - *key performance indicators;*
 - *dynamics of the contingent of students in the context of forms and types;*
 - *level of academic achievement, student achievement and expulsion;*
 - *satisfaction of students with the implementation of the EP and the quality of education at the university;*
 - *availability of educational resources and support systems for students;*
- *The EP must confirm the implementation of the procedures for processing personal data of students, employees and teaching staff on the basis of their documented consent.*

Evidence-based part

The University implements information management processes. There is a special service that is responsible for information support of the activities of the university and its divisions; for the formation of a positive public opinion about the activities of the university through the media.

To monitor the implementation of the MEP plan and corrective actions are used reports of the heads of structural units, questionnaires, audits, surveys. The assessment is made in all areas

of educational, teaching, information, scientific, educational activities and material and technical support of the educational process.

Assessment of activities is a continuous process and is conducted at meetings of the Academic Council, meetings of faculties and departments, is drawn up in the form of protocols, is carried out and students as the main consumers of educational services.

Control over the effectiveness of the quality assurance system is implemented through internal audits, examination of methodological support, evaluation of activities and consideration of issues by collegial bodies. Within the framework of these mechanisms the effectiveness and efficiency of meeting the goals are determined.

Modern information systems, information and communication technologies and software tools operate in *KazUIR&WL* named after Ablai Khan, which allow for ongoing work to ensure the collection, analysis and dissemination of basic information, which constitutes factual material for the effective management of training programs and other activities:

- the educational process management system based on the product "1C IS University" and "Educational Portal" solve the main problems associated with the educational process;

- the system of automated printing of diploma supplements - solves the issue of automating the printing of diploma supplements in strict accordance with the forms;

- the educational process management system based on the LMS MOODLE product solves the issue of providing students with full-fledged interactive digital resources in the format of electronic courses;

- system of key performance indicators - solves the problem of control, tracking and analysis of performance indicators of both individual employees and departments as a whole;

- electronic document management system - solves the problem of centralized management, coordination, archiving of documents;

- a system for collecting, analyzing and sending mandatory strict reporting to the Ministry of National Defense of the Republic of Kazakhstan solves the problem of centralized collection of all necessary information, accumulation and weekly sending via API to the ESUVO system

Currently, the university operates on the basis of the IP Strikeplagiarism.com. (<https://strikeplagiarism.com/en/>). *KazUIR&WL* named after Ablai Khan annually renews the license to use the system.

In accordance with the Regulations on the Audit of the EP, on the basis of an order and a schedule, the university annually conducts an internal audit, which covers each component of the system in accordance with the requirements of a documented procedure.

The system of regular reporting and monitoring includes annual reports of the teaching staff, which reflect information on the implementation of individual work plans; annual report of departments and faculties on UMR, R&D, NIRM, educational work; analysis of the results of the implementation of EP development plans at the faculty council; analysis of internal audits, etc. This mechanism makes it possible to foresee possible risks and prevent them in the future. The EP is reviewed annually taking into account reports on the implementation of plans, factors influencing its formation, improvement and development, if necessary, adjustments are made to it.

The collegial governing body of the EP is the NMS, whose activity is to provide methodological support for the modular-competency basis for planning and managing the training of specialists; study, generalization and integration of positive experience in the implementation of the EP.

The main scientific databases to which the university provides access to students of EP 7M03213 - "Public Relations", 7M03112 - "International Relations" and the teaching staff serving the EP are:

Analytical part

As a result of the analysis of the implementation of the "Information Management and Reporting" standard in the accredited areas, the commission notes the following: the University has an effective information and reporting management system. In all divisions of the university, office work is carried out in accordance with the approved nomenclature of cases, the safety and archiving of documents is ensured. To assess the activities of structural units and officials, a KPI assessment system has been introduced, which is carried out using special software and guarantees the solution of the problems of monitoring, tracking and analyzing key performance indicators of both individual employees and units as a whole.

Information about the activities of the university during the academic year is covered on the website of *KazUIR&WL* named after Ablai Khan on the pages of the university newspaper, and in other media.

Information channels for feedback from staff and students with the leadership of *KazUIR&WL* named after Ablai Khan have been formed and are functioning (meetings, meetings and meetings of the Councils). The information received through all feedback channels is analyzed and used to correct and improve the policy, strategy and development plans of the university. The EEC Commission notes that the implemented KPI systems, questioning of teaching staff and students reflect the effectiveness and efficiency of the structural units.

Thus, one of the tools for analyzing the activities of EP 7M03213 - "Public Relations" and EP 7M03112 - "International Relations" are sociological surveys of undergraduates, employers and teachers. Students are regularly interviewed about the quality of the information received and its completeness. The teaching staff and undergraduates of the EP participate in the activities carried out by the Department of Development Strategy and Monitoring of the University: in the survey of the teaching staff on assessing the effectiveness of research, "The teacher through the eyes of students / undergraduates", "Social well-being", in the survey on satisfaction with the quality of educational services in disciplines through online access through "Personal account of a student / undergraduate". The results of surveys of undergraduates conducted at *KazUIR&WL* named after Ablai Khan in 2021-2022 showed a high level of satisfaction of undergraduates with the quality of educational services. So, to the question "Does the level of teaching disciplines satisfy you?" answered "Always" and "Often" by 100% of respondents. Questionnaire data from students is included in the calculation of the effectiveness of the teaching staff (KPI).

KazUIR&WL named after Ablai Khan successfully operates an automated learning process management system - the educational portal *KazUIR&WL* named after Ablai Khan. which allows users of the system to track the entire educational process. In addition to the educational portal, the e-learning system (SEA) effectively functions for undergraduates and teachers, the entrance is through the personal login and password of the undergraduate and teacher, feedback is provided between students and teachers. For the purpose of interaction between the structural divisions of the university, the corporate mail of *KazUIR&WL* named after Ablai Khan operates.

The principle of transparency and objectivity is taken into account in the provision of any information.

objectivity. However, the EEC members note that all changes made in the content of accredited EPs are not published on a regular basis on web resources.

Questioning of the students, conducted in the course of the visit of the EEC of the NAAR, showed that: - informing the requirements in order to successfully graduate this specialty - completely satisfied - 61.8%, partially satisfied - 34.3%, partially unsatisfied - 2.9%;

- informing students about courses, educational programs and the academic degree they receive - 68.6% are completely satisfied, 28.4% are partially satisfied, 2% are partially dissatisfied, 1% are dissatisfied.

- 53.9% are completely satisfied with the availability and quality of Internet resources, 36.3% are partially satisfied, 6.9% are partially dissatisfied, and 2.9% are dissatisfied.

Strengths/Best Practice EP 7M03213 Public Relations, 7M03112 International Relations
According to this standard, no strengths were identified.

Recommendations of the EEC EP 7M03213 Public Relations, 7M03112 International Relations

The EEC recommends paying constant attention to updating information on the EP on the University website and bringing it to the attention of students and all interested parties. Deadline: 2023-2024 academic year.

Conclusions of the EEC according to the criteria:

- *Strong - 0*
- *Satisfactory - 16*
- *Suggesting improvement – 0*
- *Unsatisfactory – 0*

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

- *The EO should define and document the procedures for developing EPs and their approval at the institutional level.*
- *The management of the EP should ensure that the developed EP complies with the established goals, including the intended learning outcomes.*
- *The management of the EP must demonstrate the existence of mechanisms for reviewing the content and structure of the EP, taking into account changes in the labor market, the requirements of employers and the social demand of society.*
- *The management of the EP should ensure the availability of developed models of the EP graduate, describing the learning outcomes and personal qualities.*
- *The management of the EP must demonstrate the conduct of external reviews of the content of the EP and the planned results of its implementation.*
- *The qualification awarded upon completion of the EP must be clearly defined and correspond to a certain level of the NSC and QF-EHEA.*

Evidence-based part

The development and approval of educational programs at the university is carried out in accordance with the provisions of regulatory legal acts in the field of higher and postgraduate education, as well as documentation developed by the university to ensure transparency and clarity in the implementation of development strategy directions.

The development and implementation of the master's program at the university is regulated by the Academic Policy for the levels of postgraduate education (Minutes No. 1-3 dated 08.26.2022, posted on the official website of the university in the section Educational process. Academic policy. - <https://www.ablaikhan.kz/ru/study-process/study-process/academic-policies.html>).

The regulation for the development and approval of the EP is presented in internal documents - the Quality Assurance Policy and the Quality Assurance Guide of JSC "KazUIR&WL named after. Abylai Khan" in the section "Development and approval of educational programs". The algorithm for approving the EP, originally developed and proposed by the graduating departments, is as follows: sending the EP for review to employers; department meeting; ASOP, NMS, University Board meeting.

The university determines the goals of educational programs that are consistent with the mission of the university, and meet the needs of potential consumers (stakeholders), and are aimed at obtaining and improving the professional level of training of specialists of appropriate qualifications. All accredited EPs go through a multi-level procedure of discussion, development, approval and approval. The goals of the EP provide a balance for the personal development of graduates, the full formation of professional competencies, moral and ethical growth, and ensuring high competitiveness in the labor market.

Leaders of the EP 7M03112 - "International Relations" together with the Faculty, students, employers purposefully carry out the following tasks: preparation of highly qualified specialists in the field of international relations and world politics for work and in government, international and regional organizations, business structures, with profound knowledge in the theory and practice of international relations, fluent in English and ICT, capable of independent research and organizational and managerial activities, with the prospects of the country and the world.

The program "Public Relations" provides in-depth research and professional training, which is aimed at achieving fundamental subject knowledge of future specialists. This provides students with a general integrative methodology of professional and scientific activities, develops the desire for professional and scientific creativity, forms the need for further improvement of the educational level.

The major "International Relations" has an applied character, all disciplines are aimed at deepening the professional training of specialists, aimed at imparting managerial skills and providing training of leaders, managers and leading specialists in a particular field of education.

In order to improve the competence of students and gain additional knowledge, cooperation with employers is expanding. On an ongoing basis, master classes and guest lectures are held for undergraduates studying in EP 7M03213 - "Public Relations". Representatives of the mass media and PR, who have proven themselves as highly qualified specialists, were invited as speakers. Yes, Deputy Kirill Kharlamov, Editor-in-Chief of the Mir TV and Radio Broadcasting Company in Kazakhstan, held a master class for undergraduates and students on the work of the Mir interstate television and radio company. A channel that brings peoples together"; media trainer Asel Zhanabayeva held a master class "Peculiarities of working with information sources. Methods for obtaining information from open databases.

Foreign scientists are often involved in the implementation of the educational program 7M03213 - "Public Relations" (NPN). For example, on November 17, 2022, a series of guest online lectures by PhD Professor Ratnesh Dwivedi (India) took place on the Teams platform on the following topics: 1. "Social Media Marketing. A Boon in Today's Time"; 2. "Modeling Communication. A brief Overview" and others.

In 2022-2023 academic year In 2009, the experts of EP 7M03213 - "Public Relations" from employers were: Chairman of the Board of the NGO "Club of Travelers" "Almaty Nomad", PhD, Begalinov A.S. (examination of the Specification of the EP, author of the expert opinion on the EP), General Director of PR4Business - Kushmukhanov M.R. Representatives of the Kazakh academic community also gave their expert opinions on the accredited educational program: Doctor of History, Professor of the UNESCO Chair in Journalism and Communication of KazNU. Al-Farabi Akhmetova L.S. and Candidate of Philological Sciences, Senior Lecturer of the UNESCO Chair in Journalism and Communication of KazNU named after al-Farabi Dudinova E.I.

In 2022-2023 academic year in 1999, the expert of EP 7M03112 - "International Relations" (PN) from employers was the head of the Political Cooperation Department of the Representation of the Ministry of Foreign Affairs of the Republic of Kazakhstan in Almaty A.A. Arenova (examination of EP, WEP).

Analytical part

The EEC Commission made sure that the accredited programs are provided with educational and methodological documentation in accordance with Kazakhstani requirements: state compulsory education standards; standard and working curricula of the EP; standard and working curricula of disciplines.

The content of EP 7M03213 - "Public Relations" and 7M03112 - "International Relations", the sequence of their implementation, the depth of mastering disciplines in all areas and forms of training as a whole correspond not only to regulatory requirements, but also to the demands of the labor market. EPs for each level of education at the university are developed in accordance with the National Qualifications Framework and meet the requirements of the professional standard for the field of activity in the specialty.

The Commission of the EEC confirms the focus of the accredited EPs on the implementation of the provisions of the Digital Kazakhstan program. The content of EP 7M03213 - "Public Relations" includes the Module "Digital Education in the Context of Mass Communication and Media Education" (3 cr.).

The experts were convinced that the teaching staff of the EP actively introduces information and communication technologies into the educational process and trains undergraduates in the use and implementation of ICT in the educational process. Undergraduates have demonstrated the ability to use various tools and applications for learning and developing skills, create a variety of digital products using appropriate digital resources such as Adobe Photoshop, Adobe Premiere Pro Professional, Sony Vegas Pro, Adobe Audition, Adobe InDesign and others.

At the stage of development, updating and approval of educational programs, QEDs, joint work is carried out on an ongoing basis with potential employers, taking into account the requirements of the external environment, global trends. The QEDs include new disciplines on the recommendation of employers.

Bachelor's degree graduates of the program "Public Relations" and the program "International Relations" have the opportunity to continue their studies in the Master's program in EP 7M03213 - "Public Relations" and EP 7M03112 - "International Relations". This ensures the academic interconnection of disciplines, consistency in training and, accordingly, continuity in the training of specialists.

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

- completely satisfied with the quality of study programs at the university - 58.8% and partially satisfied - 39.2%.

Strengths/Best Practice EP 7M03213 Public Relations, 7M03112 International Relations

According to this standard, no strengths were identified.

Recommendations of the EEC EP 7M03213 Public Relations, 7M03112 International Relations

None.

