REPORT

on the results of the external expert committee`s work on the assessment for compliance with the standards` requirements of specialized initial accreditation of educational programs

6B04103 Management and marketing
6B04101 International business

JSC "KAZAKH ABLAI KHAN UNIVERSITY OF INTERNATIONAL RELATIONS AND WORLD LANGUAGES"

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

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(I) LIST OF SYMBOLS AND ABBREVIATIONS

JSC "KazUIR&WL named after Ablai Khan" - Joint Stock Company "Kazakh Ablai Khan University of International Relations and World Languages"

EEC - external expert commission

IAAR - Independent agency of accreditation and rating

KazSTIFL - Kazakh State Teachers' Institute of Foreign Languages

RSTE – Republican state treasury enterprise

ACQUIN - The Accreditation, Certification and Quality Assurance Institute

ICM – international credit mobility

CBHE - Capacity Building in Higher Education

EP - educational program

MES RK - Ministry of Education and Science of the Republic of Kazakhstan

MSHE RK - Ministry of Science and Higher Education of the Republic of Kazakhstan

TS – Teaching staff

SIQS - Swiss Institute for Quality Standards

SIPE-complex - scientific and innovative professional education complex

CSC - Student Service Center

RIAAS - research innovation and applied school

MOODLE - Modular Object-Oriented Dynamic Learning Environment

SW – software

EMW- educational and methodical work

RW- research work

SRW - student research work

KPI - Key Performance Indicators

CED - catalog of elective disciplines

CC- course curriculum

GPA - Grade point average

TTA - technical training aids

SIWT - students' independent work with a teacher

SIW – students' independent work

IEP - individual educational plan

ECTS - European Credit Transfer and Accumulation System

AIBS - Automated Integrated Library System

(II) INTRODUCTION

In accordance with order No.87-23-OD dated 16.03.2023 of the Independent Agency for Accreditation and Rating, from 10 to 12 May 2023, an external expert commission assessed the compliance of educational programs 6B04103 Management and marketing, 6B04101 International business of JSC "Kazakh Ablai Khan University of International Relations and World Languages" with standards of initial specialized accreditation of educational program (ex-ante) of organizations of higher and (or) postgraduate education (dated May 25, 2018 No. 68-18 / 1-OD, 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.

EEC composition:

1) ***Chairperson of the EEC*** – Kossov Vladimir Nikolayevich, Doctor of Physics and Mathematical Sciences, Professor of the Abai Kazakh National Pedagogical University (Almaty, Republic of Kazakhstan) *Offline participation*

2) ***IAAR Expert*** – Sousana Michailidou Ph.D Professor Vice Chancellor for Academic Affairs Webster University, Athens Campus (Athens , Greece) *Online participation*

3) ***IAAR Expert -*** Natalie Aleksandra Gurvitš-Suits**,** PhD, Tallinn University of Technology (Tallinn, Estonian Republic) *Online participation*

4) ***IAAR Expert*** -Abisheva Vera Tukenovna, Doctor of Philology, Professor, Department of Journalism, Karaganda State University named after Buketov (Karaganda, Republic of Kazakhstan) *Offline 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 named after Al-Farabi (Almaty, Republic of Kazakhstan) *Offline participation*

6) ***IAAR Expert*** - Mirzoeva Leyla Yurievna, Doctor of Philology, Professor, Suleyman Demirel University (Almaty, Republic of Kazakhstan) *Offline participation*

7) ***IAAR Expert*** – Toleubayeva Aknur Mukhitovna, PhD, acting Associate Professor of the Department of Theory and Practice of Translation, Eurasian National University named after L.N. Gumilev (Astana, Republic of Kazakhstan) *Online participation*

8) ***IAAR Expert*** – Zakirova Dilnara Ikramkhanova, Doctor PhD, Associate Professor of the Department of Tourism and Service, Turan University (Almaty, Republic of Kazakhstan) *Offline 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) *Online participation*

10) ***IAAR Expert, student*** – Gabitov Darmen Dauletbekovich, the 4th year student of the EP "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 Tolganai Erbolkyzy, the 1st year student of the EP "SPD Management", University of Turan, Member of the Alliance of Students of Kazakhstan (Almaty, Republic of Kazakhstan) *Online participation*

12) ***IAAR Expert, student*** – Tynymbaeva Aruzhan Muratkyzy, the 2nd year master student of "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 EDUCATIONAL ORGANIZATION

Joint stock company "Kazakh Ablai Khan 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.

The staff training in KazUIR&WL is carried out in accordance with the State license for educational activities in the field of higher and postgraduate professional education АБ 0137365 dated 02.03.2010 for 17 undergraduate programs, 20 master programs, 5 PhD doctoral programs (Appendix 1A. License and Appendix to SO. Appendix 1B. License and Appendix to it MO) https://clck.ru/g558x.

Kazakh Ablai khan University of International Relations and World Languages - an accredited organization of higher education in Almaty, was founded by the Decree of the Council of People's Commissars of the USSR No. 1696 dated September 16, 1940, as the Kazakh State Teachers' Institute of Foreign Languages (KazSTIFL). In April 1944, the Kazakh People's Commissariat for Education prepared a proposal to transform KazSPIFL into Kazakh state pedagogical Institute of foreign languages. By the decree of the Government of the Republic of Kazakhstan №1263 dated June 23, 1993 Almaty pedagogical Institute of foreign languages was transformed into the Kazakh State University of world languages. In 1999, the University was named after the great Kazakh states man Ablai Khan. In accordance with a resolution of the Government of the Republic of Kazakhstan No. 1099 dated August 23, 2001, the Republican state-owned enterprise "Kazakh State University of International Relations and World Languages named after Ablai Khan" was transformed into the CJSC "Kazakh University of International Relations and World Languages named after Ablai Khan". In accordance with article 90 of the Law of the Republic of Kazakhstan "On joint stock companies", the CJSC "KazSUIR" was renamed into JSC "Kazakh University of international relations and world languages named after Ablai Khan" on May 13, 2003 by the decision of the General meeting of shareholders.

To date, KazUIR&WL named after Ablai khan is the largest multidisciplinary scientific and educational university in the Republic of Kazakhstan, specializing in the training of humanities, linguistic and international profiles. Development strategy and activities of KazUIR&WL named after Ablai 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, considering international requirements and standards.

At the present stage, the positions of KazUIR&WL named after Ablai khan have been strengthened due to the high assessment of the training of bachelors, masters and PhD doctors by 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 named after Ablai khan in 2022-2023 academic year the university is ranked #1001-1200 in QS World University Rankings 2023. 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.

Development of the culture of quality assurance takes place within the framework of the implementation of European programs in the field of higher education: the DOQUP-TEMPUS project. "Documentation on the quality assurance of educational programs: DOQUP model", the 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 named after Ablai khan 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 named after Ablai khan is a member of 14 authoritative international associations and other organizations.

The university fully owns academic resources for the implementation of educational activities according to the accredited EP of the KazUIR&WL named after Ablai Khan. The university has 5 academic buildings, 3 student dormitories, 1 sport and recreation centre, 3 assembly halls, 2 conference halls, 3 canteens, 2 buffets, 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 "Ablai khan atyndagy ҚazKhҚzhƏTU Khabarshysy" 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 sphere 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 Order 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 Ablai Khan is the owner of 12 international recognition marks, 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, international award "United Europe" for contribution to integration and a number of other awards.

The University employs 19 foreign teachers and trains students from near and far abroad. 164 students studying towards a bachelor's degree, among which students form: 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. Master's program - 10 students, including: Afghanistan - 1, Nigeria - 1, Tajikistan - 1, China -2, Pakistan - 2, Russian Federation - 1, USA - 1, Uzbekistan -1.

EPs are included in the Register of Educational Programs as valid: 6B04101 International Business – 07.21.2021, 6B04103 Management and Marketing – 10.31.2022. Teaching languages - Russian, Kazakh, English.

Full-time training on EP 6B04101 International Business, 6B04103 Management and Marketing has been conducted since the 2020-2021 academic year in Kazakh and Russian. The educational process is provided by the Department of Economics and Management.

The number of students of EP 6B04101 International Business is 196 people, including 100 in the Russian department, 96 in the Kazakh department; the number of students of EP 6B04103 Management and marketing is 186 students, in Russian - 96, in Kazakh - 90.

The teaching staff for accredited EPs is the same and includes 62 people, among which 59 are full-time, degree holder percentage is 50% (3 doctors of science, 21 candidates of science, 5 doctors of PhD and 30 masters).

Outgoing academic mobility of students in the 2022-2023 academic year:

EP 6B04103 "Management and Marketing" - 7 people;

EP 6B04101 "International Business" - 26 people.

Academic mobility of teaching staff for 2022 and 2023: outgoing - 3 people, incoming - 1 person.

There are no scientific projects on grant funding.

(IV) DESCRIPTION OF THE PREVIOUS ACCREDITATION PROCEDURE

International specialized accreditation of EPs 6B04101 International Business, 6B04103 Management and Marketing according to IAAR standards is carried out for the first time.

(V) DESCRIPTION OF THE EEC VISIT

The work of the EEC was carried out based on the approved Program of the visit of the expert commission for specialized accreditation of educational programs to the JSC "Kazakh Ablai khan University of International Relations and World Languages" from May 10 to May 12, 2023.

To coordinate the work of the EEC, on May 09, 2023, an introductory meeting was held, during which duties 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 70 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 and heads of EP	11
Teachers	14
Students	24
Total	**70**

During the campus tour, the members of the EEC got acquainted with the Research and Development Center "Resource Center", Simultaneous Translation Laboratory, Language Centers, Confucius Institute, Center for Korean Studies, Auditoriums, Computer classes of TS, Dining Room in the MB, Red Assembly Hall, Dissertation Reading Room named after M.M. Kopylenko, Hall of Literature of World Languages named after P.G. Kozlov, School Education Office, Center for digital education, Computer class, Laboratory of Journalism, Announcer room, Student Service Center (SSC), Canteen, Museum of KazUIR&WL named after Ablai khan, Ethnographic Museum, Gym.

At the meeting of the EEC IAAR with the target groups of KazUIR&WL named after Ablai 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, members of the EEC visited the following internship bases: JSC "Kazakhstan Temir Zholy", JSC "Kazakhtelecom", JSC "NOMAD Insurance".

In accordance with the accreditation procedure, a survey of 40 teachers and 102 students, including junior and senior year students, was conducted.

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 Ablai khan, developed by the EEC based on the results of the examination, were presented at a meeting with the leading managers on May 12, 2023.

(VI) COMPLIANCE WITH SPECIALIZED ACCREDITATION STANDARDS

6.1. Standard «Management of educational program»

• *The organization of higher and (or) postgraduate education should have a published quality assurance policy. The quality assurance policy should reflect the link between research, teaching and learning.*

• *The organization of higher and (or) postgraduate education should demonstrate the development of quality assurance culture, including in the context of EP.*

• *Commitment to quality assurance should apply to any activity performed by contractors and partners (outsourcing), including the implementation of joint / double degree education and academic mobility.*

• *The EP executives demonstrate its readiness to ensure transparency of EP development plan based on the analysis of its functioning, EO actual positioning and the focus of its activities on meeting the needs of the state, employers, students and other concerned parties. The plan should contain the timing of the start of the implementation of the educational program.*

• *The EP executives demonstrate the existence of mechanisms for the formation and regular revision of EP development plan and monitoring its implementation, assessing the achievement of learning goals, meeting the students' needs, employers and society, making decisions aimed at continuous improvement of EP.*

• *The EP executives should involve representatives of stakeholder groups, including employers, students and TS in the formation of EP development plan.*

• *The EP executives should demonstrate the individuality and uniqueness of 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 should demonstrate a clear definition of those responsible for business processes within EP framework, an unambiguous distribution of job duties of personnel, delineation of collegial bodies functions.*

• *The EP executives should provide evidence of the transparency of the educational program management system.*

• *The EP executives should demonstrate the existence of EP internal quality assurance system, including its design, management and monitoring, their improvement, decision-making based on facts.*

• *The EP executives should carry out risk management, including within EP framework, undergoing initial accreditation, as well as demonstrate a system of measures aimed at reducing the risk degree.*

• *The EP executives should ensure the participation of employers, TS, students and other concerned parties in the collegial management bodies of the educational program, as well as their representativeness in making decisions on the educational program management.*

• *The EO should demonstrate innovation management within EP framework, including the analysis and implementation of innovative proposals.*

• *The EP executives should demonstrate evidence of readiness for openness and accessibility for students, TS, employers and other concerned parties.*

• *The representatives of the EP must be trained in education management programs.*

Evidence

The university has formalized the current procedures within the framework of the internal quality assurance system, which includes the Quality Assurance Policy (approved by the Chairman of the Board-Rector on January 24, 2023), the Quality Assurance Manual (approved by the Chairman of the Board-Rector on January 26, 2023), Quality Policy of 2022-2023 (Protocol No.1 of 08.26.2022), Quality Objectives for the 2022-2023 academic year (approved on 08.26.2022).

The mission of the university is the creation of a modern innovation-oriented university of an internationally adaptive type as a single scientific and educational complex that provides

training of competitive highly qualified specialists to ensure the country's multi-vector international cooperation in implementing the development strategy of the Republic of Kazakhstan. Based on this, the main strategic directions of development such as: unified scientific and educational professional and innovative infrastructure of the university; preparation of a new competitive generation of graduates; integration of science - education - innovation; formation of a highly professional university staff; internationalization of higher education and corporate research interaction with foreign scientific and educational community; implementation of the idea of educating national self-consciousness and an active life position; modernization, infrastructure development, material and technical base and informatization of the university are formulated in the Development Strategy of JSC "Kazakh University of International Relations and World Languages named after Ablai Khan" for 2020-2025 (version No. 3 approved by the decision of the Academic Council, protocol No. 6 of 01.24.2023). The strategy has been developed in accordance with the main priorities in the development of education and science in the country.

The university has developed an Academic Policy (approved on February 24, 2023), the purpose of which is to regulate the main processes of managing the educational activities of the university.

Electronic versions of program, planning and internal regulatory documents are available for teaching staff, employees and students, as well as other interested parties on the university website (https://www.ablaikhan.kz/ru/study-process/study-process/documents.html).

The university develops the EP in accordance with the regulatory requirements. EPs are included in the Register of Educational Programs as valid: 6B04101 International Business – 07.21.2021, 6B04103 Management and Marketing – 10.31.2022.

