



«АККРЕДИТТЕУ ЖӘНЕ РЕЙТИНГТИҢ
ТӘУЕЛСІЗ АГЕНТТІГІ» КЕМ

НУ «НЕЗАВИСИМОЕ АГЕНТСТВО
АККРЕДИТАЦИИ И РЕЙТИНГА»

INDEPENDENT AGENCY FOR
ACCREDITATION AND RATING

Report

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

6B11101 "Tourism", 6B11401 "Social work",

7M11401 "Social work",

6B04201 " Customs business "(law),

6B04110 " Customs business "(business and management)

Institution "ESIL UNIVERSITY"

EEC visit date: from " 1 "to" 3 " April 2024

INDEPENDENT ACCREDITATION AND RATING AGENCY
External Expert Commission

*Addressed to
To the Accreditation Center
совеуу to the IAAR Council*



«АККРЕДИТТЕУ ЖӘНЕ РЕЙТИНГТИҢ
ТӘУЕЛСІЗ АГЕНТТІГІ» КЕМ

НУ «НЕЗАВИСИМОЕ АГЕНТСТВО
АККРЕДИТАЦИИ И РЕЙТИНГА»

INDEPENDENT AGENCY FOR
ACCREDITATION AND RATING

report

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

**6B11101 "Tourism", 6B11401 "Social work",
7M11401 "Social work",
6B04201 " Customs business "(law),
6B04110 " Customs business "(business and management)
Institution "ESIL UNIVERSITY"**

EEC visit date: from " 1 "to" 3 " April 2024

Astana city

content

(I) LIST OF SYMBOLS AND ABBREVIATIONS.....	3
(II) INTRODUCTION.....	4
(III) REPRESENTATION OF AN EDUCATIONAL ORGANIZATION.....	5
(IV) DESCRIPTION OF THE PREVIOUS ACCREDITATION PROCEDURE.....	6
(V) DESCRIPTION OF THE EC SESSION	6
(VI) COMPLIANCE WITH PRIMARY COMMERCIALIZED ACCREDITATION STANDARDS	8
6.1. Standard "Educational Program Management"	8
6.2. Standard "Information Management and Reporting"	12
6.3. Standard "Development and approval of the educational program".....	15
6.4. Standard "Continuous monitoring and periodic evaluation of educational programs"	19
6.55. Standard "Student-centered learning, teaching and assessment of academic performance"	23
6.66. Standard "Students"	25
6.77. Standard "Teaching staff".....	27
6.88. Standard "Educational resources and student support systems".....	30
6.9. Public Awareness standard.....	33
(VII) OVERVIEW OF STRENGTHS/ BEST PRACTICES FOR EACH STANDARD	35
(VIII) REVIEW OF QUALITY IMPROVEMENT RECOMMENDATIONS.....	36
(IX) RECOMMENDATION TO THE ACCREDITATION COUNCIL	38
Appendix 1. Evaluation table "SPECIALIZED PROFILE PARAMETERS"	39
Appendix 2. Session program.....	45
Appendix 3. RESULTS OF THE TEACHING STAFF SURVEY.....	53
Appendix 4. STUDENT SURVEY RESULTS	58

(I) LIST OF DESIGNATIONS AND ABBREVIATIONS

JSC NCSTI – "National Center for Scientific and Technical Information"

ASOP-Academic councils of educational programs

AIS-Automated information system

HPE – Higher professional education

IEP - andividual curriculum

IPR-andividual teacher work plans

WHO – Торедитная redit training technology

QED-Katalog of elective disciplines

KPIs – Key performance indicators

MOOCs- MACC open online courses

MOS-Modulnye educational programs

Research Hand development work

NMS-Scientific and Methodological Council

NCE – National Chamber of Entrepreneurs

OP-Oeducational program

CCA – General Secondary Education

ORPO-Aboutтдел the Software Development Department

OTOiSPO - Отдел tdel of software maintenace and maintenance

Teaching Пstaff- Faculty members

RUP-Rab working curricula

SRO - Sindependent work of students

Vocational and technical education

UMKD – Educational and methodical complex of the discipline

CIT-Information Technology Center

GPA (Gradepointaverage) – Average score

(II) INCHARGE OF

In accordance with Order No. 52-24-OD of 2.02.2024 of the Independent Accreditation and Rating Agency, from April 1 to 3, 2024, an external expert commission evaluated the compliance of educational programs 6B11101 "Tourism", 6B11401 "Social Work", 7M11401 "Social Work", 6B04201 "Customs" (law6 6B04110 " Customs affairs "(business and management) in the Institution "Esil University" according to the standards of specialized accreditation of educational programs of higher and (or) postgraduate education of the NAAR No. 57-20-OD (Nur-Sultan, 2020) in a hybrid format.

The report of the External Expert Commission (EC) contains an assessment of the submitted educational programs to the NAAR criteria, recommendations of the EC for further improvement of educational programs, and parameters of the profile of educational programs.

The structure of the VEC:

1. Chairman of the IAAR Commission-ПогребницкаяМарина V. Pogrebitskaya, Candidate of Pedagogical Sciences, M. Kozybayev North Kazakhstan University Козыбаева(Petropavlovsk);

2. IAAR expert -Elena E. Sokolova, Ph. D. in Economics, National Aviation University (Kiev, Ukraine);

3. IAAR expert-Karolina Timko, PhD, Associate Professor, Technical University of Moldova (Chisinau, Moldova);

4. IAAR expert-Султанова Zamzagul Khamitovna Sultanova, Ph. D. in Economics, Zhangir Khan West Kazakhstan Agrarian and Technical University Жангир(Uralsk, Republic of Kazakhstan);

5. IAAR expert- КаирденовSerik Kairdenov, PhD in Economics, Associate Professor, Kokshetau State University named after Sh.Ualikhanov (Kokshetau, Republic of Kazakhstan);

6. IAAR expert-Dilnara Ikramkhanovna Zakirova, PhD, Turan University (Almaty, Republic of Kazakhstan);

7. IAAR expert - АйкеноваDina Aikenova, PhD, Executive Director of ID-zertteu (Astana, Republic of Kazakhstan);

8. IAAR expert-Tatarinov Danila Vladimirovich, Candidate of Law, Al-Farabi Kazakh National University (Almaty, Republic of Kazakhstan);

9. IAAR expert-Kartbaev Timur Saatdinovich PhD, Academician of MAIN, Kazakh National Women's Pedagogical University (Almaty, Republic of Kazakhstan);

10. IAAR Expert Employer- Yury Pilipenko, Chairman of the Board of Directors, EXPOBEST International Association of Manufacturers of Goods and Services (Almaty, Republic of Kazakhstan);

11. IAAR employer expert- Abdikadirova Akniet Maratovna, Head of the Human Capital Development Department of the Chamber of Entrepreneurs "Atameken" in Shymkent (Shymkent, Republic of Kazakhstan);

12. Expert-IAAR student-Anastasia S. Kuzmina, 3rd year student of OP Finance, NAO "Kostanay Regional University named after A. Baitursynov" (Kostanay, Republic of Kazakhstan);

13. Expert-IAAR student Artur Рахметов Артур Armanuly Rakhmetov, 2nd year student of OP Information Technologies of S. Seifullin Kazakh Agrotechnical Research University (Astana, Republic of Kazakhstan);

14. Expert-student of IAAR - Карабаева Zhansaya Smagulovna Karabayeva, 2nd year doctoral student of OP 8D04103 Finance, Kenzhekali Sagadiyev University of International BusinessКенжегали Сагадиева (Almaty, Republic of Kazakhstan);

15. Expert-IAAR student- ТурдиеваKamilla TakhirovnaTurdiyeva, 1st year student of OP Tourism, Turan University (Almaty, Republic of Kazakhstan);

16. IAAR Coordinator - БекеноваDinara Kairbekovna Bekenova, IAAR Project Manager (Astana, Republic of Kazakhstan).

(III) REPRESENTATION OF THE EDUCATIONAL ORGANIZATION

The activity of the Esil University Institution is determined by its mission, which reflects the university's place in the unified educational space of Kazakhstan.

Учреждения «Esil University» has a clear strategic goal: to train highly sought-after professionals with an entrepreneurial culture and generating innovations aimed at the benefit of society and the state.

Since 04.03.2022 KazUEFMT, as part of the ongoing rebranding, was renamed "Esil University". The University works purposefully to achieve its strategic objectives and meet quality indicators and criteria.

Training of students in educational programs of the cluster is carried out on the basis of state No. KZ081LAA00032358, issued by the Committee for Control in the field of Education and Science of the Ministry of Education and Science of the Republic of Kazakhstan dated 01.04.2022.

In January 2018, the university successfully passed inspections for compliance with the legislation of the Republic of Kazakhstan on education and qualification requirements for educational activities, and the list of documents confirming compliance with them by the Ministry of Education and Science of the Republic of Kazakhstan.

In April 2018, Erasmus+ "EDUQAS" projects "Implementation of a quality assurance system for education through University-Business-State cooperation in higher education institutions" and "International Credit Mobility" were successfully monitored.

In February 2019, the University passed institutional accreditation (accredited for 7 years until 2026). The University actively participates in international and national rankings of universities and educational programs.

In the NAAR ranking in 2020, where 89 universities of the Republic of Kazakhstan took part, the University took the 13th place.

In 2021, according to the results of the National Rating of demand for Universities of the Republic of Kazakhstan-2021, conducted by the Independent Accreditation and Rating Agency (NAAR), he entered the General Rating of the TOP 20 universities of the Republic of Kazakhstan.

We took part in the International Rating "IAAR Eurasian University Ranking (IAAR EUR)" - 23rd place, which will increase the authority and recognition of the University, its reputation in the global educational community, attract not only talented applicants from abroad, but also raise the image of the University in the national and international educational market.

In 2022, according to the Independent Agency for Quality Assurance in Education (NAOKO), the university took an honorary 4th place in the National Rating of the best humanitarian and economic universities in Kazakhstan.

According to the results of digital ranking of educational programs of the Independent Agency for Accreditation and Rating of the Republic of Kazakhstan (NAAR) of the General Rating "Top-20" -2022 - 12th place.

Esil University aims to improve its position in the world rankings as one of its strategic goals. The University management has started planning work in this direction. At the moment, information on the main criteria for universities' participation in the QS ranking has been studied. Correspondence is carried out on the issue of participation in the QS rating and making additions to the university profile. An action plan for entering the QS world ranking has been prepared, as well as an assessment of the possibility of entering the university in this rating is planned.

In order to create an anti-corruption environment, the university systematically conducts: monitoring the state of academic integrity; the "Clean Session" campaign; checking written works through the anti-plagiarism system; group and individual conversations with students; curatorial hours, etc. There are "Trust Boxes", and the rector's blog is posted on the university's electronic portal (<https://esil.edu.kz/rectors-blog/>), etc.

The development of international cooperation is actively supported. The University has signed cooperation agreements in the field of science and education: 90 - with foreign and 24 - with Kazakhstani universities and organizations. Within the framework of these agreements,

multi-vector work is carried out to ensure academic mobility of students and teachers; meetings, round tables, conferences, guest lectures by foreign lecturers and other events are held annually.

The University has been publishing the journal "Bulletin of the Kazakh University of Economics, Finance and International Trade" since 2009, which is included in the list of publications recommended for publishing the main results of scientific activity, current issues of economics and management by the order of the Chairman of the Committee for Quality Assurance in the Field of Education and Science of the Ministry of Education and Science of the Republic of Kazakhstan No. 527 dated 25.06.2021 marketing, finance, accounting, and auditing. The magazine is published quarterly.

(IV) DESCRIPTION OF THE PREVIOUS ACCREDITATION PROCEDURE

Educational programs 6B11101 "Tourism", 6B11401 "Social work", 7M11401 "Social work", 6B04201 "Customs" (law), 6B04110 "Customs" (business and management) Esil University institutions are subject to reaccreditation of educational programs of organizations of higher and (or) postgraduate education of the NAAR.

Educational programs OP 6B11101 "Tourism" - Bachelor's degree, OP 6B11401 "Social Work" - Bachelor's degree, 7M11401 "Social Work" - Master's degree, OP 6B04201 "Customs" (Law), OP 6B04110 "Customs" (Business and Management) "Esil University" (before rebranding - Kazakh University of Economics, Finance and International Trade) in accordance with the order of the Independent Accreditation and Rating Agency No. 7-19-OD dated 24.01.2019, from February 05 to February 07, 2019, they passed the procedure of specialized accreditation and were accredited for 5 years until 2024. r.

Based on the results of accreditation, an External Expert Commission made recommendations for improving the performance of educational programs. The first post-monitoring was completed on October 5, 2021, and the second on June 20, 2023.

The analysis of the results of the implementation of the PAM recommendations demonstrates some progress in the work of the university management and the OP management. A distinctive feature is the fact that some of the recommendations were fully implemented by the date of the PAM, but by the date of the HEC, the indicators decreased, for example, the frequency and number of invited teachers.

(V) DESCRIPTION OF THE EC SESSION

The work of the HEC was carried out on the basis of the Visit Program using a hybrid model of the expert commission for specialized and primary specialized accreditation of educational programs 6B11101 "Tourism", 6B11401 "Social Work", 7M11401 "Social Work", 6B04201 "Customs" (law), 6B04110 "Customs" (Business and Management) at the Esil University in the period from April 1 to 3, 2024.

In order to coordinate the work of the HEC, an orientation meeting was held on 30.03.2024, during which powers were distributed among the commission members, the schedule of the visit was clarified, and agreement was reached on the choice of examination methods.

In order 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 their areas of activity, heads of structural divisions, heads of educational institutions, heads of departments, representatives of teaching staff, students, graduates (for educational institutions with graduates), employers. A total of 234 representatives took part in the meetings представителя.

**Information about employees and trainees who participated in meetings with the
IAAR HEC**

Category of participants	Quantity
Rectoreктор	1
Vice -Rector's Office	2
Heads of structural divisions	16
Deans of faculties	2
Heads of departments and heads of accredited educational institutions	14
Teachers	29
Students	42
Graduates	24
Employers	10
Total	122

During the off-line visit and viewing of video recordings, the members of the EEC got acquainted with the state of the material and technical base.

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

ЧЛЕНЫ ВЭК In a hybrid format, the EEC members visited the practice bases evaluated by the Social Work, Tourism and Customs OP.

In accordance with the accreditation procedure, 134 students and 42 university teachers were interviewed. The results of the survey are indicated приложения in appendices 3 and 4.

In order to confirm the information provided in the Self-assessment Report, external experts requested and analyzed the university's working documentation. Along with this, the experts studied the Internet positioning of the university through the official website of the university <https://esil.edu.kz/>

As part of the planned program, recommendations for improving accredited educational programs at the Esil University Institution, developed by the HEC based on the results of the expert examination, were presented at a meeting with the management on 003.04.2024.

(VI) COMPLIANCE WITH PRIMARY COMMERCIALIZED ACCREDITATION STANDARDS

6.1. Стандарт «Управление Educational Program Management Standard»

- ✓ *The organization of higher and / or postgraduate education must have a published quality assurance policy. A quality assurance policy should reflect the relationship between research, teaching, and learning.*
- ✓ *The organization of higher and / or postgraduate education should demonstrate the development of a culture of quality assurance, including in the context of OP.*
- ✓ *Commitment to quality assurance should apply to any activity performed by contractors and partners (outsourcing), including the implementation of joint/two-degree education and academic mobility.*
- ✓ *The PA management demonstrates its readiness to ensure transparency in the development of the PA development plan based on an analysis of its functioning, the real positioning of the PA and the focus of its activities on meeting the needs of the state, employers, students and other interested parties. The plan must contain cпoku the start dates for the implementation of the educational program.*
- ✓ *The EP management demonstrates the existence of mechanisms for forming and regularly reviewing the EP development plan and monitoring its implementation, evaluating the achievement of training goals, meeting the needs of students, employers and society, and making decisions aimed at continuous improvement of the EP.*
- ✓ *The EP management should involve representatives of groups of stakeholders, including employers, trainees and teaching staff, in the formation of the EP development plan.*
- ✓ *The EP management 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.*
- ✓ *The organization of higher and (or) postgraduate education should demonstrate a clear definition of those responsible for business processes within the framework of the OP, an unambiguous distribution of job responsibilities of personnel, and the division of functions of collegial bodies.*
- ✓ *The OP management should provide evidence of the transparency of the educational program management system.*
- ✓ *The EP management should demonstrate the existence of an internal system for ensuring the quality of the EP, including its design, management and monitoring, their improvement, and fact-based decision-making.*
- ✓ *The management of the OP should manage risks, including within the framework of the OP undergoing initial accreditation, and also demonstrate a system of measures aimed at reducing the degree of risk.*
- ✓ *The EP management should ensure the participation of representatives of employers, teaching staff, students and other interested persons in the composition of the collegial management bodies of the educational program, as well as their representativeness in making decisions on the management of the educational program.*
- ✓ *The public organization must demonstrate innovation management within the framework of the EP, including the analysis and implementation of innovative proposals.*
- ✓ *The EP management should demonstrate evidence of readiness for openness and accessibility for students, teaching staff, employers, and other interested parties.*
- ✓ *The OP management should be trained in educational management programs.*

Proof part

The activity of "Esil University" is determined by its mission, which reflects the place of the university in the unified educational space of Kazakhstan <https://esil.edu.kz/documentation://esil.edu.kz/documentation/>. Missiya University works for the benefit of Kazakhstan through training based on the integration of education, research and entrepreneurship. The university's vision is to become a university that produces highly sought-after professionals with entrepreneurial competencies for the labor market.