Conclusions of the EEC according to the criteria:

- *Strong* - 0
- *Satisfactory* - 12
- *Suggesting improvement* – 0
- *Unsatisfactory* - 0

6.4 "Continuous monitoring and periodic evaluation of academic programs" Standard

- *EP should determine the mechanisms for monitoring and periodic assessment of AP to ensure the achievement of the goal and to meet the needs of students, society and to show the focus of mechanisms for continuous improvement of EP.*
- *Monitoring and periodic evaluation of EP should include:*
- *the content of the programs in the light of the latest achievements of science in a particular discipline to ensure the relevance of the taught discipline;*
- *changes in the needs of society and the professional environment;*
- *the load, progress and graduation of students;*
- *the effectiveness of assessment procedures for students;*
- *the expectations, needs and satisfaction of the learners with the EP training;*
- *educational environment and support services and their compliance with the EP objectives.*
- *EP leadership must demonstrate a systematic approach in monitoring and periodic assessment of EP quality.*
- *The EO, the EP management must define a mechanism for informing all stakeholders about any actions planned or taken in relation to the EP.*
- *All changes made to the EP must be made publicly available.*

Evidence-based part

Continuous monitoring and periodic assessment of EP 7M03213 - "Public Relations" and EP 7M03112 - "International Relations" in order to improve them, as well as to meet the needs of students, employers and society as a whole is conducted in the following algorithm: interviewing graduate students, teachers, organizations-employers; academic progress of graduate students, informational support of the educational process, resource and information support of EP; analysis of the evaluation system for graduate students, the degree of compliance with the established requirements.

Continuous monitoring and periodic assessment of accredited EPs is carried out taking into account the suggestions of employers, students involved in the process of selecting and forming the list of elective courses, development of master's thesis topics, as well as the opinions and suggestions of students and employers after passing various types of internships.

Assessment of the effectiveness of the AP is carried out according to the following criteria:

- demand for graduates of the educational program (employment of graduates) in the labor market and employers' recognition of the quality of training of specialists;
- degree of student satisfaction with the content and quality of educational programs;
- involvement of teachers from partner organizations, employers, practitioners in the development and management of EP;
- participation of leading scientists (representatives of leading scientific schools of partner organizations, academicians, prize-winners, etc.);
- participation of employers, practitioners from partner organizations in the development of educational and methodological complexes of disciplines;
- participation of students in scientific events (conferences, seminars), research projects.

Monitoring and periodic assessment of educational programs is also aimed at improving the content of AP in the light of the latest scientific achievements in specific disciplines to ensure the relevance of the taught discipline. The progress of students is determined by the results of a comparative analysis of the winter and summer examination session, which reflects the level of performance, the average scores of disciplines and courses; transfers from course to course. The results of the current progress of students are reflected in the examination sheets, graduates - in the transcript, which shows a list of courses taken, the number of hours attended and received grades in disciplines, GPA. The supporting document for this information in general is the annual Reports of the graduating departments.

In KazUIR&WL in accordance with the Standard rules of the organization of higher education institutions and the Academic Policy (AP) is the management of the processes of educational activities, including interim certification and ongoing assessment of undergraduates

of the university. also criteria and methods to assess the knowledge of students are prescribed in the Quality Assurance Guidelines of JSC " KazUIR&WL named after Abylai Khan". Procedures for assessing the achievements of students in addition to the EP of the university are also defined in the syllabuses developed in KazUIR&WL.

Auditing is carried out by the Commission on Quality Assurance to update existing programs and / or create new programs that contribute to the training of high-level specialists and possess the necessary competencies for the employer. Meetings of the AC with the participation of employers and students are held regularly to discuss such topical issues as the organization of teaching and research practice, discussion of the topics of master's theses, CED, RUP disciplines, the implementation of agreements on cooperation, improving the organization of the educational process, the distribution of internal grants, ensuring the employment of graduates, etc.

The regulations on the design of the educational programs development plan and monitoring its implementation are set out in the Quality Assurance Guidelines of " KazUIR&WL named after Abylai Khan" JSC, in the Quality Assurance Policy of " KazUIR&WL " JSC, in the Regulations on the audit of EP. It defines the key stages, terms and persons responsible for the audit. Audit of EP is carried out to regularly review and update the content of educational programs.

The control of educational programs includes the evaluation of curricula, work plans and methodological developments in the context of disciplines. In KazUIR&WL since 2021, there is a Commission on quality assurance, which includes the heads of structural units of the university, deans of faculties, heads of departments, as well as representatives of students, undergraduates and doctoral students. Also control the methodological support of the educational process in accordance with the national standard of postgraduate education; control the quality of classes, control over the organization and conduct of all types of practices, control over the implementation of teaching, methodical, scientific and educational work of the teaching staff, adopted in the individual plans of teachers, control over the annual upgrade of teaching qualifications of teachers; analysis of the results of rating (current, interim) control of students' knowledge, the results of the evaluation of the results of the teaching process.

Every year the university analyzes the provision of the disciplines of all educational programs and levels of training with textbooks and manuals, especially in the state language, available in the book fund of the Scientific Library of the University. For the purpose of monitoring of provision of disciplines with the educational and methodical literature operates Scientific-Humanitarian Council of the University on carrying out examination of published textbooks, teaching aids and acquisition of printed and electronic resources for the Scientific Library fund.

In order to improve the quality of teaching disciplines and monitoring the activities of the teaching staff, open classes and mutual visits are held, the results of which are discussed at the meetings of the departments and recorded in the minutes.

Analytical part

The EEC commission made sure that at the faculty level there is an expertise of educational programs for their compliance with licensing requirements; expertise and correction of working curricula of educational programs and control over their compliance with SES RK; analysis of the results of examination sessions in the context of departments, courses, disciplines; expertise of working programs and other educational and methodical documentation; analysis of the results of rating (current, interim) control of students' knowledge; monitoring the employment of graduates; co

Monitoring of the progress of educational programs is carried out through the implementation of students' individual educational plans. Office-registrar records the results of academic achievements of students in the format of all types of control (current and boundary control, interim and final assessment). The university uses 1C information system, which provides accounting and registration of academic achievements of students.

It should be noted that the progress of master students of Educational Program 7M03213 - "Public Relations" 7M03112 - "International Relations" in the 1st semester of academic year 2022-2023 is 100%.

The applied rating system of knowledge assessment is a comprehensive assessment of the quality of academic work of students in the development of their educational program. The knowledge assessment mechanism is reflected in the following documents of the University: electronic journal, electronic statements on the educational portal, cumulative record, the transcript of the learner.

The EEC states that the updating of EP, associated with changes in the needs of society and professional environment, is made in accordance with changes and additions to the state compulsory standards of higher and postgraduate education, the introduction of new areas and elective courses, the requests of employers, which is reflected in the catalog of elective disciplines for the relevant academic year, which is approved by the Academic Council of the University.

Employers are involved in developing and reviewing educational programs, conducting trainings, practical classes and master classes, and participating in the final certification commission. In order to improve the level of professional training of RP graduates, monitoring the satisfaction of the needs of society is carried out on the basis of annual questionnaires filled out by employers, in which they assess the level of basic and practical knowledge of master students-practitioners, as well as the requirements for graduates of RP when hiring them.

During the interviews with different groups of respondents it was revealed that informing about changes in the content of EP to all stakeholders is more or less regular, but the publication of changes is not always present.

Monitoring of the implementation of educational programs, accredited EP is carried out in order to analyze the educational environment, compliance of the content structure of the programs with the changes in the achievements of science, demands of society, labor market and social partners.

The meeting of the members of the expert commission with employers during the visits to the internship bases confirmed the maximum efforts to provide students with internship places, assistance in their employment.

Strengths/best practice of EP 7M03213 Public relations, 7M03112 International relations

No strengths have been identified for this standard.

Recommendations of EEC EP 7M03213 Public relations, 7M03112 International relations

Ensure the publication of the results of the revision of the content and structure of educational programmes in the context of market changes, employers' requirements, social demands of the society on an ongoing basis and inform the interested parties about any actions planned or undertaken within the EP. Deadline: 2023-2024 academic year.

Conclusions of the EEC on the criteria:

- *Strong - 0*
- *Satisfactory - 10*
- *Suggesting improvement - 0*
- *Unsatisfactory - 0*

6.5 Student-Centered Learning, Teaching and Assessment Standard

- *EP leadership must ensure respect and attention to different groups of students and their needs, providing them with flexible learning paths.*
- *EP leadership must ensure that a variety of forms and methods of teaching and learning are used.*

- *An important factor is the availability of own research in the field of teaching methodology of academic disciplines of EP.*
- *EP management must demonstrate the availability of the system of feedback on the use of different teaching methods and learning outcomes assessment.*
- *EP supervisors must demonstrate support for learner autonomy while being guided and assisted by a faculty member.*
- *The EP management must demonstrate that there is a procedure for responding to learner complaints.*
- *Custody must ensure consistency, transparency and objectivity of the evaluation mechanism of learning outcomes for each EP, including appeal.*
- *Custody must ensure that the procedures for assessing the learning outcomes of EP students correspond to the planned results and objectives of the program, the publication of assessment criteria and methods in advance.*
- *The EO must define mechanisms to ensure that each graduate of the EP achieves the learning outcomes and ensure the completeness of their formation.*
- *Evaluators must be proficient in modern methods of assessing learning outcomes and regularly improve their qualifications in this area.*

Evidence-based part

The system of measures, rules and procedures for the planning and management of educational activities and the effective organization of the educational process aimed at the implementation of student-centered learning and improving the quality of education is presented in the Academic Policy of KazUIR&WL, which is based on the principles of academic integrity, internal quality assurance, innovation and internationalization, as well as in the Quality Assurance Guidelines of JSC "KazUIR&WL named after Abylai Khan. Abylai Khan".

Annual events are held to familiarize students with the QED for the upcoming academic year. The university has an effective system of counseling in the form of the work of advisors. In the framework of this system, the most effective design of students' individual educational trajectories is achieved. In order to ensure the objectivity of assessment for the interim and final control are created appeal commissions for all disciplines, through which the learner has the opportunity to verify and, if necessary, to challenge the objectivity of the assessment. The procedure for responding to student complaints is implemented according to the following scheme: EP supervisor/adviser → supervising department → dean's office → pro-rector on SD/pro-rector on AER/pro-rector on H&S → rector.

It should be emphasized that the educational process in KazUIR&WL is built with the comprehensive needs of students with disabilities in mind.

In accordance with paragraph 1 of Article 37, the RK Law "On Social Protection of Disabled Persons in the RK" Approved by the Order of the Minister of Health and Social Development of RK dated 09.12.2016 № 1050, KazUIR&WL provided infrastructure for barrier-free access to training and living of students and graduate students with special needs. There are ramps in all academic buildings and dormitories of the university, there is a call button for students with special needs. In the buildings there are elevators designed for people with low mobility; the floor numbers on the elevator buttons are marked in Braille for tactile perception, also there are audio-notes. On the territory of the university, on the main paths of movement there is a tactile ground guide strip, and at the entrance to the building for the visually impaired there is an information mnemonic scheme (tactile movement scheme), which displays information about the rooms in the building, which does not interfere with the main flow of traffic.

Libraries and reading rooms are available for students and teachers. Two electronic reading rooms with a total area of 114.1 sq.m. are equipped. Moreover, the electronic library can be accessed via the educational portal 24 hours a day. Three recreation rooms in the dormitories with a total area of 120,2 sq.m. were equipped.

For the purpose of student-centered learning, teachers within the framework of educational programs use different methods and heuristic learning technologies that develop critical thinking, taking into account the diversity of forms of information assimilation: information and communication, analytical and situational, simulation (case method, game method, game design, simulation training, role-playing, business games, role play, situation-based training, document review, etc.) and non-imitation (internship without performing the job role, you will be able to work as a trainee on the job).

Within the framework of the educational programs implementation the material-technical base of education is actively used: projectors, audio- and video-equipment, computers with necessary software, etc. In the educational process, undergraduates actively use the capabilities of the student television studio "Abylai Khan", for example, to create advertising and promotional video clips, as well as language laboratories for the most effective study of foreign language. During the implementation of EP in order to activate the audience are also used such innovative methods and techniques of learning, as television lectures, video lectures, multimedia lectures, slide lectures, debates, discussions, round tables, brain-rings, Internet conferences; simulation modeling; training computer programs (training, gaming, research, testing, etc.).

The educational process is equipped with didactic means, among which are actively used: textbooks and teaching aids, various handouts, etc. The following educational resources are actively used: textbooks, manuals, various handouts, etc.; electronic educational resources: multimedia textbooks, network educational resources; audiovisual (slides, slide movies, educational videos, educational movies, educational films on digital media (Video-CD, DVD, BluRay, HD DVD, etc.); visual flat aids (posters, wall maps, wall illustrations, magnetic blackboards), etc. The necessary conditions have been created for students' self-education and professional growth students in the learning process.

The topics of theses for Master's theses 7M03213 - "Public Relations" and 7M03112 - "International Relations" correspond to the priority national development programs of the country, the fields of research of the Departments, Research Laboratory and Research Institute of Public Relations, as well as the research interests of Master students.

The Master's program of scientific and pedagogical direction is designed for two academic years of study. The Master's program of the profile direction is designed for one academic year of study. The final attestation of Master students takes place in the form of defense of the master's thesis and is regulated by the regulatory documents of the MES, the Ministry of Education and Science of the Republic of Kazakhstan, the Academic Policy and internal regulatory documents of postgraduate education.

The necessary conditions are created for students to choose an individual educational path, which include the ability to choose elective disciplines, teachers from QED; electronic registration for the disciplines of choice; formation of an individual curriculum; organization of an additional semester for repeated or additional study of disciplines; training in Kazakh, Russian and English languages; opportunity to participate in various forms of research work (participation in scientific conferences, scientific articles publishing and etc.); the possibility of learning through distance learning technologies; the possibility of viewing personal learning outcomes; the possibility of learning through academic mobility; the possibility to use the educational portal; the possibility to use the electronic library of KazUIR&WL and the Republican interuniversity electronic library.

During the training sessions, teaching staff orient students to the ability to apply their knowledge in pedagogical and research activities, the ability to summarize the results of research and analytical work in the form of research projects, articles and reports.

Professor B.A. Akhatova and Associate Professor M.S. Ashilova developed methods of current examination in the project form for special disciplines AP 7M03213 - "Public Relations" and EP 7M03112 - "International Relations".