At the university level, the collegiate bodies that consider the development of educational programs are the Academic Council of the University (Regulations on the Academic Council, approved on August 27, 2021), the Scientific and Humanitarian Council (Regulations on the Scientific and Humanitarian Council, approved on September 7, 2020), Academic Council (Regulations on the Academic Council for educational programs, approved on January 24, 2023), meetings of departments, etc., during which the participation of representatives of employers, teaching staff, students and other interested parties is ensured. The student Parmanov S.B. was a member of the Academic Council of the University in the 2021-2022 academic year. Analysis of the protocols of the department meetings also demonstrated the involvement of employers and students.

The university develops plans for the EP development, which correspond to the strategic directions for the university development, stated in the University Development Strategy for 2020-2025. When developing the EP Development Plans, the experience of implementing similar EPs of other universities in Kazakhstan, near and far abroad was taken into account, as well as taking into consideration the analysis of student and teaching staff satisfaction, the analysis of the resources available and necessary for the program, including the material and technical base, etc.

The uniqueness and individuality of the 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 of the labor market focused on training a qualitatively new generation of qualified specialists who are receptive to innovation, able to organize and implement research activities based on international cooperation of interaction.

The development plan of EP 6B04101 International business was agreed with the Deputy Head of the Audit and Revision Department of JSC "Kazakhstan Temir Zholy" Appakova A.N., EP 6B04103 Management and Marketing - with the Deputy Financial Director of JSC "Araltuz" Kydyrbayeva A.E. Development plans were discussed at a meeting of the Academic Council (Protocol No. 1 of 01/05/2022) and approved by the University Scientific Council (Protocol No. 1 of 08/26/2022).

The University has developed a Risk Management Regulation (approved on 01.26.2023). The regulation defines the goals and objectives of the risk management system at the university,

the risk management structure, key components of the risk management system, provides a systematic and consistent approach to the implementation of the risk management process. A risk analysis was carried out in the University Development Strategy (clause 4. Risk management) as well as the risk management measures were developed. The Department of Economics and Management has developed risk maps for ongoing EPs, which identify possible risks and develop measures to reduce/eliminate them.

The Innovative proposals for improving the university activities are publicly available on the university website, where you can read and add feedback and suggestions on the implementation of the university's EP.

The university website contains contact details of the rector and vice-rectors (https://www.ablaikhan.kz/ru/about-us/our-university/rectorate.html), dean (https://www.ablaikhan.kz/ru/for-applicants/for-applicants/our-faculties/economic.html), confirming their openness and accessibility for students, teaching staff, employers and other interested parties. The dean's office and the departments also have a schedule for receiving visitors.

In the period from March 15 to 29, 2023, the head of the Department of Economics and Management Mynzhanova G.T. passed the advanced training course "Modern strategies in the methodology of teaching economic disciplines in higher education" in the amount of 72 hours in the framework of the direction "Management in Education" at KazNU named after Al-Farabi.

Analytical part

The EEC notes the orientation of the mission and vision to meet the needs of the state, society, sectors of the real economy, and potential stakeholders. The experts confirm that the mission, vision, the university development directions, as well as the policy and quality assurance standards are posted on the university website.

The university has formed a unified scientific and innovative professional educational infrastructure in the format of four scientific and innovative professional education complexes (SIPE), which laid the foundation for a vertical cluster mechanism for the development and management of the university. Each SIPE complex includes one Research Innovation and Applied School (RIAAS) with its own scientific and applied laboratories. The implementation of accredited EPs is carried out within the framework of RIAAS No. 4 "Modernization of socioeconomics and law: modern geo-economic trends", which guarantees quality assurance and provides a link between research, teaching and learning.

The elaborated plans for the development of the EP correspond to the strategic directions of the university development, but do not reflect the target indicators of the expected results, the achievement of which will contribute to the effective functioning of the EP. The content of the development plans provides little or no opportunity to monitor their implementation, and evidence of evaluation of results and improvement was not presented. This fact indicates failures in the functioning of the mechanism for the formation and regular revision of EP development plans and monitoring their implementation.

The university has identified risks that affect the development of the EP, which is reflected in the developed risk maps for the implemented EP. The analysis of the presented maps showed that risk management at the university is carried out at a formal level. Individual risks are often not of a probabilistic nature, they reflect factors that allow full control by the university, and therefore they are not risks. For the most probable and important risks, measures are proposed, the implementation of which does not guarantee their reduction or elimination. No attention is paid to identifying positive effects, development opportunities. Thus, the EEC considers it necessary to develop detailed measures in the context of each EP, indicating target indicators, deadlines, responsible persons, etc.

The University carries out certain work on the formation and development of new roles and competencies of teachers. In accordance with the university vision and the transformation into an innovation-oriented one, priority should be given to innovation management during the implementation of the EP. This emphasis was not reflected in the development plans of the EP.

Also, during the interviews, the teaching staff of the departments could not give examples of the introduction and use of innovations in the educational process. The EEC considers it necessary to develop a mechanism for managing innovations within the framework of the EP.

In the course of the EEC's work, the absence of certificates confirming the training completion in education management programs was revealed among the heads of EP 6B04101 International Business - Sariyeva Zh.I.; EP 6B04103 Management and marketing - Daulbayev A.K.

In the course of the survey, the question "How does the leading managers of the educational institution pay attention to the content of the educational program?" 72.5% of the teaching staff answered "very good", 27.5% - "good".

To the question "How the university and its leading managers support the development of new educational programs / academic disciplines / teaching methods", 65% - "very good", 35% - "good".

The results of the students' survey showed high student satisfaction with the explanation of the rules and strategy of the educational program (fully satisfied - 65.7%, partially satisfied - 31.4%, partially dissatisfied - 2%, dissatisfied - 1%).

Strengths / best practice on EP 6B04103 Management and Marketing, 6B04101 International Business:
- Connection between scientific research, teaching and learning is ensured through the functioning of scientific and innovative professional educational complexes, including the research innovative and applied school No. 4 "Modernization of socioeconomics and law: modern geoeconomic trends."

Recommendations of the EEC on EP 6B04103 Management and Marketing, 6B04101 International business:
- Review the EP development plans in terms of determining specific indicative rates, indicating the implementation deadlines for the main activities of a particular EP for the 2023-2024 academic year.
- Annually monitor the implementation of the EP development plans for the achievement of target indicators, upon which decisions should be made aimed at continuous improvement of the EP.
- By the end of the 2023-2024 academic year, conduct a detailed risk analysis in the context of each individual EP (taking into account the specifics of the EP), specify measures to reduce the impact of risks, indicating measurable performance indicators, responsible persons and implementation deadlines.
- By the beginning of 2024, develop an action plan to introduce new innovative teaching and assessment methods, including your own, into the educational process, as well as provide feedback on the effectiveness of their use.
- At the beginning of the 2023-2024 academic year, provide training on management programs in education for the heads of the EP.

Conclusions of the EEC according to the criteria:
• Strong - 1
• Satisfactory - 12
• Suggest improvements - 2
• Unsatisfactory - 0

6.2. Standard «Information management and reporting»
•The EO should 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 EP.
• The EP executives should demonstrate the existence of a mechanism for the systematic use of processed,

adequate information to improve the internal quality assurance system.

• The EP executivesshould demonstrate decision-making based on facts.

• Within EP framework, a system of regular reporting should be provided reflecting all levels of the structure, including an assessment of the performance and efficiency of the unit activities and departments, scientific research.

• The EO should establish the frequency, forms and methods of assessing EP management, activities of collegial bodies and structural units, top management, the implementation of scientific projects.

• The EO should demonstrate the determination of the order and ensure the protection of information, including the identification of persons responsible for the accuracy and timeliness of the information analysis and the data provision.

• An important factor is the availability of mechanisms for involving students, employees and TS in the processes of collecting and analyzing information, as well as making decisions based on them.

• The EP executives should demonstrate the existence of a communication mechanism with students, employees and other concerned parties, as well as mechanisms for resolving conflicts.

• EO should demonstrate the existence of mechanisms for measuring the degree of satisfaction of the TS needs, personnel and students within EP framework.

• The EO should provide for the assessment of the performance and efficiency of activities, including in EP context.

• The information intended for collection and analysis within EP framework should take into account:

• key performance indicators;

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

• academic results, student achievement and expulsion

• students' satisfaction by the realization of EP and the quality of education at HEI

• availability of educational resources and support systems for students

• The EO should confirm the realization of procedures for processing personal data of students, employees and teaching staff on the basis of their documentary consent

Evidence

The university has established a system for collecting, analyzing and managing information based on the use of modern information and communication technologies and software.

Currently, the university has a system for managing the educational process based on the product "1C IS University" and "Educational Portal", through which the educational process is provided (personal accounts of the student / teacher, electronic timetable, electronic reports, electronic journal, electronic testing, questionnaires, access to the electronic library, etc.). An educational process management system based on the LMS MOODLE product is also used, which provides students with full-fledged interactive digital resources in the format of electronic courses with all the necessary material for mastering the educational program, including full-fledged online interaction between the student and the teacher. An electronic document management system has been introduced for centralized management, approval, and archiving of documents. Currently, the process of introducing a digital management system based on the HeRo Study software is underway, which will ensure the use of a single platform for managing the university activities.

The university has an educational portal - http://portal.ablaikhan.kz/, which allows system users to track the entire educational process: students and teachers can view progress control, class schedule, academic calendar, catalog of elective disciplines, instructions for working with the portal, get access to the website of the republican interuniversity electronic library, as well as get access to the news of the portal and the news of the university. In addition, an e-learning system effectively operates for students and teachers, the entrance is carried out through the student's and teacher's personal login and password. Thus, feedback is provided between students and teachers regarding the educational process. Also, for quick interaction between the university structural divisions, there is a corporate mail (http://cloud.ablaikhan.kz/mail/).

Feedback is provided through paper and electronic document management, regular questionnaires, personal inquiries, applications, memos, the rector's blog, groups in social networks. The executives of the university and educational programs holds meetings with students as necessary to clarify the issues that have arisen.

The protection and safety of information is ensured by an unambiguous distribution of roles and functions in the information systems used, the presence of anti-virus programs, system

administration of servers, a backup system on servers, restricting access of individuals to the room with servers, technical equipment of rooms with servers to ensure work safety.

The internal normative documentation of the university determines the structure, volume, frequency of information collection, responsible persons. The university has introduced collegial and corporate forms of management: the Scientific Council, the Scientific and Humanitarian Council, the Academic Council, the University Administration, etc. The collegiate management bodies are involved in planning, monitoring and improving the educational system at university.

The system of regular reporting and monitoring includes: teachers' annual reports, which reflect information on the implementation of individual work plans; annual report of the department and faculties on the results of EMW, RW, RWS and educational work; analysis of the results of the implementation of EP development plans at the faculty council; analysis of internal audits. 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 for the coming years, factors influencing its formation, improvement and development, and, if necessary, adjustments are made to it.

The performance of the department, the analysis of the implementation of activities for the EP development is reflected in the annual reports on the main types: educational and methodological work, research work, educational work, etc., considered at meetings of collegial bodies. 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 full involvement of teaching staff in data collection. The system of key performance indicators solves the problem of monitoring, tracking and analyzing key performance indicators, both for individual employees and departments as a whole.

To assess the performance of the EP, stakeholders annually participate in a survey on satisfaction with the quality of educational services. The results of the survey are considered at meetings of the department, the Academic Council, where decisions are made on corrective measures.

The management policy for resolving conflicts of interest is aimed at implementing preventive measures and includes: familiarization of teaching staff, employees and students with the provisions of internal regulatory documentation, requirements for organizing the educational process, the main areas of work of structural units, internal regulations, etc.; creation of a corporate culture based on the equality of rights and obligations of employees, teachers and students, respect for their personal dignity. Systematic and organized work is being carried out to prevent and eliminate conflict situations in intra-corporate relations, in which the university administration, deans, and a team of employees and students take part.

The university collects, processes and protects personal data in accordance with the legislation of the Republic of Kazakhstan "On personal data and their protection". In accordance with requirements of this law, employees and teachers document their consent to the processing of personal data when drawing up an employment contract. Students document their consent to the processing of personal data when applying for enrollment in the first year.

Analytical part

The EEC notes that the university has a multi-level information management and reporting system. Information management includes both the management of traditional flows and digital information flows. All documents developed at the university are distributed to all structural divisions in paper form and using electronic document management system.

Information about the university activities, including the results of its analysis, is reflected in the annual reports of structural divisions, reports on areas of activity (educational and methodological, research, educational, financial, administrative, international activities, etc.). Individual reports of teaching staff are the basis for the formation of departmental reports. Reports are considered at meetings of collegiate governing bodies of the university - meetings of the department, faculty, Academic Council, and management decisions are made.

The EEC notes that the information collected as part of the a university activities, and

through statistical processing of information, reporting, allows to generate analytical reports and make decisions based on facts.

During the online survey of the teaching staff, the openness and accessibility of management for the teachers was rated 62.5% as "very good", 37.5% - "good".

Just 97.5% of teachers are fully satisfied with their participation in making managerial decisions, and 2.5% are partially satisfied.

At the same time, to the question "How does the university executives and administration perceive criticism in their address?" 20% of the teachers answered "very good", 72.5% - "good", 7.5% - "relatively bad".

Online survey of students showed:

- 58.8% of students are completely satisfied with the information content of the website of the educational organization in general and faculties in particular, 38.2% are partially satisfied, 1% are partially dissatisfied, 1% are dissatisfied;

- 65.7% of students are completely satisfied with the speed of response to feedback from teachers regarding the educational process, 30.4% are partially satisfied, 2% are partially dissatisfied, 2% are dissatisfied;

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

There are no strengths on EP 6B04103 Management and Marketing, 6B04101 International Business.

There are no recommendations of the EEC for EP 6V04103 Management and Marketing, 6V04101 International Business.