The university's development priorities are built in accordance with the main directions of state program and strategic documents: Strategy "Kazakhstan-2050": a new political course of the established state [Strategy-2050](#), Strategic Development Plan of the Republic of Kazakhstan until 2025 [Strategic Plan-2025](#), State Program for the Development of Education and Science of the Republic of Kazakhstan for 2023-2029 <https://adilet.zan.kz/rus/docs/P://adilet.zan.kz/rus/docs/P1900000988>, and are also based on analysis of the results of the Development Strategy "Esil University" until 2025 Development strategy of the Kazakh University of Economics, Finance and International Trade for 2021-2025 mission and vision, development trends and public expectations https://esil.edu.kz/wp-content/uploads/2023/11/Strategiya-KazUEFMT_-2021_2025g.pdf.

The content, goals, structure and form of the OP are discussed in advance by the Academic

Committee and are consistent with the goals and objectives set out in the Development Strategy Учреждения «of the Esil University Institution».

EP is a system of documents developed and approved by a higher educational institution taking into account the requirements of the labor market, in accordance with the requirements of the State Educational Standard of the Republic of Kazakhstan, the Mission, Policy and Goals in the field of quality of the university, using innovative educational technologies.

The tasks of OP 6B11401 "Social work", 7M11401 " Social Work " are aimed at developing universal, general professional and professional competencies among graduates, which are aimed at the ability to apply knowledge, skills and abilities to organize social services in accordance with modern requirements of social work.

The objectives of OP 6B11101 "Tourism" are aimed at the formation of professional competencies among graduates, a competence-based approach, multilingualism and the training of highly educated, competitive, professional personnel in the field of tourism, capable of becoming leaders in their chosen field of professional activity and competitive in the labor market.

The purpose of the educational program on OP 6B04201 " Customs business "(law) is to train qualified specialists who have knowledge, skills and abilities in the field of identification, examination, detection of falsification of goods for customs purposes.

The purpose of the educational program OP 6B04110 " Customs Business "(business and management) is to train highly educated, competitive, competent professional personnel who meet the needs of employers, respond adequately to modern globalization processes and are able to become leaders in their chosen field of professional activity.

<https://cloud.mail.ru/public/ZJpP/gXtaognqa>

The Quality Assurance Policy (hereinafter referred to as the Policy) was approved by the decision of the Academic Council of Esil University (Protocol No.2 of September 30, 2022). <https://esil.edu.kz/quality-objectives://esil.edu.kz/quality-objectives>

The policy was developed on the basis of the Esil University Development Strategy for 2021-2025, approved by the decision of AC Education LLP, the Sole founder of the Kazakh University of Economics, Finance and International Trade (Protocol No.14 dated December 1-3, 2021).

The policy is presented in the form of quality assurance goals, the achievement of which is aimed at meeting the reasonable requirements and expectations of stakeholders. These goals are based on the corresponding indicators of the Esil University Development Strategy for 2021-2025:

- To ensure the quality of educational programs;
- To ensure the quality of scientific personnel;
- To ensure the quality of scientific research results;
- To ensure the quality of implementation of the University's mission.

Based on the Development Strategy of the Esil University Institution until 2025, department work plans are developed for each academic year and reports are submitted upon its completion, as a result of which a complete open picture of activities is created for the management, teaching staff and the entire team.

The procedure for managing the educational process at the university and the OP, as well as the types of responsibility of performers, is established in accordance with the Development Strategy of the Institution "Esil University" and on the basis of documented procedures of the quality management system (<https://esil.edu.kz/ru/students/dokumenty://esil.edu.kz/ru/students/dokumenty/>): organization of the educational process, educational and methodical work, educational process, professional and industrial practice, scientific research university work, quality control of the educational process, educational work and social conditions for students, management analysis. These documents are located in the Documentlog corporate system Storage (<https://sed.esil-edu.kz://sed.esil-edu.kz>).

The Internal Quality Assurance policy reflects the general approaches, key principles and main mechanisms established in the Esil University Institution for quality assurance and the development of a culture of continuous quality improvement.

The university has outsourced security activities, as well as the following facilities: catering facilities in the academic building, organization of medical points (Astana clinic).

The quality assurance policy also applies to activities performed by contractors (outsourcing) who perform the following types of work at Esil University: sociological research by third-party organizations, external audits, technical support and repairs of premises. The requirements for contractors are set out in the technical specification of the service. Вызв-партнеры «Esil University»: <https://esil.edu.kz/partners-for-international-cooperation/>.

The development plan reflects the main provisions formulated in the Development Strategy of the Kazakh University of Economics, Finance and International Trade for 2021-2025 [https://esil.edu.kz/wp-content/uploads/2023/11/Strategiya-KazUEFMT -2021_2025g.pdf](https://esil.edu.kz/wp-content/uploads/2023/11/Strategiya-KazUEFMT-2021_2025://esil.edu.kz/wp-content/uploads/2023/11/Strategiya-KazUEFMT-2021_2025g.pdf)

The ACOP consists of representatives of employers, teaching staff of the department and students. <https://cloud.mail.ru/public/qLAf/c://cloud.mail.ru/public/qLAf/c2Mx2ixMM> ACOP compositions are approved by the rector of the university. The development and improvement of the content of educational programs (curricula and programs, the list and content of elective subjects, methodological support), taking into account the features of the modern development of the management system, is possible by inviting lecturers from other universities and practitioners to participate in the educational process. [https://old.esil.edu.kz/upload/iblock/4://old.esil.edu.kz/upload/iblock/4eb/P-ob-Akadem-komitetakh 31.08.2022.pdf](https://old.esil.edu.kz/upload/iblock/4://old.esil.edu.kz/upload/iblock/4eb/P-ob-Akadem-komitetakh_31.08.2022.pdf) (Regulations on Academic Committees. During the academic year, according to the plan, an audit of the OP is conducted) <https://cloud.mail.ru/public/qLAf/c://cloud.mail.ru/public/qLAf/c2Mx2ixMM>

After the EP audit, a meeting of academic committees is held, where the topics дипломных of these are discussed, taking into account the needs of employers, educational and methodological support for EP disciplines, setting new courses, problems of managing the practical activities of undergraduates during pedagogical (industrial, research) practice and ways to solve them, MOPs, EP passports and CEDs are discussed and corrected. All ACOP meetings are recorded in minutes.

When planning and managing OP at the department, a regular (1 time a year) analysis of changes in the external environment, risk management is carried out, in order for control actions to be effective, information and risk management measures are updated.

Analytical part

Analysis of the submitted documents showed that the quality assurance policy is fixed in the university's regulatory documents. Documents reflecting the quality assurance policy are posted on the university's website.

The management of accredited SPS has done some work on the formation of development plans for the OP. However, the evaluation of the submitted plans revealed that they are of a framework nature, and the tasks and activities are formulated in a general form. At the same time, taking into account the fact that the basis for all plans is the university development strategy, the differences between the development plans of different OP are minimal. The developed plans for the development of accredited SPS do not demonstrate an individual and unique character. In addition, the action criteria of the Social Work development plans for 2023-2026 are much more modest than the similar plan for 2019-2022. The framework structure and formal approach to the content of development plans makes it difficult to monitor their implementation and, as a result, limits the ability to prepare full-fledged reports on their implementation. Thus, they need to be specified taking into account the specifics of the subject areas of scientific knowledge, the specifics of the development of the relevant sectors of the economy, the demand of the labor market, etc.

These circumstances indicate that the procedures for developing and adjusting the

development plans of the EP are not formalized, and the mechanisms for forming, regularly reviewing, and monitoring their implementation require clarification and documentation. In addition, it is necessary to establish requirements for transparency in the implementation of this activity and the procedure for communicating information to interested parties.

Risk management issues at the institutional level are determined by the Development Strategy of KazEUFMT. The document notes external and internal risks, a list of names of factors, possible consequences and risk management measures. At the same time, 16 risks and related measures are not assigned to any specific department, no deadlines are defined, and there is no clear algorithm/document on how these measures will be implemented.

The analysis showed that risk management is carried out at a formal level in the context of accredited CS: the management of the CS is limited to fixing the types of risks and listing measures to eliminate them in the development plans of the CS. The issues of assessing the degree of risks, implementing measures to eliminate them, and analyzing the results of the work done remain unaffected. In addition, certain types of risks have lost their relevance, for example, those associated with COVIDthe COVID-19 pandemic.

Changes to the EP and development plans are considered at meetings of the Academic Committees of the EP. The minutes of meetings note the presence, but not always the performance, of students and employers. At the same time, the Regulation on Academic Committees in paragraph 4.3 states that "heads of departments, heads of educational programs, employers, students" can be included in the composition, which indicates the recommended, but not mandatory, participation of certain representatives of interested parties in the formation of the OP development plan.

In the Strategy of the university, the achievement of research and innovation is noted as strategic direction No. 2, and a number of tasks are defined, including the implementation of the endowment fund and start-up projects. However, there are no specific plans or documents, as well as the presence of an innovation management system according to the teaching staff, with the exception of mailings via messengers.

When analyzing the PAM 2022 report of accredited CS, it was noted that a number of recommendations were not taken into account and implemented. For example, expansion of joint educational programs with foreign universities; continuous monitoring of the labor market, the external environment, and employers' requests when developing and updating the content and structure of the educational program using SWOT and PESTEL analyses to identify changes; increased involvement of the best foreign and domestic teachers in the educational process, etc.

HEC recommendations for OP 6B11101 "Tourism", OP 6B11401 "Social work", 7M11401 "Social work", 6B04201 "Customs", OP 6B04110 "Customs":

- Before the beginning of the 2024-2025 academic year, the university management should develop an internal regulatory document describing the uniform requirements for the development of plans for the development of educational programs of the university, taking into account:

- * compliance of the OP development plan with the institution's Development Strategy, national priorities and labor market needs;
- * involving employers, trainees, and teaching staff in drawing up a development plan for the OP;
- * determining the individuality and uniqueness of the development plan of the University within the framework of the real positioning of the university;
- * A mechanism for monitoring the implementation of the EP development plan and regularly reviewing the EP development plan.

- In the 2024-2025 academic year, the OP management should review the OP development plans and bring them into compliance with the newly established requirements.

- Annually monitor the implementation of the development plans of the EE for the implementation of target indicators, assessment of the achievement of training goals, compliance

with the needs of stakeholders, and on this basis make decisions aimed at continuous improvement of the EE. Результаты мониторинга Communicate the results of monitoring to all interested parties..

- By December 2025, the university management should develop define and document the risk management procedure at the level of structural divisions and within the framework of the OP.
- During 2024, the university management should include innovation management in the planning, reporting and activity procedures based on the implementation of all the main management functions, including planning, organizing, stimulating, and analyzing.
- By the end of the 2024-2025 academic year, the management of the university and the OP should analyze the implementation of the recommendations of the EEC on accredited programs (the previous and current accreditation procedures), include measures and measures for their implementation in the Development Plans of the OP, and ensure their full implementation.

The strengths of OP 6B11101 "Tourism", OP 6B11401 "Social work", 7M11401 "Social work", 6B04201 "Customs", OP 6B04110 "Customs" are absent.

Conclusions of the HEC by criteria: According to the standard OP 6B11101 "Tourism", OP 6B11401 "Social work", 7M11401 "Social work", 6B04201 "Customs", OP 6B04110 "Customs" has 11 satisfactory and 6 requiring improvement positions.

6.2. Information Management and Reporting Standard

- ✓ The public organization should demonstrate that it has a system for collecting, analyzing, and managing information based on modern information and communication technologies and software tools, and that it uses a variety of methods to collect and analyze information in the context of OP.
- ✓ The CA management should demonstrate that there is a mechanism in place to systematically use the processed, adequate information to improve the internal quality assurance system.
- ✓ OP management should demonstrate evidence-based decision-making.
- ✓ Within the framework of the EP, a system of regular reporting should be provided, reflecting all levels of the structure, including an assessment of the effectiveness and efficiency of the activities of departments and departments, and scientific research.
- ✓ The public organization should establish the frequency, forms and methods of evaluating the management of the Public Organization, the activities of collegial bodies and structural divisions, senior management, and the implementation of scientific projects.
- ✓ The public organization must demonstrate the definition of the procedure and ensuring the protection of information, including the identification of those responsible for the accuracy and timeliness of information analysis and data provision.
- ✓ An important factor is the availability of mechanisms for involving students, employees and teaching staff in the processes of collecting and analyzing information, as well as making decisions based on them.
- ✓ The EP management should demonstrate that there is a mechanism for communication with students, employees, and other stakeholders, as well as mechanisms for conflict resolution.
- ✓ The PA should demonstrate that there are mechanisms in place to measure the degree of satisfaction with the needs of staff, staff, and trainees within the framework of the EP.
- ✓ The public organization should provide for an assessment of the effectiveness and efficiency of its activities, including in the context of the OP.
- ✓ Information intended to be collected and analyzed within the framework of the EP should take into account:
 - key показатели performance indicators;
 - dynamics of the number of students in the context of forms and types;
 - the level of academic performance, student achievements, and deductions.
 - satisfaction of students with the implementation of the OP and the quality of education at the university;
 - availability of educational resources and support systems for students.
- ✓ The public organization must confirm the implementation of procedures for processing personal data of students, employees and teaching staff on the basis of their documented consent.

Proof part

In the information and educational environment of the Esil University Institution, information systems are implemented, both of their own development and commercial products. Information management is carried out in accordance with the regulation "internal quality assurance system".

<https://esil.edu.kz/ru/students/dokumenty://esil.edu.kz/ru/students/dokumenty/>.

Management and management of educational programs of the accredited cluster is carried out in accordance with the laws "On Education", "On Science", regulatory documents of the Ministry of Education and Science of the Republic of Kazakhstan, documents developed by the Institution "Esil University", and in accordance with the Development Plans of the cluster OP, which is a prognostic document on its development.

Information management at the University is provided using the following information systems:

-university [website://esil.edu.kz](https://esil.edu.kz) <https://esil.edu.kz/> social media pages.

- educational process management system AIS "Platonus" <https://pl.esil.edu.kz://pl.esil.edu.kz/>;

-e-mail, information and service system, distance learning system, electronic library catalog, electronic library, scientific electronic library-repository.

The procedure for managing the educational process at the university and educational programs, as well as the responsibility of the performers of these works, is established in accordance with the Development Strategy of the Esil University Institution based on documented procedures of the quality management system. These documents are located in the Repository of the Documentolog corporate system Documentolog, the documented procedures are updated annually, the persons responsible for the processes make the necessary changes and additions, both in the procedures and in individual forms.

All regulations governing the educational process are approved by the Academic Council of the University. The original documents are stored in the Department of Quality Assurance and Strategic Analysis, the electronic version of the document is located in the Electronic Document Management System of the University Documentolog <https://sed.esil-edu.kz://sed.esil-edu.kz/>, and on the university's website, which all heads of departments of the university and students have access to <https://esil.edu.kz/ru/students/dokumenty://esil.edu.kz/ru/students/dokumenty/>.

Employers and social partners take part in the examination of the MOE OP, based on the results of which changes are made (exclusion of unclaimed disciplines and trajectories from RUPS, introduction of practice-oriented courses in them, etc.). A survey of graduates and employers is conducted. The results are discussed at the departments and appropriate decisions are made.

In order to determine the conditions for creating a favorable environment for training competitive undergraduates, a survey on the quality of training is conducted annually. Students' satisfaction with the quality of training is monitored through a questionnaire survey.

In order to identify students' opinions on the quality of work of the dean's office and the faculty in the period from 01.02.2022 to 26.02.2022, a survey was conducted. 134 students from two faculties, including undergraduates and doctoral students of the cluster, took part in the online survey. The survey data showed that the level of comfort of the moral and psychological climate at the faculties is noted by the majority of respondents as "favorable".

Selective offline and online questionnaires to study students' opinions on preventing and combating corruption were conducted in the period from 08.12.2021 to 27.01.2022. Students of all OP courses took part in the survey – 97 and 61 people. The results of the survey showed that the level of corruption in the university is low.

In order to identify the opinion of undergraduates about the organization of education at the university in the period from 24.03.2022 to 20.04.2022, a questionnaire was conducted. 92 undergraduates took part in the survey, including students of accredited educational institutions. According to the survey results, undergraduates and doctoral students are generally satisfied with

the organization of the educational process.

The system of information and feedback is implemented through the work of collegial bodies, scheduled meetings of the rector with the staff, students, reception of the rector on personal and official issues; questions and answers on the rector's blog <https://esil.edu.kz/rectors-blog/>, deans; curatorial hours; official web portal; information stands, hanging stands; opinion polls.

The university also provides for a written request from employees, teaching staff and students to the rector to improve the university's performance. Heads of structural divisions responsible for certain types of activities at the university (educational, teaching-methodical, research, educational and managerial) make proposals to improve the criteria for evaluating the work of teaching staff, departments, and deans' offices.

The departments have a system of regular reporting, as well as evaluating the effectiveness and efficiency of activities. Taking into account the technical capabilities of the Platonus AIS, at the end of each examination session, the Registrar Office submits a report that reflects the results of academic achievements and professional practices of students who study according to the assessment results, the necessary actions are taken, the GPA is calculated automatically by the system based on the results of doctoral students' academic performance.

The analysis of the quality of educational program management is based on a marketing approach, which takes into account the needs of consumers of the educational program, the requirements of employers, changes in the state policy of the Republic of Kazakhstan in the field of education. Measures are taken to maintain constant communication with consumers regarding information on training areas, as well as receiving feedback from consumers, including reviews and recommendations.

In order to protect information, the following information protection systems are used: Firewall-Palo Alto, Kaspersky Nessus Anti-Virus, Nessus Vulnerability Scanner from Tenable. Backup is performed in accordance with the regulations of the Information security Department. All employees and students of the university were familiarized with the document (consent sheet) and signed that they agree to the collection, storage and processing of personal data. Sample of consent to the processing of personal data). Applicants for admission to the university, along with other documents, must write a statement that they agree to the collection, storage and processing of personal data for educational and other purposes that do not contradict the legislation of the Republic of Kazakhstan. Signed agreements are stored in students' personal files.