Conducting a current examination in project form on special disciplines of the EP is a type of research work along with the preparation of Master's thesis and various practices (research, scientific-pedagogical and other) of Master's study. The project is carried out by Master students on topical issues in the field of PR and international interaction, is closely connected with the scientific interests of a Master student, with the content of the discipline studied, the theme of a Master thesis, the direction of scientific research NIPL. At the same time, the first theoretical part of the project will be defended as RC1, the second analytical part - RC2. At the final examination, Master students present a completed project with an applied product. So, the master student of EP 7M03213 - "Public relations" Konstantinova N. in the first semester of 2022-2023 academic year in the study course "Psychology of management" completed and successfully defended the project "The role of the leader in the development of the bank's brand".

The fact that Master students of PS have been actively involved in scientific projects, scientific conferences is evidenced by their scientific publications in the collections of scientific papers and scientific journals, as well as diplomas and certificates of students for participation in scientific events of different levels.

Analytical part

The Commission notes that the university introduces student-centered learning processes in educational programs, using innovative methods; provides the development of flexible learning trajectories; creates conditions for increasing motivation and involvement of students in the learning process, applying various forms and methods of teaching and learning; provides consistency and objectivity of assessment of learning outcomes.

The use of equal opportunities for students in educational programmes is achieved by the completeness of teaching, organizational, methodological and informational support of the educational process in three languages of instruction: Kazakh, English and Russian. The Master's degree programs 7M03213 - "Public Relations" and 7M03112 - "International Relations" have great opportunities for the formation of the educational path through the FTI, taking into account individual characteristics.

The Commission was convinced that the necessary conditions are created for students to choose an individual educational trajectory, which include the possibility to choose elective disciplines, teachers from QED, etc.

The interview with the learners allowed to conclude that today many Master students are already in demand professionally and successfully combine the study in Master's degree with the work in their specialty.

The following elements are provided and applied for successful implementation of student-centered learning model (SLC) in KazUIR&WL named after Abylaikhan: emphasis on active (interactive) rather than passive learning; emphasis on deep learning and understanding; increase of responsibility and accountability of students; development of students' sense of independence; interdependence between teachers and students; mutual respect in relations between students and teachers; reflective approach to the learning process by both students and teachers.

The experts confirm that the educational programmes 7M03213-"Public relations" and 7M03112-"International relations" involve well-known foreign scientists. At the same time, improving the efficiency of activities within the framework of the EP involves expanding the geography of cooperation and interaction with the teaching staff from foreign universities in order to implement joint research, internships, academic supervision of students and implementation of research results.

The Commission was presented the didactic resources routinely used by teaching staff in the educational process, namely: textbooks and teaching aids (including those authored by KazUIR&WL teachers), various handouts, etc. Electronic educational resources: multimedia textbooks; audio-visual aids: slides, slide films, educational videos; educational films, including films on digital media (Video-CD, DVD, BluRay, HD DVD, etc.); visual flat aids (posters, wall maps, wall illustrations, magnetic boards), etc. The example of the disciplines "Public relations" "Methodology of scientific media research" (lecturer - B.A. Akhatova, Ph. D.) and "International relations" "Theory of international relations" (lecturer - A.Zh. Zhaksybay, Ph. D., associate professor) shows that the study of theoretical and applied disciplines of the Master's programme is closely connected with mastering the methodology of scientific research. At the same time, the experts believe that the experience of university teaching staff should be more actively disseminated in order to create a methodological and methodological basis for the development of educational programmes, own research, practical assistance in mastering the algorithms of development, structure, form and content of EP, teaching methodology of academic disciplines. The interview with the teaching staff and analysis of documentation showed that the teachers of the university, including the accredited educational programmes, systematically undergo professional development in accordance with their existing education, professional experience, scientific degree and the profile of the taught disciplines.

Strengths/best practice EP 7M03213 Public relations, 7M03112 International relations

1. The management of the EP provides different groups of learners with flexible learning pathways, providing them with support.
2. The training process uses a variety of forms and methods.

Recommendations of EEC EP 7M03213 Public Relations, 7M03112 International Relations

1. To increase the number of foreign guest lecturers in order to increase the efficiency of activities under the EP. Implementation deadline: September 1, 2024
2. EEC recommends to increase the number of developments of own researches of teaching staff in the field of teaching methods of academic disciplines of accredited EP in the context of student-centered learning. Implementation deadline: September 1, 2024.

Conclusions of the EEC on the criteria:

- *Strong* - 2
- *Satisfactory* - 8
- *Suggesting improvement* - 0
- *Unsatisfactory* – 0

6.6. «Students» Standard

• *The EO must demonstrate the existence of a policy for the formation of a contingent of students in the context of the EP, ensure transparency and publicity of its procedures governing the life cycle of students (from admission to completion).*

• *The management of the EP should determine the procedure for the formation of a contingent of students based on:*

- *minimum requirements for applicants;*
- *the maximum size of the group when conducting seminars, practical, laboratory and studio classes;*
- *predicting the number of government grants;*
- *analysis of available material and technical, information resources, human resources;*
- *analysis of potential social conditions for students, incl. provision of places in the hostel.*

• *The management of the EP must demonstrate readiness to conduct special adaptation and support programs for newly enrolled and foreign students.*

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

• *The PA should cooperate with other educational institutions 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 PA should provide an opportunity for external and internal mobility of students of the EP, as well as readiness to assist them in obtaining external grants for training.*

• *The management of the EP must demonstrate readiness to provide students with internship places, promote the employment of graduates, and maintain contact with them.*

• *The PA should 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.*

Evidence-based part

In KazUIR&WL the policy of enrollment formation for EP 7M03213 - "Public Relations" and EP 7M03112 - "International Relations" is to admit those students who are most prepared for graduate studies, consciously choose the accredited educational program and collected the required number of points. Record and movement of students is carried out in accordance with the requirements of SOSE RK from July 20, 2022 № 2 (registered in the Ministry of Justice of the Republic of Kazakhstan July 27, 2022 № 28916). Formation of contingent of Master programs is carried out in accordance with the Standard rules of enrollment in the educational institutions that implement educational programs of higher and postgraduate education" (Order № 237 of June 8, 2020, Order № 241 of May 24, 2021), Order № 600 from 31.10.2018), the rules of admission to study at JSC "Kazakh University of International Relations and World Languages named after Abylai Khan" from June 10, 2021, the Regulations on the interview with foreign nationals entering the bachelor and master programs of JSC " KazUIR&WL named after Abylai Khan" from June 15, 2020.

The requirements for applicants to EP 7M03213 - "Public Relations" and 7M03112 - "International Relations" are also set out in the Specifications of SP, posted on the University website and available to all interested parties.

Admission of applicants to graduate programs in KazUIR&WL is carried out by the Admissions Commissions or through the information system in accordance with the deadlines established by the Standard Rules of admission to training in PGPA. Admission to graduate programs in KazUIR&WL is on a competitive basis based on the results of comprehensive testing or entrance examinations for foreign nationals. Accredited SPs provide flexible learning pathways. In the formation of the educational trajectory of students have the right to choose special disciplines from the catalogue, subject to annual revision, taking into account the needs of the labour market. The choice of the language of study is carried out upon admission to the University

with the possibility of changing the language of study in the process of study after an appropriate interview with the student.

The University within the framework of EP 7M03213 - "Public Relations" and 7M03112 - "International Relations" develops cooperation with various research institutions, organizations engaged in commercial and non-commercial activities, government agencies, various types of media, PR-organizations, advertising agencies, educational institutions for undergraduate research practice.

Contracts on social partnership were concluded with PR-organizations: Kazakhstan Communication Association, Agency PR4Business LLP, TM Danone, International Association of Goods and Services Producers EXPOBEST (International Youth Union of Journalists "FACT"), Combination LLP (HR Department, Burger King), HappyLyonCorporation LLP, GT LLP, Emoji LLP, Rice Trade LLP; with advertising agencies: EasyAgency LLP, Radmirka LLP, CarCapital LLP, Kasteev State Museum of Art of the Republic of Kazakhstan. R.B. Suleimenov Institute of Oriental Studies, Kazakhstan Centre for Humanitarian and Political Studies, Association of Political Studies. Alternative" Representative Office of the Ministry of Foreign Affairs of the Republic of Kazakhstan, Political Co-operation Department, Ch. The Office for Political Co-operation and the Valikhanov Institute of History and Ethnology of the Ministry of National Security of the Republic of Kazakhstan and others.

Graduate research internships at an external organisation usually take place in an organisation where a graduate student is already working or which is ready to employ him/her at the end of the Master's programme. According to the employers' feedback, the trainees are well prepared, motivated and willing to work in their specialty. The first graduation PG 7M03213 - Public Relations is scheduled for June 2024; 7M03112 - International Relations is scheduled for June 2023 and January 2024. The University makes an annual effort in facilitating the employment of graduates.

To organize the academic mobility of undergraduate and graduate students, the HEI has established a Department of International Programme and Career Management, which coordinates internal and external academic mobility. The mobility programs are realized according to the "Regulations of academic mobility for students" (PO 5-3-2021 from 01.09.2021). Contacts have already been established and active correspondence with universities in the US, UK, Turkey, etc. is underway. For example, Sandra Rodriguez (American Communication University, USA), Dr. Tudor Vlad (Center for International Mass Communication Studies, College of Journalism and Mass Communication, University of Georgia), Jensen Holly (Arizona), Hamilton Lydia, Heather Farmakis, Lauren Bedsole (Texas), Alizée Cordes (Teesside University, UK), Prof. DR. Erol Nezhil Orhon (Anatolian University, Turkey). The management of EP 7M03112 - "International Relations" plans to conclude a cooperation agreement with RANEP (Moscow), to organize guest and act lectures, as well as for the NPA Master's degree - double diploma.

The University has concluded agreements on cooperation, academic mobility and research internships with the National University of Jakarta (Indonesia), University of Teesside (UK), Hanze University of Applied Sciences (Netherlands), University of Warmia and Mazury (Poland), Linguistic-Technical University of Przasnysz (Poland), etc.

Within the framework of the agreements it is planned to organize academic mobility on accredited study programmes. Contacts have been established and active correspondence with higher education institutions of the USA, Great Britain and Turkey is underway. In general, KazUIR&WL named after Abylai Khan has 112 universities. KazUIR&WL has more than 112

valid agreements, memoranda and agreements on cooperation with foreign universities on programs of exchange of students and undergraduates, internships and other types of academic mobility.

University students also take an active part in the socio-cultural life of the university. Students have the opportunity to choose and participate in any of the many clubs and clubs: debate club "Abylai Khan", poetry club "Shabyt", modern dance club, a variety of sports clubs, etc.

KazUIR&WL has Alumni Association, which helps to keep the alumni in touch with the university and other alumni through various activities, continuing education programs, as well as special university events for graduates, as well as provides methodological and practical assistance to students in the organization of student life, the functioning of the self-government, as well as subsequent employment. The Alumni Association supports the employment of graduates, assists in the provision of internships for students, participates in the development of the curriculum, etc.

Analytical part

The Commission notes that the management of the EPs demonstrates readiness to implement special adaptation and support programmes for international students.

The EEC Commission states that the qualitative and quantitative composition of the teaching staff implementing the accredited study programmes fully meets the qualification requirements and the expectations of Master students. Only teachers with doctoral and PhD degrees and with extensive experience in teaching and research work are involved in the teaching of Master programmes.

The teaching staff uses active and innovative methods of teaching, involving practical exercises with the solution of real-life situations and the use of Internet resources.

Part of the general educational process of AP is the research work of Master students, carried out in the form of participation in scientific conferences, competitions, trainings, master classes, methodological seminars, in writing scientific articles on the topic of Master's thesis.

The Commission confirms that the HEI has developed a mechanism to support gifted students.

Despite the fact that the pandemic, unstable geopolitical and economic situation had a negative impact on academic exchanges, which were suspended, the EEC members were convinced that in order to improve the efficiency and effectiveness of the programme of external academic mobility, rational use of financial resources the university management and AP make efforts to restore and intensify this type of activity.

The management of EPs demonstrates their readiness to provide students with internships, to facilitate the employment of graduates, to maintain communication with them.

Strengths/best practice EP 7M03213 Public relations, 7M03112 International relations

1. The University has special adaptation and support programmes for newcomers and international students.

2. The management of EP provides students with internship opportunities. According to employers' reviews the trainees are well prepared, motivated and eager to work in their speciality.

Recommendations of EEC EP 7M03213 Public Relations, 7M03112 International Relations

EEC recommends expanding the range of internal and external academic mobility programs for EP students. Due September 1, 2024

The EEC conclusions by criteria:

- *Strong - 2*
- *Satisfactory - 10*
- *Suggesting improvement - 0*
- *Unsatisfactory – 0*

6.7. "Teaching staff" Standard

- *The EP should have an objective and transparent personnel policy, including in the context of the EP, including recruitment, professional growth and staff development, ensuring the professional competence of the entire staff.*
- *The EP must demonstrate that the personnel potential of the teaching staff corresponds to the specifics of the EP.*
- *The management of the EP must demonstrate awareness of responsibility for its employees and provision of favorable working conditions for them.*
- *The leadership of the EP must demonstrate a change in the role of the teacher in connection with the transition to student-centered learning.*
- *The PA should identify the contribution of teaching staff to the implementation of the strategy for the development of the PA, and other strategic documents.*
- *The EP must provide opportunities for career and professional development of the teaching staff.*
- *The management of EP must demonstrate a willingness to involve practitioners from relevant industries in teaching.*
- *EP must demonstrate motivation for professional and personal development of teaching staff, including encouragement for the integration of research and education, the use of innovative teaching methods.*
- *An important factor is the readiness to develop academic mobility within the framework of EP, to attract the best foreign and domestic teachers.*

Evidence-based part

An objective and transparent personnel policy in the context of accredited EPs operates in Kazakh Ablai Khan University of International relations and World Languages, ensuring the professional growth and development of personnel, the professional competence of the entire staff of the teaching staff. The university has developed clear, transparent and objective criteria for hiring employees, appointments, promotions and dismissals. The selection of personnel is carried out on the basis of an analysis of the needs of the EP in accordance with the normative indicators and a competition for filling vacant teaching positions. Annual certification of teachers is carried out with hearing at the departments of their reports on the KPI of an individual plan and the announcement of a reasoned conclusion with a recommendation for a competition and (or) an extension of the employment contract.

The teaching staff of the university is the basis for ensuring the quality of educational programs 7M03213 - "Public Relations" and 7M03112 - "International Relations".