Conclusions of the EEC according to the criteria:
- *Strong - 0*
- *Satisfactory - 16*
- *Suggest improvements – 0*
- *Unsatisfactory - 0*

6.3. Standard «Development and approval of the educational program»

• *The EO should define and document the procedures for EP development and its approval at the institutional level*

• *The EP executives should ensure that the developed EP meets the established objectives, including the expected learning outcomes*

• *The EP executives should demonstrate the existence of mechanisms for reviewing the content and structure of the EP, taking into account changes in the labor market, the employers' requirements and the social demand of society.*

• *The EP executives should ensure the availability of developed models of EP graduate, describing the learning outcomes and personal qualities*

• *The EP executives should demonstrate the performance of external examinations of EP content and the planned results of its implementation*

• *The qualification awarded upon EP completion should be clearly defined and correspond to a certain NQS level and QF-EHEA.*

• *The EP executives should determine the influence of disciplines and professional practices on the formation of learning outcomes*

• *An important factor is the ability to prepare students for professional certification*

• *The EP executives should provide evidence of the participation of students, TS and other stakeholders in EP development, ensuring their quality.*

• *The EP executives should ensure that the content of academic disciplines and learning outcomes are consistent with the level of education (bachelor's, master's, doctoral studies).*

• *The EP structure should provide for various types of activities to ensure that students achieve the planned learning outcomes.*

• *An important factor is the correspondence between EP content and EP learning outcomes, implemented by*

institutions of higher and (or) postgraduate education in the EHEA

Evidence

The development and approval of educational programs at the university is carried out in accordance with the provisions of regulatory legal acts in the field of higher and postgraduate education, the University Development Strategy, as well as internal regulations. The development and approval of the EP is regulated by the relevant regulation, which is part of the Academic Policy Structure .

For each EP, an EP specification is developed, which describes the expected learning outcomes, EP modules, a matrix of competencies, areas of research work of students, describes the possibilities of academic mobility and professional internship of students. Specifications for EP 6B04101 International Business, 6B04103 Management and Marketing were developed by the Department of Economics and Management, agreed with representatives of the internship: Deputy Head of the Audit and Revision Department of JSC «Kazakhstan Temir Zholy» Appakova A.N., Director of LLP «Zhalbyz» Isabayeva A.S. , Deputy Financial Director of JSC «Araltuz» Kydyrbayeva A.E., Director of LLP «FSD Bolashak» Zhanturenova A.S., approved at a meeting of the Academic Council (protocol No. 1 dated August 26, 2022). The specified representatives of employers are members of the Academic Council, which also includes representatives of students (protocol No. 1 dated September 14, 2022).

The purpose of EP 6B04101 International Business, 6B04103 Management and Marketing is to provide fundamental training of highly qualified specialists for government agencies, business structures and organizations of various levels in all sectors of the economy, with practical skills and leadership qualities that meet modern requirements for a specialist with a higher education in the field of management, marketing, international business.

The objectives of the EP are consistent with the university mission, the National Qualification System. When developing the EP, the degree of labor intensity of the teaching load of students for all types of educational activities provided in the curriculum is taken into account, credits are clearly defined. The content of academic disciplines and the learning outcomes of accredited EPs correspond to the level of education. The EP graduate model is built taking into account the specifics of the implemented trajectories and in accordance with professional standards.

The content of the accredited EPs includes the 1C-Accounting program on the module "Digitalization of professional activities", as a result of which students have the opportunity to receive the appropriate certificate. At the time of the EEC visit, the total number of students who have completed this course is 108 students, among which 13 students have successfully passed the exam and received the 1C-Accounting certificate.

EPs undergo internal and external review. Experts from both the academic and business communities are involved in the external review. According to EP 6B04101 International Business, an expert opinion was presented from the director of LLP «Zhalbyz» Isabayeva A.S.; according to EP 6B04103 Management and marketing - from the Deputy Financial Director of JSC «Araltuz» Kydyrbayeva A.E.

The University has created conditions for internships: programs have been developed, contracts for internships have been concluded, etc. The main goal of professional internships is the formation of practical skills in professional activities. As part of the EP, students do practical work in such organizations as JSC «Bereke Bank», LLP «Retail Group Kazakhstan», JSC «Commodity Exchange «Eurasian Trading System», JSC Insurance Company «Eurasia», etc.

Analytical part

During the visit, the experts analyzed educational programs, educational and methodological support for their implementation. The documentation was developed in accordance with the intra-university methodological recommendations and regulatory requirements of the Republic of Kazakhstan.

The University has demonstrated participation of teachers, students and employers as the working groups for the EP development.

The content of the EP, the sequence of their implementation correspond to the regulatory requirements and demands of the labor market. The learning outcomes for each discipline and professional internship correspond to the learning outcomes for the educational program as a whole. However, in the course of the analysis of the EP curricula, as well as students' interviews, the need to include disciplines aimed at developing communication skills, oratory skills, social responsibility, etc. was identified in the content of the EP.

An online survey of teaching staff conducted during the visit of the EEC IAAR showed that the content of the educational program "very well" satisfies the needs of 85% of the interviewed teachers, and only 15% of teachers responded "good".

Just 72.5% of the teachers believe that the executives of the educational institution pay attention to the content of the educational program "very well", 27.5% - "good".

The support of the university and its executives in the development of new educational programs was rated "very good" by 65% of the teachers, and "good" by 35%.

Questioning of students showed that 63.7% of students were completely satisfied with the quality of educational programs in general, 34.3% of students were partially satisfied, 1% were not satisfied, and 1% were partially dissatisfied.

Only 58.8% of students are fully satisfied with the overall quality of the curricula, 39.2% of students are partially satisfied, 1% are dissatisfied, and 1% are partially dissatisfied.

__There are no strengths in EP 6B04103 Management and Marketing, 6B04101 International Business.__

__Recommendations of the EEC on EP 6B04103 Management and Marketing, 6B04101 International business:__
__-__ Consider the possibility of including in the curriculum of 2023-2024 academic year the disciplines aimed at improving communication skills, as well as subjects aimed at developing the social responsibility of business

__Conclusions of the EEC according to the criteria:__
• Strong - 0
• Satisfactory - 12
• Suggest improvements – 0
• Unsatisfactory - 0

6.4. Standard «Constant monitoring and periodic evaluation of educational program»
• The EO should define mechanisms for monitoring and periodic evaluation of the EP to ensure the achievement of the goal and meet the needs of students and society. The results of these processes should be aimed at EP continuous improvement
• Monitoring and periodic evaluation of the EP should provide for:
• the content of the programmes in the light of the latest scientific achievements in a specific discipline to ensure the relevance of the taught discipline
• changes in the needs of society and the professional environment
• teachers' workload, the level of academic achievement and students' graduation
• the effectiveness of student assessment procedures
• expectations, needs and students' satisfaction with EP training
• educational environment and support services and their compliance with the objectives of EP
• The EP executives should demonstrate a systematic approach in monitoring and periodically assessing the quality of the EP.
• The EP executives should define a mechanism for informing all concerned parties about any planned or taken actions in relation to EP
• All changes made to EP should be published.

Evidence

The university conducts internal audits on a regular basis, which is an integral part of the corporate governance system and is aimed at increasing transparency, efficiency, responsibility for the use of funds and assets of the university. It also aims to improve the quality of the educational process, which also includes a systematic comparison of the services provided with the requirements relevant standards, as well as finding ways to improve these services. Feedback in the form of a report on corrective actions of the department allows to track the implementation of the plan to eliminate deficiencies.

Monitoring and periodic evaluation of the EP is carried out on the basis of internal regulations that control various types of monitoring: current academic performance, quality of graduation, quality of organization of the educational process, quality of teaching disciplines, participants' satisfaction in the educational process, professional progress of teaching staff, etc. Monitoring and periodic evaluation of the EP are also aimed at improving the content of the program in the light of the latest scientific achievements to ensure the relevance of the discipline taught. So, when developing EP 6V04101 International Business, 6V04103 Management and Marketing, such disciplines as "Business Process Management", "Integrated Marketing Communications", "International Business" were included in the EP based on the analysis of relevant problems and innovative research in the field of business and management.

The university has developed the Regulations on the Audit of Educational Programs (approved by the Rector on January 24, 2023), which determines the procedure and principles for auditing EPs at the levels of higher and postgraduate education. The regulation is intended to provide a unified approach in the analysis of the degree of efficiency and quality of EPs implemented by the university, their compliance with the established goals, including the expected learning outcomes, taking into account the requirements of internal and external stakeholders. The audit is carried out by the Quality Assurance Commission to update existing programs and / or create new programs that contribute to the training of high-level specialists possessing the necessary competencies for the employer. Meetings of the Academic Council are held regularly with the participation of employers and students, during which such issues as the organization of professional internship, discussion of the topics of graduation projects, QED, disciplines curriculum, implementation of cooperation agreements, improvement of the organization of the educational process, distribution of internal grants, employment of graduates and others are discussed.

Every year, the university analyzes the availability of EP disciplines and the levels of education with textbooks and teaching aids, especially in the state language, available in the book fund of the University's Scientific Library. In order to monitor the provision of disciplines with educational and methodological literature, the Scientific and Humanitarian Council of the University (Regulations on the Scientific and Humanitarian Council, 09.17.2020) operates to conduct an examination of published textbooks, teaching aids and purchase printed and electronic resources for the Scientific Library fund.

The university has a system for assessing learning outcomes, based on the regulatory legal acts of the Ministry of Education and Science of the Republic of Kazakhstan and internal documents. All students' educational achievements are recorded and entered into the database, which allows to keep track of the educational achievements of students, generate a transcript, and automatically calculate the GPA score. The issues of the EP effectiveness and the quality of students' knowledge are considered at meetings of collegiate bodies - a meeting of the department, the Academic Council, the Scientific Council.

Monitoring of students' academic achievements is carried out through the current, midterm and final control of the student's progress using a point-rating system for assessing knowledge. The student's progress is determined based on the results of the examination sessions and is reflected in the examination reports and transcript. The procedure and rules for organizing and conducting current, midterm and final controls are regulated by the Academic Policy.

To assess the satisfaction of internal needs, surveys of students, teachers and employers of the university are regularly conducted, within which the degree of satisfaction of students and graduates with the quality of the educational process, employers with the quality of training of graduates in specialties, areas of training and forms of education is assessed.

Every year, in accordance with the Regulations on the performance evaluation system for key performance indicators (approved by the rector on 01.26.2023) the university conducts an assessment of the teaching staff. Evaluation of the teaching staff's activities is an integral part of monitoring the education quality system at the university and is aimed at stimulating performance improvement to effectively implement the mission, vision and policy in the field of education quality, achieving the strategic goals of the university development. The results of the analysis are used by the university executives in making decisions to extend the contracts, on staffing appointments and in determining the amount of salary bonuses for teaching staff.

The classrooms are equipped with computers and other technical training aids with the purpose to conduct high-quality classes. Syllabuses, abstracts of lectures, methodological recommendations and instructions for conducting seminars, practical classes, SIWT and SIW, etc. have been developed for the disciplines of the EP.

The university library creates the necessary conditions for the accessibility to students' self-education on EP, equipped with educational and methodological literature of domestic and foreign authors, current regulatory legal acts of the Republic of Kazakhstan.

The system of external control over the effectiveness of the EP implementation includes university accreditation procedures, participation in the EP ratings conducted by various independent organizations.

Analytical part

In the course of analyzing the self-assessment report, website materials and online conversations with university staff, the EEC noted that the university has taken measures to regulate the process of monitoring and evaluating the EP. Monitoring mechanisms are described and implemented within the framework of existing internal regulations.

The analysis of the presented documents showed that all activities carried out as a result of monitoring are reflected in the documentation in the form of decisions of collegiate management bodies; decisions made in departments; events based on the results of internal audits; activities based on the results of external audits; corrective actions based on the results of identified and potential nonconformities. The control and evaluation of students' educational achievements is based on academic honesty and complies with the university academic policy.

The University systematically monitors the students' progress in the context of the EP, assesses the "effectiveness" and "efficiency" of the implementation of the strategy for the development of educational programs with the participation of students, employees and other stakeholders based on the systematic collection, analysis and management of information. In this case, the following indicators are taken into account: information about the contingent of students; the level of progress and quality of knowledge, the students' achievements and statistics on the movement of students; satisfaction of consumers (society, employers, students, etc.) with the implementation of the EP; availability of educational resources and student support services; employment of graduates; the university strategic key performance indicator

Thus, the university has a continuous mechanism for monitoring and periodically assessing the quality of the activities of structural units, which are handled by the university services.

When studying the university official website, it was revealed that there was a lack of information related to the revision and updating of the EP, the results of surveys, decisions of collegial bodies on the implementation of the EP, etc., which makes it difficult to inform the main stakeholders, but is an important element in monitoring the implemented EP.

According to the results of the survey, 65% of teaching staff believe that the students' knowledge received at this university "very well" corresponds to the realities of the modern labor market requirements, 35% rate it "good".

The workload "very well" corresponds to expectations and capabilities for 52.5% of the teachers, the "good" is rated by 47.5%.

Just 62.5% of the teaching staff believe that the educational program in terms of content and quality implementation "very well" meets the expectations of the labor market and employers, 37.5% - "good".

Only 47.1% of students are completely satisfied with the academic load and requirements for the student, 45.1% are partially satisfied, 6.9% are partially dissatisfied , 1% - dissatisfied.

64.7% are fully satisfied with the objective assessment of knowledge, skills and other educational achievements, 32.4% are partially satisfied, 2% are partially dissatisfied, and 1% are dissatisfied.

54.9% of students expressed full agreement that the material proposed by the teacher is relevant and reflects the latest achievements of science and practice, 39.2% - agree, 4.9% - partially agree, 1% - disagree.

Fully agree that the evaluation criteria used by the teacher are understandable for 64.7%, 33.3% - agree, 2% - partially agree.

There are no strengths on EP 6B04103 Management and Marketing, 6B04101 International Business.

Recommendations of the EEC on EP 6B04103 Management and Marketing, 6B04101 International business:
- Annually monitor and evaluate the quality of the EP; the results of monitoring, as well as the planned or taken actions in relation to the EP, should be published on the university website.

Conclusions of the EEC according to the criteria:
• *Strong - 0*
• *Satisfactory - 10*
• *Suggest improvements – 0*
• *Unsatisfactory - 0*

6.5. Standard «Student-Centered Learning, Teaching and Assessment»
• *The EP executives should ensure respect and attention to different groups of students and their needs providing them with flexible learning trajectory*
• *The EP executives should provide for the use of various forms of teaching and learning methods.*
• *An important factor is the availability of own research in the field of teaching methods of EP academic disciplines.*
• *The EP executives should demonstrate the existence of feedback mechanisms on the use of various teaching methods and assessment of learning outcomes*
• *The EP executives should demonstrate the existence of mechanisms to support the students' autonomy with simultaneous guidance and assistance from the teacher.*
• *The EP executives should demonstrate the existence of a procedure for responding to student complaints*
• *The EO should ensure consistency, transparency and objectivity of the mechanism for assessing learning outcomes for each EP, including appeal*
• *The EO should ensure that the procedures for assessing students' learning outcomes of the EP correspond to the planned results and goals of the program, publishing the criteria and assessment methods in advance.*
• *The EO should determine the mechanisms for ensuring the achievement of learning outcomes by each EP graduate and ensure the completeness of their formation.*
• *Evaluators should be proficient in modern methods of assessing learning outcomes and regularly improve their qualifications in this area*

Evidence
Students of KazUIR&WL named after Ablai khan master educational programs on the basis of the state license No. AB0137365 dated 03.02.2010, issued by the Committee on the Control in Education and Science of the Ministry of Education and Science of the Republic of Kazakhstan.