Analytical part

Based on the results of the analysis of materials for compliance with the requirements of the criteria of the standard "Information Management and reporting" for accredited OP, it should be noted that the university has an information and reporting management system. Information collected as part of the University's activities, including through statistical processing, allows you to create analytical reports and, in general, make decisions based on facts.

During the study of the submitted documentation, as well as interviews with the OP management, it was revealed that on the basis of internal reporting, the effectiveness and efficiency of the departments' activities is established, and the work done for the entire academic year is evaluated.

The University's information security policy is presented in detail from a technical point of view. It includes network security, antivirus programs, restricting access to information through registration, authorization and authentication of users, and differentiating access to a certain type of information for different users. At the same time, issues related to the procedure for documenting information requirements, determining those responsible for the accuracy and timeliness of information analysis, providing data, and using adequate information to improve the internal quality assurance system are not sufficiently disclosed.

Also, in the context of accredited CS, it is necessary not only to illustrate the general methods of collecting and distributing information, sources of obtaining up-to-date information about the CS, channels of communication with interested parties, but also documented examples of guarantees of their awareness of the current state of the CS and development plans. In addition, during the interview with students, it was noted that students' personal data, IIN, and residential addresses are transmitted via messengers to elders and they are then sent to the dean's office or other structures.

Implementation of the procedures for processing personal data of students, teaching staff is confirmed by creating a personal account, corporate mail in the platonus AIS system. When creating a personal page, you need the details of an identity document. Consent forms for storing personal data of students and teaching staff of the university.

Despite the extensive feedback system of management and teaching staff, according to the HEC survey, 12 (28.6%) of the surveyed teachers are partially satisfied with the support of their suggestions and comments, and 14 (33.3%) - with the management of changes in the university's activities.

HEC recommendations for OP 6B11101 "Tourism", OP 6B11401 "Social work", 7M11401 "Social work", 6B04201 "Customs", OP 6B04110 "Customs":

- By December 1, 2024, the university management should develop a document defining the rules for the dissemination and collection of confidential information, prohibiting the dissemination of confidential information, personal data of students and teaching staff through unprotected channels, social networks and instant messengers in the university.
- By December 2024, the university management should include the key performance and efficiency indicators of the EP, the level and period of their evaluation in the Regulations for conducting an audit of educational programs.

The strengths of OP 6B11101 "Tourism", OP 6B11401 "Social work", 7M11401 "Social work", 6B04201 "Customs", OP 6B04110 "Customs" are absent.

Conclusions of the EEC according to the criteria: According to the standard OP 6B11101 "Tourism", OP 6B11401 "Social work", 7M11401 "Social work", 6B04201 "Customs", OP 6B04110 "Customs" has 17 satisfactory positions.

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

- ✓ *The PA should define and document procedures for the development of the EP and their approval at the institutional level.*
- ✓ *The EP management should ensure that the content of the EP meets the established goals, including the expected learning outcomes.*
- ✓ *The EP management 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.*
- ✓ *The management of the OP should ensure that the developed models of the OP graduate are available, describing the learning outcomes and personal qualities.*
- ✓ *The management of the EP should demonstrate that external reviews of the content of the EP and the planned results of its implementation are conducted.*
- ✓ *The qualification awarded upon completion of the EP should be clearly defined and correspond to a certain level of NSC and QF-EHEA.*
- ✓ *The OP management should determine the impact of disciplines and professional practices on the formation of learning outcomes.*
- ✓ *An important factor is the possibility of training students for professional certification.*

- ✓ *The management of the EP should provide evidence of the participation of students, teaching staff and other interested parties in the development of the EP, ensuring its quality.*
- ✓ *The OP management should ensure that the content of academic disciplines and planned results correspond to the level of study (bachelor's, master's, doctoral studies).*
- ✓ *The structure of the EP should provide for various types of activities that ensure that students achieve the planned learning outcomes.*
- ✓ *An important factor is the correspondence of the content of the EP and the learning outcomes of the EP implemented by organizations of higher and / or postgraduate education in the EHEA.*

Proof part

The process of developing and approving an OP includes the following steps:: 1) Development of the EP to academic committees consisting of representatives of teaching staff, students, employers; 2) Review and approval of the EP takes place at the Faculty Council, NMS and Academic Council of the University; 3) External and internal examination of the EP (Representatives of teaching staff are included in the commissions for internal examination. Potential employers and public associations of social workers are involved in external expertise of the OP).

"Esil University" implements OP, which are developed/revised based on the results of the analysis of the needs of the educational market, current changes in the NPA in the field of higher and postgraduate education, the provisions of the NRC, ORC and professional standards, the Atlas of new professions and competencies. Taking into account the analysis carried out, the goals and results of training of the OP are formed, the results of training of modules and disciplines of the OP are updated.

The order of formation, requirements for defining and formulating goals and other components of the OP is described in (Regulations on modular construction of the OP).

The basis for reviewing educational goals is the recommendations of employers, expert opinions, revision of the OP and changes in the content due to changes in the State Educational Standard.

The purpose of OP 6B11401 "Social work" and OP 7M11401 "Social work" is to train highly qualified, competitive professionals in the field of social policy management, legal consulting and social management with developed skills in working with people.

The uniqueness of this educational program is:

- in integrating the processes of science and education, for example, conducting research practice of students in organizations of a scientific profile, such as: NOU "Institute of Psychology", CHOU "SOS-Children's Village Astana", etc.;
- the content of the program is coordinated with the interested organizations of the social system;
- the possibility of organizing academic mobility of students to the countries of far and near abroad. For example, Anadolu Üniversitesi, Turkey, HAMK University of Applied Sciences (HAMK) Hämeenlinna, Finland.
- the principle of unity of theory and practice is implemented: according to the OP "Social Work" there are branches: CHOU "SOS Children's Village Astana", GKP na PHV "City polyclinic No. 3" <https://cloud.mail.ru/public/aHVy/QkjAxsdzT>
- organization of field classes in organizations of the social system: "Department of Employment and Social Programs" of Astana, JSC "Republican Children's Rehabilitation Center", CHOU "SOS Children's Village Astana", City branch of the State Center for Social Development of Astana, State Institution "Lyceum School No. 54 of the Department of Education of Astana", Center for Social Services "Zhansaya", etc.

The qualification characteristics of graduates of the educational programs OP6B11401 "Social Work" and OP 7M11401 "Social Work" are determined on the basis of their formed competencies, taking into account the requirements for their work functions, which are reflected in the content of the educational program.

The purpose of OP 6B11101 "Tourism" is to train highly qualified, competitive

specialists who are able to effectively carry out professional activities in the tourism sector and have practical skills in planning, organizing and managing the tourism business .

The uniqueness of this educational program 6B11101 "Tourism" is:

- in integrating the processes of science and education, for example, conducting research practice of students in organizations of a scientific profile, such as: JSC "NC "Kazakh Tourism", SCKP " Center for Children and Youth Tourism and Local Lore, etc.;

- the content of the program is coordinated with the interested organizations of the tourism sector of the Republic of Kazakhstan;

- the possibility of organizing academic mobility of students to the countries of far and near abroad. For example, Häme HME University of Applied Sciences (HAMK) Hmeenlinna, Finland, Omsk State University named after F. M.Dostoevsky.

- organization of field classes in organizations of the social system: SCKP "Center for Children and Youth Tourism and Local Lore" Astana, "Almaks-Tour" LLP, TravelAgency "KazTrip" LLP, IP "Nurpeysova D. M.", hotel "Laura", "Burabay Damu" LLP, Travel Agency "Zhaz tour" LLP, Globus-Travel Agency LLP, Terrassa ParkLLP, etc.;

- the principle of unity of theory and practice is being implemented: according to OP 6B11101 "Tourism", there is a branch of the State Committee for State Property Management "Center for Children and Youth Tourism and Local Lore".

The uniqueness of OP 6B04201 " Customs business "(law), OP 6B04110 "Customs business" (business and management) is:

- formation of a unique set of professional competencies that allow graduates to develop professionally in customs, management, law enforcement, and foreign economic activity;

- harmonious combination of fundamental and special applied training; in-depth study of theoretical aspects of professional knowledge and their consolidation in the course of practical, laboratory, seminar classes, in the course of industrial practices, research and educational research work of students;

- extensive use of the latest active forms and methods of teaching, the use of computer training technologies and other effective methods and technologies for obtaining and exchanging knowledge between students and teachers;

- involvement of experienced practitioners of customs authorities, the brokerage company "Gold star Astana Development", the bar association, private legal structures, employees of the Institute of Legislation, etc. in teaching, managing practices, reviewing modular educational programs.

- development of research skills, implementation and implementation of the latest achievements in theoretical and applied knowledge on the basis of the department's branches located in the Notary Chamber, the brokerage company "Gold star Astana Development", which contribute to improving the efficiency of professional activities.

Every year at the department, leading teachers develop professional practice programs on OP or make additions/changes to existing practice programs. The professional practice program is coordinated with enterprises (institutions, organizations) defined as practice bases. On the basis of which the student's work plan-schedule for practical training, agreed with the employer, is drawn up. <https://cloud.mail.ru/public/JzAY/NVYJQoiYW>. The number of credits corresponding

to each type of practice is determined by the educational program.

The competence model of an OP graduate reflects the specific nature of training, determines the degree of readiness of the graduate for professional activity and the level of development of competencies, taking into account the requirements of employers and international standards in the relevant field.

The graduate model is dynamic and relies on the principle of continuous quality improvement based on feedback and advance communication. The graduate model is available on the university's website.

The decision on awarding the qualification is made by the Attestation Commission. OP 6B11101 "Tourism" and OP6B11401 "Social work", OP6B04201 "Customs" (law), OP6B04110

"Customs" (Finance) they correspond to the 6th level of the NRC, and OP 7M11401 "Social Work" - to the 7th level of the NRC. Information about the existence of the NSC, its general provisions and structure, as well as the required competencies of bachelors and masters is brought to the attention of students in the process of involving them in the discussion of the content and structure of the EP.

A total of 240 ECTS are required for the period of study in OP 6B11101 "Tourism" and OP 6BB11401 "Social Work", OP 6BB04201 "Customs" (law), OP6B04110 "Customs" (Finance), OP 7M11401 "Social Work" ECTS.

In order to ensure the quality of the EP, students, teaching staff and representatives from employers take part in the stages of development (indicated in the content of the EP as developers) and implementation of the EP (as part of collegial bodies: AC, AC Regulations on the Academic Council).

Students of the OP "Social Work" in the 2023-2024 academic year passed professional certification in the NGO "National Alliance of Professional Social Workers", as well as attended courses and received certificates on the topic "Professional course of an individual assistant for accompanying blind persons" on the basis of the State Institution "Ministry of Labor and Social Protection of the Population of the Republic of Kazakhstan". Student certificates are attached.

Starting from September 2021, students of the OP "Tourism" pass professional certification on the basis of the online Academy of Domestic Tourism of the NCK "Kazakh Tourism". Students of OP "Tourism" in the number of 70 students completed more than 10 courses such as "Ecotourism-the basis for sustainable development of travel", "Sales and promotion in tourism", "MICE tourism or business in the field of business travel", "Trends in the tourism industry.5 actual directions", "Tourism on your fingers" - An introductory course, "Standardization in tourism - the key to creating quality services", "Basic rules for conducting excursions", etc. Certificates of students of the OP "Tourism" are attached.

Since September 2021, students of OP 6B04201 "Customs Business" (law), OP 6B04110 "Customs Business" (business and management) have passed professional certification on the basis of the International Trade Center and QazTrade. Certificates of students of the OP "Tourism" are attached.

Analytical part

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

The developed models of an OP graduate are posted on the university's website. University-wide models of bachelor's, master's, and doctoral graduates are approved by the US on April 18, 2022, Protocol No. 16. Models include a list of the main components of a graduate of a certain level - that is, they indicate what types of competencies the graduate model should consist of in the educational program. Experts note that university-wide models do not contain specific competencies of graduates, and the presented models of graduates for accredited programs do not correspond to university-wide models in their structure.

The EP management demonstrates examples of conducting external reviews of the content of the EP and the planned results of their implementation, as well as involving employers in the development of the EP. At the same time, the lack of requirements for external experts and employers may indicate that this work is organized to some extent formally.

Despite the arguments reflected in the self-report about the uniqueness of accredited EOS, it is necessary to determine the level of difference of EOS in the market, primarily regional, since training in similar EOS is implemented in a number of universities in Astana and northern Kazakhstan. According to the OP management at the meeting, the uniqueness of the Social Work

and Tourism OP is 30%, which was not documented. It is necessary to determine the distinctive features of the OP.

It should be noted that the provision of opportunities for training students of accredited educational institutions for their professional certification. Certification is carried out with the support of professional associations, confirms the formation of practical competencies and significantly increases the competitiveness of graduates in the modern labor market. The management of each OP should determine the list of disciplines, the content of which will be aimed at preparing students for certification.

At the time of the EEC meeting, there are no joint projects with foreign educational organizations, as well as any work in this direction.

At the same time, I am impressed by the fact that much attention is paid to the implementation of external academic mobility for students. To achieve these goals, we are considering options for cooperation with other universities that carry out such work. For example, conditions are available for obtaining academic mobility programs at the expense of funding from the Ministry of Education and Science of the Republic of Kazakhstan, at the expense of other universities, etc.

The ERSAMUS и т.д. university distributes information about foreign partners-universities and academic exchange programs to all departments and faculties and places them on the university portal, as well as through internal chats in instant messengers.

HEC recommendations for OP 6B11101 "Tourism", OP 6B11401 "Social work", 7M11401 "Social work", 6B04201 "Customs", OP 6B04110 "Customs":

- In 2024, the university management will include in the Regulation on the modular construction of educational programs a requirement that the model of a graduate of the OP corresponds to the general university model of the corresponding level of education. In the course of 2025, the AP management will bring the models of graduates of accredited programs in line with the general university models.

- By September 1, 2024, the university management should develop a mechanism for measuring competitive advantages, determining the uniqueness of the EP and its difference from other similar educational programs at the regional, national or international level of the educational services market in the context of the EP.

- By September 1, 2026, the OP management will have to work and implement joint or two-degree OP programs with foreign educational organizations.

The strengths of OP 6B11101 "Tourism", OP 6B11401 "Social work", 7M11401 "Social work", 6B04201 "Customs", OP 6B04110 "Customs" are absent.

Conclusions of the HEC by criteria: According to the standard OP 6B11101 "Tourism", OP 6B11401 "Social work", 7M11401 "Social work", 6B04201 "Customs", OP 6B04110 "Customs" has 10 satisfactory and 2 requiring improvement positions.

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

✓ *The public organization should define mechanisms for monitoring and periodically evaluating the EP to ensure that the goal is achieved and that the needs of students and society are met, and show that the mechanisms are aimed at continuous improvement of the EP.*

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

- *content of the program in the light of the latest scientific achievements in a particular discipline to ensure the relevance of the discipline taught;*
- *changes in the needs of society and the professional environment;*

- students ' workload, academic performance, and graduation;
 - effectiveness *процедур оценивания* of student assessment procedures;
 - students ' expectations, needs, and satisfaction with their OP training;
 - educational environment and support services, and their compliance with the goals of the OP.
- ✓ The EP management should demonstrate a systematic approach to monitoring and periodically evaluating the quality of the EP.
 - ✓ The PA and the management of the PA should define a mechanism for informing all stakeholders of any planned or undertaken actions in relation to the PA.
 - ✓ All changes made to the OP must be published.

Proof part

Continuous monitoring, periodic evaluation and revision of the university's educational programs are aimed at ensuring their effective implementation and creating a favorable learning environment for students.

The updated EP is reviewed at meetings of collegial bodies (AC, NMS) and approved by the Academic Council of the University.

Академический совет The Academic Council of the University systematically implements organizational measures for a comprehensive analysis and objective assessment of the educational activities of all structural divisions of the university. The AU consists of teachers, employers, and students. Various monitoring methods are used as methods of monitoring and periodic assessment of OP, including: assessment of students ' current academic performance, final certification, certification of all types of practices, checking the state of methodological support for the educational process, collecting and analyzing data on customer satisfaction.

The Department of planning and monitoring of the educational process of the university checks educational and methodological work. The results of the monitoring are reported at the meeting of the NMS of the university, after which the necessary decisions are made.

As an evaluation criterion for the quality of education and adjustment of the OP, the demand for graduates in the labor market is considered, confirmed by the fact of their employment in the specialty.

A tool that allows, in turn, to assess the effectiveness of the employment process is monitoring the employment of graduates, which allows you to get prompt, reliable and complete indicators of employment of university graduates, including in the academic specialty.

At the university, the processes governing the implementation of the EP are documented, placed in the electronic document management system and available to all internal stakeholders: the "Professional Practice" procedure; the "Educational Process" Procedure; The "Educational and Methodological work" Procedure; the "Research work" Procedure; the "Research work of undergraduates and doctoral students PhD" Procedure Regulations on the control of students ' academic achievements and others.

On the Esil cathedral page of the Esil University website, you can find the main documents on ESI: approved ESI, QED, and the ESI Development Plan, which are available to all stakeholders.

Internal monitoring is carried out in accordance with the "Regulations on conducting an audit of educational programs".

Based on the results of internal monitoring, a report is prepared with a conclusion on identified nonconformities and recommendations for their elimination in accordance with the relevant plans for their elimination.

When conducting internal monitoring, the following activities are carried out:

- interview of teaching staff (knowledge and understanding of the main strategic documents, policies and procedures of quality assurance);
- checking the availability and analysis of the development plans of the Department, reports on the implementation of the Department, decisions of collegial bodies, planning and reporting on research, minutes of the meeting of departments and other documents;

- checking the availability of relevant documentation on the websites of departments and faculties;
- visual inspection of workplaces, infrastructure and storage conditions of official documentation at departments;
- attendance of academic sessions of the teaching staff, the results of visits to classes are provided in the minutes of attendance, conclusions and suggestions are discussed with teachers and provided to departments for review and work;
- discussion of the identified inconsistencies with the heads of departments.