The implementation of OP7M03213-"Public relations" provides 9 teachers - professors, associate professors, assistant professors and senior lecturers, all have a degree of doctor, candidate of science or PhD. The degree of teaching staff of the Faculty 7M03213-"Public Relations" is 100%.

The implementation of EP 7M03112 - "International Relations" is provided by the teaching staff of the departments of FPE and FMO - 8 people, of which 6 have degrees (Doctors and Candidates of Sciences, PhD), which is 75%. The staffing of the teaching staff of accredited EPs according to the staffing table is 100%.

In order to stimulate young scientists, to motivate educational and methodological work, to intensify research work in Kazakh Ablai Khan University of International relations and World Languages, an allowance is charged to the official salary of the teaching staff. The university has

created the Council of Young Scientists (up to 35 years old inclusive), which is a permanent collegial advisory body on a voluntary basis and representing the interests of young scientists and specialists.

The management of *KazUIR & WL* Ablai Khan pays great attention to the development of scientific activities of the teaching staff of the university and students. The university publishes four scientific journals in which the teaching staff and students have the opportunity to publish the results of their scientific research: the scientific journal “Izvestia of KazUIR&WL named after Ablai Khan”: a series of “International Relations and Regional Studies”, a series of “Philological Sciences”, a series of “Pedagogical Sciences” (is included in the list of publications recommended by the CCMS of the RK); the scientific journal "Central Asian Journal of Translation Studies", which is published by the Public Foundation "Translators of Kazakhstan" and the Kazakh University of International Relations and World Languages named after Ablai Khan; scientific journal "The Journal of Language Research and Teaching Practice".

Project activities are one of the important areas of the Department of MC and the Department of PA. The following research projects are being carried out as part of the work of NIPL №3 "Main areas of journalism and PR in the field of mass communication (CMC)":

1) Project of the Ministry of Education and Science of the Republic of Kazakhstan "Transformation of values of Kazakhstan higher education system in a globalizing and multicultural world", OKO code, registration number - 0121RK00022. The term of the project - 2021-2023. Project leader - PhD, Assoc. prof. Ashilova M.S., executors - Ashilova M.S., Userbaeva M.M., Kultaeva S.S., Kim E.S. and other members of the Department of MC.

2) The intra-university research initiative project "Specifics of coverage and promotion of culture in the multimedia space of Kazakhstan" was completed (Registered No. 0119RKIO325 dated 11/15/2019 - 11/15/2022). Project leader - PhD, ass.prof. Ashilova M.S., project executors - members of the Department of International Communications. As a result of the project, textbooks have been published, scientific articles have been published, television stories have been prepared, which have been translated into several languages.

Head of EP 7M03112 - "International Relations" Shaymordanova Z.D. in December 2022, she published an article as part of the 2022 international scientific project "The Future of the World Order in 2050: A Central Asian Perspective Research Reports", included in the collective monograph of the Institute for the Future of the National Assembly of the Republic of Korea.

Professor B.A. Akhatova conducted a study of the qualification requirements of employers in the changing conditions of the media market, taking into account the digitalization of communication technologies and the need to increase the level of critical thinking and media literacy, set out in the chapter "The Future of Public Relations Education in Kazakhstan" in the book "Traditional and New Media Studies in Eastern Europe and Eurasia", which was published by Lexington Books, Rowman & Littlefield (US) in 2021. The results of the analysis formed the basis of the course “Methodology of Scientific Media Research” (EP 703213 - “Public Relations”), as well as in the trainings for teachers and students of KazUIR&WL, volunteers of American Corners, civil activists, pensioners.

Research assistant professor M.S. Ashilova studies the influence of the media on modern culture and socialization of young people, the transformation of media consumption. She implements her research in practice through television programs and online reports with the broad participation of undergraduates (OP 7M03213- "Public relations"), as well as in the PR-activities of the Travelers Club "AlmatyNomad". Materials of the textbook "World higher education in the

context of globalization: comparativist analysis" (authors - Ashilova M.S., Userbaeva M.M., Begalinov A.S., Begalinova K.K., Kim O.Y., Kultaeva S.S, Almaty, 2022) are used in conducting classes in the disciplines "Global Communications" and "Media Consumption and PR" of this program, and can also be used in training public relations professionals in other higher education institutions of Kazakhstan, as well as in PR practice in the creation of media materials of different types.

Within the scientific project of the Ministry of Education and Science of the Republic of Kazakhstan "Transformation of values of Kazakhstan higher education system in a multicultural and globalizing world" the collective textbook "World higher education in a globalizing world: comparativist analysis" (360 pages) was published, the documentary film "World higher education in a globalizing world: the experience of USA and Kazakhstan" was created which is broadcasted on the national TV channel "Turan TV".

As part of the intra-university project "Specifics of coverage and promotion of culture in the multimedia space of Kazakhstan", M. Ashilova organized trips together with students of the specialty "Public Relations" to various regions of Kazakhstan. A series of short videos about the natural and cultural heritage of Kazakhstan was filmed. The television material was mounted in the educational television studio of KazUIR&WL named after Abylai Khan, and then translated into 12 languages of the world and successfully broadcast on the republican TV channel "Turan TV".

The teaching staff of accredited EPs traditionally pays great attention to international cooperation. Communication with higher education institutions of foreign countries is constantly maintained. The university has entered into practice joint work with foreign specialists implementing undergraduate training programs in foreign universities, to create joint scientific research with foreign partners and international projects.

In the first semester of 2022-2023 years from 10/17/2022 to 11/20/2023 ass.prof. Ashilova M.S. read a course of lectures and conducted seminars on the discipline "Mass Media and International Relations" (5 credits) for students of the National University of Jakarta (online).

As part of the project of the Ministry of Education and Science of the Republic of Kazakhstan AR09058341 "Transformation of the values of the Kazakhstani system of higher education in a globalizing and multicultural world", in April 2022, a business trip of the project manager, Doctor of PhD, Assoc.Professor Ashilova M.S. in USA; signed memoranda of cooperation with universities in Arizona, Georgia and Texas. As part of the agreements, academic mobility programs, joint scientific research with foreign partners, participation in scientific conferences, etc. are planned.

For example, as part of the EP in journalism and public relations, M.S. Ashilova interned in the United States (University of Georgia), G.G. Gizdatov - at the University of Giessen in Germany; B.A. Akhatova - in the United States. Over the past three years, all the teachers of Study Program 7M03213 - "Public Relations" have undergone advanced training.

The priority area of scientific activity of the educational program 7M03213 - "Public Relations" is the research applied laboratory of NIPL № 3 "Main directions of journalism and PR in mass communication (mass media)" (Head - Doctor of Philosophy, Professor T.V. Shevyakova), which is part of the research innovative and applied school NIIPSH № 1 "Intercultural communication and functional and pragmatic studies of languages and cultures". All research and scientific-methodological work of the MK department and educational program 7M03213 - "Public Relations" is carried out within the framework of this NIPL. On EP 7M03112

- "International Relations" scientific research is carried out within the framework of NIPL I "Modern studies of international relations, the new world paradigm of geopolitical and geoeconomic competition" NIIPSH 3 "World politics, international integration and geopolitical processes of our time".

Foreign scientists regularly give lectures, conduct master classes and seminars for the teaching staff, undergraduates and doctoral students of KazUIR&WL named after Ablai Khan. Abylai Khan. For example, on November 17, 2022, online lectures on "1. Social Media Marketing - A Boon in Today's Time.

2. Modeling Communication - A Brief Overview" for master students of the PG "Public relations" was held by Prof. from India PhD Ratnesh Dwivedi; 23.02.2023 an assembly lecture of Eliot Maxwell - member of the National Research Data and Information Council of the National Academy of Sciences (USA) - on "Openness and the Internet: What is it and why we should care about it" (this foreign scientist lectures are scheduled once a month until the end of this academic year). This event was attended by undergraduates 7M03112 - "International Relations" and 7M03213 - "Public Relations".

From January 2022 to the present time on the educational platform of the University of Zurich Switch.ch a joint educational project for undergraduates is being implemented - an international on-line course "Media landscape of culture: reading text", in which the University of Zurich and the University of Geneva, Switzerland (digital department and course coordinator doctor of philological sciences, associate professor habilit, invited foreign lecturer Burenina-Petrova O.D.), KazUIR&WL named after Ablai Khan (G.G. Gizdatov, doctor of philological sciences, professor of international communications department), St. Petersburg University (Russia), University of Konstanz (Germany).

The university has developed a system to stimulate professional and personal development of teachers and staff: the announcement of gratitude, awarding certificates, bonuses, nomination for the title "Honorary Worker of Education of RK", competition "The best teacher of the university". Thus, the holders of the title "The best teacher of the university" are 4 teachers working on accredited courses: B.A. Akhatova, PhD, Assoc. of Prof. M.S. Ashilova, G.G. Gizdatov, PhD, prof, Assoc. prof. Ashilova M.S. is the winner of the project "100 new faces of Kazakhstan", the winner of the National Prize in the field of tourism "National Tourism Awards", the owner of state prizes and awards (Medal "Shapagat"). Prof. Shevyakova T.V. - habilitated doctor of humanities (Ministry of Science and Higher Education of Poland), awarded the badge "For merits in the development of science of the Republic of Kazakhstan" (2008), Honorary Diploma of the MES RK (2017). Prof. Akhatova B.A. is a holder of the Bolashak International Scholarship (scientific internship), Honorary Worker of Education of the Republic of Kazakhstan (2013). Associate Professor Kim O.Ya., Professor Shevyakova T.V., Professor Gizdatov G.G. have Letters of Gratitude from the Ministry of Education and Science of the Republic of Kazakhstan for their great contribution to the development of the education system of the Republic of Kazakhstan (2017).

It should be noted that the teaching staff of the educational programs under accreditation are noticeably socially active and are leaders and members of various professional associations. For example, Doctor of Philosophy, Professor Shevyakova T.V. - member of the editorial board of the scientific journal "Media-Culture-Social Communication", published at the Institute of Journalism and Social Communication at the University of Warmia and Mazury in Olsztyn (Poland), expert of the NAAR; Doctor of Philosophy, Professor B.A. Akhatova - expert of Foundation for International Business Administration Accreditation (FIBAA), member of National

Communication Association (NCA), Board of Directors, expert of The Communication Association of Eurasian Researchers (CAER); Prof. Gizdatov G.G. - member of editorial board and expert council of International scientific journal "Slavicum Press" of Zurich University (Switzerland); Prof. Z.D. Shaimordanova is responsible editor of scientific journal "Izvestiya KazUIR&WL named after Ablai Khan". Series "International Relations and Regional Studies"; PhD, Assoc. prof. Ashilova M.S. - Director of the Club of travelers "AlmatyNomad", etc.

Analytical part

The Commission of the EEC was convinced that the composition of the teaching staff fully meets all the requirements set forth in the documents regulating the activities of the university in terms of personnel policy: they have a professional education of the appropriate profile, academic degrees and titles, publications; the level of qualification and professional competencies correspond to the specifics of the accredited EP.

During the interview with the teaching staff, it turned out that, in general, teachers are satisfied with the conditions of labor organization, the personnel policy of the university, safe working conditions, and the organization of the educational process at the university. The teaching load of the teaching staff is distributed taking into account the qualifications, the correspondence of basic education to the profile of the specialty in accordance with the standards for calculating the pedagogical load, which is approved by the Academic Council of KazUIR&WL.

The analysis showed that the personnel policy of the university contains activities aimed at training its own retired staff from among its graduates and young teachers, to improve the qualifications of the teaching staff. In order to improve the quality of the teaching staff of the accredited EPs is carried out:

- training from among the full-time faculty PhD: Dean of the Faculty of Postgraduate Education Akhmetova M.K. successfully defended PhD thesis; senior lecturers of the Department of MC Esimova M.S., Kultaeva S.S., Lee I.V. and lecturer Sarsenova Z.B. in the study of doctoral studies conduct research in the areas of NIPL 3 "Main directions of journalism and PR in mass communication (mass media)";

- advanced training of teachers in leading universities and educational centers of the country and sending them to internships in foreign universities.

The University constantly evaluates the activities of teachers through scheduled certification, a KPI control system, class attendance, and scheduled sociological surveys. An assessment of psychological comfort is carried out on the basis of a social survey "Teacher through the eyes of students" and "Social well-being of teaching staff". The block of questions presented in the questionnaires is intended to highlight the professional level of the teaching staff of the EP, as well as the attitude of students to the quality of the organization of the educational process, their opinions, satisfaction with various aspects of the educational process, forms of control.

Despite the sufficient educational and methodological publication activity of the teaching staff, the EEC commission notes that teachers of accredited EPs should pay more attention to the preparation of methodological publications on the disciplines taught, the publication of educational literature recommended by the UMO RUMS.

Self-assessment report on accredited EPs, conducted by the EEC during the visit, interviews with the management of the EP and students showed that the academic mobility program was not implemented during the current year.

Strengths/Best Practice EP 7M03213 Public Relations, 7M03112 International Relations

1. The university has an objective and transparent personnel policy, including in the context of EP, including recruitment, professional growth and development of personnel, ensuring the professional competence of the entire staff.
2. The personnel potential of the teaching staff corresponds to the specifics of the accredited EP.
3. The university provides opportunities for career growth and professional development of the teaching staff of the EP.

Recommendations of the EEC EP 7M03213 Public Relations, 7M03112 International Relations

1. The EEC recommends focusing on increasing the number of methodological publications in the disciplines taught, intensifying work on the publication of educational literature recommended by the UMO RUMS for EP 7M03213 Public Relations and 7M03112 International Relations. Deadline: September 1, 2025

2. The EEC recommends that the university on an ongoing basis stimulate the participation of teachers in academic mobility programs, joint scientific research with foreign partners and international projects, and continue to work to attract the best foreign and domestic teachers. Deadline: 2023-2024 academic year.