The training of specialists under the accredited EPs is carried out in accordance with the

Academic Policy of KazUIR&WL named after Ablai khan in the field of quality assurance of the educational process and the Quality Assurance Guidelines of JSC "KazUIR&WL named after Ablai khan». A plan for the EPs development was drawn up with the participation of teaching staff, students and employers, training is conducted in three languages: Kazakh, English and Russian.

The educational process at the university is carried out in accordance with the principles of student-centered learning, by providing the teaching staff with the role of a curator responsible for systematizing the knowledge gained by students. The individual characteristics and needs of students are also taken into account by crediting and re-crediting the results of formal and non-formal education, providing opportunities to retake the exam in case of receiving an "unsatisfactory" grade, and providing students with various discounts and grants. These veils were confirmed during the visit in the interviews with faculty and students.

Students are given the opportunity to form individual educational trajectories, taking into account the students' interests, including: the ability to choose elective disciplines, teachers, the formation of an individual curriculum and the organization of an additional semester for repeated or additional study of disciplines. The program also includes academic disciplines that contribute to the students' personal growth, the acquisition of the necessary social competencies, the acquisition of analytical and managerial skills.

When drafting curriculum, the university takes into account the individual abilities and capabilities of each student. For each student, an individual educational plan (IEP) has been drawn up, which reflects the annual trajectory of learning and contains a list of disciplines that the student chooses with the help of advisors. The IEP determines the individual educational trajectory of each student separately, the disciplines of the both mandatory and optional components are included. Thus, the student gets the opportunity to manage an individual schedule during the semester. Every year, students are registered on the trajectory, they have the opportunity to choose disciplines, based on which the student's schedule is compiled.

The university executives constantly monitors the students' progress along the educational trajectory based on the results of exams and midterm control through the Moodle system, which is accessible for both student and teaching staff.

The final attestation of students takes place in the form of a comprehensive examination and defense of a graduation project and is regulated by the regulatory documents of the Ministry of Education and Science of the Republic of Kazakhstan, the Ministry of Science and Higher Education of the Republic of Kazakhstan and the Provisions of the Academic Policy. Each semester, the student is given an individual student rating at the end of the semester (GPA), which is the basis for transfer to the next study course. Only students with a GPA of 3.5 or more are allowed to defend diplomas, the rest pass a comprehensive exam.

Clear rules for transfer, reinstatement, and academic leave have been developed and are being implemented.

The teaching staff of the department widely use modern interactive teaching methods - project implementation, team-oriented learning, problem-based learning, business and role-playing games, brainstorming, interviews, group discussions, analysis of books and articles, solving situational problems, compiling and analyzing a technological map, simulation games. The university also attracts practitioners and foreign professors to give lectures within each of the accredited EPs.

Particular attention is paid to the development and education of gifted students by providing them with various discounts and education grants. All graduation projects are checked for borrowings in the StrikePlagiarism system. There is a license to use this program, which annually renews the license to use the system.

In order to monitor the quality of the educational process, the university regularly conducts a survey of students to identify their satisfaction with the educational process. To support students and provide comprehensive assistance in the process of acquiring knowledge at the university, a system of advisors has been created and is successfully functioning. The university has developed and approved the Student Code of Ethics. The provisions of this Code are mandatory for everyone

without exception.

The university has a well-functioning mechanism for filing and considering student appeals and complaints. Students have the opportunity to file a complaint to the evdaiser of the group, who, in turn, forwards the students' complaints and suggestions to the head of the department, dean of the faculty, vice-rector for educational work.

The university has an extensive base for internships, as of the current academic year, social partnership agreements have been concluded with organizations and companies: JSC «Kazakhtelecom», JSC «NC Kazakhstan Temir Zholy», JSC «NSC «NOMAD Insurance», JSC «Bereke Bank», JSC «Olzha», JSC «Intergas Central Asia», JSC «Intergas Central Asia, Main Gas Pipelines Administration»,, JSC «Araltuz», International Auditing Company «BakerTilly» and others LLP «SOFTCLUB», LLP «Balkan Corund», LLP «FSD BOLASHAK», LLP «Matus».

During the visit of the expert commission, interviews were conducted with representatives of the internship bases and their positive feedback on the students' knowledge and skills was received. During interviews with students it was noted that all of them were provided with internship places by the University.

The university provides opportunities for students to participate in exchange programs. Students also participate in the life of the university through training seminars, various competitions and master classes, participate in olympiads, competitions and scientific projects.

Analytical part

Based on the analysis of the submitted documents and interviews with representatives of the university and stakeholders, the EEC came to the conclusion that the educational process at the university is carried out in accordance with the principles of student-centered learning, by providing the teaching staff with the role of a curator responsible for systematizing the students' knowledge. The individual characteristics and needs of students are also taken into account by building an individual educational trajectory, crediting and re-crediting the results of formal and non-formal education, providing opportunities to eliminate debts, and providing students with various discounts and grants. During the visit, the EEC especially noted the variability of conducting classes, the introduction of IT solutions in the learning process, and the involvement of guest lecturers.

A feedback system has been created and functions well at the university. There is constant communication between the teaching staff and students, all students are provided with places for internships, which is confirmed by the current concluded agreements. Modern methods with the involvement of electronic resources are used in teaching process. Conducting exams is determined by the internal regulatory documents of the university, all information related to the exam results is available to students. In case of dissatisfaction with the results, there is the possibility of filing an appeal in the prescribed form.

The generalized criteria for assessing students' knowledge are clearly formulated and described in a form understandable and accessible to all students in accordance with the «Rules for organizing, conducting and monitoring educational achievements». However, when analyzing the presented samples of syllabuses, the criteria for evaluating the students' educational achievements within the discipline were not found.

51.3% of the teachers assess the degree of academic freedom of the teaching staff as "very good", 46.2% - "good", 2.5% - "relatively bad".

47.5% of the teaching staff believe that teachers can use their own teaching strategies "very well", 42.5% - "good".

77.5% of the teaching staff can use their own teaching methods as "very good", 22.5% - "good".

67.6% of students fully agree that the university provides equal opportunities for mastering the EP and personal development for all students, 30.4% - agree, 2% - partially agree.

61.8% fully agree with the fact that the teacher uses effective teaching methods, 35.3% -

agree, and 3% - disagree.

There are no strengths on EP 6B04103 Management and Marketing, 6B04101 International Business.

Recommendations of EEC EP 6V04103 Management and marketing, 6V04101 International business:
- In the 2023-2024 academic year, supplement the approved form of the syllabus with the requirement to develop criteria for assessing educational achievements, taking into account the specifics of the control activities provided by the discipline.

Conclusions of the EEC according to the criteria:
- *Strong - 0*
- *Satisfactory - 10*
- *Suggest improvements – 0*
- *Unsatisfactory - 0*

6.6. Standard «Students»
- *The EO should demonstrate the existence of a policy for the formation of the students' contingent in EP context from admission to graduation and ensure the transparency of its procedures. The procedures governing the students' life cycle (from admission to completion) should be defined, approved, published.*
- *The EP executives should determine the procedure for the formation of the students' contingent based on:*
- *minimum requirements for applicants*
- *maximum group size when conducting seminars, practical, laboratory and studio classes*
- *forecasting the number of government grants*
- *analysis of available material and technical, information resources, human resources*
- *analysis of potential social conditions for students, including providing places in the hostel*
- *The EP executives is obliged to demonstrate readiness to conduct special adaptation and support programmes for newly entered and foreign students*
- *The EO should demonstrate that its actions are consistent with the Lisbon Recognition Convention, the existence of a mechanism for recognizing the results of students academic mobility, as well as the results of additional, formal and non-formal education.*
- *The EO 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 EO should provide an opportunity for external and internal mobility of EP students, as well as a willingness to assist them in obtaining external grants for training.*
- *The EP executives should demonstrate its readiness to provide students with places of internship, to promote the graduates' employment, to maintain communication with them.*
- *The EO should provide possibility to EP graduates to recieve documents confirming the received qualifications, including the achieved learning outcomes, as well as the context, content and status of the education received and evidence of its completion.*

Evidence
The policy of forming a contingent of students from admission to graduation is carried out in accordance with the standard rules for admission to study in educational organizations that implement educational programs of higher and postgraduate education "(Order No. 237 of June 8, 2020, Order No. 241 of May 24, 2021, Order No. 600 dated 10.31.2018), Rules for admission to study at the JSC «Kazakh Ablai Khan University of International Relations and World Languages» dated June 10, 2021, Regulations on interviewing foreign citizens entering the undergraduate and graduate programs of JSC «KazUIR&WL named after Ablai Khan» dated June 15, 2020 and the Regulations of the University. The admission procedures are clearly defined, approved by the executives and published on the University website.

The contingent of students on accredited EPs in 2022-2023 year is 385 people, including one student studying on a state grant.

The educational activity of the university is regulated by the Regulation on the use of the European Credit Transfer and Accumulation System in the educational process, the Instruction on

the mechanism of comparability of the national knowledge assessment scale and the ECTS scale, the calculation of the labor intensity of educational programs of higher and intra-university education in credits. The qualification requirements for the EP correspond to the Dublin descriptors and are correlated with the world international practices adopted in the field of accounting and auditing. The university is currently working to ensure a comparable procedure for the recognition of an educational program based on the institutional practice of recognition in accordance with the principles of the Lisbon Convention on Recognition and Cooperation with other institutions, quality assurance agencies and national ENIC / NARIC centers.

Recognition of the results of students' academic mobility is regulated by the «Regulations on academic mobility at KazUIR&WL named after Ablai Khan». The student receives a document - a transcript filled in a special form confirming the completed training upon completing their course under educational program. The transcript includes information about the training program, the names of the disciplines passed, the duration of study, the assessment and the number of ECTS credits awarded. In case of successful completion of the full study program, a note on the degree awarded is also entered. On the basis of this document, an order is issued on the recognition of the results of students' academic mobility upon their return to the university.

With the purpose to ensure academic mobility, the University has created the Department of International Programs and Career Management, concluded agreements with local and foreign universities such as the National University of Jakarta (Indonesia), Daejin University (South Korea), Otto-Friedrich Bamberg University (Bamberg, Germany), etc. The university informs students about the possibilities of academic mobility. Students take an active part in academic mobility program (Universities of Malaysia and the Netherlands). During the visit, the students confirmed that all information is available on the university website.

As noted earlier, the university has a reliable base for internships, contracts have been concluded with companies such as JSC «Kazakhtelecom», JSC «NC Kazakhstan Temir Zholy», JSC «NSC «NOMAD Insurance», JSC «Bereke Bank», JSC «Olzha», JSC «Intergas Central Asia, Main Gas Pipelines Administration», JSC «Araltuz», International Auditing Company «BakerTilly» and others LLP «SOFTCLUB», LLP «Balkan Corund», LLP «FSD BOLASHAK», LLP «Matus».

The University provides support for gifted students, a system of material support for students is practiced by providing scholarships (President's scholarship, Rector's scholarship, Ablai Khan's scholarship) and discounts on education (free accommodation in a hostel for orphans. According to the self-assessment report the KazUIR&WL named after Ablai Khan does not provide support for students seeking external grants for study or research.

50% of the cost of living in a hostel paid by students with disabilities is compensated by the university. The university also provides monthly payments for meals and travel in public transport to orphans, students with disabilities and students registered with dispensaries. There is also the opportunity to receive psychological support through consultation with a specialist.

The university conducts educational work among young people to attract them to study at the JSC «Kazakh Ablai Khan University of International Relations and World Languages». Annual "Open Days" and regular meetings with schoolchildren, their parents and school staff are held regularly to get acquainted with the university activities and obtain information about study opportunities.

The university is not limited only to educational and scientific activities, but takes care of leisure and broadening the students' horizons by holding various educational and cultural events. For this purpose, a committee on youth affairs, a center for student initiatives, inyaz travel, volunteers, and debate clubs hasve been created and are successfully functioning. So, on April 27, 2023, the poets' competition «Ablai Khan Akyny» was held in KazUIR&WL, organized by the student club of poetry and theater "Muragerler". On April 19, 2023, a round table on the topic «Problems of Youth in Modern Kazakhstan» was organized by the Department of Professional Digitalization of Education of KazUIR&WL named after Abylai Khan. On April 17, 2023, the training "When cultures meet", developed by the American company Power + Systems, USA, was

held at the Faculty of Postgraduate Education.

The university also provides scientific opportunities for students. Students actively participate in Olympiads, are involved in research work together with the teaching staff: they prepare joint publications, speeches at Olympiads and conferences. The university conducts regular monitoring of employment and analysis of supply and demand in the labor market. Also, the Alumni Association was created - a voluntary association of graduates to carry out activities determined by the common interests of students and graduates of the university, holding regular meetings and participating in the university work.

Analytical part

Thus, in the course of the analysis of the documents provided and as a result of the visit to the university, the members of the EEC came to the conclusion that the process of admission to study at the JSC «Kazakh Ablai Khan University of International Relations and World Languages named after» is clearly regulated, consistent and described in detail on the university website. Students have a clear understanding of the qualifications awarded at the end of their studies. There are opportunities for students' academic and social development. Also, during interviews, it was found that students are satisfied with their studies at the university and take an active part in ongoing activities. Students are also aware of the possibilities of academic mobility and actively use them.

The university has created a comprehensive large-scale adaptation and a well-functioning system of support for newly enrolled and foreign students.According to the program for the students' adaptation at the university, work is underway to introduce newcomers to the learning process, during which foreign students get acquainted with the training academic calendar, internal regulations and regulatory documents of the university, the teaching staff and students, as well as opportunities to participate in university public and scientific life. The "First-year student's Guide" is published, posted in the public domain on the university website in Russian and English.

An analysis of the University Academic Policy demonstrated the existence of an established procedure and procedure for recognizing learning outcomes obtained through formal education, while non-formal education is not mentioned in this document. Moreover, interviews with teachers revealed their unwillingness to recognize the results of non-formal education. The EEC considers it necessary to develop a policy for recognizing the results of non-formal education and to carry out explanatory work for all interested parties.