A final report is generated based on the monitoring results. Reports are discussed in advance with faculties and departments and sent to them for review and elimination of identified comments.

Stakeholders, practitioners and members of the Academic Committee of the OP "Social Work" were involved in the development and revision of the OP "Social Work". For the practical orientation of the educational program, employees of the Municipal Polyclinic No. 3, SOS Children's Village Astana КГУ, Sharapat Social Service Center, and members of the Association of Social Workers of Kazakhstan, etc. HYPERLINK were involved in the examination of the MES and reviewing work programs on the OP "Social Work" и члены ОО «Ассоциация социальных работников Казахстана» и т.д.

При разработке и пересмотре ОП привлекаются Stakeholders and practitioners in the tourism sector are involved in the development and revision of the OP. In particular, the Academic Committee of the OP "Tourism" includes practitioners of tourism activities: director of the travel agency "Let's go with us Astana 2" LLP Egimbayeva G. K., Director of the Center for Children and Youth Tourism and Local Lore of Astana Abenov M. K. Director туристского агентства «of the Saryarka-Tour travel agency Ertayev M. M., Chief manager of the Event Marketing and Marketing Department special projects of NC "Kazakh Tourism", Master of Tourism Seilov G. A., who proposed to make changes in the introduction of new disciplines and new teaching methods, as well as the use of interactive technologies in the field of tourism and hospitality. <https://cloud.mail.ru/public/WvDH/9yN5vwknV>

For a more in-depth practical orientation of the educational program, employees of customs authorities and brokerage companies were involved in the examination of the MOE and reviewing the work programs of the disciplines "Customs": Kazakhexpertiza JSC, Alem», ТОО «Алем-Color LLP, Barrel-DC LLP, Institute of Legislation of the Republic of Kazakhstan, Gold Star Astana Development LLP, Board of Directors of the Ministry of Foreign Affairs of the Republic of Kazakhstan. lawyers of Astana, etc. <https://cloud.mail.ru/public/ZJpP/gXtaognqa://cloud.mail.ru/public/ZJpP/gXtaognqa>

In accordance with Internal regulatory documents - the Regulation on the structure of the curriculum of educational programs, the Regulation on credit technology of Training, etc., load accounting is carried out.

Monitoring of academic achievements is carried out through the consolidated statement of academic performance in AIS "Rlatus" <https://pl.esil.edu.kz://pl.esil.edu.kz/>.

Through registration for disciplines (modules), an individual curriculum of the student is formed. The number of completed credits is controlled by the Office Registrar (GPastudent's GPA report in AIS "Rlatus"). <https://pl.esil.edu.kz://pl.esil.edu.kz/>.

Implementation of systematic monitoring of the progress of master's thesis research through annual certification of intermediate results. Undergraduates submit a report to the department twice a year. Monitoring of students' academic performance and achievements in assessing educational results, performance and defense of dissertations is carried out systematically, comprehensively and at various stages of the educational process.

«Esil University regularly informs the public about all aspects of its activities, conditions and features of implementing educational programs within the framework of existing accreditations and licenses.

The updated OP is posted in the EHEA (https://epvo.kz/#/register/education_program://epvo.kz/#/register/education_program) of the National Center for the Development of Higher Education and is available for review to all interested parties.

Analytical part

The conducted analysis showed that the university has defined mechanisms for monitoring and periodic evaluation of educational programs, aimed, among other things, at their continuous improvement. At the same time, a systematic approach to the organization of this work is required on the part of the management of accredited SPS. It is not possible to guarantee the quality of the EP by focusing only on certain aspects of the activity to be monitored and evaluated.

In particular, monitoring the content of the EP in the light of the latest scientific achievements and ensuring the relevance of the subjects taught should be based on a comprehensive analysis of changes in the needs of society and the real sector of the economy. In addition, in the presented syllabuses of academic disciplines of accredited educational institutions, there are facts of indicating outdated sources of the main and additional literature, or only Russian sources. In this regard, the question arises as to the content of the work on making changes to the accredited OP and maintaining their relevance.

The website of the university contains documentation on OP, development plans and QED approved in different years. However, all the information is not systematized. In fact, the site is one continuous archive without a specific scheme or logical chain.

Based on this, and the lack of a notification system as such, the university needs to review the approach to informing the public about changes in the EP and determine the algorithm.

In addition, it is necessary to strengthen the work on informing all interested parties about any planned or implemented actions in relation to the EP, ensuring the availability of all materials related to the development of the EP, since the description of this work is presented in a general form.

Procedures for evaluating students in the OP are carried out according to the point-rating system of knowledge assessment. The results of the session are regularly reviewed at the meetings of the department.

According to the results of the survey, students are more or less satisfied with certain criteria:

- subjectivity of assessment of knowledge, skills and other educational achievements - 86.6% (116 respondents);
- the assessment criteria used by the teacher are clear and accessible - 88.8% (119 respondents);
- предложенный преподавателем the material offered by the teacher is relevant and reflects the latest achievements in science and practice - 82.1% (110 respondents).

The effectiveness of the implementation of the EP is based on the results of employment of graduates. This process is carried out on the basis of information provided by graduates of the department. Annual employment statistics are maintained. An analysis of interviews with graduates shows that those employed work in their specialty, and most of them assess the level of general professional training as quite high. At the same time, when interviewing employers and visiting the practice database, it was obvious that the demand for graduates of these surveys also confirms the positive feedback of employers about graduates.

There is a close connection between the department, the management of the OP, teaching staff, students and employers of the OP Social Work, which is confirmed by the results of interviews and visits to the practice bases, as well as extracts from the minutes of the meeting of the Academic Committee of the OP.

HEC recommendations for OP 6B11101 "Tourism", OP 6B11401 "Social work", 7M11401 "Social work", 6B04201 "Customs", OP 6B04110 "Customs":

– Starting from September 1, 2024, the University administration will publish and keep up-to-date information about changes to each OP on the university's website in the section dedicated to the OP.

The strengths of OP 6B11101 "Tourism", OP 6B11401 "Social work", 7M11401 "Social work", 6B04201 "Customs", OP 6B04110 "Customs" are absent.

Conclusions of the EEC according to the criteria: According to the standard OP 6B11101 "Tourism", OP 6B11401 "Social work", 7M11401 "Social work", 6B04201 "Customs", OP 6B04110 "Customs" has 13 satisfactory positions.

6.5 Standard "Студентоцентрированное Student-centered learning, teaching and assessment of academic performance"

- ✓ The EP management should ensure respect and attention to different groups of students and their needs, and provide them with flexible learning paths.
- ✓ The OP guidelines should provide for the use of various forms and methods of teaching and learning.
- ✓ An important factor is the availability of our own research in the field of teaching methods of academic disciplines of the OP.
- ✓ The EP management should demonstrate the existence of feedback mechanisms on the use of various teaching methods and assessment of learning outcomes.
- ✓ The OP management should demonstrate the existence of mechanisms to support students' autonomy, while providing guidance and assistance from the teacher.
- ✓ The EP management should demonstrate that there is a procedure in place to respond to student complaints.
- ✓ The PA should ensure consistency, transparency and objectivity of the learning outcomes assessment mechanism for each OP, including appeal.
- ✓ The public organization should ensure that the procedures for evaluating the learning outcomes of OP students correspond to the planned results and goals of the program, and that the evaluation criteria and methods are published in advance.
- ✓ The public organization should define mechanisms for ensuring that each OP graduate achieves learning outcomes and ensure that they are fully formed.
- ✓ Evaluators should be familiar with modern methods of evaluating learning outcomes and regularly improve their skills in this area.

Proof part

The guidelines of OP 6B11101 "Tourism" and 6B11401 "Social Work", OP6b04201 "Customs (law)", OP6b04110 "Customs (business and management)", OP 7M11401 "Social Work" ensure respect and attention to different groups of students and their needs, provide them with flexible training options. learning paths.

The implementation of student-centered learning and teaching is manifested in attention and respect for various groups of students (working with advisors, participating in student creative communities), students are given the freedom to choose the language of instruction, the teacher, as well as elective subjects presented in the CD. The choice of subjects is carried out voluntarily in accordance with the individual educational needs of the student.

The university provides special conditions for training different categories of citizens with disabilities. For example, the laboratory "Aleumettik zhmys teoriyasy Zhane adisnamasy"(111 office) of the OP "Social Work" has equipment for the visually impaired: - in the computer "magnifying glasses" and tactile tiles. For wheelchair users, there is a bathroom, an entrance group and an auditorium on the 1st floor. Audio amplification equipment is available for the hearing-impaired in Auditorium 111.

Teaching staff successfully apply elements of modern pedagogical technologies, introduce the results of advanced training and internships into the learning process.

OP 6B11101 "Tourism" and 6B11401 "Social Work", OP 7M11401 "Social Work", OP6B04201 " Customs Business "(law), OP6b04110 " Customs Business "(business and management) is implemented using modern and effective teaching methods aimed at actively involving students in the educational process. the process and increase its independence and responsibility for the results of the educational process.

The Department of Social Work and Tourism has worked out mechanisms to ensure that each graduate of the OP develops learning outcomes and ensures that they are fully formed. This is confirmed by the academic performance of students and the timely completion of the learning process at the university.

The Esil University Institution provides equal opportunities for students, regardless of the language of instruction, to form an individual educational program aimed at developing professional competence.

The guidelines 6B11101 "Tourism" and 6B11401 "Social work", OP 6B04201 "Customs" (law), OP 6B04110 "Customs" (business and management), OP 7M11401 "Social Work" ensure the harmonious development of students, taking into account intellectual development and individual characteristics. The university implements student-centered training, shows attention and respect for various groups of students and their needs in the formation of the OP.

Online conferences, information file sharing, practical classes, colloquiums, tests, tests, presentations, etc. are used as forms and methods of monitoring students ' independent work. The results of students ' independent work are displayed by teachers in an electronic journal in the AIS "platonus".

The criteria for evaluating the results of independent work of students are: the level of mastering the educational material, the ability to use theoretical knowledge in performing practical tasks, the ability to actively use electronic educational resources, find the required information, study it and apply it in practice, the validity and clarity of the answer, etc.

Quality control of teaching at the university is carried out both through mutual visits to academic classes, open classes of teachers, and by analyzing the results of attendance and academic performance of students, boundary and final control, the results of final certification in the subjects studied at the level of departments, dean's office and university.

The university ensures consistency, transparency and objectivity of the learning outcomes assessment mechanism for each educational program.

Analytical part

The EC confirms that the university operates the Platonus AIS, which not only automates the educational process, but also aims to improve the internal quality assurance system as a whole. For each student and teaching staff, a personal account is provided in the system.

Student surveys are conducted to identify effective teaching methods and the degree of student satisfaction.

After reviewing the internal regulatory documentation, the EEC members confirmed the existence of a mechanism for responding to complaints. However, taking into account the information obtained during the interviewing of students and teaching staff, we note that there were no such precedents, and therefore there was no need to make any decisions.

When analyzing the submitted materials and interviewing teaching staff, HEC experts note that there are various methodological recommendations, both for performing research projects and theses, and for studying certain disciplines.

There are no own studies in the field of teaching methods of academic disciplines, OP 6B04201 "Customs", OP 6B04110 "Customs". Teachers should be proficient in modern methods of evaluating learning outcomes and regularly improve their skills in this area. Therefore, it is recommended to conduct your own research in the field of teaching methods of special disciplines

within the framework of the OP, as well as organize advanced training of teaching staff in higher school pedagogy and methods of teaching interdisciplinary disciplines.

In the course of interviewing students evaluated by the HEC members, it was determined that the consistency, transparency and objectivity of the mechanism for evaluating the learning outcomes of the HEC is ensured.

The work on identifying the level of satisfaction of students with places and organization of practical training is shown.

EC recommendations for OP 6B11101 "Tourism", OP 6B11401 "Social work", 7M11401 "Social work", 6B04201 "Customs", OP 6B04110 "Customs":

By January 1, 2025, the OP management should strengthen its work on the development and publication of its own research in the field of teaching methods of the OP disciplines 6B11101 "Tourism", 6B11401 "Social Work", 7M11401 "Social Work", 6B04201 "Customs Affairs" (law), 6B04110 "Customs Affairs" (business and management).

In 2024, the EP management plans to train and improve the skills of the EP teaching staff using modern methods of evaluating learning outcomes.

The strengths of OP 6B11101 "Tourism", OP 6B11401 "Social work", 7M11401 "Social work", 6B04201 "Customs", OP 6B04110 "Customs" are absent.

Conclusions of the EEC according to the criteria: According to the standard OP 6B11101 "Tourism", OP 6B11401 "Social work", 7M11401 "Social work", 6B04201 "Customs", OP 6B04110 "Customs" has 13 satisfactory positions.

6.6 The "Learners" Standard

- ✓ The public organization should demonstrate the existence of a policy for forming a contingent of students in the context of the OP, ensure transparency and publication of its procedures regulating the life cycle of students (from admission to completion).
- ✓ The OP management should determine the procedure for forming a contingent of students based on:
 - minimum requirements for applicants;
 - maximum group size for seminars, workshops, laboratories, and studios;
 - forecasting the number of state grants;
 - analysis of available material and technical resources, information resources, and human resources;
 - analysis of potential social conditions for students, including the provision of places in dormitories.
- ✓ The OP management should demonstrate its readiness to conduct special adaptation and support programs for newly enrolled and foreign students.
- ✓ The public organization must demonstrate that its actions comply with the Lisbon Recognition Convention and that there is a mechanism for recognizing the results of academic mobility of students, as well as the results of additional, formal and non-formal education.
- ✓ The NGO 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 to ensure comparable recognition of qualifications.
- ✓ The PA should provide opportunities for external and internal mobility of OP students, as well as readiness to assist them in obtaining external grants for training.
- ✓ The OP management should demonstrate its readiness to provide students with places of practice, promote employment of graduates, and maintain communication with them.
- ✓ The public organization should provide the opportunity to provide graduates of the OP with documents confirming their qualifications, including the achieved learning outcomes, as well as the context, content and status of the education received and evidence of its completion.

Proof part

The formation of a contingent of students is carried out on the basis of the rules admission to training in educational programs (<https://esil.edu.kz/dokumenty://esil.edu.kz/dokumenty/>), which is approved by the decision of the board of directors at the end of each academic year for the upcoming year.

The University ensures that information about the admission rules and conditions is available. Information about the admission rules and conditions is available on the university's website in the section ([applicants](#)).

All stages of the student life cycle are reflected in [the Regulations on monitoring Students ' Academic Achievements and the university's academic policy](#).

«Esil University» assumes responsibility for mandatory recognition of the learning outcomes mastered by students at a partner university, if an agreement is signed for pre-departure training for academic mobility. At the same time, credits mastered by students in Kazakhstan universities are recognized in the amount and with the assessment indicated in the student's transcript.

The movement of the contingent of students is carried out on the basis of current regulatory documents. Data on student movement is generated only on the basis of official orders for the university (admission to the first year, enrollment, expulsion, granting academic leave, graduation, etc.). Orders for the student body are drawn up and registered at the registrar's office and signed by the supervising vice-rector. The head of the service is responsible for the movement of students.

Informing stakeholders about decisions in accordance with the established procedure, ensuring equal opportunities for admission to the university confirms compliance with the principles of transparency of the decision-making process.

In order for the management actions to be effective, departments carry out regular (1 time a year) monitoring and analysis of results, update information on risks, risk management activities, and the status of completed activities. If the actions taken are not effective, the reasons for non-effectiveness are investigated and appropriate actions are taken to eliminate these causes, as well as a new preventive action plan is developed.

The University provides special adaptation and support programs for newly enrolled and international students. For first-year students, an adaptation week is held annually, which is aimed at familiarizing students with the organization of the educational process at the university and its structural divisions that are directly involved in ensuring the availability, transparency and openness of educational services.

The ["First-year Student's Guide"](#) provides general information about the university, methods and criteria for grading, rules for conducting various types of exams, tests, etc.. For the effectiveness of organizing and conducting entries for academic subjects for students *эдвайзеры*, the department's advisors conduct explanatory work with students on the choice of elective subjects, accompany and assist in the academic process during the established terms of study. provide them with advice on the implementation of individual training plans.

For students studying in accredited educational programs, there is an opportunity to stay in dormitories. You can submit an electronic application on the university's website <https://esil.edu.kz/application-for-hostel://esil.edu.kz/application-for-hostel/>.

Within the framework of the academic mobility program [Information about Welcome to Esil University](#) the "Welcome to Esil University" program, an "Application for the incoming academic mobility program "Welcome to Esil University" has been developed Welcome to Esil University, which allows accepting foreign students.

Нострификация Nostrification of foreign students 'diplomas is carried out by students themselves with the provision of accompanying documents from the university on the basis of the public service standard " Recognition and nostrification of educational documents " dated January 27, 2016 of the Lisbon Convention.

Analytical part

B «Esil University implements such programs as self-financing, financing at the expense of the state budget, at the expense of the university. Undergraduate students after completing 1 academic period can apply for academic mobility programs.

The information that at the end of each semester, a qualitative assessment is conducted in the form of a questionnaire of students on the university's educational portal, while interviewing students on other OP that passed the assessment, was confirmed. Students from the focus group, when asked whether the survey is conducted and how often, answered that the survey is conducted on an ongoing basis, which was also confirmed by the questionnaires provided.

It is worth noting that in the process of interviewing students, the information that students form IEP, build educational trajectories, using the possibility of choosing both a teacher and a discipline, taking into account their needs for obtaining appropriate competencies within the framework of the chosen OP, was confirmed. It is worth noting that students are provided with flexible learning conditions due to their good academic performance, with the possibility of additional consultations from the teaching staff.

According to the results of the survey, students are more or less satisfied with certain criteria:

- subjectivity of assessment of knowledge, skills and other educational achievements - 86.6% (116 respondents);
- the assessment criteria used by the teacher are clear and accessible - 88.8% (119 respondents);
- предложенный преподавателем the material offered by the teacher is relevant and reflects the latest achievements in science and practice - 82.1% (110 respondents).