Conclusions of the EEC according to the criteria:

- *Strong - 3*
- *Satisfactory – 6*
- *Suggesting improvement – 0*
- *Unsatisfactory - 0*

6.8. "Educational resources and student support systems" Standard

- *The EP must guarantee a sufficient number of learning resources and support services for learners, ensuring the achievement of the goal of EP.*
- *The EP must demonstrate sufficient logistical resources and infrastructure, taking into account the needs of different groups of learners in the EP (adults, working, international learners, as well as learners with disabilities).*
- *The EP management must demonstrate the availability of procedures to support different groups of learners, including information and counseling.*
- *The EP management must demonstrate the relevance of information resources to the specifics of the EP, including:*
- *technological support for learners and faculty (e.g., online learning, modeling, databases, data analysis software);*
- *library resources, including a fund of educational, methodical and scientific literature on general, basic and major disciplines in paper and electronic media, periodicals, access to scientific databases;*
- *expertise of the results of research, graduation works and dissertations for plagiarism;*
- *access to educational Internet-resources;*
- *functioning of WI-FI on the territory of the educational organization.*
- *The EO demonstrates the planning of the provision of educational equipment and software tools similar to those used in the relevant sectors of the economy.*

Evidence-based part

The formation of material and technical resources of KazUIR&WL is carried out in accordance with the requirements of the state standards of education of the Republic of

Kazakhstan, state supervision services. The infrastructure of the university includes educational and laboratory buildings, libraries, a printing house, canteens, first-aid posts, sports halls and other educational and auxiliary facilities.

To provide students with all the necessary conditions, the university has the appropriate material assets - 5 academic buildings with an area of 32,367.1 sq.m and 3 dormitories with an area of 17,529.4 sq.m., with 1,632 beds available. Equipment, equipment of the hostel meets the sanitary and epidemic requirements. The material and technical base of the university includes buildings, structures, laboratory equipment, means of technical and information support for the educational process (TCO, computer classes, etc.), means of external communications.

To provide students and teaching staff with meals, the university has 2 canteens for 120 seats, with a total area of 501 sq.m., located in two academic buildings. For the convenience of students in educational buildings and dormitories, there are 2 buffets for 40 seats with a total area of 142.5 sq.m. and 1 canteen in the university dormitory with a total area of 251.4 sq.m.

For physical culture and sports, students have at their disposal sports grounds, sports and gyms, equipped with the necessary equipment and sports equipment that meet sanitary standards and safety requirements.

Undergraduates of accredited specialties have at their disposal a specialized reading room, a journalism laboratory, including a radio room, an editing and television studio, computer classes equipped with modern media equipment and the necessary software, constant Internet access. In order to maintain the relevance of technical means (computer equipment, network infrastructure, etc.), equipment is regularly updated. In 2022, the university purchased 175 computers.

The library provides access to the information and documentary fund, provides a wide range of requests from students and teaching staff, thereby contributing to the implementation of educational tasks and scientific research of the EP.

In accordance with paragraph 1 of Article 37, the Law of the Republic of Kazakhstan "On Social Protection of Disabled Persons in the Republic of Kazakhstan" approved by the Order of the Minister of Health and Social Development of the Republic of Kazakhstan dated 09.12.2016 No. 1050, the university has created the necessary material and information infrastructure for barrier-free access to education and accommodation for students with special needs.

At the initiative of the rector Kunanbayeva S.S. in 2016, a day hospital for students was created at the university with a total area of 113.14 sq.m., which meets the requirements of SanEC "Sanitary and epidemiological requirements for healthcare facilities". The day hospital is located in an independent block and includes the following set of premises: a waiting area, a doctor's office, a treatment room, day care wards for six people, a bathroom, and a shower. Treatment is organized that does not require a hospital regimen, as well as aftercare of patients after a round-the-clock inpatient treatment. The working hours of the day hospital are from 9-00 to 18-00, in order to bring closer assistance to students living in university dormitories.

In 2018, the University carried out large-scale work to open a Student Service Center (SSC), with a total area of 122.3 sq.m., in order to develop information openness and transparency of the educational process at the University, optimize services, create a culture of mutual respect and create intolerant of manifestations of corruption.

Analytical part

The Commission of the EEC states that the activities of KazUIR&WL are aimed at developing and implementing educational, research and scientific programs in such a way as to

provide students with all the knowledge and skills necessary for both professional growth and personal development. The material, technical and information resources of the university as a whole correspond to the activities, mission, vision and strategy of the university.

The university creates equal conditions, provides advisory support. Foreign citizens entering KazUIR&WL according to the allocated quota for the state educational grant or paid department quickly adapt to the socio-cultural conditions of the university and the city.

The University regularly carries out work on equipping with new technology, equipment, devices; a timely repair of the classroom fund and laboratories is carried out, taking into account the latest technologies using modern materials.

Technological support for undergraduates and teaching staff in accordance with the EP is embedded in the professional digitalization module, which, depending on the specialty, contains the necessary competencies for successful work with specialized software used in a particular professional activity.

At the university, the educational process is aimed at comprehensively meeting the needs of at least three groups of students: students with disabilities; students receiving a second higher education; students as part of academic mobility.

The EEC members made sure that the university has a medical center equipped with modern medical equipment, where in-depth medical assistance is provided to students and staff. In addition, in 2018, the Student Service Center was opened, whose activities are aimed at improving the quality of services on a one-stop basis, optimizing business processes and services by switching to the provision of services in electronic format, providing information and advisory assistance to students, university teachers and staff.

The University annually updates the book fund with electronic and printed domestic and foreign literature, taking into account the contingent of the EP and the languages of instruction, as well as at the expense of the teaching staff's own developments, but due to the unflagging interest in educational and scientific books in different languages from students, the EEC commission recommends continuing this work.

At the same time, a survey of students conducted during the visit of the EEC IAAR showed that:

- completely satisfied that the library is well equipped and has a fairly good collection of books - 63.7%, partially satisfied - 33.3%, Partially dissatisfied - 2.9%.

To the question about how you assess the sufficiency and availability of the necessary scientific and educational literature in the library?, the teaching staff of the university answered:

Very good - 42.5%, good - 55%, relatively bad - 2.5%.

Strengths/Best Practice EP 7M03213 Public Relations, 7M03112 International Relations

1. The university is distinguished by a high level of material and technical base that meets modern requirements. The necessary material and information infrastructure has been created for barrier-free access to education and accommodation for students with special needs.

2. A day hospital for students, undergraduates and doctoral students has been created at the university, which is located in an independent block, and a student service center has also been opened.

Recommendations of the EEC EP 7M03213 Public Relations, 7M03112 International Relations

Continue work on an ongoing basis to systematically replenish the library fund with professional literature in the context of accredited educational programs, including in Kazakh and English. Deadline: 2023-2024 academic year.

Conclusions of the EEC according to the criteria:

- *Strong* - 1
- *Satisfactory* - 8
- *Suggesting improvement* – 0
- *Unsatisfactory* - 0

6.9. «Public information» Standard

- *The EO must publish reliable, objective, up-to-date information about the educational program and its specifics, which should include:*
 - *expected learning outcomes of the implemented educational program;*
 - *qualifications and (or) qualifications that will be awarded upon completion of the educational program;*
 - *approaches to teaching, learning, as well as the system (procedures, methods and forms) of assessment;*
 - *information about passing scores and learning opportunities provided to students;*
 - *information about employment opportunities for graduates.*
- *The leadership of the EP should provide for a variety of ways to disseminate information, including the media, information networks to inform the general public and interested parties.*
- *Informing the public should include support and explanation of the national development programs of the country and the system of higher and postgraduate education.*
- *EO must demonstrate the reflection on the web resource of information that characterizes it as a whole and in the context of educational programs.*
- *An important factor is the availability of adequate and objective information about the teaching staff of the EP.*
- *An important factor is informing the public about cooperation and interaction with partners within the framework of the OP.*

Evidence-based part

KazUIR&WL constantly informs the general public, applicants, students and employees, employers and partners, as well as other interested parties about the results of its activities, achievements and development plans. The university carries out this activity through the preparation and distribution of official communications in the media, ready-made materials about the activities of the university, updating the website, publishing promotional materials about the university, including the electronic version posted on the official website of the information policy of KazUIR&WL is made in accordance with the provisions set out in the fundamental documents (in the University Development Strategy for 2020-2025, Quality Assurance Policy, Academic Policy, etc.).

According to the above rules, the departments and faculties of KazUIR&WL use several communication channels, provide information management within the following information systems: 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>, educational portal - <http://portal.ablaikhan.kz>, e-learning system portal - <http://lms.ablaikhan.kz>; official representations (accounts) in social networks: Instagram - <https://www.instagram.com/kazumo23/>, YouTube channel - <https://www.youtube.com/channel/UCWh8T5-dSgGOTg6lj8KP-lw>, Facebook - <https://web.facebook.com/ablaikhan.kz>, VKontakte - <https://vk.com/kazumo23>, Telegram and WhatsApp messengers, as well as e-mail distribution to external contacts.

The constantly updated website of the university www.ablaikhan.kz is one of the main means of informing the public and interested persons. The main sources of information about the activities of KazUIR&WL and the implementation of educational programs for stakeholders are the sections of the site "About us", "For applicants", "For students", "International cooperation", "Our

faculties", "Teachers", "Science and innovation", " Educational process", "Educational programs". The site contains basic information about the activities of EP 7M03213 - "Public Relations", 7M03112 - "International Relations", as well as the strategic development plan of the university for 2020 - 2025, reflects the main goals and objectives of this EP. The expected learning outcomes, qualifications and additional micro-qualifications that will be awarded upon completion of the EP are indicated in the description of the educational program. The university website constantly publishes information on updating educational programs and other changes made, provides information on the accreditation and rating of the VPO and ongoing EPs. Information about the EP is also reflected in the official booklets. Every year, during the selection committee, information about training programs is provided on social media channels.

On the main page of the university, the online feedback function "Jivocity" is enabled, where, through virtual communication, consultants answer questions from site visitors, as well as receive complaints and inform about the solution to each problem situation. In addition, the university's Facebook page also has an Instantmessenger function (instant message delivery), where university consultants answer visitors' questions online, as well as record complaints and inform the complainant about the resolution of a specific conflict situation.

The student television and radio studio "Abylay Khan" informs all students and staff about important events taking place at the university. Students and undergraduates during their studies become presenters, announcers, journalists, authors of programs.

Information about the international cooperation of the university (including within the framework of educational programs) is presented in the Department for International Cooperation (sections Programs, Projects, etc.). Students and teaching staff can obtain information about academic mobility programs in the department of management of international programs and academic mobility, the main purpose of which is the organization, accounting and control, planning and forecasting of academic mobility of students

The University annually holds Job Fairs, which allows graduates and employers to establish contact to select the necessary personnel.

There is a "Rector's Blog" in KazUIR&WL, in which anyone can ask a question to the first head and get an answer. In addition, the website of the FMHR, FIR and FGS contains the data of deans, heads of departments with their email addresses for feedback.

The University regularly takes part in various ratings of higher educational institutions of Kazakhstan, as well as in external evaluation procedures (on the site - the section "About us", the tabs "Accreditation of the university", "Rating of the university and its educational programs").

Analytical part

The activities of the university are carried out on the basis of the principles of transparency, openness, and awareness of students, teaching staff, employers and other interested parties in the implementation of the EP.

The principles of informing include legality, coordination of interaction, reliability, openness and accessibility, efficiency, security, understandability, dynamism, and effectiveness.

The main channels for informing the public and stakeholders provide information that meets the goals of the country's strategic development plans, as well as inform the public about national programs for the development of the country and the system of higher and postgraduate education.

At the same time, the Commission, based on the results of interviews with respondents and analysis of the content of the University's website, draws attention to the lack of information on the university's website about the audited financial statements, performance results and changes in the financial position for 2023.

The main channels for informing the public and stakeholders provide information that meets the goals of the country's strategic development plans, as well as inform the public about national programs for the development of the country and the system of higher and postgraduate education.

The interest in KazUIR&WL is not weakened by applicants not only from the Republic of Kazakhstan, but also from foreign countries. In a conversation with EEC experts, undergraduates from far abroad suggested the need to strengthen the work on the preparation and distribution of audiovisual advertising media in different languages in order to inform foreign citizens about the university.

Strengths/Best Practice EP 7M03213 Public Relations, 7M03112 International Relations
No strengths identified under this standard.

Recommendations EEC EP 7M03213 Public Relations, 7M03112 International Relations

1. The EEC recommends to strengthen the work on the creation of audiovisual advertising media in the state and other languages in order to inform the public. Deadline: January 1, 2024.

2. Display the audited financial statements on the website and keep them up to date. Deadline: January 1, 2024

Conclusions of the EEC according to the criteria:

- *Strong - 0*
- *Satisfactory - 10*
- *Suggesting improvement – 0*
- *Unsatisfactory – 0*

(VI) OVERVIEW OF STRENGTHS/BEST PRACTICE FOR EACH STANDARD

“Management of the educational program” Standard

A quality policy has been developed and published based on university regulations, feedback analysis, university development strategy, which reflects the relationship between research activities, teaching and learning.

“Information Management and Reporting” Standard

According to this standard, no strengths were identified.

“Development and approval of educational programs” Standard

According to this standard, no strengths were identified.

“Continuous monitoring and periodic evaluation of educational programs” Standard

According to this standard, no strengths were identified.

“Student-Centered Learning, Teaching and Assessment” Standard

The management of the EP provides different groups of students with flexible learning paths, providing them with support.

In the learning process, different forms and methods are used.

«Students» Standard

The University provides special adaptation and support programs for newly enrolled and foreign students.

The management of the EP provides students with places of practice. According to employers, interns are well prepared, motivated and willing to work in their specialty.

«Teaching Staff» Standard

The university has an objective and transparent personnel policy, including in the context of

EP, including recruitment, professional growth and development of personnel, ensuring the professional competence of the entire staff.

The personnel potential of the teaching staff corresponds to the specifics of the accredited EP.

The university provides opportunities for career growth and professional development of the teaching staff of the EP.

“Educational Resources and Student Support Systems” Standard

The university is distinguished by a high level of material and technical base that meets modern requirements. The necessary material and information infrastructure has been created for barrier-free access to education and accommodation for students with special needs.

The university has created a day hospital for students, undergraduates and doctoral students, which is located in an independent block, as well as a student service center.

«Public information» Standard

According to this standard, no strengths were identified.

(VIII) OVERVIEW OF RECOMMENDATIONS FOR IMPROVING QUALITY

“Management of the educational program” Standard

It is necessary to conduct a more thorough analysis to identify, analyze risks in the context of accredited educational programs, assess the possibilities of managing them, and preventing adverse factors. Deadline: January 1, 2024.