The results of the student survey showed that:

- the clarity of the procedure for taking disciplinary measures is fully satisfied - 49%, partially satisfied - 47.1%, partially dissatisfied - 2.9%, dissatisfied - 1%;

- 68.1% are fully satisfied with the academic achievement assessment system, 34.3% are partially satisfied, 3.9% are partially dissatisfied.

- 50% are fully satisfied with the availability of health care services, 41.2% are partially satisfied, 7.8% are partially dissatisfied, and 1% are dissatisfied.

- 76.5% are completely satisfied with the availability of library resources, 20.6% - partially satisfied, 2% - partially dissatisfied, 1% - dissatisfied;

- 60.8% are fully satisfied with the existing educational resources, 34.3% are partially satisfied, 3.9% are partially dissatisfied, and 1% are dissatisfied.

- the relationship between the student and the teacher is fully satisfied - 64.8%, partially satisfied - 34%, partially dissatisfied - 1%.

Strengths/best practice of EP 6B04103 Management and marketing, 6B04101 International business

- Comprehensive adaptation and a well-functioning support system for newly enrolled and foreign students.

Recommendations of the EEC on EP 6V04103 Management and marketing, 6V04101

International business:
- Develop a system for informing and assisting students in obtaining external study grants for the 2023-2024 academic year.
- In 2024, develop a policy for the recognition of non-formal learning outcomes.

Conclusions of the EEC according to the criteria:
• *Strong - 1*
• *Satisfactory - 11*
• *Suggest improvements – 0*
• *Unsatisfactory - 0*

6.7. Standard «Teaching staff»
• *The EO should have an objective and transparent personnel policy, including in EP context, including recruitment, professional growth and development of personnel, ensuring the professional competence of the entire staff.*
• *The EO should demonstrate the compliance of the TS staff potential with EO development strategy and EP specifics.*
• *The EP executives should demonstrate awareness of responsibility for their employees and providing them with favorable working conditions.*
• *The EP executives should demonstrate the change of teacher's role in connection with the transition to student-centered learning.*
• *The EO should determine the contribution of TS of the EP to the implementation of EO development strategy, and other strategic documents.*
• *The EO should provide opportunities for career growth and professional development of TS of the EP.*
• *The EP executives is obliged to demonstrate readiness to involve practitioners of the relevant industries in teaching.*
• *The EO should demonstrate motivation for the professional and personal development of teachers, including encouragement for the integration of scientific activity and education, the use of innovative teaching methods.*
• *An important factor is the readiness to develop academic mobility within EP framework, to attract the best foreign and domestic teachers.*

Evidence
The HR policy of JSC "Kazakh Ablai khan University of International Relations and World Languages" fully complies with the requirements of the Education Quality Assurance Strategy of JSC "Kazakh Ablai Khan University of International Relations and World Languages" for 2020-2024. (approved by the Decision of the Academic Council of KazUIR&WL named fater Ablai Khan, protocol No. 1 of August 27, 2020) and the Development Strategy of KazUIR&WL named fater Ablai Khan for 2020-2025 (updated and approved by the decision of the Academic Council of the KazUIR&WL named fater Ablai Khan, protocol No. 3 of October 29, 2021), and also fully complies with the specifics of the accredited EP.

The HR policy of the university is also regulated by the normative documents of the university (Personnel policy of the JSC "Kazakh Ablai Khan University of International Relations and World Languages", approved by the rector of JSC "KazUIR&WL named fater Ablai Khan" S.S. Kunanbayeva, Almaty, 2022). Employment is carried out on a competitive basis in accordance with the "Regulations on the competitive replacement of teaching staff positions". An interview is conducted with applicants of appropriate qualification, based on the the interview results it is possible to conclude a contract regulated by the current Labor Code of the Republic of Kazakhstan. The teaching staff also undertakes to follow the principles of academic integrity. As of March 1, 2021, the teaching staff for accredited EPs includes 62 people, among which 59 are full-time, the degree is -50% (3 Doctors of Science, 21 Candidates of Science, 5 Doctors of PhD and 30 Masters)

To improve the teaching quality of the educational program, to ensure a close relationship with production, practitioners with experience in relevant areas are involved in the educational process. So, on February 9, 2022, a guest lecture was held on the topic "Microfinance in Kazakhstan: current state, development problems and new opportunities" with representatives of BNK Finance of the South Korean microfinance organization. Audit master classes are also held.

The university executives effectively practices internal regular certification of teaching staff. Teachers of accredited EPs constantly improve their knowledge in advanced training courses, thereby ensuring their relevance to their position and opportunities for further career growth with the possibility of studying in doctoral studies.

Teaching staff of accredited EPs participate in international and republican scientific and practical conferences, have certificates for advanced training, the title of "Honorary Worker of Education of the Republic of Kazakhstan", "Honored Worker of Kazakhstan", actively participate in improving the educational program through the publication of textbooks, monographs, teaching aids. In 2021-2022 15 of them were published. Also during this period, the teaching staff of the university published 5 articles in the journals recommended by the Committee for Control in Education and Science of the Republic of Kazakhstan and 5 articles in foreign journals, 4 of them in Scopus.

Considerable attention is paid to research, teaching staff participate in the work on projects, take an active part in various scientific conferences. The university publishes 4 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 fater Ablai Khan": a series of "International Relations and Regional Studies", a series of "Philological Sciences", a series of "Pedagogical Sciences" (included in the list of publications recommended by the Committee for Control in Education and Science of the Republic of Kazakhstan); the scientific journal "Central Asian Journal of Translation Studies", which is published by the Public Foundation "Translators of Kazakhstan" and the Kazakh Ablai Khan University of International Relations and World Languages; scientific journal "The Journal of Language Research and Teaching Practice" (https://journals.ablaikhan.kz/).

The university has developed mechanisms to support and stimulate teaching staff by providing decent remuneration for work, additional incentives for achievements in scientific and teaching activities. The university provides support to teaching staff in the publication of scientific articles, monographs, the introduction of innovations, etc. through reimbursement of expenses and a developed bonus system. A flexible system of rewarding teaching staff for their scientific and educational achievements has also been developed. There is both a system of awards and an announcement of gratitude, awarding diplomas, awards, presentation for the title of "Honorary Worker of Education of the Republic of Kazakhstan", a competition "The Best University Teacher".

According to the self-assessment report, "the priority area of scientific activity of EP 6B04103 "Management and Marketing", 6B04101 "International Business" is the applied research laboratory ARL No. 1 "Development of a competitive environment and economic pragmatism. Modern trends in the development of management" (supervisor – Doctor of Economics, Professor Iskaliev M.D.), which is part of the scientific research innovative and applied school RIAAS No. 4 "Modernization of socioeconomics and modern geoeconomic trends".

A favorable working environment has also been created that meets modern sanitary and technical requirements, as well as taking into account the requirements of ergonomics. The teaching staff also has the opportunity to use all the universitye resources, to participate in cultural events, and career growth and development in the field of scientific activity is also provided and encouraged.

Relationships are maintained with other educational institutions, which have a mutual agreement on academic mobility with KazUIR&WL named fater Ablai Khan. All opportunities have been created for teachers' academic mobility, including online, taking into account the pandemic. However, despite this, the level of faculty mobility remains very low (for 2022-2023 - outgoing - 3 people, incoming - 1 person).

The University strictly adheres to the policy of protecting the employees' data, having secured a written consent to the processing of personal data.

Analytical part

During the visit, EEC found that students are satisfied with the quality of teaching. The university has developed a HR policy, established clear criteria for hiring, providing leave and dismissal, which are clear and understandable for employees.

An analysis of the staffing of the department, the provision of the EP with the teaching staff showed that representatives of enterprises are involved exclusively as supervisors of students' professional internship. For a more effective implementation of practice-oriented training, as well as the formation of practical skills and familiarization with the experience of the country's leading companies, the EEC considers it necessary to involve representatives of employers in the educational process, directly in conducting practical classes, seminars, trainings, master classes, etc.

In order to improve the qualifications of the teaching staff, opportunities to participate in various seminars, conferences and trainings were provided. Active participation is given to scientific work - clearly defined priorities and areas of scientific activity, which are being developed. A system for paying the costs of publishing textbooks, articles and monographs, as well as additional bonuses has been developed. However, the EEC notes the low level of publications in foreign journals indexed in the WOS and Scopus databases. The university has concluded agreements on academic mobility, however, teachers implementing accredited educational programs do not sufficiently realize the possibility of exchanging experience within the framework of the academic mobility program in Kazakhstani and foreign universities. A favorable working environment has also been created that meets modern sanitary and technical requirements.

According to the results of the teachers' survey, the EEC IAAR experts found that:

- the university provides opportunities for teaching staff to use innovations in teaching - "very good" - 70%, "good" - 30%;

- Teaching staff assess the support of the university and its management of research activities as "very good" - 60%, "good" - 40%;

- 57.5% of the teaching staff assess the organization of work on academic mobility as "very good", "good" - 40%, "relatively bad" - 2.5%;

- the level of the teaching staff's ability to combine teaching with scientific research is "very good" - 55%, "good" - 37.5%, "relatively bad" - 5%, "poor" - 2.5%;

- 77.5% of the teaching staff are fully satisfied with the terms of remuneration, 22.5% are partially satisfied.

- 90% are completely satisfied with the convenience of work, services available at the university, 10% are partially satisfied.

There are no strengths on EP 6B04103 Management and Marketing, 6B04101 International Business.

Recommendations of the EEC on EP 6B04103 Management and Marketing, 6B04101 International business:

- Annually involve leading practitioners in teaching specialized disciplines.

- By the end of 2023, draw up an action plan to ensure outgoing academic mobility of teaching staff.

- For the 2023-2024 academic year, develop a plan to increase the publication activity of teaching staff in foreign publications indexed in the WoS and Scopus databases.

Conclusions of the EEC according to the criteria:
- *Strong - 0*
- *Satisfactory - 9*
- *Suggest improvements – 0*
- *Unsatisfactory - 0*

6.8. Standard «Educational resources and student support systems»

• The EO should ensure a sufficient number of training resources and student support services that meet EP objectives.

• The EO should demonstrate the sufficiency of material and technical resources and infrastructure, considering the needs of students' various groups in EP context of (adults, working people, foreign students, as well as students with disabilities).

• The EP executives are obliged to demonstrate the existence of procedures for supporting various groups of students, including informing and consulting.

• The EP executives should demonstrate the compliance of information resources with EP specifics, including:

• technological support for students and TS in accordance with educational programmes (for example, online training, modeling, databases, data analysis programmes)

• library resources, including the fund of educational, methodological and scientific literature on compulsory education, basic and major disciplines on paper and electronic media, periodicals, access to scientific databases

• examination of research results, graduation works, dissertations for plagiarism

• access to educational Internet resources

• functioning of WI-FI on the territory of the educational organization

• The EO should strive to ensure that the educational equipment and software intended for use in the development of educational programmes are similar to those used in the relevant industries

Evidence

By determining the need for resources, the requirements of regulatory legal acts in the field of education, such as the Law of the Republic of Kazakhstan dated July 27, 2007 "On Education" (subparagraph 26-1), are taken into account, while the university exceeds the minimum requirements.

The educational complex consists of five educational 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. There are also laboratory equipment, means of technical and information support of the educational process (technical teaching aids, computer classes, etc.), means of external communications.

There are also libraries, a printing house, canteens, first-aid posts, a day hospital, gyms and other educational and auxiliary facilities at the university. Infrastructure has been developed for barrier-free access to education and accommodation for students with special needs.

Each classroom of the University is equipped with a personal computer, projector, speakers, headphones, Wi-Fi. There are also interactive whiteboards in several classrooms, and teachers can download interactive presentation software to their computer.

The university also owns a complex for holding sports events - sports grounds, sports and gyms, equipped with the necessary equipment and sports equipment that meet sanitary standards and safety requirements.

The information infrastructure of the university provides coverage of wireless access to the network and to the Internet (WiFi) in a percentage ratio of 70%. The bandwidth of the Internet channel is 130 Mb/s incoming and 130 Mb/s outgoing. Coverage of the territory of the hostel with wireless access to the network and to the Internet (WiFi) reaches 100% with a connection to a separate Internet channel with a width of 60 Mbps.

The book fund of the accredited EP has 23580 copies of educational and scientific literature. The library fund was updated annually at the request of the teaching staff, approved by the department and the leadership of the university. Thus, the security of accredited EPs is 100%. Information about the library resources is given on the website https://library.ablaikhan.kz/en/home/ . The licensed software of the Automated Integrated Library System (AILS) "MegaPro" complies with international standards.

The electronic library operates on the server of the University and is available around the clock to all authorized library users https://library.ablaikhan.kz/en/e-library/ .

Students and teaching staff are provided with access to domestic and international electronic databases to support the educational and research process: EBSCO eBook Academic Collection, Republican Interuniversity Electronic Library - (http://www.rmeb.kz/), Scopus, ScienceDirect, Springer, WEb of Knowledge, database Polpred.com

Long-term Cooperation Agreements have been concluded with libraries of such universities as Abai Kazakh National Pedagogical University, Almaty Technological University, Turan University, KIMEP University, Kazakh National Academy of Arts named after T.K. Zhurgenov, Almaty University. The library also contributes the publication of the works of the faculty and staff of the University is being prepared.

The university has an official website https://www.ablaikhan.kz , which is the visiting card of the university, the site provides information about the activities of the university, declared taking into account trilingualism.

The university is actively implementing online learning using Zoom, Microsoft Teams. EP students have access to educational materials and assignments through personalized information resources, which are also available during extracurricular time. During the visit, students receive a 1-C accounting certificate, which allows them to obtain additional qualifications that help them in future employment. Educational portals Coursera, Geek Brains provide universities with free access to their own online learning system (Learning Management System). The university also provides constant technological support to students and teaching staff.

In order to ensure the quality of education at the university, all papers are examined for plagiarism in the "Antiplagiarism". Allowed percentage is 12. Detailed information is available on the website https://www.ablaikhan.kz/ru/for-students/for-students/plagerism.html .

All the conditions of the university are adapted for people with special needs: elevators and ramps are installed, the interface of the official AlmaU University operates to ensure accessibility for hearing and visually impaired students and applicants. The library website has a special instruction for the visually impaired on the use of informative resources.