HEC recommendations for OP 6B11101 "Tourism", OP 6B11401 "Social work", 7M11401 "Social work", 6B04201 "Customs", OP 6B04110 "Customs": no recommendations

Strengths of OP 6B11101 "Tourism", OP 6B11401 "Social work", 7M11401 "Social work", 6B04201 "Customs", OP 6B04110 "Customs"

- There is a mechanism for supporting gifted students, measures to encourage gifted students are: preparation of students for national and international conferences; support for scientific publication activity of students; awarding diplomas and letters of thanks from the university; encouragement with cash prizes; encouragement by city and non-city excursions to exhibitions; visiting cultural and educational institutions; providing discounts on admission.

WEC's conclusions based on the following criteria:

According to the standard OP 6B11101 "Tourism", OP 6B11401 "Social work", 7M11401 "Social work", 6B04201 "Customs", OP 6B04110 "Customs": has 1 strong and 11 satisfactory positions.

6.7 Standard "Teaching staff"

✓ The public organization should have an objective and transparent personnel policy, including in the context of the OP, including hiring, professional growth and development of personnel, ensuring the professional competence of the entire staff.

✓ The public organization must demonstrate that the personnel potential of the teaching staff corresponds to the specifics of the OP.

✓ The Company's management must demonstrate an awareness of responsibility for its employees and provide them with a favorable working environment.

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

✓ The PA should determine the contribution of the PA's teaching staff to the implementation of the PA's development strategy and other strategic documents.

- ✓ *The public organization should provide opportunities for career growth and professional development of the teaching staff of the OP.*
- ✓ *The OP management should demonstrate its readiness to attract practitioners from the relevant sectors of the economy to teach.*
- ✓ *The public organization should demonstrate motivation for the professional and personal development of teachers of educational institutions, including encouragement for the integration of scientific activities and education, and the use of innovative teaching methods.*
- ✓ *An important factor is the willingness to develop academic mobility within the framework of the EP, to attract the best foreign and domestic teachers.*

Proof part

The rules of internal labor regulations and corporate ethics of the Esil University Institution are developed in accordance with the Constitution of the Republic of Kazakhstan, the Law of the Republic of Kazakhstan "On Education", the Labor Code of the Republic of Kazakhstan, the ESU Charter, and current regulatory legal acts regulating labor relations in higher educational institutions of the Republic of Kazakhstan.

This document is aimed at developing human potential, attracting the best employees, developing them, treating everyone with respect, creating a favorable climate, and improving the quality and efficiency of the team's activities.

Replacement of vacant positions of teaching staff is carried out through an open competition held in accordance with the Rules of Competitive replacement of positions of teaching staff regulate the activities of the Competition Commission.

The "Esil University" Institution has a personnel policy that reflects: recruitment, transfer to another job (position), termination and termination of employment relations, incentives, encouragement and training of employees; it is available to all teaching staff and staff. The University's current procedure ensures transparency of its personnel policy. In order to improve the personnel policy and form a team that can effectively and mobile solve the tasks assigned to the University, the recruitment of teaching staff is carried out on a competitive basis in accordance with the Rules of Competitive replacement of positions approved by the Ministry of Internal Affairs of the Republic of Kazakhstan and the internal Rules of the University. The personnel policy is reflected in the following documents of the university: The University Development Strategy, the Rules of Internal Labor Regulations and Corporate Ethics of the University, the Regulations for the Selection and hiring of personnel, the Rules for competitive replacement of positions of teaching staff and researchers, the Regulations on the election of an acting Associate professor, an acting professor, the Regulations on the Disciplinary Commission, Положение Regulations on the system for evaluating the performance of university Faculty, Methodological recommendations for evaluating employees' KPIs, Regulations on the Procedure for Conducting official investigations in KazUEFMT, Regulations on the Remuneration System, Regulations on Bonuses and Payment of Additional Allowances to University Employees, etc.

B «Esil University defines the qualification requirements for teaching staff positions, in accordance with the document "Qualification characteristics of positions of teaching staff of the Esil University Institution".

Teaching staff has full-fledged knowledge and understanding of the subject being taught, the necessary skills and experience to effectively transfer knowledge to students within the educational process, as well as organize feedback on the quality of their teaching. The teaching staff has the opportunity to improve and develop pedagogical skills.

The main indicators of the quality of teaching staff are: the presence of an academic degree, the position held, working as a full-time teacher or part-time.

Innovative methods developed by the department's teaching staff include: slide presentations, video lessons, and working with an interactive whiteboard. Innovative methods are used during lectures, seminars and practical classes, defense and pre-defense of graduation papers, work on scientific projects of the department. The availability of sufficient human resources provides students with the opportunity to choose a teacher and a supervisor.

The main indicators of the quality of teaching staff are: the presence of an academic degree,

the position held, working as a full-time teacher or part-time.

So, according to OP 6B11401 "Social work" and 7M11401 "Social Work" in the academic year 2023-2024, 7 full-time teachers work, including 2 Doctors of Philosophy (PhD) in the specialty 6D090500 Social work, 2 candidates of sciences, *остепенность* the department's degree is 57%.

The implementation of the EP is provided by scientific and pedagogical personnel who have a basic education corresponding to the profile of the discipline taught, and are systematically engaged *научной и* in scientific and methodological activities. Information about teaching staff is available on the University's website in the section "Faculties" - "Departments" - "Personnel". This information contains personal data, information about the subjects taught, the academic interests of the teacher, and professional development. <https://esil.edu.kz/advanced-training-of-teaching-staff-department-of-social-work-and-tourism/>.

According to OP 6B11101 "Tourism" in the 2023-2024 academic year, 6 full-time teachers work, including 3 PhD doctors, 1 PhD candidate and 2 masters, which is 67 %. *settling down*. 52 teachers work at the OP "Tourism", 27 of whom have the degrees of Candidate of Sciences, Doctor of Sciences, PhD and DBA. *Остепенность* The entire OP "Tourism" is settled down by 52 %.

Candidate of Geographical Sciences of the Department "Social Work and Tourism" [Самархановым К. В.](#) Samarkhanovi published the article *Самархановым К. В.* "Characteristics and Causes of Changes in Water Quality in the Syrdarya River, Kazakhstan", No.5 2020, "Monitoring Vegetation Patterns at the Syrdarya River Basin from 2000 to 2015 using MODIS Data" February 2021.

Head of OP "Tourism" [Sadykov Zh. A.](#) in December 2022 *была опубликована*, the article "Dimensionality-Transformed Remote Sensing Data Application to Map Soil Salinization at Lowlands of the Syr Darya River" Sustainability 2022, 14, 16696 was published. <https://doi.org/10.3390/su142416696> together with scientists Jilili Abuduwaili, Yongxiao Ge, Wen Liu, Long Ma. This 2022 journal has a percentile of 86 and a quartile Qof Q1.

Training in the direction of training 6B04110 - " Customs affairs "(business and management) is carried out by 26 teachers, including 26 full-time teachers. The share of full-time teachers from their total number is 26/26 = 100% (must be at least 80%). The share of teachers with academic degrees and titles from the total number is 15/26 = 57 % (must be at least 40%). The share of masters from the number of full-time teachers is 10/26=38 % (there should be no more than 60%). The share of masters from the total number of teachers is 10/26=38 % (there should be no more than 60%). <https://cloud.mail.ru/public/ZJpP/gXtaognqa/Confirming%20TD>

Analytical part

Based on the analysis of the submitted documentation, visual inspection and interviewing of stakeholders, the HEC shows that the university conducts an objective and high-quality personnel policy.

Experts of the Higher School of Economics state that the teaching staff meets the qualification requirements, improves their skills, participates in research work, and publishes its results.

The university operates a system of motivation and encouragement of staff, built on the principle of rating the achievements of teachers, which allows you to stimulate research and other activities of teaching staff.

The quality culture among teaching staff is developing, among other things, thanks to the introduction of a system of motivation and incentives for university employees. The main goal of implementing KPI is to increase the level of employee engagement by increasing their contribution to achieving the strategic and operational goals of the university.

The university has implemented a KPI system, with grades of "platinum", "gold", and "silver". However, according to the results of interviews with teaching staff, there was a lack of understanding of this system, it is necessary to conduct seminars to explain the parameters of rating indicators, establish a clear gradation of the point system and the amount of cash payments based on the results of achieving the status of "platinum", "gold", "silver".

It is worth noting that the University is fully aware of the responsibility for its staff, which was repeatedly voiced by various representatives of teaching staff during the interview, and which was reflected in the results of the survey: 100% satisfaction of teaching staff in terms of how much teachers can use their own teaching methods (very good – 69% (29 respondents); good – 31% (13 respondents)), to what extent teachers can use educational innovations (very good - 61.97% (26 respondents); good – 38.1% (16 respondents)).

It is also worth noting that I am impressed by the fact that the university provides real opportunities for career growth.

During the work of the HEC, as a result of interviews with students, graduates, and employers, the commission noted that teachers generally use interactive teaching methods.

During the interviews, the teaching staff spoke positively about the state of the moral and psychological climate at the university, the social support system.

Strengths of OP 6B11101 "Tourism", OP 6B11401 "Social work", 7M11401 "Social work", 6B04201 "Customs", OP 6B04110 "Customs":

- The most important source of assistance to a young teacher in career development at a university is the social environment (career environment), where the formation of a young teacher's professional identity, his inclusion in the professional community, with well-established norms, relationships and internal processes takes place.

HEC recommendations for OP 6B11101 "Tourism", OP 6B11401 "Social work", 7M11401 "Social work", 6B04201 "Customs", OP 6B04110 "Customs":

- By June 1, 2024, the university management should hold seminars to explain the parameters of rating indicators, establish a clear gradation of the point system and the amount of cash payments based on the results of achieving the status of "platinum", "gold", "silver".

- To the university management by October 1, 2024, to teach teaching staff to use modern innovative technologies and information and communication technologies in the educational process (project work, case study, on-line training, e-portfolio, etc.).

WEC's conclusions based on the following criteria:

According to the standard OP 6B11101 "Tourism", OP 6B11401 "Social work", 7M11401 "Social work", 6B04201 "Customs", OP 6B04110 "Customs" has 1 strong and 9 satisfactory positions.

6.8 Standard "Educational resources and student Support Systems"

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

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

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

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

✓ *library resources, including the collection of educational, methodological and scientific literature on general education, basic and profile disciplines on paper and electronic media, periodicals, access to scientific databases;*

- ✓ examination of research results, graduation papers, and dissertations for plagiarism;
- ✓ access to online educational resources;
- ✓ operation of WI-FI on its territory.
- ✓ The university must demonstrate that it creates conditions for conducting scientific research, integrating science and education, and publishing the results of research work of teaching staff, employees, and students.
- ✓ The university should strive to ensure that the educational equipment and software used for mastering educational programs are similar to those used in the relevant sectors of the economy.
- ✓ The EP management should demonstrate that there are procedures in place to support various groups of students, including informing and advising them.
- ✓ The OP management should show that there are conditions for the student's progress along the individual educational path.
- ✓ The university should take into account the needs of different groups of students (adults, working people, foreign students, as well as students with special educational needs).
- ✓ The university must ensure that the infrastructure meets the security requirements.

Proof part

The information and library resources used to organize the learning process are sufficient and meet the requirements of each implemented educational program.

The number of publications in Kazakh, Russian or other languages of instruction in the library's collection is proportional to the number of students enrolled in the languages of instruction.

The quality of the collection meets modern requirements for training specialists in the university profile for operational library services and information and bibliographic services for undergraduates, doctoral students and teachers.

The information portal that provides a wide range of information sources is the University's website and the page on the Scientific Library website <https://esil.edu.kz/ru/about/library://esil.edu.kz/ru/about/library/>. This page contains sections such as: repository, databases, information about Kazakhstan, official Kazakhstan, inclusive education, free electronic resources of more than 100 titles. The Scientific library has more than 100 titles of textbooks translated into Kazakh under the project "New Humanitarian Education: 100 new textbooks in Kazakh". A total of 5,300 copies of books were delivered from the National Translation Agency to our library. All these books can also be read online on our website at the link: Open University of Kazakhstan: <https://openu.kz/ru/books>.

Work on book availability is carried out jointly with departments. The library's collection is completed with modern publications, which are often accompanied by materials on audio, video cassettes and floppy disks. They are reflected in all the library directories.

The library has 7 reading rooms with 250 seats, including 1 electronic reading room, also a periodical hall, an electronic hall, a hall of scientific literature, a hall of fiction and two book storages. The library has 40 computers, 1 large-size copier, and 3 MFPs at its disposal. All computers are connected to the INTERNET, students have access to information resources, various databases, collections of digitized documents, websites and web portals.

In order to improve the quality of training of specialists in the department's OP and educational and methodical work of the department, educational and methodical seminars are held, which address current and current issues of educational and methodical work of the department.

The process of examining graduate papers and dissertations for plagiarism is presented in the Anti-Plagiarism Regulation. <https://old.esil.edu.kz/upload/iblock/c61/P-ob-Antiplagiagate.pdf>

For students with special needs, there are special designations, an entrance group for wheelchair users.

Analytical part

As a result of a visual inspection of the objects of the material base by the members of the VEC, it is noted that the university has all the necessary educational and material assets to ensure the educational process of accredited educational programs. The university building meets the current sanitary standards and fire safety requirements. Classroom and laboratory facilities, classrooms and other facilities, and sports facilities comply with the established safety regulations.

As part of the accreditation process, the survey showed the level of satisfaction with educational resources:

Questions	Totally satisfied	Partially satisfied	Partially dissatisfied удовлетворен	Not satisfied	I don't know to answer
1. Level of availability of library resources	95 (70,9%)	29 (21,6%)	1 (0,7%)	0 (0%)	9 (6,7%)
2. The quality of services provided in libraries and reading rooms	93 (69,4%)	26 (19,4%)	2 (1,5%)	2 (1,5%)	11 (8,2%)
3. Existing educational resources of the university	80 (59,7%)	45 (33,6%)	5 (3,7%)	1 (0,7%)	3 (2,2%)
4. Availability of computer classes	74 (55,2%)	32 (23,9%)	16 (11,9%)	8 (6%)	4 (3%)
5. Availability and quality of Internet resources	64 (47,8%)	42 (31,3%)	18 (13,4%)	5 (3,7%)	5 (3,7%)
6. Content and information content of the website of educational organizations in general and faculties (schools) in particular	86 (64,2%)	40 (29,9%)	5 (3,7%)	1 (0,7%)	2 (1,5%)
7. Study rooms and auditoriums for large groups	78 (58,2%)	36 (26,9%)	11 (8,2%)	6 (4,5%)	3 (2,2%)
8. Rest rooms for students (if available)	55 (41%)	28 (20,9%)	18 (13,4%)	14 (10,4%)	19 (14,2%)

Based on the results of a survey of students and Internet speed measurements made directly by experts, it was found that the University has a very low Internet connection speed at the level of 1-3 Mbit/s.

At the same time, we note that the specified material and technical base is not aimed at achieving the goals accredited by the OP, and therefore it is recommended to create a base corresponding to the goals, for example, a special customs office with stands.

HEC recommendations for OP 6B11101 "Tourism", OP 6B11401 "Social work", 7M11401 "Social work", 6B04201 "Customs", OP 6B04110 "Customs":

- The university management is recommended to purchase the latest equipment for all accredited OP 6B11101 "Tourism", 6B11401 "Social work", 7M11401 "Social work", 6B04201 "Customs business" (law), 6B04110 "Customs business" (business and management).

- In the 2024-2025 academic year, it is recommended to strengthen and improve the operation of Wi-Fi, providing a high-speed and uninterrupted connection to the entire campus.

The strengths of OP 6B11101 "Tourism", OP 6B11401 "Social work", 7M11401 "Social work", 6B04201 "Customs", OP 6B04110 "Customs" are absent.

WEC's conclusions based on the following criteria:

According to the standard OP 6B11101 "Tourism", OP 6B11401 "Social work", 7M11401 "Social work", 6B04201 "Customs", OP 6B04110 "Customs" has 13 satisfactory positions.