“Information Management and Reporting” Standard

The EEC recommends paying constant attention to updating information on the EP on the University website and bringing it to the attention of students and all interested parties. Deadline: 2023-2024 academic year.

“Development and approval of educational programs” Standard

None.

“Continuous monitoring and periodic evaluation of educational programs” Standard

Ensure the publication of the results of the revision of the content and structure of educational programs in the context of market changes, employers' requirements, social demands of society on an ongoing basis and inform interested parties about any planned or undertaken actions within the framework of the EP. Deadline: 2023-2024 academic year.

“Student-Centered Learning, Teaching and Assessment” Standard

1. Increase the number of foreign invited teachers in order to increase the efficiency of activities within the framework of the EP. Deadline: September 1, 2024

2. The EEC recommends increasing the number of developments of the teaching staff's own research in the field of teaching methods for academic disciplines of accredited EPs in the context of student-centered learning. Deadline: September 1, 2024.

«Students» Standard

The EEC recommends expanding the range of internal and external academic mobility programs for EP students. Deadline September 1, 2024.

«Teaching Staff» Standard

1. The EEC recommends focusing on increasing the number of methodological publications

in the disciplines taught, intensifying work on the publication of educational literature recommended by the UMO RUMS for OP 7M03213 Public Relations and 7M03112 International Relations. Deadline: September 1, 2025

2. The EEC recommends that the university on an ongoing basis stimulate the participation of teachers in academic mobility programs, joint scientific research with foreign partners and international projects, and continue to work to attract the best foreign and domestic teachers. Deadline: 2023-2024 academic year.

"Educational Resources and Student Support Systems" Standard

On an ongoing basis continue work to systematically replenish the library fund with professional literature in the context of accredited educational programs, including in Kazakh and English. Deadline: 2023-2024 academic year.

«Public information» Standard

1. The EEC recommends to strengthen the work on the creation of audiovisual advertising media in the state and other languages in order to inform the public. Deadline: January 1, 2024.

2. Display the audited financial statements on the website and keep them up to date. Deadline: January 1, 2024

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

(X) RECOMMENDATION TO THE ACCREDITATION BOARD

The EEC members came to the unanimous opinion that EP 7M03213 Public Relations, 7M03112 International Relations is recommended for accreditation for a period of 5 years.

Annex 1. Evaluation table "SPECIALIZED PROFILE PARAMETERS"

№ п/п	№ п/п	Evaluation criteria	Position of the educational organization			
			Strong	Satisfactory	Suggesting improvement	Unsatisfactory
Standard 1 "Management of the educational program"						
1	1.	The organization of higher and (or) postgraduate education must have a published quality assurance policy that reflects the relationship between research, teaching and learning	+			
2	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 should apply to any activity performed by contractors and partners (outsourcing), including the implementation of joint/double-degree education and academic mobility		+		
4	4.	The EP management demonstrates transparency in the development of the EP development plan, containing the start dates for implementation, based on an analysis of its functioning, the actual positioning of the EP and the focus of its activities on meeting the needs of the state, employers, students and other stakeholders		+		
5	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 should involve representatives of stakeholder groups, including employers, students and teaching staff in the formation of the EP development plan		+		
7	7.	The EP management 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 EP, an unambiguous distribution of staff duties, and delineation of functions of collegial bodies		+		
9	9.	The EP management must provide evidence of the transparency of the educational program management system		+		
10	10.	The EP management 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 EP management must carry out risk management, including within the framework of the EP undergoing primary accreditation, and also demonstrate a system of measures aimed at reducing the degree of risk			+	
12	12.	The EP management 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 EP management must demonstrate evidence of readiness for openness and accessibility for students, teaching staff, employers and other interested parties		+		
15	15.	The EP management must be trained in education management programs		+		
Total for standard			1	13	1	0
Standard 2 "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, and that it uses a variety of methods to collect and analyze information in the context of the EP		+		
17	2.	The EP management 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 EP management 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, senior 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 EP management must demonstrate the existence of a mechanism for communication with students, employees and other stakeholders, 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 should provide for an assessment of the effectiveness and efficiency of activities, including in the context of the EP		+		
		<i>The information expected to be collected and analyzed within the framework of the EP should take into account:</i>				
26	11.	key performance indicators		+		
27	12.	the dynamics of the contingent of students in the context of forms and types		+		
28	13.	academic performance, student achievement and dropout		+		
29	14.	satisfaction of students with the implementation of the EP and the quality of education at the university		+		
30	15.	availability of educational resources and support systems for students		+		
31	16.	The 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 for standard			0	16	0	0
Standard 3 "Development and approval of educational programs"						
32	1.	The EO must define and document the procedures for developing the EP and their approval at the institutional level.		+		
33	2.	The EP management should ensure that the content of the EP complies with the established goals, including the intended learning outcomes.		+		
34	3.	The EP management must demonstrate the existence of mechanisms for reviewing the content and structure of the EP, taking into account changes in the labor market, the requirements of employers and the social demand of society		+		
35	4.	The EP management should ensure the availability of developed models of the EP graduate that describe the learning outcomes and personal qualities		+		
36	5.	The EP management must demonstrate the conduct of external reviews of the content of the EP and the planned results of its implementation		+		

37	6.	The qualification awarded upon completion of the EP must be clearly defined and correspond to a certain level of the NSC and QF-EHEA		+		
38	7.	The EP management should determine the influence of disciplines and professional practices on the formation of learning outcomes		+		
30	8.	An important factor is the possibility of preparing students for professional certification (IS)		+		
40	9.	The EP management must provide evidence of the participation of students, teaching staff and other interested parties in the development of the EP, ensuring its quality		+		
41	10.	The EP management should ensure that the content of the academic disciplines and the planned results correspond to the level of education (bachelor's, master's, doctoral studies)		+		
42	11.	The structure of the EP should provide for various types of activities that ensure that students achieve the planned learning outcomes		+		
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 for standard			0	12	0	0
Standard 4 "Continuous monitoring and periodic evaluation of educational programs"						
44	1.	The EO should determine the mechanisms for monitoring and periodically evaluating the EP to ensure the achievement of the goal and meeting the needs of students, society, and show the focus of the mechanisms on the continuous improvement of the EP		+		
		<i>Monitoring and periodic evaluation of the EP must include:</i>				
45	2.	the content of the program in the light of the latest achievements of science in a particular discipline to ensure the relevance of the discipline taught		+		
46	3.	changing needs of society and the professional environment		+		
47	4.	workload, performance and graduation of students		+		
48	5.	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 EP management must demonstrate a systematic approach in monitoring and periodically assessing the quality of the EP		+		
52	9.	The EO, the EP management must determine a mechanism for informing all interested parties about any planned or taken actions in relation to the EP		+		
53	10.	All changes made to the EP must be published		+		
Total for standard			0	10	0	0
Standard 5 "Student-Centered Learning, Teaching and Assessment"						
54	1.	The EP management should ensure respect and attention to different groups of students and their needs, provide them with flexible learning paths	+			
55	2.	The EP management should provide for the use of various forms and methods of teaching and learning	+			
56	3.	An important factor is the presence of own research in the field of teaching methods of academic disciplines of the EP		+		
57	4.	The EP management must demonstrate the existence of feedback mechanisms for the use of various teaching methods and the assessment of learning outcomes		+		
58	5.	The EP management must demonstrate the existence of mechanisms to support the autonomy of students with simultaneous guidance and assistance from the teacher		+		
59	6.	The EP management must demonstrate the existence of a procedure for responding to complaints from students		+		
60	7.	The EO must ensure the consistency, transparency and objectivity of the mechanism for evaluating learning outcomes for each SP, including appeal		+		
61	8.	The PA must ensure that the procedures for assessing the learning outcomes of students of the EP correspond to the planned results and goals of the program, the publication of criteria and assessment methods in advance		+		

62	9.	The PA should define the mechanisms to ensure the achievement of learning outcomes by each EP graduate and ensure the completeness of their formation.		+		
63	10.	Assessors must be familiar with modern methods for assessing learning outcomes and regularly improve their skills in this area		+		
Total for standard			2	8	0	0
Standard 6 "Students"						
64	1.	The EO must demonstrate the existence of a policy for the formation of a contingent of students in the context of the EP, ensure transparency and publicity of its procedures governing the life cycle of students (from admission to completion)		+		
		<i>The EP management must determine the procedure for the formation of a contingent of students based on:</i>				
65	2.	minimum requirements for applicants		+		
66	3.	maximum group size during seminars, practical, laboratory and studio classes		+		
67	4.	predicting the number of government grants		+		
68	5.	analysis of available material and technical, information resources, human resources		+		
69	6.	analysis of potential social conditions for students, incl. provision of places in the hostel		+		
70	7.	The EP management must demonstrate readiness to conduct special adaptation and support programs for newly enrolled and foreign students	+			
71	8.	The EO must demonstrate the compliance of its actions with the Lisbon Recognition Convention, the existence of a mechanism for recognizing the results of academic mobility of students, as well as the results of additional, formal and non-formal education		+		
72	9.	The EO should cooperate with other educational organizations and national centers of the "European Network of National Information Centers for Academic Recognition and Mobility / National Academic Recognition Information Centers" ENIC / NARIC in order to ensure comparable recognition of qualifications		+		
73	10.	The EO should provide an opportunity for external and internal mobility of students of the EP, as well as readiness to assist them in obtaining external grants for training		+		
74	11.	The management of the EP must demonstrate readiness to provide students with internship places, promote the employment of graduates, and maintain contact with them	+			
75	12.	The EO should provide for the possibility of providing graduates of the EP with documents confirming the qualifications received, including the achieved learning outcomes, as well as the context, content and status of the education received and evidence of its completion		+		
Total for standard			2	10	0	0
Standard 7 "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 specifics of the EP	+			
78	3.	The EP management must demonstrate awareness of responsibility for its employees and provide them with favorable working conditions		+		
79	4.	The EP management 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 EP management must demonstrate readiness to involve practitioners in the relevant sectors of the economy in teaching		+		

83	8.	The PA 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 EP, to attract the best foreign and domestic teachers		+		
Total for standard			3	6	0	0
Standard 8 "Educational Resources and Student Support Systems"						
85	1.	The EO must guarantee a sufficient number of educational resources and student support services to ensure the achievement of the goal of the EP		+		
86	2.	The 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, working, foreign students, as well as students with disabilities)		+		
87	3.	The EP management must demonstrate the existence of procedures for supporting various groups of students, including information and counseling		+		
		<i>The EP management must demonstrate the compliance of information resources with the specifics of the EP, including:</i>				
88	4.	technological support for students and teaching staff (for example, online learning, modeling, databases, data analysis programs)	+			
89	5.	library resources, including a fund of educational, methodical and scientific literature on general education, basic and major disciplines on paper and electronic media, periodicals, access to scientific databases		+		
90	6.	examination of the results of research, graduation works, dissertations for plagiarism		+		
91	7.	access to educational Internet resources		+		
92	8.	functioning Wi-Fi on the territory of the educational organization		+		
93	9.	The EO demonstrates the planning of providing the EP with educational equipment and software similar to those used in the relevant sectors of the economy		+		
Total for standard			1	8	0	0
Standard 9 «Public information»						
		<i>The EO must publish reliable, objective, up-to-date information about the educational program and its specifics, which should include:</i>				
94	1.	expected learning outcomes of the implemented educational program		+		
95	2.	qualification and (or) qualification that will be awarded upon completion of the educational program		+		
96	3.	approaches to teaching, learning, as well as a system (procedures, methods and forms) of assessment		+		
97	4.	information about passing scores and learning opportunities provided to students		+		
98	5.	information about employment opportunities for graduates		+		
99	6.	The EP management should provide for a variety of ways to disseminate information, including the media, information networks to inform the general public and interested parties		+		
100	7.	Informing the public should include support and explanation of the national development programs of the country and the system of higher and postgraduate education		+		
101	8.	The EO must demonstrate the reflection on the web resource of information characterizing it as a whole and in the context of educational programs		+		
102	9.	An important factor is the availability of adequate and objective information about the teaching staff of the EP		+		
103	10.	An important factor is informing the public about cooperation and interaction with partners within the framework of the EP		+		
Total for standard			0	10	0	0
TOTAL			9	93	1	0

Appendix 2. PROGRAMME OF A VISIT TO AN EDUCATIONAL ORGANIZATION



AGREED
Rector of Kazakh Ablai Khan University of International Relations and World Languages
 _____ **Kunanbayeva S.S.**
April 19, 2023

APPROVED
CEO of the Independent Agency for Accreditation and Rating
 _____ **Zhumagulova A. B.**
April 19, 2023

PROGRAMME
OF THE VISIT OF THE EXTERNAL EXPERT COMMISSION OF THE INDEPENDENT AGENCY FOR ACCREDITATION AND RATING (IAAR) TO KAZAKH ABLAI KHAN UNIVERSITY OF INTERNATIONAL RELATIONS AND WORLD LANGUAGES (INTERNATIONAL SPECIALIZED PRIMARY ACCREDITATION)

Date of the visit: May 10-12, 2023 (time of Almaty city)

№	Academic programs
	1 cluster
1	7M03213 Public relations
2	7M03112 International relations
	2 cluster
3	7M01713 Training of foreign language teachers (profile direction of training)
4	7M01712 Training of foreign language teachers
5	7M02312 Translation studies
	3 cluster
6	6B04103 Management and Marketing
7	6B04101 International business

Date and time	Work of the EEC with target groups	Full name and position of the target group participants	Venue
<i>May 9, 2023</i>			
15.00-16.00	Pre-meeting of the EEC	<i>External Experts of IAAR</i>	Hotel Join the Zoom conference https://us02web.zoom.us/j/3892931765 Meeting ID: 389 293 1765 (<i>only for the EEC</i>)
<i>1 day: May 10, 2023</i>			
10.00-10.30	Distribution of the experts' responsibilities, handling the organizational issues	<i>External Experts of IAAR</i>	Room № 208 (the office of the EEC) Join the Zoom conference https://us02web.zoom.us/j/3892931765 Meeting ID: 389 293 1765
10.30-11.00	Meeting with the Rector	<i>Rector - Salima Kunanbayeva, Academician of the National Academy of Sciences of the Republic of Kazakhstan</i>	Room №208 MAIN BUILDING Join the Zoom conference https://us02web.zoom.us/j/3892931765 Meeting ID: 389 293 1765
11.00-11.15	Technical break	<i>External Experts of IAAR</i>	Room № 208 MAIN BUILDING (the office of the EEC)
11.15-12.00	Meeting with the Vice Rectors	<i>1) Vice-Rector for Strategic Development - Dana Kunanbayeva, c.e.s., Associate Professor</i> <i>2) Vice-Rector for Academic Affairs - Assel Chaklikova, d.p.s., Associate Professor</i> <i>3) Vice-Rector for Scientific and Innovative Activity - Maira Uspanova, d.e.s., Professor</i> <i>4) Vice-Rector for Teaching and Methodological Work - Tulebike Kulgildinova, d.p.s., Associate Professor</i>	Room № 208 MAIN BUILDING Join the Zoom conference https://us02web.zoom.us/j/3892931765 Meeting ID: 389 293 1765