The University provides comprehensive support to students throughout the entire period of study: there is a student council, an advising center, a service center, an internship and employment center. Students are involved in participation in "Olympiads" and competitions. The university also pays special attention to the development and training of gifted students by providing them with discounts on tuition. Interviewing students conducted during the visit of the EEC revealed the satisfaction of students with the material and technical base and the support system of the university.

Analytical part

During the visit, the EEC made sure that the material and technical base of the university used to organize the learning process is sufficient and meets the requirements of the educational program being implemented. During the visit, EEC experts on this standard established that the University has created and clearly operates a local infrastructure that ensures the implementation of the educational process for accredited EPs. Educational equipment and software meet the requirements for the formation of practical skills and competencies that can be applied in future professional activities, which were confirmed during the visit. The university has a well-equipped regularly updated library fund. The teaching staff and students have access to various electronic databases for educational and scientific work. There are responsible and support systems for students. Information on the activities of the university is presented on the website, taking into account trilingualism. The information is detailed and accessible.

According to the results of the student survey:

- classrooms for large groups "fully satisfied" 61.8% of students, "partially satisfied" - 32.4%, "partially dissatisfied" - 4.9%, "not satisfied" - 1%;

- 35.5% are "fully satisfied" with student lounges, 45.1% are "partially satisfied", 13.7% are "partially dissatisfied", 4.9% are "not satisfied", "difficult to answer" - 1%;

- 72.5% are "completely satisfied" with the available computer classes, 23.5% are "partially satisfied", 2.9% are "partially dissatisfied", and 1% are "not satisfied";

- 53.9% "fully satisfied" with the availability and quality of Internet resources, "partially satisfied" - 36.3%, "partially dissatisfied" - 6.9%, "not satisfied" - 2.9%;

- 60.8% are "completely satisfied" with hostel provision, 34.3% are "partially satisfied", 3.9% are "partially dissatisfied", 1% are "not satisfied";

- provision of sufficient opportunities for sports and other leisure activities: "fully satisfied" 61.8%, "partially satisfied" – 34.3%, "partially dissatisfied" – 2.9%, "difficult to answer" – 1%;

- good library equipment and a fairly good collection of books "fully satisfied" 63.7%, "partially satisfied" - 33.3%, "partially dissatisfied" - 2.9%.

There are no strengths on EP 6B04103 Management and Marketing, 6B04101 International Business.

There are no recommendations of the EEC on EP 6B04103 Management and Marketing, 6B04101 International Business.

Conclusions of the EEC according to the criteria:
• *Strong - 0*
• *Satisfactory - 9*
• *Suggest improvements – 0*
• *Unsatisfactory – 0*

6.9. Standard "Informing the public"

• *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 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 EP.*

Evidence

The university pays great attention to informing the public about its work, the admission process, the proposed training programs, activities and achievements. The information policy of KazUIR&WL is made in accordance with the provisions set forth in the fundamental documents of the university (University Development Strategies for 2020-2025, Quality Assurance Policy 2020-2024, Academic Policy, etc.) and establishes methods of informing, the procedure for organizing planning, implementing public information as well as responsibility and authority. All the necessary information is available on the university website https://www.ablaikhan.kz/en/, taking into account trilingualism, where you can familiarize yourself with the conditions of admission and ask a question on a topic of interest, the information is also presented in social networks. The main channels for disseminating information are: official website, teaching staff website, scientific publications website, educational portal, e-learning system portal; official representations (accounts) in social networks: Instagram, YouTube, Facebook, VKontakte, Telegram and WhatsApp, as well as e-mail distribution to external contacts. In online mode, the feedback function "Jivocity" is enabled (see the lower right corner), where, through virtual communication, consultants answer questions from site visitors, as well as receive complaints and inform about the solution to each problem situation.

Information about the activities of the university is presented on the website in the correct form. All links are working. The site also provides information on the development strategy of the university, the mission, goals and objectives of the university, the achievements of the university, contains educational, methodological and educational and administrative information, provides online consultations on admission and submission of documents, as well as contacts for communication. Information is also provided on the admission rules for students and the further program of their adaptation.

Information about student support services, their involvement in active student life is actively and promptly reflected in the freshman's handbook and is also posted on the University's website.

The University has a well-functioning various information, student support and feedback services. The rector's blog has been created.

Financial statements are published on the website of KazUIRandWL named after Ablai khan in the "Financial Report" tab (https://clck.ru/345T9v).

The university conducts active career guidance in order to promote education at the university in general and for each EP in particular. Open days are held, career guidance is carried out in schools and colleges. The university regularly participates in education fairs and "Olympiads", advertising and media work, which was confirmed during interviews with representatives of the structural unit during the visit. The site also provides information about the international cooperation of the university, various projects, as well as information about scientific work and achievements.

On the website of KazUIR&WL named after Ablai khan presented interesting information about the graduates of the university in order to inform applicants about the life of the university and the benefits of education.

Active work is underway to popularize and provide broad information about the activities of the university, as well as the rating of its educational programs. The university actively conducts marketing and advertising activities to inform the public in the process of vocational guidance work among high school students, as well as during the "Olympiads".

Analytical part

During the visit, the expert commission found that the information on the activities of the university, educational programs, achievements and latest news posted on the website is detailed, clearly stated and regularly updated. The university has a well-developed image policy. The site contains all the necessary information for admission to the university for study. It also provides information required for foreign students regarding admission and nostrification of documents. Information about accredited EPs is detailed with a description of the mission, objectives, goals and uniqueness of the programs. Information is also provided on who graduates of these EPs can work for. At the same time, the EEC considers it necessary to supplement the information on the website with the expected learning outcomes and qualifications for the EP, information about the learning opportunities provided to students, information about teaching, learning and assessment approaches, etc.

An analysis of the information presented on the site showed that for a number of years information about individual teachers who ensure the implementation of the EP has not been updated. The profiles of the teaching staff should be supplemented with information on advanced training, scientific projects and publications, subjects taught, etc.

Active work is underway to popularize and provide broad information about the activities of the university, as well as the rating of its educational programs.

The survey of students conducted during the online visit of the EEC IAAR showed that 58.8% of students express complete satisfaction with the content and information content of the website of the university in general and faculties in particular, 38.2% are partially satisfied, partially dissatisfied, dissatisfied and found it difficult to answer – 1% each.

25% of teaching staff sometimes experience late receipt of information about events.

There are no strengths on EP 6B04103 Management and Marketing, 6B04101 International Business.

Recommendations of EEC on EP 6B04103 Management and marketing, 6B04101 International business

- By the beginning of the admission campaign for the 2023-2024 academic year, provide complete, up-to-date and objective information on the implemented EPs on the university website, including:

- data reflecting the positioning of the EP in the market of educational services;

- expected learning outcomes and qualifications to be awarded in the EP;

- information about the educational opportunities provided to students;

- information on teaching, learning and assessment approaches;

- information about employment opportunities for graduates, etc.

- Update information on the teaching staff that ensures the implementation of the EP at the beginning of each semester.

Conclusions of the EEC according to the criteria:

• *Strong - 0*

• *Satisfactory - 10*

• *Suggest improvements – 0*

• *Unsatisfactory – 0*

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

According to the standard "Management of the educational program":
Strengths on 6B04103 Management and Marketing, 6B04101 International Business:
-     The connection between scientific research, teaching and learning is ensured through the functioning of scientific and innovative professional educational complexes, including the research innovative and applied school No. 4 "Modernization of socioeconomics and law: modern geo-economic trends."

According to the standard "Information Management and Reporting":
Strengths on EP 6B04103 Management and Marketing, 6B04101 International business are absent.

According to the standard "Development and approval of educational programs":
Strengths on EP 6B04103 Management and Marketing, 6B04101 International business are absent.

According to the standard "Constant monitoring and periodic evaluation of educational programs":
There are no strengths on EP 6B04103 Management and Marketing, 6B04101 International Business.

According to the standard "Student-Centered Learning, Teaching and Assessment":
Strengths on EP 6B04103 Management and Marketing, 6B04101 International business are absent.

According to the standard "Students":
Strengths on EP 6B04103 Management and Marketing, 6B04101 International Business:
-     Comprehensive adaptation and a well-functioning support system for newly enrolled and foreign students.

According to the standard "Teaching staff":
Strengths on EP 6B04103 Management and Marketing, 6B04101 International business are absent.

According to the standard "Educational resources and student support systems":
Strengths on EP 6B04103 Management and Marketing, 6B04101 International business are absent.

According to the standard "Informing the public":
Strengths on EP 6B04103 Management and Marketing, 6B04101 International business are absent.

(VIII) OVERVIEW OF RECOMMENDATIONS FOR QUALITY IMPROVEMENT

According to the standard "Management of the educational program"
EEC recommendations for EP 6B04103 Management and marketing, 6B04101 International business:
- In the 2023-2024 academic year, review the development plans for the EP in terms of determining specific indicative indicators, indicating the implementation deadlines for the main activities of a particular EP.
- Annually monitor the implementation of the EP development plans for the achievement of target indicators, on the basis of which to make decisions aimed at continuous improvement of the EP.
- By the end of the 2023-2024 academic year, conduct a detailed risk analysis in the context of each individual EP (taking into account the specifics of the EP), specify measures to reduce the impact of risks, indicating measurable performance indicators, responsible persons and implementation deadlines.
- By the beginning of 2024, develop an action plan to introduce new innovative teaching and assessment methods, including our own, into the educational process, as well as provide feedback on the effectiveness of their use.
- At the beginning of the 2023-2024 academic year, provide training in management programs in education for the heads of the EP.

According to the standard "Information Management and Reporting"
There are no recommendations of the EEC on EP 6B04103 Management and Marketing, 6B04101 International Business.

According to the standard "Development and approval of the educational program"
EEC recommendations for EP 6B04103 Management and marketing, 6B04101 International business:
- In the 2023-2024 academic year, consider the possibility of including in the curriculum disciplines aimed at improving communication skills, as well as subjects aimed at developing the social responsibility of business.

According to the standard "Constant monitoring and periodic evaluation of educational programs"
EEC recommendations for EP 6B04103 Management and Marketing, 6B04101 International business:
- Conduct annual monitoring and evaluation of the quality of the EP; the results of monitoring, as well as the planned or taken actions in relation to the EP, publish on the university website.

According to the standard "Student-Centered Learning, Teaching and Assessment"
EEC recommendations for EP 6B04103 Management and Marketing, 6B04101 International business:
- In the 2023-2024 academic year, supplement the approved form of the syllabus with the requirement to develop criteria for assessing educational achievements, taking into account the specifics of the control measures provided for by the discipline.

According to the standard "Students"
EEC recommendations for EP 6B04103 Management and Marketing, 6B04101 International business:
- Develop a system for informing and assisting students in obtaining external grants for

education for the 2023-2024 academic year.

- In 2024, develop a policy for the recognition of non-formal learning outcomes.

According to the standard "Teaching staff"

EEC recommendations for EP 6B04103 Management and marketing, 6B04101 International business:

- Annually involve leading practitioners in the teaching of specialized disciplines.

- By the end of 2023, draw up an action plan to ensure outgoing academic mobility of teaching staff.

- For the 2023-2024 academic year, develop a plan to increase the publication activity of teaching staff in foreign publications indexed in the WOS and Scopus databases.

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

There are no EEC recommendations for EP 6B04103 Management and Marketing, 6B04101 International Business.

According to the standard "Informing the public"

EEC recommendations for EP 6B04103 Management and marketing, 6B04101 International business:

- By the beginning of the admission campaign for the 2023-2024 academic year, provide complete, up-to-date and objective information on the implemented EPs on the university website, including:

- data reflecting the positioning of the EP in the market of educational services;
- expected learning outcomes and qualifications to be awarded in the EP;
- information about the educational opportunities provided to students;
- information on teaching, learning and assessment approaches;
- information about employment opportunities for graduates, etc.
- Update information on the teaching staff that ensures the implementation of the EP at the beginning of each semester.

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

-

(X) RECOMMENDATION TO THE ACCREDITATION BOARD

The external expert commission made a unanimous decision to recommend to the Accreditation Council to accredit educational programs 6B04103 Management and Marketing, 6B04101 International Business JSC "Kazakh Ablai khan University of International Relations and World Languages" for a period of 5 (five) years.

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

№ n\n	№ n\n	Criteria for evaluation	Position of the educational organization			
			Strong	Satisfactory	Assumes improvement	Unsatisfactory
Standard 1 "Management of the educational program"						
1	1.	The organization of higher and (or) postgraduate education should 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 should 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 executives demonstrate 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 executives demonstrate 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 executives should involve representatives of stakeholder groups, including employers, students and teaching staff in the formation of the EP development plan		+		
7	7.	The EP executives should 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 executives should provide evidence of the transparency of the educational program management system		+		
10	10.	The EP executives should 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 executives should 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 executives should ensure the participation of representatives of employers, teaching staff, students and other interested parties in the collegiate management bodies of the educational program, as well as their representativeness in making decisions on the management of the educational program		+		
13	13.	The EO should demonstrate innovation management within the EP, including the analysis and implementation of innovative proposals		+		