6.9 "Informing the Public" Standard

✓ *The university guarantees that the published information is accurate, objective, up-to-date and reflects all areas of the university's activities within the framework of the educational program.*

✓ *Public awareness should include supporting and explaining the national development programs of the country and the system of higher and postgraduate education.*

✓ *University management should use a variety of ways to disseminate information (including mass media, web resources, information networks, etc.) to inform the general public and interested parties.*

✓ *Information about the educational program is objective, up-to-date and should include:*

✓ *the purpose and planned results of the OP, the assigned qualification; information about the assessment system of students' academic achievements;*

✓ *information about academic mobility programs and other forms of cooperation with partner universities and employers; information about the opportunities for the development of personal and professional competencies of students and employment;*

✓ *data reflecting the positioning of the OP in the educational services market (at the regional, national, and international levels). An important factor is the publication of reliable information on PPP on open resources, in terms of personalities. The university must publish audited financial statements on its own web resource. The university should post information and links to external resources based on the results of external assessment procedures. An important factor is the publication of information about cooperation and interaction with partners, including scientific/consulting organizations, business partners, social partners and educational organizations.*

The evidentiary part

The university constantly informs the public about the educational program and the conditions for its implementation. Public awareness is carried out on the basis of the principles of transparency, openness, involvement and awareness of students, teaching staff, employers and other interested persons. Within the framework of the areas of training with higher and postgraduate education, Esil University independently develops educational programs in accordance with the National Qualifications Framework, professional standards and agreed with the Dublin Descriptors and the European Qualifications Framework, with the current State Mandatory Standard of Higher and Postgraduate Education and the Classifier of areas of training with higher and Postgraduate education. The approved educational program undergoes an external examination and is entered into the Register of the Higher Educational Institution of the Republic of Kazakhstan. The state mandatory standard of higher and postgraduate education defines the requirements for the content of education with a focus on learning outcomes, the maximum amount of educational load of students, the level of training of students and the duration of training in organizations of higher and (or) postgraduate education. The content of higher and postgraduate education consists of disciplines of three cycles - general education disciplines, basic disciplines and core disciplines. The university management uses a variety of ways to disseminate information – this is the university's website, briefings conducted by the management, open days,

job fairs at the University, round tables with heads of enterprises and organizations, exhibitions of achievements, demonstrations of introduced new technologies and equipment, career guidance months and weeks. All financial statements are prepared in accordance with the requirements of IFRS and are characterized by transparency and accessibility to other users. Transparency is achieved by placing financial statements in the financial reporting depository, created to provide access to an electronic database in which interested persons can find information about the financial and economic activities of organizations of public interest - <https://esil.edu.kz/finance-center/> . A career guidance group has been created from among the faculty of the department, which, according to the approved schedule, regularly conducts information and explanatory work with graduates of all schools and colleges in Astana and other regions of the Republic of Kazakhstan on the choice of specialties/Education and admission to universities in Kazakhstan. The plan of career guidance work of the department "Social work and Tourism" is presented at the link https://old.esil.edu.kz/upload/iblock/272/nuwzagudwq0ezbb0317qu83i3w93b8dr/Plan-po-proforientationnoy-rabote-kafedry-Sotsialnaya-rabota-i-turizm-na-23_24uch.-god.pdf

The analytical part

After conducting conversations with the rector, vice-rectors, heads of departments, heads and employees of structural divisions, students, faculty, representatives of employers' organizations, the IAAR experts noted that each focus group referred to the university's website in one way or another during the interview. Which confirms the fact that the official website is the main source of information. The university's management uses a variety of ways to disseminate information to inform the general public and interested parties. The procedure for informing the public is based on providing information about the activities of the university, the implemented educational programs, and the general admission conditions. An analysis of the information posted on the university's website showed that it is mainly used as a reference resource about the structure of the university and the events that took place on its basis. The potential of the site as a marketing tool for promoting educational programs and services in the external environment is poorly used. The university's website does not fully disclose the competitive advantages of the accredited educational institution in the educational services market. An analysis of the information provided on the site showed that for a number of years, information about teachers who ensure the implementation of educational programs has not been updated.

The strengths of OP 6B11101 "Tourism", OP 6B11401 "Social work", 7M11401 "Social work", 6B04201 "Customs", OP 6B04110 "Customs" are missing.

VEK recommendations for OP 6B11101 "Tourism", OP 6B11401 "Social work", 7M11401 "Social work", 6B04201 "Customs business", OP 6B04110 "Customs business":

- By July 1, 2024, the management of the OP should analyze and systematize the "Documents" section on the pages of departments on the official website of the university and present information in the context of educational programs. - Until September 2024 and in the future, post on the university's website national programs for the development and system of higher professional education, information about the university's participation in the implementation of these programs. - Post on the university's website information about the accreditation of the OP and links to external resources based on the results of external assessment procedures (websites of accreditation agencies) until September 2024. - By September 1, 2024, post criteria, procedures, methods, as well as methods for evaluating all types of work on the university's website.

The conclusions of the WEC according to the criteria: According to the standard OP 6B11101 "Tourism", OP 6B11401 "Social work", 7M11401 "Social work", 6B04201 "Customs business", OP 6B04110 "Customs business": has 11 satisfactory and 1 position requiring improvement.

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

Educational Program Management Standard

The strengths of OP 6B11101 "Tourism", OP 6B11401 "Social work", 7M11401 "Social work", 6B04201 "Customs", OP 6B04110 "Customs" are absent.

Information Management and Reporting Standard

The strengths of OP 6B11101 "Tourism", OP 6B11401 "Social work", 7M11401 "Social work", 6B04201 "Customs", OP 6B04110 "Customs" are absent.

Standard "Development and approval of an educational program"

The strengths of OP 6B11101 "Tourism", OP 6B11401 "Social work", 7M11401 "Social work", 6B04201 "Customs", OP 6B04110 "Customs" are absent.

Standard "Continuous monitoring and periodic evaluation of educational programs"

The strengths of OP 6B11101 "Tourism", OP 6B11401 "Social work", 7M11401 "Social work", 6B04201 "Customs", OP 6B04110 "Customs" are absent.

Standard "Student-centered learning, teaching and assessment of academic performance"

The strengths of OP 6B11101 "Tourism", OP 6B11401 "Social work", 7M11401 "Social work", 6B04201 "Customs", OP 6B04110 "Customs" are absent.

Standard "Students"

Strengths of OP 6B11101 "Tourism", OP 6B11401 "Social work", 7M11401 "Social work", 6B04201 "Customs", OP 6B04110 "Customs"

- There is a mechanism for supporting gifted students, measures to encourage gifted students are: preparation of students for national and international conferences; support for scientific publication activity of students; awarding diplomas and letters of thanks from the university; encouragement with cash prizes; encouragement by city and non-city excursions to exhibitions; visiting cultural and educational institutions; providing discounts on admission.

Standard "Teaching staff"

Strengths of OP 6B11101 "Tourism", OP 6B11401 "Social work", 7M11401 "Social work", 6B04201 "Customs", OP 6B04110 "Customs":

- The most important source of assistance to a young teacher in career development at a university is the social environment (career environment), where the formation of a young teacher's professional identity, his inclusion in the professional community, with well-established norms, relationships and internal processes takes place.

Standard "Educational resources and student Support systems"

The strengths of OP 6B11101 "Tourism", OP 6B11401 "Social work", 7M11401 "Social work", 6B04201 "Customs", OP 6B04110 "Customs" are absent.

Public Awareness Standard

The strengths of OP 6B11101 "Tourism", OP 6B11401 "Social work", 7M11401 "Social work", 6B04201 "Customs", OP 6B04110 "Customs" are absent.

(VIII) REVIEW OF QUALITY IMPROVEMENT RECOMMENDATIONS

6.1 Standard "Educational program Management"

- Before the beginning of the 2024-2025 academic year, the university management should develop an internal regulatory document describing the uniform requirements for the development of plans for the development of educational programs of the university, taking into account:
 - * compliance of the OP development plan with the institution's Development Strategy, national priorities and labor market needs;
 - * involving employers, trainees, and teaching staff in drawing up a development plan for the OP;
 - * determining the individuality and uniqueness of the development plan of the University within the framework of the real positioning of the university;
 - * A mechanism for monitoring the implementation of the EP development plan and regularly reviewing the EP development plan.
- In the 2024-2025 academic year, the OP management should review the OP development plans and bring them into compliance with the newly established requirements.
- Annually monitor the implementation of the development plans of the EE for the implementation of target indicators, assessment of the achievement of training goals, compliance with the needs of stakeholders, and on this basis make decisions aimed at continuous improvement of the EE. Communicate the results of monitoring to all interested parties.
- By December 2025, the university management should develop define and document the risk management procedure at the level of structural divisions and within the framework of the OP.
- During 2024, the university's management should provide for innovation management in the planning, reporting and activity procedures based on the implementation of all the main management functions, including planning, organizing, stimulating, and analyzing.
- By the end of the 2024-2025 academic year, the management of the university and the OP should analyze the implementation of the recommendations of the EEC on accredited programs (the previous and current accreditation procedures), include measures and measures for their implementation in the Development Plans of the OP, and ensure their full implementation.

6.2 Information Management and Reporting Standard

- By December 1, 2024, the university management should develop a document defining the rules for the dissemination and collection of confidential information, prohibiting the dissemination of confidential information, personal data of students and teaching staff through unprotected channels, social networks and instant messengers in the university.
- By December 2024, the university management should include the key performance and efficiency indicators of the EP, the level and period of their evaluation in the Regulations for conducting an audit of educational programs.

6.3 Standard "Development and approval of the educational program"

- In 2024, the university management will include in the Regulation on the modular construction of educational programs a requirement that the model of a graduate of the OP corresponds to the general university model of the corresponding level of education. In the course of 2025, the AP management will bring the models of graduates of accredited programs in line with the general university models.

- By September 1, 2024, the university management should develop a mechanism for measuring competitive advantages, determining the uniqueness of the EP and its difference from other similar educational programs at the regional, national or international level of the educational services market in the context of the EP.

- By September 1, 2026, the management of the OP will have to work together and implement joint or two-degree OP programs with foreign educational organizations.

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

- Starting from September 1, 2024, the University administration will publish and keep up-to-date information about changes to each OP on the university's website in the section dedicated to the OP.

6.55. Standard "Student-centered learning, teaching and assessment of academic performance"

- The management of the OP will strengthen the work on the development and publication of its own research in the field of teaching methods of the OP disciplines by January 1, 2025 6B11101 "Tourism", 6B11401 "Social work", 7M11401 "Social work", 6B04201 "Customs" (law), 6B04110 "Customs management". delo" (business and management).

- In 2024, the OP management plans to train and improve the skills of OP teaching staff using modern methods of evaluating learning outcomes.

6.66. The "Learners" Standard

There are no recommendations for this standard

6.77. Standard "Teaching staff"

- By June 1, 2024, the university management should hold seminars to explain the parameters of rating indicators, establish a clear gradation of the point system and the amount of cash payments based on the results of achieving the status of "platinum", "gold", "silver".

- To the university management by October 1, 2024, to teach teaching staff to use modern innovative technologies and information and communication technologies in the educational process (project work, case study, on-line training, e-portfolio, etc.).

6.88. Standard "Educational resources and student Support Systems"

- The university management is recommended to purchase the latest equipment for all accredited OP 6B11101 "Tourism", 6B11401 "Social work", 7M11401 "Social work", 6B04201 "Customs business" (law), 6B04110 "Customs business" (business and management).

- In the 2024-2025 academic year, it is recommended to strengthen and improve the operation of Wi-Fi, providing a high-speed and uninterrupted connection to the entire campus.

6.99. "Informing the Public" Standard

- By July 1, 2024, the OP management should analyze and systematize the "Documents" section on the pages of departments on the official website of the university and present information in the context of educational programs.

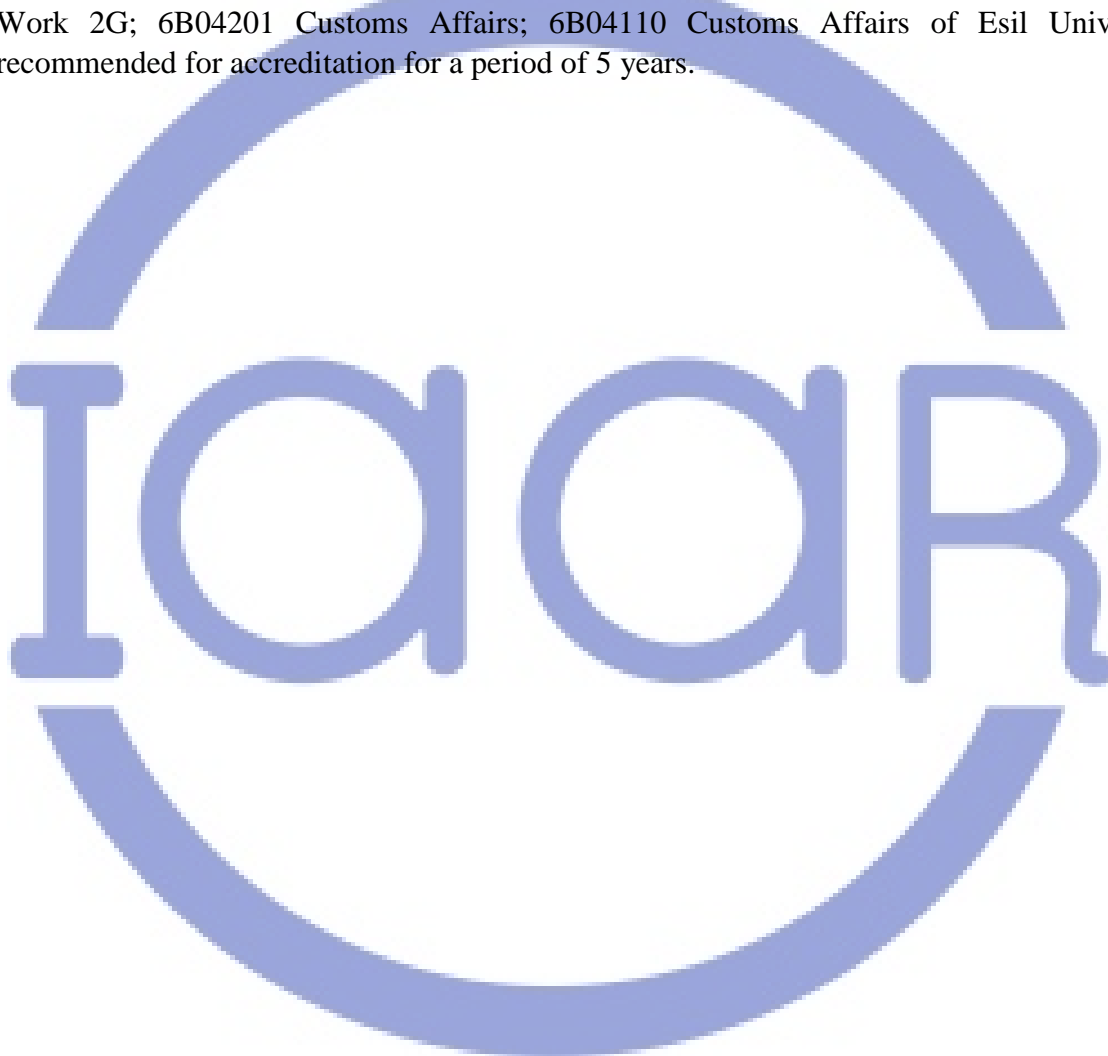
- Until September 2024 and in the future, post on the university's website national programs for the development and system of higher professional education, information on the university's participation in the implementation of these programs.

- Post on the website of the university information about the accreditation of the OP and links to external resources based on the results of external assessment procedures (websites of accreditation agencies) until September 2024.

- By September 1, 2024, the Russian Academy of Sciences will post criteria, procedures, methods, and methods for evaluating all types of work on the university's website.

(IX) RECOMMENDATION TO THE ACCREDITATION COUNCIL

The EEC members agreed that OP 6B11101 Tourism; 6B11401 Social Work; 7M11401 Social Work 2G; 6B04201 Customs Affairs; 6B04110 Customs Affairs of Esil University are recommended for accreditation for a period of 5 years.



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

**Conclusion of the External Expert Commission on Quality Assessment 6B11101
"Tourism", 6B11401 "Social work",
7M11401 "Social work",
6B04201 " Customs business "(law),
6B04110 " Customs business "(business and management)
Institution "ESIL UNIVERSITY"**

n/n	n/n	Evaluation criteria	Position of the educational organization			
			Strong	Satisfactory	Implies improvement	Unsatisfactory
Standard "Educational Program Management"						
1	1.	The university should demonstrate the development of the goal and strategy for the development of the OP based on the analysis of external and internal factors with a wide involvement of various stakeholders		+		
2	2.	The quality assurance policy should reflect the relationship between research, teaching and learning		+		
3	3.	The university demonstrates the development of a quality assurance culture		+		
4	4.	Commitment to quality assurance should apply to any activity performed by contractors and partners (outsourcing), including the implementation of joint/two-degree education and academic mobility		+		
5	5.	The EP management ensures transparency in the development of the EP development plan based on an analysis of its functioning, the actual positioning of the university and the focus of its activities on meeting the needs of the state, employers, stakeholders and students			+	
6	6.	The OP management demonstrates the functioning of mechanisms for forming and regularly reviewing the OP development plan and monitoring its implementation, evaluating the achievement of training goals, meeting the needs of students, employers and society, and making decisions aimed at continuous improvement of the OP			+	
7	7.	The EP management should involve representatives of interested groups, including employers, trainees, and teaching staff, in the development of the EP			+	
8	dev elop men t plan	The EP management should demonstrate the individuality and uniqueness of the EP development plan, its consistency with national development priorities and the education organization development strategy			+	
9	9.	The university must demonstrate a clear definition of those responsible for business processes within the framework of the EP, the distribution of job responsibilities of personnel, and the differentiation of functions of collegial bodies		+		
10	10.	The EP management ensures coordination of the activities of all persons involved in the development and management of the EP, and its continuous implementation, as well as involves all stakeholders in this process		+		

11	11.	The EP management should ensure the transparency of the management system, the functioning of the internal quality assurance system, including its design, management and monitoring, and the adoption of appropriate decisions		+		
12	12.	OP management should manage risks			+	
13	13.	The EP management should ensure the participation of representatives of interested parties (employers, teaching staff, students) in the collegial management bodies of the educational program, as well as their representativeness in making decisions on the management of the educational program		+		
14	14.	The university must demonstrate innovation management within the framework of the EP, including the analysis and implementation of innovative proposals		+		
15	15.	The EP management should demonstrate its openness and accessibility to teaching staff, employers and other interested parties		+		
16	16.	The OP management confirms the completion of training in the educational management programs		+		
17	17.	The EP management should strive to ensure that progress made since the last external quality assurance procedure is taken into account when preparing for the next procedure			+	
Total according to standard			0	11	6	
Standard "Information management and reporting"						
18	1.	The university should ensure the functioning of a system for collecting, analyzing and managing information based on modern information and communication technologies and software tools		+		
19	2.	OP management demonstrates the systematic use of processed, adequate information to improve the internal quality assurance system		+		
20	3.	The EP management demonstrates the existence of a reporting system that reflects the activities of all structural divisions and departments within the EP, including an assessment of their performance		+		
21	4.	The university should determine the frequency, forms and methods of evaluating the management of the OP, the activities of collegial bodies and structural divisions, and top management		+		
22	5.	The university must demonstrate a mechanism for ensuring information security, including identifying those responsible for the accuracy and timeliness of information analysis and data provision		+		
23	6.	The university demonstrates the involvement of students, employees and teaching staff in the processes of collecting and analyzing information, as well as making decisions based on them		+		
24	7.	The EP management should demonstrate the existence of communication mechanisms with students, employees and other stakeholders, including conflict resolution		+		
25	8.	The university should measure the degree of satisfaction with the needs of teaching staff, staff and students within the framework of the EP and demonstrate evidence of eliminating the identified shortcomings		+		
26	9.	The university should evaluate the effectiveness and efficiency of its activities, including in the context of the OP		+		
		The information collected and analyzed by the university within the framework of the OP should take into account:				
27	10.	key performance indicators		+		
28	11.	dynamics of the number of students in the context of forms and types		+		
29	12.	level of academic performance, student achievements and deductions		+		
30	13.	satisfaction of students with the implementation of the OP and the quality of education at the university		+		
31	14.	availability of educational resources and support systems for students		+		
32	15.	employment and career development of graduates		+		
33	16.	Students, employees and teaching staff must document their consent to the processing of personal data		+		
34	17.	The management of the OP should help to provide all the necessary information in the relevant fields of science		+		
Total according to the standard			0	17	0	