		<p>5) Vice-Rector for Social Issues and Educational Work - Tatyana Serezhkina, c.s.s.</p> <p>6) Vice-Rector for Administrative and Organizational Work - Umirzak Nurgabylov, c.t.s.</p>	
12.00-12.15	Technical break	<i>External Experts of IAAR</i>	Room № 208 MAIN BUILDING (the office of the EEC)
12.15-13.00	Meeting with the Heads of Structural Divisions	<p>1) Head of Academic Department - Aitkenzhe Mergembayeva;</p> <p>2) Head of Regulatory and Monitoring Department - Svetlana Temirgaliyeva, c.p.s.;</p> <p>3) Head of Financial and Economic Department - Almakul Azimbayeva;</p> <p>4) Head of the Center of Digital Technologies - Serikzhan Kunanbayev;</p> <p>5) Head of Administrative Department - Zhazira Zhanbagysova;</p> <p>6) Head of Development and Monitoring Strategy Department - Gulmira Bayuzakova;</p> <p>7) Head of International Cooperation Department - Tansholpan Abdigappar;</p> <p>8) Director of Library and Information Center - Sulushash Zhusipbekova;</p> <p>9) Head of the Publishing House JSC PolyLingua of Kazakh Ablai Khan University of International Relations and World Languages - Batima Yessengaliyeva;</p> <p>10) Lawyer of the Legal Support Department - Lazira Kirgizbayeva;</p> <p>11) Head of the Student Service Center - Venera Zholdasova.</p>	<p>Room №208 MAIN BUILDING</p> <p>Join the Zoom conference</p> <p>https://us02web.zoom.us/j/3892931765</p> <p>Meeting ID: 389 293 1765</p>
13.00-14.00	Lunch	<i>External Experts of IAAR</i>	
14.00-14.10	Work of the EEC	<i>External Experts of IAAR</i>	<p>Room №208 MAIN BUILDING (the office of the EEC)</p> <p>Join the Zoom conference</p> <p>https://us02web.zoom.us/j/3892931765</p> <p>Meeting ID:</p>

			389 293 1765
14.10-14.50	Meeting with the Deans of accredited APs	<p>1) <i>Dean of the Faculty of International Law and Economics - Nuradin Kudaibergenov, c.e.s., Associate Professor</i></p> <p>2) <i>Dean of the Faculty of Postgraduate Education - Madina Akhmetova, PhD</i></p>	<p>Room №208 MAIN BUILDING</p> <p>Join the Zoom conference</p> <p>https://us02web.zoom.us/j/3892931765</p> <p>Meeting ID: 389 293 1765</p>
14.50-15.00	Technical break	<i>External Experts of IAAR</i>	Room № 208 MAIN BUILDING (the office of the EEC)
15.00-15.45	Meeting with Heads of Departments and AP Coordinators	<p>1) <i>Head of the Department of Postgraduate Education, Supervisor of AP 7M03112 - "International relations" - Zarema Shaimardanova, d.h.s., Professor</i></p> <p>2) <i>Head of the Department of Foreign Language Professional Training, Supervisor of APs 7M01712, 7M01713 - "Training of foreign language teachers" - Markhabat Kassymbekova, Ph.D.</i></p> <p>3) <i>Head of Department of Economics and Management - Gulzhakhan Mynzhanova, Ph.D, Associate Professor</i></p> <p>4) <i>Head of International Communications Department - Olga Kim, c.p.s., Associate Professor</i></p> <p>5) <i>Head of International Relations Department - Gulnash Askhat, PhD.</i></p> <p>6) <i>Head of Foreign Language Education Methodology Department - Galiya Zhumabekova, c.p.s., Associate Professor</i></p> <p>7) <i>Head of Translation and Intercultural Communication Department - Sholpan Saimkulova</i></p> <p>8) <i>Supervisor of AP 7M03213 "Public relations" - Tatyana Shevyakova, d.ph.s., Professor</i></p> <p>9) <i>Supervisor of AP 7M02312 - "Translation studies" - Gulnar Asanova</i></p> <p>10) <i>Supervisor of AP 6B04101 "International business" - Zhanargul Sariyeva, c.e.s., Professor</i></p> <p>11) <i>Supervisor of AP 6B04103 "Management and Marketing"- Akhat Daulbayev, c.e.s., Associate Professor</i></p>	<p>Room №208 MAIN BUILDING</p> <p>Join the Zoom conference</p> <p>https://us02web.zoom.us/j/3892931765</p> <p>Meeting ID: 389 293 1765</p>

15.45-15.55	Technical break	<i>External Experts of IAAR</i>	Room № 208 MAIN BUILDING (the office of the EEC)
15.55-16.35	Meeting with the teaching staff	<i>1 cluster (Appendix №1) (Room №316 MAIN BUILDING, Zoom session hall 1) 2 cluster (Appendix №2) (Room №304 MAIN BUILDING, Zoom session hall 2) 3 cluster (Appendix №3) (Room №407 MAIN BUILDING, Zoom session hall 3)</i>	Room № 316,304, 407 MAIN BUILDING Join the Zoom conference https://us02web.zoom.us/j/3892931765 Meeting ID: 389 293 1765
16.35-17.35	Questionnaire survey of the teaching staff (<i>in parallel</i>)	<i>Appendix 4 1 cluster - Room №309 MAIN BUILDING 2 cluster – Room №303 MAIN BUILDING 3 cluster – Room №314 MAIN BUILDING</i>	<i>The link is sent to the personal email of a teacher 5 minutes before the survey starts</i>
16.35-16.45	Technical break	<i>External Experts of IAAR</i>	Room №208 (the office of the EEC)
16.45-18.15	Visual inspection of EO	<i>Appendix 5</i>	<i>Following the route</i>
18.15-18.30	Work of the EEC (discussing the results and summarizing the results of the first day)	<i>External Experts of IAAR</i>	Room № 208 (the office of the EEC) Join the Zoom conference https://us02web.zoom.us/j/3892931765 Meeting ID: 389 293 1765
18.30-19.30	Dinner	<i>External Experts of IAAR</i>	
2 day: May 11, 2023a			
10.00-10.30	Work of the EEC	<i>External Experts of IAAR</i>	Room №208 (the office of the EEC) Join the Zoom conference https://us02web.zoom.us/j/3892931765 Meeting ID: 389 293 1765
10.30-11.10	Meeting with students	<i>1 cluster (Appendix №6) (Room №316 MAIN BUILDING, Zoom session hall 1) 2 cluster (Appendix №7) (Room №304 MAIN BUILDING,</i>	Room №316,304 MAIN BUILDING, №314 FIRST BUILDING)

		Zoom session hall 2) 3 cluster (Appendix №8) (Room №314 1 YK, Zoom session hall 3)	Join the Zoom conference https://us02web.zoom.us/j/3892931765 Meeting ID: 389 293 1765
11.10-12.10	Questionnaire survey of the students (in parallel)	Appendix №9 (the list with valid emails) 1 cluster – Room №309 MAIN BUILDING 2 cluster – Room №303 MAIN BUILDING 3 cluster – Room №406, 402, 413 YK№1	The link is sent to the personal email of a student 5 minutes before the survey starts
11.10-11.25	Technical break	External Experts of IAAR	Room № 208 (the office of the EEC)
11.25-13.00	Working with the documents of the departments (documents should be uploaded to the cloud according to the clusters in advance, if necessary, Heads of Departments will be invited to Zoom online room) and attend classes of the teaching staff according to the schedule (Appendix A)	1) Head of the Department of Postgraduate Education, Supervisor of AP 7M03112 - "International relations" - Zarema Shaimardanova, d.h.s., Professor 2) Head of the Department of Foreign Language Professional Training, Supervisor of APs 7M01712, 7M01713 - "Training of foreign language teachers" - Markhabat Kassymbekova, Ph.D. 3) Head of Department of Economics and Management - Gulzhakhan Mynzhanova, Ph.D, Associate Professor 4) Head of International Communications Department - Olga Kim, c.p.s., Associate Professor 5) Head of International Relations Department - Gulnash Askhat, PhD. 6) Head of Foreign Language Education Methodology Department - Galiya Zhumabekova, c.p.s., Associate Professor 7) Head of Translation and Intercultural Communication Department - Sholpan Saimkulova	Room№ 208 Join the Zoom conference https://us02web.zoom.us/j/3892931765 Meeting ID: 389 293 1765
13.00-14.00	Lunch	External Experts of IAAR	
14.00-16.00	Visiting AP practice bases (in parallel with the clusters)	Appendix №10 route on cluster 1 Appendix №11 route on cluster 2 Appendix №12 route on cluster 3	Following the route
16.00-16.10	Technical break	External Experts of IAAR	Room № 208 MAIN BUILDING (the office of the EEC)

16.10-18.00	Work of the EEC, discussing the results of the second day and the parameters of the profiles (a record is being kept)	External Experts of IAAR	Room №208 MAIN BUILDING (the office of the EEC) Join the Zoom conference https://us02web.zoom.us/j/3892931765 Meeting ID: 389 293 1765
18.00-19.00	Dinner	External Experts of IAAR	
3 day: May 12, 2023			
10.00-11.30	Work of the EEC (drafting and discussing recommendations) (a record is being kept)	External Experts of IAAR	Room №208 MAIN BUILDING (the office of the EEC) Join the Zoom conference https://us02web.zoom.us/j/3892931765 Meeting ID: 389 293 1765
11.30-11.40	Technical break	External Experts of IAAR	Room №208 MAIN BUILDING (the office of the EEC)
11.40-13.00	Work of the EEC, drafting and discussing recommendations	External Experts of IAAR	Room № 208 MAIN BUILDING (the office of the EEC) (Individual work of an expert offline)
13.00-14.00	Lunch	External Experts of IAAR	
14.00-16.15	Work of the EEC, discussion, decision-making by voting (a record is being kept)	External Experts of IAAR	Room №208 MAIN BUILDING (the office of the EEC) Join the Zoom conference https://us02web.zoom.us/j/3892931765 Meeting ID: 389 293 1765
16.15-16.30	Technical break	External Experts of IAAR	Room №208 MAIN BUILDING (the office of the EEC)

16.30-17.00	Final meeting of the EEC with the management of the University (offline)	<i>The University management and Heads of structural divisions</i>	<i>Room №208 MAIN BUILDING</i> Join the Zoom conference https://us02web.zoom.us/j/3892931765 Meeting ID: 389 293 1765
18.00-19.00	Dinner	<i>External Experts of IAAR</i>	

Note: The Programme was developed on the basis of the Guidelines for organizing and conducting the procedure of external evaluation in the process of accreditation of an educational organization and (or) an academic program (Order №42-17-OD of the CEO of IAAR dated June 30, 2017), Guidelines for organizing and conducting the on-line visit of the external expert commission (including the visit of the expert group on post-accreditation monitoring) during the period of restrictive measures due to the COVID-19 pandemic (Order №58-20-OD of the CEO of IAAR dated July 01, 2020)

Annex 3.TEACHING STAFF SURVEY RESULTS

Total number of questionnaires: 40

1. Your department/faculty?

Faculty of International Law and Economics	45%
Faculty of Postgraduate Education	45%
Department of International Communications, Faculty of Management and International Communication	2,5%
International Communication	2,5%
International Communication Department	2,5%
Faculty of Translation and Philology	2,5%

2. Your Position

Professor	27,5%
Associate Professor	30%
Senior Teacher	27,5%
Teacher	10%
Head of the Department	5%

3. Academic degree, academic title

Honoured Worker	0
Doctor of Science	12,5%
Candidate of Science	32,5%
Master	35%
PhD	25%
Professor	2,5%
Associate Professor	0%
Senior Teacher	2,5%

4. Work experience at this HEI

Over 5 years	60%
1 year-5years	25%
Less than 1 year	2,5%
Over 25 years	2,5%

25	2,5%
10	2,5%
Over 50 years	2,5%
45 years	2,5%

	Very good	Good	Relatively bad	Bad	Very bad
How much are you satisfied with the content of the EP?	85%	15%	0	0	0
How do you evaluate the opportunities the HEI provides the staff with professional development?	65,2%	35%	2,5%	0	0
How do you evaluate the opportunities the HEI provides teachers with career growth?	65%	32,5%	2,5%	0	0
How do you evaluate the degree of academic freedom of the teaching staff?	51,3%	46,2%	2,5%	0	0
To what extent teachers can use their own strategies?	47,5%	42,5%	0	0	0
To what extent teachers can use their own methods?	77,5%	22,5%	0	0	0
To what extent can teachers use their own innovations in the learning process?	70%	30%	0	0	0
How do you evaluate the organization of health care and disease prevention at the university?	55%	42,5%	2,5%	0	0
How much attention does the university management pay to the content of the EP?	72,5%	27,5%	0	0	0
How do you evaluate the sufficiency and availability of the necessary scientific and educational literature in the library?	42,5%	55%	2,5%	0	0