14	14.	The EP executives should demonstrate evidence of readiness for openness and accessibility for students, teaching staff, employers and other interested parties		+		
15	15.	The management of the EP must be trained in education management programs		+		
		Total by standard	**1**	**12**	**2**	**0**
Standard 2 "Information Management and Reporting"						
16	1.	The EO should 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 executives should 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 executives should 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 should 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 should 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 executives should demonstrate the existence of a mechanism for communication with students, employees and other stakeholders, as well as mechanisms for resolving conflicts		+		
24	9.	EO should 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		+		
		The information expected to be collected and analyzed within the framework of the EP should take into account:				
26	11.	key performance indicators		+		
27	12.	the dynamics of the contingent of students in the context of forms and types		+		
28	13.	academic performance, student achievement and dropout		+		
29	14.	satisfaction of students with the implementation of the EP and the quality of education at the university		+		
30	15.	availability of educational resources and support systems for students		+		
31	16.	The EO should confirm the implementation of the procedures for processing personal data of students, employees and teaching staff on the basis of their documented consent		+		
		Total by standard	**0**	**16**	**0**	**0**
Standard 3 "Development and approval of the educational program"						
32	1.	The EO should define and document the procedures for developing the EP and their approval at the institutional level.		+		
33	2.	The EP executives should ensure that the content of the EP complies with the established goals, including the intended learning outcomes.		+		
34	3.	The EP executives should 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 executives should ensure the availability of developed models of the EP graduate that describe the learning outcomes and personal qualities		+		
36	5.	The EP executives should 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 executives 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		+		
40	9.	The EP executives should 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 executives 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 by standard	**0**	**12**	**0**	**0**
Standard 4 "Constant monitoring and periodic evaluation of educational programs"						
44	1.	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		+		
		Monitoring and periodic evaluation of the EP should include:				
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 executives should demonstrate a systematic approach in monitoring and periodically assessing the quality of the EP		+		
52	9.	The EO, the EP executives should determine the mechanism for informing all stakeholders about any planned or taken actions in relation to the EP		+		
53	10.	All changes made to the OP must be published		+		
		Total by standard	**0**	**10**	**0**	**0**
Standard 5 "Student-Centered Learning, Teaching and Assessment"						
54	1.	The EP executives should ensure respect and attention to different groups of students and their needs, provide them with flexible learning paths		+		
55	2.	The EP executives 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 executives should demonstrate the existence of feedback mechanisms for the use of various teaching methods and the assessment of learning outcomes		+		
58	5.	The EP executives should demonstrate the existence of mechanisms to support the autonomy of students with simultaneous guidance and assistance from the teacher		+		
59	6.	The EP executives should demonstrate the existence of a procedure for responding to complaints from students		+		
60	7.	EO should ensure the consistency, transparency and objectivity of the mechanism for evaluating learning outcomes for each SP, including appeal		+		
61	8.	The EO should 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.	In EO mechanisms should be defined to ensure that each graduate of the EP achieves learning outcomes and the completeness of their formation is ensured.		+		
63	10.	Assessors must be familiar with modern methods for assessing learning outcomes and regularly improve their skills in this area.		+		
		Total by standard	**0**	**10**	**0**	**0**
Standard 6 "Students"						
64	1.	The EO should 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 EP executives should determine the procedure for the formation of a contingent of students based on:				
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 executives should demonstrate readiness to conduct special adaptation and support programs for newly enrolled and foreign students	+			
71	8.	The EO should 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.	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 EP executives should 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 by standard	**1**	**11**	**0**	**0**
Standard 7 "Teaching staff"						
76	1.	The EO should 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 should demonstrate the compliance of the staff potential of the teaching staff with the specifics of the EPe		+		
78	3.	The EP executives should demonstrate awareness of responsibility for its employees and provide them with favorable working conditions		+		
79	4.	The EP executives should demonstrate the change in the role of the teacher in connection with the transition to student-centered learning		+		
80	5.	The EO should determine the contribution of the teaching staff of the EP to the implementation of the development strategy of the EO and other strategic documents		+		
81	6.	The EO should provide opportunities for career growth and professional development of the teaching staff of the EP		+		

82	7.	The EP executives should demonstrate readiness to involve practitioners in the relevant sectors of the economy in teaching		+		
83	8.	EO should 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 by standard	**0**	**9**	**0**	**0**
Standard 8 "Educational resources and student support systems"						
85	1.	The EO should 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 should 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 executives should demonstrate the existence of procedures for supporting various groups of students, including information and counseling		+		
		The EP executives should demonstrate the compliance of information resources with the specifics of the EP, including:				
88	4.	technological support for students and teaching staff (for example, online learning, modeling, databases, data analysis programs)		+		
89	5.	library resources, including a fund of educational, methodical and scientific literature on general education, basic and major disciplines on paper and electronic media, periodicals, access to scientific databases		+		
90	6.	examination of the results of research, graduation works, dissertations for plagiarism		+		
91	7.	access to educational Internet resources		+		
92	8.	functioning of Wi-Fi on the territory of the organization of images		+		
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 by standard	**0**	**9**	**0**	**0**
Standard 9 "Informing the public"						
		The EO should publish reliable, objective, up-to-date information about the educational program and its specifics, which should include:				
94	1.	expected learning outcomes of the implemented educational program		+		
95	2.	qualification and (or) qualification that will be awarded upon completion of the educational program		+		
96	3.	approaches to teaching, learning, as well as a system (procedures, methods and forms) of assessment		+		
97	4.	information about passing scores and learning opportunities provided to students		+		
98	5.	information about employment opportunities for graduates		+		
99	6.	The EP executives 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.	EO should demonstrate the reflection on the web resource of information characterizing it as a whole and in the context of educational programs		+		
102	9.	An important factor is the availability of adequate and objective information about the teaching staff of the EP		+		
103	10.	An important factor is informing the public about cooperation and interaction with partners within the framework of the EP		+		
		Total by standard	**0**	**10**	**0**	**0**
		TOTAL	**2**	**99**	**2**	**0**

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Annex 2. PROGRAM OF THE VISIT TO THE EDUCATIONAL INSTITUTION

AGREED
Rector of the Kazakh Ablai khan
University of international relations
and world languages
_____ **Kunanbayeva S.S.**
 April, 19   2023

APPROVE
CEO   NU "Independent agency
for accreditation and rating"
_____ **Zhumagulova A. B.**
April, 19   2023

PROGRAM

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

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

№	Educational programs
	1 кластер
1	**7M03213 Public Relations**
2	**7M03112 International relations**
	2 cluster
3	**7M01713 Training of teachers of a foreign language (profile direction)**
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	**EEC work with target groups**	**Surname, name, patronymic and position of target group participants**	**Location**
May 9, 2023			
15.00-16.00	Preliminary meeting of the EEC	*External experts IAAR*	Hotel Join a Zoom meeting https://us02web.zoom.us/j/3892931765 Conference ID: 389 293 1765 (EEC only)
Day 1: May 10, 2023			
10.00-10.30	Distribution of responsibility of experts, solution of organizational issues	*External experts IAAR*	Office / room No. 208 Main building (working office of the EEC) Join a Zoom meeting https://us02web.zoom.us/j/3892931765 Conference ID: 389 293 1765
10.30-11.00	Meeting with the Rector	*Rector - **Kunanbayeva Salima Sagievna, Academician of the National Academy of Sciences of the Republic of Kazakhstan***	Office / room №208 Main building Join a Zoom meeting https://us02web.zoom.us/j/3892931765 Conference ID: 389 293 1765
11.00-11.15	Technical break	*External experts IAAR*	Office / room No. 208 Main building (working office of the EEC)
11.15-12.00	Meeting with Vice-Rectors	*1) Vice-Rector for Strategic Development - **Kunanbayeva Dana Anuvarbekovna, Ph.D., Associate Professor** 2) Vice-Rector for Academic Affairs - **Asel Turarovna Chalikova, Doctor of Pediatrics, Associate Professor** 3) Vice-Rector for Research and Innovation - **Mayra Ualievna Uspanova, Doctor of Economics, Professor***	Office / room No. 208 Main building Join a Zoom meeting https://us02web.zoom.us/j/3892931765 Conference ID: 389 293 1765

		4) Vice-rector for educational and methodological work - **Kulgildinova Tulebike Alimzhanovna, Doctor of Pedagogy, Associate Professor** *5) Vice-rector for social issues and educational work -* **Serezhkina Tatyana Vladimirovna, Ph.D.** *6) Vice-rector for administrative and organizational work -* **Nurgabylov Umirzak Sharapovich, Ph.D.**	
12.00-12.15	Technical break	*External experts IAAR*	Office / room No. 208 Main building (working office of the EEC)
12.15-13.00	Meeting with heads of structural division	*1) Head of the educational department -* **Mergembaeva Aitkenzhe Tursagulovna;** *3) Head of the Regulatory and Control Department -* **Temirgalieva Svetlana Zakievna, Ph.D.;** *4) Head of Financial and Economic Department -* **Azimbayeva Almakul Mamyrkhanovna;** *5) Head of the Center for Digital Technologies* **- Kunanbaev Serikzhan Anuvarbekovich;** *6) Head of the administrative department -* **Zhanbagysova Zhazira Shyngysovna;** *7) Head of the Development Strategy and Monitoring Department -* **Bayuzakova Gulmira Ilesovna;** *8) Head of the Department for International Cooperation -* **Abdigappar Tansholpan Yerbolkyzy;** *9) Director of the Library and Information Center -* **Zhusipbekova Sulushash Kdyrbaevna;** *10) Head of the publishing house "PolyLingua" JSC "KazUMOiWL named after Abylai Khan" -* **Yesengaliyeva Batima Amirzhanovna;** *11) Lawyer of the Legal Support Department -* **Kirgizbayeva Lazira Userbaevna;** *12) Head of the Student Service Center -* **Zholdasova Venera Muratbekovna.**	Office / room No. 208 Main building Join a Zoom meeting https://us02web.zoom.us/j/3892931765 Conference ID: 389 293 1765

13.00-14.00	*Lunch break*	*External experts IAAR*	
14.00-14.10	EEC work	*External experts IAAR*	Office / room No. 208 Main building (working office of the EEC) Join a Zoom meeting https://us02web.zoom.us/j/3892931765 Conference ID: 389 293 1765
14.10-14.50	Meeting with deans accredited educational programs	*1) Dean of the Faculty of International Law and Economics -* **Kudaibergenov Nuradin Aiypovich, Candidate of Economics, Associate Professor** *2) Dean of the Faculty of Postgraduate Education -* **Akhmetova Madina Kadesovna, Ph.D**	Office / room No. 208 Main building Join a Zoom meeting https://us02web.zoom.us/j/3892931765 Conference ID: 389 293 1765
14.50-15.00	Technical break	*External experts IAAR*	Office / room No. 208 Main building (working office of the EEC)
15.00-15.45	Meeting with managers departments and coordinators	*1) Head of the Department of Postgraduate Education, Head of OP 7M03112 - "International Relations" -* **Shaymardanova Zarema Dzhuandykovna, Doctor of History, Professor** *2) Head of the Department of Foreign Language Professional Training, Head of OP 7M01712, 7M01713 - "Training of foreign language teachers" -* **Kasymbekova Markhabat Askhatovna, Ph.D** *3) Head of the Department of Economics and Management -* **Mynzhanova Gulzhakan Tlesovna, Ph.D, associate professor** *4) Head of the Department of International Communications -* **Kim Olga Yakovlevna, Ph.D., Associate Professor** *5) Head of the Department of International Relations -* **Askhat Gulnash, Ph.D.**	Office / room No. 208 Main building Join a Zoom meeting https://us02web.zoom.us/j/3892931765 Conference ID: 389 293 1765

		6) Head of the Department of Methods of Foreign Language Education - **Galiya Baiskanovna Zhumabekova, Ph.D., Associate Professor** 7) Head of the Department of Translation and Intercultural Communication - **Saimkulova Sholpan Orazgeldinovna** 8) Head of OP 7M03213 "Public Relations" - **Shevyakova Tatyana Vasilievna, Doctor of Philological Sciences, Professor** 9) Head of OP 7M02312 - "Translation" - **Asanova Gulnar Sayrambekovna** 10) Head of EP 6B04101 International Business "- **Sarieva Zhanargul Izturganovna, Ph.D., Professor** 11) Head of EP 6B04103 Management and Marketing "-**Daulbaev Akhat Kurmanbaevich, Candidate of Economics, Associate Professor**	
15.45-15.55	Technical break	*External experts IAAR*	Office / room No. 208 Main building (working office of the EEC)
15.55-16.35	Meeting with the teaching staff	*1 cluster (Appendix No. 1) (room No. 316 Main Building, session hall zoom 1)* *Cluster 2 (Appendix No. 2) (room No. 304 Main Building, session hall zoom 2)* *Cluster 3 (Appendix No. 3) (room No. 407 Main Building, session hall zoom 3)*	Rooms №316,304, 407 Main building Join a Zoom meeting https://us02web.zoom.us/j/3892931765 Conference ID: 389 293 1765
16.35-17.35	Questioning of teaching staff *(simultaneously)*	*Приложение 4* *1 cluster -309 Main Building* *2 cluster – 303 Main Building* *3 cluster – 314 Main Building*	*The link is sent to the teacher's email personally 5 minutes before the start of the survey*
16.35-16.45	Technical break	*External experts IAAR*	Office / room No. 208 Main building (working office of the EEC)
16.45-18.15	Visual inspection of the EO	*Appendix 5*	*Along the route*
18.15-18.30	The work of the EEC (discussion of the results	*External experts IAAR*	Office / room No. 208 Main building (working office of the EEC)

	and summarizing the results of 1 day)		Join a Zoom meeting https://us02web.zoom.us/j/3892931765 Conference ID: 389 293 1765
18.30-19.30	*Dinner*	*External experts IAAR*	
		Day 2: May 11, 2023	
10.00-10.30	EEC work	*External experts IAAR*	*Office / room No. 208 Main building (working office of the EEC)* Join a Zoom meeting https://us02web.zoom.us/j/3892931765 Conference ID: 389 293 1765
10.30-11.10	Meeting with students	*1 cluster (Appendix No. 6) (room No. 316 Main Building, session hall zoom 1)* *Cluster 2 (Appendix No. 7) (room No. 304 Main Building, session hall zoom 2)* *3 cluster (Appendix No. 8) (room No. 314 1 EC, session hall zoom 3)*	Rooms №316,304 Main building 314 1УК) Join a Zoom meeting https://us02web.zoom.us/j/3892931765 Conference ID: 389 293 1765
11.10-12.10	Questionnaire of students (simultaneously)	*Appendix No. 9 (list with valid e-mail)* *1 cluster - 309 Main Building* *2 cluster – 303 Main Building* *3 cluster - 406, 402, 413 EC No. 1*	*The link is sent to the student's email personally 5 minutes before the start of the survey*
11.10-11.25	Technical break	*External experts IAAR*	Office / room No. 208 Main building (working office of the EEC)
11.25-13.00	Working with department documents *(documents must be uploaded to the cloud by*	*1) Head of the Department of Postgraduate Education - **Shaimardanova Zarema Dzhuandykovna, Doctor of History, Professor***	Office / room No. 208 Main building Join a Zoom meeting