Standard "Development and approval of the educational program"						
35	1.	The university must demonstrate the existence of a documented procedure for developing the EP and its approval at the institutional level		+		
36	2.	The university must demonstrate that the developed OP meets the established goals and planned learning outcomes		+		
37	3.	The OP management should determine the impact of disciplines and professional practices on the formation of learning outcomes		+		
38	4.	The university can demonstrate the existence of a graduate model of the OP describing learning outcomes and personal qualities			+	
39	5.	The qualification awarded upon completion of the EP should be clearly defined, explained and correspond to a certain level of NSC, QF-EHEA		+		
40	6.	The EP management should demonstrate the modular structure of the program, based on the European Credit Transfer and Accumulation System (ECTS), and ensure that the EP and its modules (in terms of content and structure) meet the goals set, with a focus on achieving the planned learning outcomes		+		
41	7.	The OP management should ensure that the content of academic disciplines and learning outcomes correspond to each other and the level of study (bachelor's, master's, doctoral studies)		+		
42	8.	The management of the OP must demonstrate the conduct of external examinations of the OP		+		
43	9.	The EP management should provide evidence of the participation of students, teaching staff and other stakeholders in the development of the EP, ensuring its quality		+		
44	10.	The OP management should demonstrate the positioning of the OP in the educational market (regional/ national/ international), its uniqueness		+		
45	11.	An important factor is the possibility of preparing students for professional certification		+		
46	12.	An important factor is the presence of a two-degree OP and / or joint OP with foreign universities			+	
Total according to the standard			0	10	2	
Standard "Continuous monitoring and periodic evaluation of basic educational programs"						
47	1.	The university must ensure that the content and structure of the EP are reviewed, taking into account changes in the labor market, the requirements of employers and the social demand of society		+		
48	2.	The university must demonstrate that there is a documented procedure for monitoring and periodically evaluating the EP in order to achieve the goal of the EP. The results of these procedures are aimed at continuous improvement of the OP		+		
		Monitoring and periodic evaluation of the EP should consider				
49	3.	the content of programs in the context of the latest achievements in science and technology in a particular discipline		+		
50	4.	changes in the needs of society and the professional environment		+		
51	5.	student workload, academic performance, and graduation		+		
52	6.	effectiveness of student assessment procedures		+		
53	7.	student needs and satisfaction		+		
54	8.	compliance of the educational environment and support services with the goals of OP		+		
55	9.	All interested parties should be informed of any actions planned or taken in relation to the EP. All changes made to the OP must be published			on+	
56	10.	Support services should identify the needs of different groups of students and the degree of their satisfaction with the organization of training, teaching, assessment, and development of the OP in general		+		
Total according to the standard			0	9	1	
Standard "Student-centered learning, teaching and assessment of academic performance"						
57	1.	The EP management should ensure respect and attention to different groups of students and their needs, providing them with flexible learning paths		+		

58	2.	The management of the EP should ensure that teaching is based on modern achievements of world science and practice in the field of training, the use of various modern teaching methods and assessment of learning outcomes that ensure the achievement of the goals of the EP, including competencies, skills in performing scientific work at the required level			+	
59	3.	The management of the OP should determine the mechanisms for distributing the academic load of students between theory and practice within the framework of the OP, ensuring the development of the content and achievement of the goals of the OP by each graduate			+	
60	4.	An important factor is the availability of our own research in the field of teaching methods of OP			+	
61	5 disc ipli nes.	The university must ensure that the procedures for evaluating learning outcomes comply with the planned results and goals of OP			+	
62	6.	The university should ensure consistency, transparency and objectivity of the mechanism for evaluating the learning outcomes of the OP. Criteria and methods for evaluating learning outcomes should be published in advance			+	
63	7.	Evaluators should be proficient in modern methods of evaluating learning outcomes and regularly improve their skills in this area			+	
64	8.	The EP management should demonstrate the existence of a feedback system for using various teaching methods and evaluating learning outcomes			+	
65	9.	The OP leadership should demonstrate support for students' autonomy, with simultaneous guidance and assistance from the teacher			+	
66	10.	The EP management should demonstrate that there is a procedure in place to respond to student complaints			+	
Total according to the standard			0	8	2	
Standard "Students"						
67	1.	The university must demonstrate the policy of forming a contingent of students and ensure transparency of its procedures. The procedures governing the life cycle of students (from admission to completion) should be defined, approved, and published			+	
68	2.	The OP management should provide for special adaptation and support programs for newly enrolled and foreign students			+	
69	3.	The university must demonstrate that its actions comply with the Lisbon Recognition Convention, including the existence and application of a mechanism for recognizing the results of academic mobility of students, as well as the results of additional, formal and non-formal education			+	
70	4.	The university should provide opportunities for external and internal academic mobility of students, as well as assist them in obtaining external grants for training			+	
71	5.	The university should actively encourage students to self-educate and develop outside of the main program (extracurricular activities)			+	
72	6.	An important factor is the availability of a support mechanism for gifted students	+			
73	7.	The university must demonstrate cooperation with other educational organizations and national centers of the "European Network of National Information Centers for Academic Recognition and Mobility/ National Academic Recognition Information Centers" ENIC/NARIC to ensure comparable recognition of qualifications			+	
74	8.	The university must provide students with places of practice, demonstrate the procedure for promoting employment of graduates, maintaining communication with them			+	
75	9.	The university must demonstrate the procedure for issuing graduates with documents confirming their qualifications, including the achieved learning outcomes			+	

76	10.	The OP management should demonstrate that graduates of the program have skills that are in demand in the labor market and that these skills are really in demand in the labor market		+		
77	11.	The OP management should demonstrate the existence of a mechanism for monitoring the employment and professional activities of graduates		+		
78	12.	An important factor is the existence of a functioning alumni association+		+		
Total according to the standard			1	11	0	
Standard "Teaching staff"						
79	1.	The university should have an objective and transparent HR policy in the context of OP, including hiring (including invited faculty members), professional growth and staff development, ensuring the professional competence of the entire staff		+		
80	2.	The university must demonstrate that the quality of teaching staff meets the established qualification requirements, the university's strategy, and the goals of OP		+		
81	3.	The OP management should demonstrate a change in the role of the teacher in connection with the transition to student-centered learning and teaching		+		
82	4.	The university should provide opportunities for career growth and professional development of teaching staff, including young teachers	+			
83	5.	The university should involve in teaching specialists of relevant industries who have professional competencies that meet the requirements of OP		+		
84	6.	The university must demonstrate the existence of a mechanism for motivating the professional and personal development of teaching		staf f+		
85	7.	The university must demonstrate the wide use of teaching staff of information and communication technologies and software tools in the educational process (for example, on-line training, e-portfolio, MEPs etc.)		+		
86	8.	The university must demonstrate the focus of its activities on developing academic mobility, attracting the best foreign and domestic teachers		+		
87	9.	The university must demonstrate the involvement of each teacher in promoting a culture of quality and academic integrity at the university, and determine the contribution of teaching staff, including invited ones, to achieving the goals of OP		+		
88	10.	An important factor is the involvement of teaching staff in the development of the economy, education, science and culture of the region and the country		+		
Total according to the standard			1	9	0	
Standard "Educational resources and student support systems"						
89	1.	The university must ensure that educational resources, including material and technical resources, and infrastructure meet the goals		of the +		
90	2	OP management should demonstrate the availability of classrooms, laboratories, and other facilities that are equipped with modern equipment and ensure that the goals of the OP		are achi eve d+		
		The university must demonstrate that the information resources meet the needs of the university and the implemented educational programs, including in the following areas:				
91	3.	technological support for students and teaching staff in accordance with educational programs (for example, online training, modeling, databases, data analysis programs)		+		
92	4.	library resources, including the collection of educational, methodological and scientific literature on general education, basic and profile disciplines on paper and electronic media, periodicals, access to scientific databases		+		
93	5.	examination of research results, graduation papers, dissertations for plagiarism		+		

94	6.	access to educational Internet resources		+		
95	7.	functioning of WI-FI on your own territory		+		
96	8.	The university must demonstrate that it creates conditions for conducting scientific research, integrating science and education, and publishing the results of research work of teaching staff, employees, and students		+		
97	9.	The university should strive to ensure that the educational equipment and software used for mastering educational programs are similar to those used in the relevant sectors of the economy		+		
98	10.	The EP management should demonstrate that there are procedures in place to support various groups of students, including informing and advising		+		
99	11.	The OP management should show that there are conditions for the student's progress along the individual educational path		+		
100	12.	The university should take into account the needs of various groups of students (adults, working people, foreign students, as well as students with special educational needs).		+		
101	13.	The university must ensure that the infrastructure meets the security requirements		+		
Total according to the standard			0	13	0	
Standard "Informing the public"						
102	1.	The information published by the university must be accurate, objective, up-to-date and reflect all areas of the university's activities within the framework				of the +
103	2	Public awareness should include supporting and explaining the national development programs of the country and the system of higher and postgraduate education		+		
104	3.	University management should use a variety of information dissemination methods (including mass media, web resources, information networks, etc.) to inform the general public and interested persons		+		
		Information published by the university about the educational program should be objective and up-to-date and include:				
105	4.	the purpose and planned results of the OP, the assigned qualification		+		
106	5.	information about the student achievement assessment system		+		
107	6.	information about academic mobility programs and other forms of cooperation with partner universities and employers		+		
108	7.	information on opportunities for developing students' personal and professional competencies and employment				opportunities+
109	8.	data reflecting the positioning of the OP in the educational services market (at the regional, national, and international levels)		+		
110	9.	An important factor is the publication on open resources of reliable information about teaching staff, in the context of personnel		+		
111	10.	The university must publish on its own web resource the audited financial statements for OP		+		
112	11.	The university should post information and links to external resources based on the results of external assessment procedures		+		
113	12.	An important factor is the publication of information about cooperation and interaction with partners, including scientific/consulting organizations, business partners, social partners, and educational organizations		+		
Standard total			0	11	1	
TOTAL			2	99	12	

Appendix 2. Session program



ESIL
UNIVERSITY

APPROVED
by the Rector

of the Institution "Esil University"

_____ A. A. Taubaev
" ___ " _____ 2024 city of.



АККРЕДИТТЕУ ЖӘНЕ РЕЙТИНГТИҢ
ТӘУЕЛСІЗ АГЕНТТІГІ

НЕЗАВИСИМОЕ АГЕНТСТВО
АККРЕДИТАЦИИ И РЕЙТИНГА

INDEPENDENT AGENCY FOR
ACCREDITATION AND RATING

APPROVED

by the General Director of the Independent
Accreditation and Rating Agency"

_____ Zhumagulova A. B.
" ___ " _____ 2024 city of

program
VISIT OF AN EXTERNAL EXPERT COMMISSION
INDEPENDENT ACCREDITATION AND RATING AGENCY (IAAR)
TO THE INSTITUTION "ESIL UNIVERSITY"
(international program accreditation)

Date of the visit: April 1-3, 2024

Cluster 1 (accreditation)	6B04105/ 7M04107/ 7M04108-Accounting and Auditing; 7M04103/ 7M04104-State and Local Administration;
Cluster 2 (primary accreditation)	7M04113 Business Administration (MBA) 7M06102 Information Systems 8D04107 Finance 8D04106 State and Local Administration 7M11402 Social Work 1-1. 5 g

Cluster 3 (accreditation)	6B11101 Tourism 6B11401 /7M11401-Social work; 6B04201/ 6B04110-Customs;
Cluster 4 (accreditation)	6B06102 Computer engineering and Software; 6B06101 Information Systems; 7M06101 Information Systems 2G;

Date and time	HEC's work with target groups	Position and Surname, First Name, Patronymic of target group participants	Contact form
March 30, 2024			
12: 00-13: 00 <i>(time to be specified)</i>	Preliminary meeting of the EEC <i>(discussion of key issues and the program of the visit)</i>	<i>External experts of the IAAR</i>	to connect to the conference Zoom https://us02web.zoom.us/j/4641732969 the conference ID: 464 173 2969
<i>On schedule during the day,</i>	the Arrival of members of the External expert Commission		
18.00	Dinner	<i>External experts of the IAAR</i>	
Day 1th: 1 APR 2024			
09.00-09.30	Allocation of responsibilities experts, the organizational issues	<i>External experts of the IAAR</i>	Office / room no. (office WEC) meeting room to connect to the conference Zoom https://us02web.zoom.us/j/4641732969 the conference ID: 464 173 2969
09.30-10.00	Meeting with Rector	<i>Taubaev Ambergen Alanovich - rector of the</i>	meeting room to join the Zoom conference https://us02web.zoom.us/j/4641732969

			the conference ID: 464 173 2969
10.00-10.15	Technical break		
10.15-11.00	meeting with the Members of the management Board- Vice-Rectors	<i>Turekulov Dametken Medianova - Vice-Rector for academic activities and science</i> <i>Sultanov Gabit zhumabaevich - Vice-Rector for strategy and digitalization</i>	conference room to connect to the conference Zoom https://us02web.zoom.us/j/4641732969 the conference ID: 464 173 2969
11.00-11.10	Technical break		
11.10-11.50	Meeting with heads of structural divisions OO	<i>Ulybyshev Dmitri - Director TSSEI</i> <i>Zhargasov Baghlan Erkinovna - Head OpenUP</i> <i>Akhanov Berik Otelbayevich - head of the Department of vocational guidance</i> <i>Sadanova Elmira Bekbolatovna - Head of Department of international cooperation</i> <i>Gulnara Kusabana Malikovna - head of the office of the Registrar</i> <i>Mustafina Sairan Elubaevna - Director of the Scientific library of the Iskhakova Gozal Rahmatullaeva - Head of staff</i> <i>of Akbarov Zhangeldy Ashimovich - Director of CIT</i> <i>imanbaeva Raikhan gazizovna – Chief of staff,</i> <i>Zhumanova of Bakarsan Timasheva - Director of the Center for PC</i> <i>Imabi Batyrkhan Alikovich - Head Ookisa</i> <i>Sakeev Yerbol Khamitovich - career Center Director</i> <i>of Sadyrbaev Alaskan Aitmagambetova - Head AHU</i> <i>almaganbetov of Berik Amanzholovich - Engineer health and emergency</i> <i>Nurgaliyev Jeanne Ergalieva Responsible Secretary of the admission Commission</i> <i>Sardarov Gabiden Tulkibaeva Chief accountant</i>	meeting room to connect to the conference Zoom https://us02web.zoom.us/j/4641732969 the conference ID: 464 173 2969
11.50-12.00	Exchange of opinions of members of the external expert Commission		meeting room to connect to the conference Zoom https://us02web.zoom.us/j/4641732969

			the conference ID: 464 173 2969
12.00-12.40	Meeting with the deans of accredited OP	Alina Gulzhan Baltabaeva - Dean of the faculty "Business and management" Mukhamedzhanova Aigul Aitmagambetovna-Dean of the Faculty of Applied Sciences	Conference hall
12.40-13.00	Work	<i>of the HEC External experts IAAR</i>	
13.00-14.00	Lunch		
14.00-14.15	Work		
of the HEC 14.15-15.00	Meeting with heads of departments and heads of the OP	Saliyeva Saltanat Nesipbekovna - Head of the Department "Management", PhD, Acting Associate Professor Chereyeva Bakhytgul Tolegenovna - head of the OP "State and Local administration "Doctoral studies, Master's degree, PhD, Acting Associate Professor Zhusupova Zhanat Zhaksalykovna Head of the OP "Business Administration" MBA Lukpanova Zhanar Oralkhanovna-Head of the Department "Finance" Berstembayeva Rysty Kudaibergenovna-head of OP "Finance" Bykov Artem Aleksandrovich – Head of the Department of ISIT Zhumashev Marat Sungatovich head of OP "Information Systems" Yesenova Moldir Balkairovna head of OP "VTiPO" Kaliev Askar Kadyrovich-Head of the Department of "Law" Kapyshcheva Saltanat Kairzhanovna-Head of the OP "Customs" Sadykov Zhasulan Amangeldyevich-Head of the Department "Social Work and Tourism", head of the OP "Tourism" Adebiyetova Aiman Yesenkulovna - head of the OP "Social Work"	Conference Room Connect to the Zoom conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969
15.00-15.10	Technical break		AFishing area No Connect to the Zoom conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969
15.10–16.00	Meeting with teaching staff OP	<i>Full name of the teacher, position, OP</i>	AFishing rod # Connect to the Zoom conference