Evaluate the level of conditions created to meet the needs of different groups of students	60%	40 %	0	0	0
Evaluate the openness and accessibility of management to students	55%	45%	0	0	0
Evaluate the openness and accessibility of management to the staff	62,5%	37,5%	0	0	0
What is the level of encouragement and involvement of young professionals in the educational process?	70%	27,5%	2,5%	0	0
Evaluate the professional and personal growth opportunities created for each teacher and staff member	55%	42,5%	2,5%	0	0
Evaluate the adequacy of university leadership's recognition of teachers' potential and abilities.	60%	37,5 %	2,5%	0	0
How are academic mobility activities organized?	57,5%	40%	2,5%	0	0
How are the activities to improve the qualifications of the teaching staff organized?	52,5%	42,5%	2,5%	2,5%	0
Evaluate how the university and its leadership support the staff research.	60%	40%	0	0	0
Evaluate how the university and its leadership support the development of EPs / disciplines / teaching methods.	65%	35%	0	0	0
Evaluate the ability of the teaching staff to combine teaching with research	55%	37,5%	5%	2,5%	0
Evaluate the teaching staff's ability to combine teaching with practice	55%	42,5 %	2,5%	0	0
Evaluate whether the knowledge acquired by students in the university meets the requirements of today's labor market.	65%	35%	0	0	0
How do the leadership and administration of the university perceive criticism?	20%	72,5 %	7,5%	0	0

Evaluate how well your course load meets your expectations and abilities.	52,5%	47,5%	0	0	0
Evaluate the focus of EPs/curricula on providing students with skills to analyze situations and make predictions.	55%	45%	0	0	0
Evaluate how well the content and quality of the educational program meet the expectations of the labor market and the employer.	62,5%	37,5%	0	0	0

31. Why do you work in this particular HEI?

A total of 38 responses:

1. The university provides opportunities both for scientific creativity (scientific project of MES is implemented, help with the publication of articles, books, internships), and for professional creativity (help in shooting videos, documentaries, reports, they are translated into different languages of the world, etc.). Good salary. Flexible working conditions. Bonuses twice a year.
2. Very good working conditions
3. The best university that I have ever known
4. I can fully realize my pedagogical, scientific, teaching, educational, potential. I like the corporate culture in the university, the support of initiatives by the management.
5. Support, development, stability
6. Qualified teaching staff, culture of communication, support of managers, for me personally a convenient location of the university.
7. I graduated from this university and I am very happy to continue working in the field that I know everything about.
8. I studied at this university from 198-1989, defended my Ph.D. here, it is comfortable to work here, good salary, the best students come here. My head of department is very thoughtful, competent specialist, always ready to innovate. There is a mentoring system, the management of the university is always aware of the achievements of its teaching staff.
9. Decent conditions and adequate salary
10. I like my job and the university.
11. This is my Alma Mater. I finished this university. I defended my PhD degree here. I adore teaching at this university.
12. At the university I get the opportunity for career development, I created a team of like-minded people, a friendly environment, the leadership supports the innovations proposed by teachers. A wonderful infrastructure.
13. I love teaching.
14. I am quite satisfied with the working conditions and salary
15. I am quite satisfied with working conditions and salary
16. Management is always motivating and there is an excellent climate at the department After completion of postgraduate study at the Kirov Kazakh State University on speciality "Political economy" I was sent by appointment of Ministry of Defence of the Republic in 1970
17. It is one of the leading university where postgraduate learners study the subjects in English which I teach
18. All the conveniences have been provided for my personal and professional development
19. I like the staff, they give out a bonus twice a year, students with a good level here

- 20. I am a graduate of this university, and the university has always supported me as a student, in terms of academic mobility, internships and during my undergraduate and graduate studies, and therefore I have a certain loyalty to my alma mater. Secondly, salary and bonuses, as well as opportunities for career advancement.
- 21. I can realize my scientific, pedagogical, and personal potential
- 22. First of all, this is the University I graduated from- I got Bachelor's and Master's degree from this very University. That's why I properly know my Alma-Mater and I am very grateful for my former teachers and University staff that they gave all my knowledge and skills which I still use in my working practice at the moment. Secondly, this University really appreciates it's employees and always make really comfortable conditions for working and growing professionally.
- 23. Alma mater
- 24. Because this university has created favorable conditions for you to realize your potential as a teacher. There are also opportunities for career growth.
- 25. favorite university
- 26. High level of salary, incentives in the form of bonuses, a team of high professionals!
- 27. good team and motivation of the management
- 28. Satisfies my requirements
- 29. The conditions created at the university are quite satisfying for me
- 30. Practice of a foreign language and the opportunity to do what I like. A good moral-psychological climate, the possibility to realize myself as a professional
- 31. Possibility to teach in different languages: Kazakh, English
- 32. This is because, firstly, I like teaching, and secondly, I have the opportunity to contribute to the development of the country's economy and the preparation of qualified specialists for the labor market, our workplace and all the conditions have been created.
- 33. The team is very good, they give bonuses twice a year.
- 34. One of the important reasons, first of all, is the pedagogical component, which is a personal professional interest in teaching students - future highly qualified specialists. The second reason for staying at this university is the scientific component, which provides an opportunity for teachers to realize their scientific potential. The third reason is the material component - good salary, bonus payments provided twice a year.
- 35. I like further enhancement of their pedagogical potential

	Very often	Often	Sometimes	Very rarely	Never
How often do you hold workshops and hands-on classes as part of your course?	32,5%	47,5%	17,5%	2,5%	0
How often are teachers invited from outside the classroom (local and foreign) to participate?	20%	65%	12,5%	2,5%	0

How often do you face the following problems in your work?

	Often	Sometimes	Never
Shortage of classrooms	0	10%	90%

Imbalance of academic workload by semester	0	22,5%	77,5%
Lack of necessary literature in the library	2,5%	35 %	62,5%
Overcrowding in study groups (too many students in a group)	0	22,5%	77,5%
An inconvenient schedule	2,5%	32,5%	65%
Poor classroom conditions	5%	12,5	82,5%
Lack of Internet access / poor Internet connection	2,5%	35%	62,5%
Students' lack of interest in learning	0	25%	75%
Failure to receive information about events in a timely manner	0	25%	75%
Lack of teaching aids in classrooms	0	12,5%	87,5%

34.11 Other problems (if any). Please specify which ones)

A total of 29 responses:

1. no
2. no problem
3. no
4. no serious problems
5. no
6. I think everything is ok
7. no particular problem
8. There are no other problems
9. -
10. I haven't seen any problems.
11. no problems
12. N/A
13. N/A
14. Summer holidays (some days or 2 or 3 weeks, without payment)
15. no answer
16. Support from the state for teachers at private universities. Already third year I can not get a mortgage under the program of youth support Almaty zhastary, as there is a requirement to be an employee of state and national universities and colleges. This creates unequal conditions for young people, because in fact, in our country, there is no significant difference between the salaries of private and public universities.
17. no problems at all
18. no problems at all
19. The presence of paperwork
20. No

35. There are many different facets and aspects of university life that affect every educator and staff member in one way or another. Evaluate how satisfied you are:

	Fully satisfied	Partially satisfied	Not satisfied	Difficult to answer
Relationships with direct management	92,5%	7,5%	0	0
Relationships with colleagues in the department	97,5%	2,5%	0	0
Degree of participation in management decision-making	97,5%	2,5%	0	
Relationships with students	75%	25%	0	0
Recognition of your successes and achievements by the administration	97,5%	0	2,5%	0
Support for your suggestions and comments	87,5%	12,5 %	0	0
The activities of the university administration	87,5%	10 %	2,5%	0
Wage terms and conditions	77,5%	22,5%	0	0
Convenience of work, services available at the university	90%	10%	0	0
Health and Safety at Work	95%	5%	0	0
Management of changes in the activities of the university	80%	17,5%	2,5%	0
Providing benefits: recreation, spa treatment, etc.	47,5%	47,5%	5%	0
The organization and quality of food at the university	82,5%	17,5%	0	4,5%
Health care organization and quality of medical services	72,5%	27,5%	0	4,5%

ANNEX 4. STUDENT QUESTIONNAIRE RESULTS

Questionnaire of students

Total number of questionnaires: 102

1. Your Department/Faculty?

7M03213 Public Relations	2%
7M03112 International Relations	3,9%
7M01713 Training of foreign language teachers (profile direction)	13,7%
7M01712 Training of foreign language teachers	2%
7M02312 Translation Studies	1%
6B04103 Management and Marketing	40,2%
6B04101 International Business	37,3%

2. Your gender

Male	21,6%
Female	78,4%

3. Evaluate how satisfied you are:

3.1 Relationship with the Dean's Office

Great	78,4%
Good	19,6%
Partially dissatisfied	2%
Not satisfied	0
Difficult to answer	0

4. The level of accessibility of the deanery

Great	72,5%
Good	24,5%
Partially dissatisfied	2,9%
Not satisfied	0
Difficult to answer	0
I can't think of anything good to say.	0

5. The level of accessibility and responsiveness of the university management

Fully satisfied	58,8 %
Partially satisfied	38,2%
Partially dissatisfied	2%

Not satisfied	1%
Difficult to answer	0

6. Accessibility of academic counseling to you

Fully satisfied	61,8%
Partially satisfied	36,3%
Partially dissatisfied	2%
Not satisfied	0
Difficult to answer	0

7. Support for educational materials in the learning process

Fully satisfied	60,8 %
Partially satisfied	37,3 %
Partially dissatisfied	2%
Not satisfied	0
Difficult to answer	0

8. Accessibility of counseling on personal problems

Fully satisfied	52%
Partially satisfied	37,3 %
Partially dissatisfied	9,8%
Not satisfied	1%
Difficult to answer	0

	Fully satisfied	Partially satisfied	Partially dissatisfied	Not satisfied	Very bad
Relationship between the learner and the teaching staff	64,7 %	34,3%	1%	0	0
Financial and administrative services of the institution	50%	46,1%	3,9%	0	0
Accessibility of health care services for students	50%	41,2%	7,8%	1%	0
The quality of student health services	44,1%	46,1%	8,8%	1%	0
The level of availability of library resources	76,5%	20,6%	2%	1%	0

The quality of services provided in libraries and reading rooms	68,6%	27,5%	3,9%	0	0
Satisfaction with the existing educational resources of the university	60,8%	34,3%	3,9%	1%	0
Availability of computer labs and Internet resources	72,5%	23,5%	2,9%	1%	0
Accessibility and quality of Internet resources	53,9%	36,3%	6,9%	2,9%	
The usefulness of the website of educational organizations in general and faculties in particular	58,8%	38,2%	1%	1%	1%
Study rooms, classrooms for large groups	61,8%	32,4%	4,9%	1%	0
Student lounges (if available)	35,3%	45,1%	13,7 %	4,9%	1%
The clarity of the procedure for taking disciplinary action	49%	47,1%	2,9%	1%	
The overall quality of curricula	58,8%	39,2%	1%	1%	0
Quality of curricula at the university	63,7%	34,3%	1%	1%	0
Teaching methods in general	60,8%	37,3%	0	2%	0
Responsiveness to feedback from teachers about the learning process	65,7%	30,4%	2%	2%	0
The quality of teaching	68,6%	27,5 %	2,9%	1%	0
Academic load/requirements for the student	47,1%	45.1%	6,9%	1%	0
Teaching staff requirements for students	48%	48%	2%	2%	0
Information support and clarification of the requirements for entering the university and the strategy of the educational program (specialty) before entering the university	65,7%	31,4%	2%	1%	0
Informing the requirements that must be met to successfully complete this educational program (specialty)	61,8%	34,3%	2.9%	1%	0
Tests and exams	59,8%	37,3%	2%	1%	0
Objectivity of assessment of knowledge, skills and other academic achievements	64,7%	32,4%	2%	1%	0
Computer labs available	62,7%	32,4%	4,9%	0	0
Available scientific laboratories	35,3%	55,9%	6,9%	1%	1%
The relationship between the student and the instructor	64,8%	34,%	1%	0	0
Objectivity and fairness of teachers	66,7%	31,4%	1%	1%	0
Informing students about courses, educational programs, and academic degrees	68,6%	28,4 %	2%	1%	0
Providing students with a dormitory	60,8%	34,3 %	3,9 %	1%	0

The course program was clearly presented	59,8%	34,3%	4,9%	1%	0
The course content is well structured	59,8%	36,3%	3,9%	0	0
The key terms are sufficiently explained	61,8%	35,3%	2,9%	0	0
The material proposed by the faculty is relevant and reflects recent scientific and practical developments	54,9%	39,2 %	4,9%	1	0
The teacher uses effective teaching methods	61,8%	35,3%	0	1%	2%
The teacher knows the material being taught	67,6%	28,4%	2,9%	1%	0
The teacher's narration is clear	56,9%	39,2%	2,9%	1%	0
The teacher presents the material in an interesting way	62,7%	34,3%	0	2,9%	0
Knowledge, skills, and other academic achievements are evaluated objectively	62,7%	34,3%	2,9%	0	0
The teacher meets my requirements for personal development and professional formation	57,8%	40,2%	1%	1%	0
The instructor encourages student activity	53,9%	39,2%	5,9%	0	1%
The instructor stimulates the students' creative thinking	53,9%	39,2%	5,9%	1%	0
The appearance and mannerisms of the teacher are adequate	64,7%	34,3%	1%	0	0
The instructor shows a positive attitude toward students	61,8%	34,3%	2,9%	1%	0
System of evaluation of academic achievements (seminars, tests, questionnaires, etc.) Reflects the content of the course	61,8%	34,3%	3,9%	0	0
The evaluation criteria used by the teacher are clear	64,7%	33,3%	2%	0	0
The instructor objectively evaluates the achievements of students	57,8%	38,2%	2,9%	1%	0
The teacher speaks professional language	71,5%	27,5%	0	1%	0
The organization of education provides sufficient opportunity for sports and other leisure activities	61,8%	34,3%	2,9%	0	1%
Facilities and equipment for students are safe, comfortable and modern	62,7%	35,3%	2%	0	0
The library is well equipped and has a fairly good collection of books	63,7%	33,3%	2,9	0	0
Equal opportunities are provided to all students	67,6%	30,4%	2%	0	0

31. Other problems regarding the quality of teaching
response rate: 43

1. no
2. -
3. no problem
4. no problem
5. all is ok
6. no.
7. no problems. everything is fine
8. none
9. no problems
10. no problems
11. no problems. everything is fine, everything suits me
12. very good
13. no problems
14. none
15. everything is perfect
16. There are no problems concerning the teaching
17. everything is fine, there are no problems
18. none
19. There are no problems. Everything is fine!
20. Everything is fine!
21. no problems)
22. No problems, everything is fine, no complaints.
23. no complaints
24. no
25. no problems, everything is OK
26. NO PROBLEM
27. No other problems related to study issues. I am satisfied with everything.
28. Everything is fine / Satisfied
29. Didn't have
30. No