	clusters in advance, if necessary, heads of departments will be invited to the Zoom) and visiting teaching staff classes according to the schedule (*Appendix A*)	*2) Head of the Department of Foreign Language Professional Training – **Kasymbekova Markhabat Askhatovna, Ph.D** 3) Head of the Department of Economics and Management - **Mynzhanova Gulzhakan Tlesovna, Ph.D, associate professor** 4) Head of the Department of International Communications - Kim **Olga Yakovlevna, Candidate of Philological Sciences, Associate Professor** 5) Head of the Department of International Relations - **Askhat Gulnash, Ph.D.** 6) Head of the Department of Methods of Foreign Language Education - **Galiya Baiskanovna Zhumabekova, Ph.D., Associate Professor** 7) Head of the Department of Translation and Intercultural Communication - **Saimkulova Sholpan Orazgeldinovna***	https://us02web.zoom.us/j/3892931765 Conference ID: 389 293 1765
13.00-14.00	***Lunch break***	*External experts IAAR*	
14.00-16.00	Visiting bases of EP practices (in parallel by clusters)	*Application No. 10 route in cluster 1 Appendix No. 11 route in cluster 2 Appendix No. 12 route along cluster 3*	*Along the route*
16.00-16.10	Technical break	*External experts IAAR*	*Office / room No. 208 Main building (working office of the EEC)*
16.10-18.00	EEC work, discussion of the results of the second day and profile parameters (*recording is ongoing*)	*External experts IAAR*	*Room №208 Main building (working office of the EEC)* Join a Zoom meeting https://us02web.zoom.us/j/3892931765 Conference ID: 389 293 1765
18.00-19.00	***Dinner***	*External experts IAAR*	
Day 3: May 12, 2023			
10.00-11.30	EEC work (development and discussion of	*External experts IAAR*	*Office / room No. 208 Main building (working office of the EEC)*

	recommendations) *(recording is ongoing)*		Join a Zoom meeting https://us02web.zoom.us/j/3892931765 Conference ID: 389 293 1765
11.30-11.40	Technical break	*External experts IAAR*	*Office / room No. 208 Main building* (working office of the EEC)
11.40-13.00	EEC work, development and discussion of recommendations	*External experts IAAR*	Office / room No. 208 Main building (working office of the EEC) (Individual work of an expert offline)
13.00-14.00	**Lunch break**	*External experts IAAR*	
14.00-16.15	EEC work, discussion, decision-making by voting *(recording is ongoing)*	*External experts IAAR*	Office / room No. 208 Main building (working office of the EEC) Join a Zoom meeting https://us02web.zoom.us/j/3892931765 Conference ID: 389 293 1765
16.15-16.30	Technical break	*External experts IAAR*	Office / room No. 208 Main building (working office of the EEC)
16.30-17.00	Final meeting of the EEC with the leadership of the university (offline)	*Heads of the university and structural divisions*	Office / room No. 208 Main building Join a Zoom meeting https://us02web.zoom.us/j/3892931765 Conference ID: 389 293 1765
18.00-19.00	**Dinner**	*External experts IAAR*	

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

Annex 3. RESULTS OF TEACHERS' QUESTIONNAIRE

Total number of profiles: 40

1. What is your department/faculty?

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

2. Your Position

Professor	27,5%
Associate Professor	30%
SeniorTeacher	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 Lecturer	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	2,5%

	Very good	Good	Relatively bad	Bad	Very bad
To what extent does the content of the educational program meet your needs?	85%	15%	0	0	0
How do you assess the opportunities that the university provides to improve the qualifications of the teaching staff?	65,2%	35%	2,5%	0	0
How do you assess the opportunities provided by the university for the career growth of teachers?	65%	32,5%	2,5%	0	0
How do you assess the degree of academic freedom of the teaching staff?	51,3%	46,2%	2,5%	0	0
To what extent can teachers use their own strategies?	47,5%	42,5%	0	0	0
To what extent can teachers 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 assess the organization of healthcare and disease prevention at the university?	55%	42,5%	2,5%	0	0
What attention does the university administration pay to the content of the educational program?	72,5%	27,5%	0	0	0
How do you assess the sufficiency and availability of the necessary scientific and educational literature in the library?	42,5%	55%	2,5%	0	0
Assess the level of conditions created that take into account the needs of different groups of students?	60%	40 %	0	0	0
Assess the openness and accessibility of management for students	55%	45%	0	0	0
Assess the openness and accessibility of management for teaching 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

Assess the opportunities for professional and personal growth created for each teacher and staff member.	55%	42,5%	2,5%	0	0
Assess the adequacy of the university management's recognition of the potential and abilities of teachers.	60%	37,5 %	2,5%	0	0
How is academic mobility organized?	57,5%	40%	2,5%	0	0
How is the professional development of teaching staff organized?	52,5%	42,5%	2,5%	2,5%	0
Assess how the university and its management support the research work of the teaching staff.	60%	40%	0	0	0
Assess how the university and its management support the development of new educational programs / academic disciplines / teaching methods.	65%	35%	0	0	0
Assess the faculty's ability to combine teaching with research	55%	37,5%	5%	2,5%	0
Evaluate the ability of the teaching staff to combine teaching with practical activities.	55%	42,5 %	2,5%	0	0
Assess whether the knowledge acquired by students at the university meets the requirements of the modern labor market.	65%	35%	0	0	0
How do the management and administration of the university perceive criticism?	20%	72,5 %	7,5%	0	0
Assess how your workload matches your expectations and abilities.	52,5%	47,5%	0	0	0
Assess the focus of educational programs / curricula on providing students with situational analysis and forecasting skills.	55%	45%	0	0	0
Assess how the content and quality of the implementation 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?
There are 38 answers in total:

1. The university provides opportunities for both scientific creativity (a scientific project of the Ministry of Education and Science is being implemented. They help with the publication of articles, books, internships), and for professional creativity (assistance in filming commercials, documentaries, reports, they are translated into different languages of the world, etc.). Good salary. Flexible working conditions. Prizes twice a year.
2. Very good working condition
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 at the university and the support of initiatives by the leadership.
5. Support, development, stability

6. Qualified teaching staff, culture of communication, support of managers, convenient location of the university for me personally

7. I graduated from this university and I am very glad to continue working in the field that everyone knows about.

8. I studied at this university from 1988-1989, defended my PhD here. It is comfortable to work here. The salary is good. The best students come here. My head of the department is a very thoughtful, competent specialist, always ready for innovation. There is a mentoring system, the university management is always aware of the achievements of its teaching staff.

9. Decent conditions and adequate salary

10. I like my job and university

11. This is my Alma Mater. I finished this university. I defended my PhD degree here. I adore teaching at this university.

12. The university provides an opportunity for career growth, a team of like-minded people, a friendly environment. The management supports the innovations proposed by the teacher. Excellent infrastructure.

13. I love teaching

14. I am quite satisfied with the working conditions and salary

15. I am satisfied with the conditions and salary

16. Management always motivates and excellent climate in the department

after completing the postgraduate studies of the Kazakh State University named after Kirov on special political economy. He was sent to the distribution of the MVO of the Republic in 1970

17. It is one of the leading university where post-graduate 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 team, they give out an award twice a year, we have students with a good level

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 while studying for a bachelor's and master's degree, and accordingly I have a certain loyalty to my "alma mater". The second is salaries and bonuses, as well as the possibility of career growth.

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 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 realizing one's potential as a teacher. There is also the opportunity for career growth.

25. favorite university

26. High level of wages, incentives in the form of bonuses, a team of high professionals!

27. good team and management motivation

28. Satisfies my requirements

29. The conditions created at the university completely satisfy me.

30. Practice a foreign language and the opportunity to do what you love

good moral and psychological climate, the opportunity to realize oneself as a professional

31. Possibility to teach in different languages: Kazakh, English

32. This is because, first of all, 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 place of work and all conditions are made.

33. The team is very good, awards are given twice a year

34. One of the important reasons, first of all, is the pedagogical component, which consists in 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 wages, bonus payments provided twice a year.

35. Further increase your pedagogical potential

	Very often	Often	Sometimes	Rarely	never
How often do you conduct master classes and practical exercises as part of your course?	32,5%	47,5%	17,5%	2,5%	0
How often are teachers invited from outside (local and foreign) to participate in the teaching process?	20%	65%	12,5%	2,5%	0

How often do you encounter the following problems in your work?:

	Often	Sometimes	never
Lack of classrooms	0	10%	90%
Unbalanced study load by semesters	0	22,5%	77,5%
Lack of necessary literature in the library	2,5%	35 %	62,5%
Overcrowding of study groups (too many students in the group)	0	22,5%	77,5%
Uncomfortable schedule	2,5%	32,5%	65%
Poor classroom conditions	5%	12,5	82,5%
No internet access / poor internet connection	2,5%	35%	62,5%
Students' lack of interest in learning	0	25%	75%
Untimely receipt of information about events	0	25%	75%
Lack of teaching aids in the classrooms	0	12,5%	87,5%

34.11 Other problems
Total 29 answers:
1. no
2. no problem
3. no
4. no serious problems
5. no
6. I think everything is ok

7. no special problems
8. no other problems
9. -
10. I haven't seen any problems.
11. no problem
12. N/A
13. no
14. Summer holidays (some days or 2 or 3 weeks, without payment)
15. find it difficult to answer
16. Support from the state to teachers of private universities. For the third year now, I have not been able to get a mortgage under the Almaty Zhastary Youth Support Program, 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 problem at all
18. no problem
19. Presence of paperwork
20. No

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

	Completely satisfied	Partially satisfied	Not satisfied	find it 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
The degree of participation in managerial decision-making	97,5%	2,5%	0	
Relations 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
University administration activities	87,5%	10 %	2,5%	0
Terms of pay	77,5%	22,5%	0	0
Convenience of work, services available at the university	90%	10%	0	0
Occupational health and safety	95%	5%	0	0

Management of changes in the activities of the university	80%	17,5%	2,5%	0
Providing benefits: rest, sanatorium treatment, etc	47,5%	47,5%	5%	0
Organization of catering at the university and its quality	82,5%	17,5%	0	4,5%
Organization of health care and quality of medical services	72,5%	27,5%	0	4,5%

Annex 4. RESULTS OF STUDENTS' QUESTIONNAIRE

Questionnaire of students
Total number of profiles: 102

1. What is your department/faculty?

7M03213 Public Relations	2%
7M03112 International relationships	3,9%
7M01713 Training of teachers of a foreign language (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. What's your gender (sex)?

Male	21,6%
Female	78,4%

3. Rate how satisfied you are:
3.1 Relations with the dean's office

Great	78,4%
Fine	19,6%
Partially dissatisfied	2%
Not satisfied	0
find it difficult to answer	0

4. The level of accessibility of the dean's office

Great	72,5%
Fine	24,5%
Partially dissatisfied	2,9%
Not satisfied	0
find it difficult to answer	0
I find it hard to say something good	0

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

Completely satisfied	58,8 %
Partially Satisfied	38,2%

Partially dissatisfied	2%
Not satisfied	1%
find it difficult to answer	0

6. Availability of academic counseling

Completely satisfied	61,8%
Partially Satisfied	36,3%
Partially dissatisfied	2%
Not satisfied	0
find it difficult to answer	0

7. Support with educational materials in the learning process

Completely satisfied	60,8 %
Partially Satisfied	37,3 %
Partially dissatisfied	2%
Not satisfied	0
find it difficult to answer	0

8. Availability of personal counseling

Completely satisfied	52%
Partially Satisfied	37,3 %
Partially dissatisfied	9,8%
Not satisfied	1%
find it difficult to answer	0

	Completely satisfied	Partially Satisfied	Partially dissatisfiedн	Not satisfied	Very bad
Relationship between student and teaching staff	64,7 %	34,3%	1%	0	0
Financial and administrative services of the educational institution	50%	46,1%	3,9%	0	0
Availability of health services for students	50%	41,2%	7,8%	1%	0
The quality of the student health service	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 classes and Internet resources	72,5%	23,5%	2,9%	1%	0
Availability 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, auditoriums for large groups	61,8%	32,4%	4,9%	1%	0
Lounges for students (if any)	35,3%	45,1%	13,7 %	4,9%	1%
Clarity of procedure for taking disciplinary action	49%	47,1%	2,9%	1%	
The overall quality of study programs	58,8%	39,2%	1%	1%	0
The quality of study programs at the university	63,7%	34,3%	1%	1%	0
Teaching methods in general	60,8%	37,3%	0	2%	0
Quick response to feedback from teachers regarding the educational 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
PPP 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 for the successful completion of this educational program (specialty)	61,8%	34,3%	2.9%	1%	0
Conducted tests and exams	59,8%	37,3%	2%	1%	0
Objectivity in assessing knowledge, skills and other academic achievements	64,7%	32,4%	2%	1%	0
Available computer classes	62,7%	32,4%	4,9%	0	0
Available scientific laboratories	35,3%	55,9%	6,9%	1%	1%
Relationship between student and teacher	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 hostel	60,8%	34,3 %	3,9 %	1%	0
The course program was clearly presented	59,8%	34,3%	4,9%	1%	0
Course content is well structured	59,8%	36,3%	3,9%	0	0
Key terms adequately explained	61,8%	35,3%	2,9%	0	0
The material proposed by the teaching staff is relevant and reflects the latest 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 owns the material being taught	67,6%	28,4%	2,9%	1%	0
The lecturer's presentation 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 assessed objectively	62,7%	34,3%	2,9%	0	0
The teacher satisfies my requirements for personal development and professional development	57,8%	40,2%	1%	1%	0
The teacher stimulates the activity of students	53,9%	39,2%	5,9%	0	1%
The teacher stimulates the creative thinking of students	53,9%	39,2%	5,9%	1%	0
Appearance and manners of the teacher are adequate	64,7%	34,3%	1%	0	0
The teacher has a positive attitude towards students	61,8%	34,3%	2,9%	1%	0
The system for assessing academic achievements (seminars, tests, questionnaires, etc.) reflects the content of the course	61,8%	34,3%	3,9%	0	0
Evaluation criteria used by the instructor are clear	64,7%	33,3%	2%	0	0
The teacher objectively evaluates the achievements of students	57,8%	38,2%	2,9%	1%	0
The teacher speaks a professional language	71,5%	27,5%	0	1%	0
The organization of education provides sufficient opportunities 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 stocked 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 issues regarding the quality of teaching
number of answers: 43
1. no
2.-
3. no problem
4. no problem
5. All is well
6. no
7. no problem. everything is clear
8. none
9. no problem
10. no problem
11. No problem. everything is fine, everything suits me
12. very good
13. no problems found
14. none
15. everything is perfect
16. There are no problems regarding teaching
17. everything is fine, there are no problems
18. there are none
19. Problem. Everything is fine! There are no problems. Everything is fine!
20 Everything suits!
21. no problem)
22. no problems, like everything, no complaints.
23. there are none
24.no
25 No problem, everything is fine
26. NO PROBLEM
27. No other problems related to study issues / There are no other problems related to educational aspects. Everyone is happy.
28. Everything is fine, satisfied with the quality
29. Wasn't
30. No