		1 hall (Appendix No. 1) (room No. 203, session hall zoom 1) 2 hall (App #2) (Room204, zoom 2 session hall) Hall 3 (Annex 3) (Room205, zoom 3 session Hall)	https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969
16.00-17.00	Teaching staff survey (in parallel)	Appendix 2 (full name of the teacher, position, e-mail)	The link is sent to the teacher's e-mail address in person
16.00-16.10	Exchange of opinions of members of the external expert commission		Anduditoriya # Connect to the Zoom conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969
16.10-17.00	Meeting with students of OP	Appendix 3 Full name of the student, course, OP 1 hall (Appendix No. 1) (room No. 203, session hall zoom 1) 2 hall (App #2) (Room204, zoom 2 session hall) Hall 3 (Annex 3) (Room205, zoom 3 session Hall)	AFishing rod # Connect to the Zoom conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969
17.00-18.00	Student survey (in parallel)	Appendix 4 Full name of the student, course, OP, e-mail	Link is sent to the student's e-mail in person
17.00-17.50	Visual inspection of the OP and material, technical and educational and laboratory facilities only objects for accredited OP		<i>Along the route</i>
17.50-18.00	Work of the HEC discussion of the results of the first day	<i>External IAAR experts</i>	Conference hall Connect to the conference Zoom https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969

18.00-19.00	Supper	<i>IAAR External Experts Dinner</i>	
Day 2: April 2, 2024			
09: 00-09: 30	VEC Work IAAR	<i>External Experts</i>	Conference Hall Connect to the Zoom Conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969
09.30-11.30	Selective visits to OP practice bases	<i>IAAR external experts according to the itinerary Appendix 6</i>	
11.30-13.00	Work with department documents (<i>documents must be uploaded to the cloud by cluster in advance, if necessary, department heads will be invited to the Zoom online room</i>) and attend scheduled teaching	<i>staff classes Appendix 6 7</i>	
13.00-14.00	Lunch		
14.00-14.20	Exchange of views of members of the external expert commission	<i>IAAR external experts</i>	
14.20-15.10	Meeting with stakeholders (representatives of practice bases and employers) (hybrid)	<i>App 8</i>	Conference Room Connect to Zoom Conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969
15.10-15.30	Technical break		
15.30-16.10	Meeting with OP	<i>App 9</i>	Conference Room

	graduates (hybrid)		Connect to Zoom Conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969
16.10-16.30	Technical break	<i>IAAR external experts</i>	
16.30-19.00	Work of the HEC, discussion of the results of the second day and profile parameters (<i>recorded</i>)	<i>IAAR External Experts</i>	
19.00-20.00	Dinner	<i>IAAR External Experts</i>	
Day 3: April 3, 2024			
09.00-11.30	Work of the HEC, development and discussion of recommendations IAAR	<i>External experts</i>	Conference hall Connect to the Zoom conference Conference ID: 464 173 2969
11.30-11.40	Technical break		
11.40-12.30	Work of the HEC development and discussion of recommendations (<i>recorded</i>)	<i>External IAAR Experts</i>	Conference Room Connect to Zoom Conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969
12: 30-13: 00	Work	<i>of the HEC External experts IAAR</i>	
13.00-14.00	Lunch		
14.00-16.00	Work of the HEC discussion, decision-making by voting (<i>recorded</i>)		Conference Room Connect to the Zoom conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969
16.00-16.30	Work of the HEC,	<i>External IAAR experts</i>	

	Discussion of quality assessment results		
16.30-17.00	Final meeting of the HEC with the university management		<p>Conference hall</p> <p>Connect to the Zoom conference</p> <p>https://us02web.zoom.us/j/4641732969</p> <p>https://us02web.zoom.us/j/4641732969</p> <p>Conference ID: 464 173 2969</p>
18.00-19.00	Dinner	<i>IAAR External Experts</i>	

Abbreviations

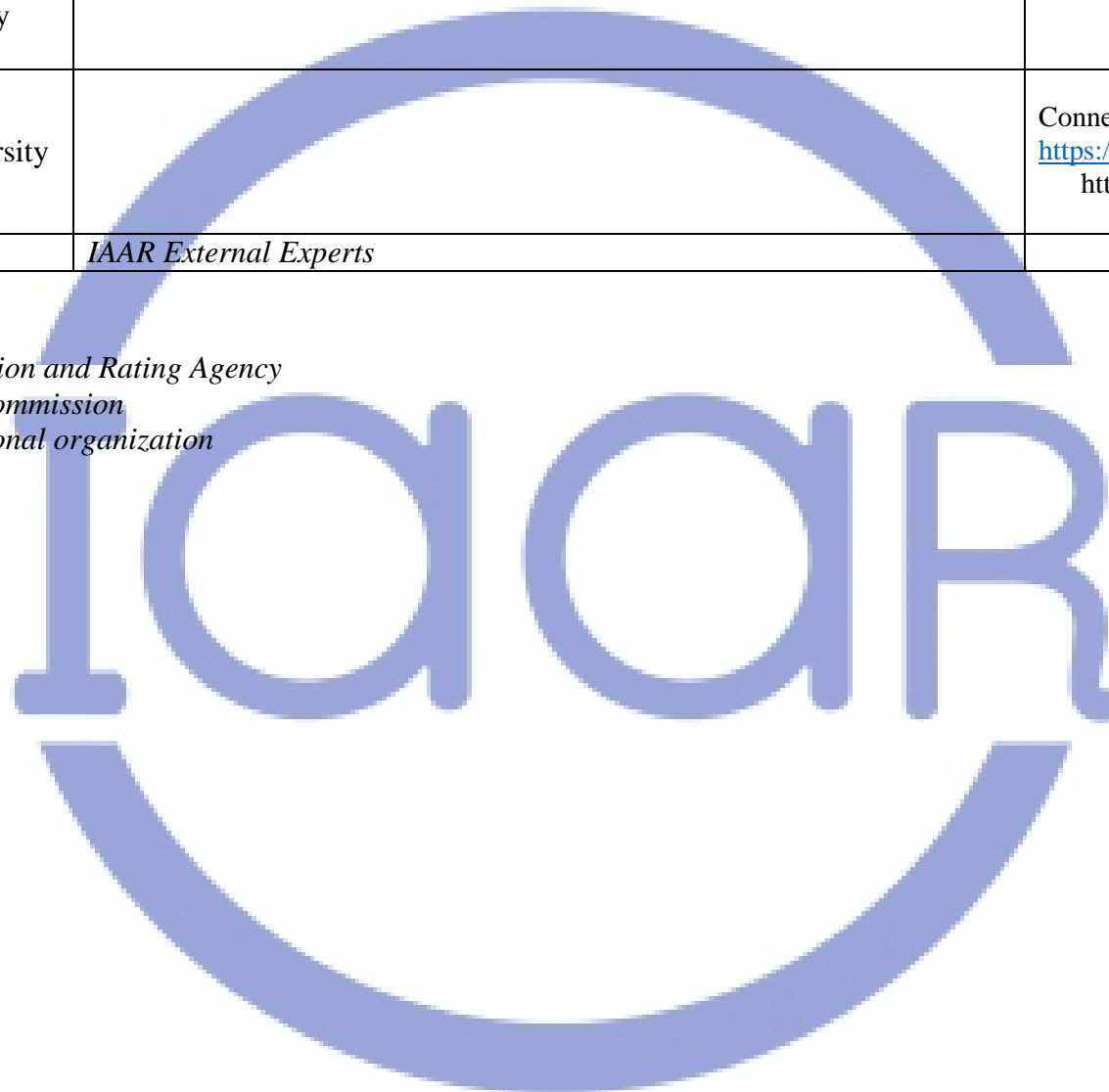
IAAR-Independent Accreditation and Rating Agency

VEC-IAAR External Expert Commission

Public organization – educational organization

OP-educational program

Teaching staff – faculty members



Appendix 3. RESULTS OF THE TEACHING STAFF SURVEY**Total number of questionnaires: 42****2. Position, %**

Professor	3 (7.1%)
Associate Professor / Associate Professor	18 (42.9%)
Senior teacher	17 (40.5%)
Teacher	4 (9,5%)
Head of Department Department	0 (0%)
Other	0 (0%)

3. Academic degree, academic title

Honored Worker	0 (0%)
Doctor of Science	3 (7.1%)
Candidate of Science	12 (28.6%)
Master's degree	14 (33.3%)
PhD	7 (16.7%)
Professor	1 (2.4%)
Associate Professor / Associate Professor	8 (19%)
No	3 (7.1%)
Other	0 (0%)

4. Work experience at this university

Less than 1 year	5 (11.9%)
1 year – 5 years	11 (26.2%)
Over 5 years	26 (69.9%)
Other	0 (0%)

№	Questions	Very good	Good	Relatively bad	Bad	Very bad	Not answered
1	To what extent does the content of the educational program meet your scientific and professional interests and needs?	31 (73,8%)	1 (26,2%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
2	How do you assess the opportunities provided by the University for the professional development of teaching staff	22 (52,4%)	19 (45,2%)	1 (2,4%)	0 (0%)	0 (0%)	0 (0%)
3	How do you assess the opportunities provided by the University for career growth of teaching staff	24 (57,1%)	17 (40,5%)	1 (2,4%)	0 (0%)	0 (0%)	0 (0%)
4	How do you assess the degree of academic freedom of teaching staff	23(54,8%)	19 (45,2%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)

	To what extent can teachers use their own						
5	• Learning Strategies	21 (50%)	20 (47,6%)	1(2,4 %)	0 (0%)	0 (0%)	0 (0%)
6	• Teaching methods	29(69%)	13 (31%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
7	• Educational innovations	26(61,9%)	16(38,1 %)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
8	How do you assess the work on the organization of medical care and disease prevention at the university?	18(42,9%)	23(54,8 %)	1(2,4 %)	0 (0%)	0 (0%)	0 (0%)
9	What attention is paid by the management of the educational institution to the content of the educational program?	26 (61,9%)	15 (35,7%)	1 (2,4%)	0 (0%)	0 (0%)	0 (0%)
10	How do you assess the adequacy and availability of the necessary scientific and educational literature in the library?	30 (71,4%)	12 (28,6%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
11	Evaluate the level of created conditions that take into account the needs of different groups of students?	16(38,1%)	25(59,5 %)	1(2,4 %)	0 (0%)	0 (0%)	0 (0%)
	Evaluate the openness and accessibility of the manual						
to 12	• Students	26(61,9%)	16(38,1 %)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
13	• for teachers	24(57,1%)	18(42,9 %)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
14	Evaluate the involvement of teaching staff in the management and strategic decision-making process	10(23,8%)	31(73,8 %)	1(2,4 %)	0 (0%)	0 (0%)	0 (0%)
15	How is the innovative activity of teaching staff encouraged?	14(33,3%)	27(64,3 %)	1 (2,4%)	0 (0%)	0 (0%)	0 (0%)
16	Evaluate the level of feedback between the staff and the management	team 18(42,9%)	23(54,8 %)	1(2,4 %)	0 (0%)	0 (0%)	0 (0%)
17	What is the level of encouragement and involvement of young professionals in the educational process?	12(28,6%)	29(69%)	1 (2,4%)	0 (0%)	0 (0%)	0 (0%)
18	Evaluate the opportunities created for professional and personal growth for each teacher and employee	19(45,2%)	23(54,8 %)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
19	Assess the adequacy of the university management's recognition of the potential and abilities of teachers	19(45,2%)	23(54,8 %)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
	How is job						
20	• on academic mobility	delivered? 17(40,5%)	24(57,1 %)	1(2,4 %)	0 (0%)	0 (0%)	0 (0%)
21	• On advanced training of teaching staff	15(35,7%)	25(59,5 %)	2(4,8 %)	0 (0%)	0 (0%)	0 (0%)
	Evaluate the support of the university and its management						
for 22	• research initiatives of teaching staff	24(57,1%)	16(38,1 %)	2(4,8 %)	0 (0%)	0 (0%)	0 (0%)
23	• Development of new educational programs/disciplines/teaching methods	21(50%)	20 (47,6%)	1(2,4 %)	0 (0%)	0 (0%)	0 (0%)
	Assess the level of teaching staff's ability to combine teaching						

24	• with scientific research	22(52,4%)	19(45,2%)	1(2,4%)	0 (0%)	0 (0%)	0 (0%)
25	• with practical activities	17(40,5%)	24(57,1%)	1(2,4%)	0 (0%)	0 (0%)	0 (0%)
26	Evaluate how students ' knowledge obtained at the university corresponds to the realities of the modern labor market requirements	17(40,5%)	24(57,1%)	1(2,4%)	0 (0%)	0 (0%)	0 (0,27)
27	How does the management and administration of the university perceive criticism in their address?	13(31%)	27(64,3%)	2(4,8%)	0 (0%)	0 (0%)	0 (0%)
28	Evaluate how much your training load meets your expectations and capabilities?	21(50%)	19(45,2%)	2(4,8%)	0 (0%)	0 (0%)	0 (0%)
29	Evaluate the focus of educational programs/training programs on developing students ' skills and abilities to analyze the situation and make forecasts?	22(52,4%)	19(45,2%)	1(2,4%)	0 (0%)	0 (0%)	0 (0%)
30	Evaluate the extent to which the educational program meets the expectations of the labor market and employers in terms of its content and quality of implementation	19(45,2%)	22(52,4%)	1(2,4%)	0 (0%)	0 (0%)	0 (0%)

Why do you work at this particular university?

Ample opportunities for self-development
 Friendly team, loyal management, good students
 Promising University
 I like the team, I've been working since 2007
 The conditions are satisfactory
 Invited
 The team is good
 Good team. Close to home
 Excellent management, work schedule, team, professional development opportunities provided
 the university gives you the opportunity to constantly work on improving your knowledge
 I like working at this university, I realize myself as a professional
 Comfortable conditions and opportunities for professional growth
 Оқу-ағартушылық бастаманы бастауға жақсы жағдай жасалған
 I've been working for the first year
 Because I completed my doctoral studies at this university
 Good team,
 My expectations were met
 Мықты кадрлық құрамы
 One of the best universities in economics
 because here there is an opportunity to express yourself as a creative person
 I like the management of the university, the staff of the department and the curiosity of students. Very favorable environment for teaching staff and students)
 Convenient work schedule
 I like it, the staff of the department is friendly, I work with pleasure!
 The location is convenient
 Кәсіби маман ретінде жетілу
 Университет көңілімнен шығады

A small university with its own atmosphere, a responsive team, there is an opportunity to grow in the scientific field, excellent students.

close to your residential address

Ұзақ уақыттан бері жұмыс жасап жатырмын

Мамандығы сәйкес

I teach directly in my specialty

ұнайды

Very convenient work schedule and location of the university.

I work part-time

Calm, stable, good weather conditions, team

I consider it important to train specialists in the accounting profession, and I am familiar with the organizational structure of this enterprise. I believe that other educational institutions have a similar situation with the organization of the educational process. I work in this company, because the principle of conservatism has a place to be

Good team

I feel comfortable here

Біздің университетте жас мамандарға қолдау жақсы, жәнеде бізде жас мамандарға тәжірибелі ғылыми атағы бар әріптестер бағыт бағдар беріп тәжірибесімен бөліседі!

32. How often are master classes and classes with the participation of practitioners held as part of your course?

very often	often	sometimes	very rarely	never
12 (28,6%)	18 (42,9%)	12 (28,6%)	0 (0%)	0 (0%)

33. How often do external со стороны teachers (domestic and foreign) participate in the learning process?

very often	often	sometimes	very rarely	never
5 (11,9%)	30 (71,4%)	7 (16,7%)	0 (0%)	0 (0%)

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

Questions	Are Often	Sometimes	Never	Answered
Lack of classrooms	0 (0%)	9 (21,4%)	33 (78,6%)	0 (0%)
Unbalanced academic load by semester	1 (2,4%)	15 (35,7%)	26 (61,9%)	0 (0%)
Unavailability of necessary literature in the library	0 (0%)	12 (28,6%)	30 (71,4%)	0 (0%)
Overcrowding of study groups (too many students in the group)	0 (0%)	11 (26,2%)	31 (73,8%)	0 (0%)
Inconvenient schedule	0 (0%)	15 (35,7%)	27 (64,3%)	0 (0%)
Inappropriate classroom conditions	0 (0%)	8 (19%)	34 (81%)	0 (0%)
Lack of Internet access/weak Internet	connection 0 (0%)	16 (38,1%)	26 (61,9%)	0 (0%)

Students ' lack of interest in learning	0 (0%)	23(54,8%)	19(45,2%)	0 (0%)
Late receipt of information about events	0 (0%)	9(21,4%)	33(78,6%)	0 (0%)
Lack of technical training tools in classrooms	0 (0%)	14(33,3%)	28(66,7%)	0 (0%)
Other problems	<p>Masele jok There are no problems Po I want more strengthening of the technical base of the university Insufficient number of educational programs in English. The premium for an academic degree is partially paid, for example, for a candidate of science the premium is only 44925 t . A small salary is more than a large audience and the involvement of practical teachers. low salary increase</p>			

35. In the life of a university, there are many different aspects and aspects that affect each teacher and employee in one way or another. Rate how satisfied you are with:

Questions	Fully satisfied (1)	Partially satisfied (2)	Not satisfied (3)	I can't answer (4)
The attitude of the university's management towards you	33 (78,6%)	8(19%)	0 (0%)	1 (2,4%)
Relationships with direct management	35 (83,3%)	6 (14,3%)	1 (2,4%)	0 (0%)
Relations with colleagues in the department	42(100%)	0 (0%)	0 (0%)	0 (0%)
Degree of participation in management decision	-making 32(76,2%)	10 (23,8%)	0 (0%)	0 (0%)
Relations with students	40 (95,2%)	2 (4,8%)	0 (0%)	0 (0%)
Recognition of your success and achievements by the administration	34(81%)	8(19%)	0 (0%)	0 (0%)
Support for your suggestions and comments	30(71,4%)	12(28,6%)	0 (0%)	0 (0%)
Activities of the university administration	31(73,8%)	11 (26,2%)	0 (0%)	0 (0%)
Payment terms and conditions	13(31%)	21(50%)	6 (14,3%)	2 (4,8%)
Working conditions, list and quality of services provided at the university	31 (73,8%)	11 (26,2%)	0 (0%)	0 (0%)

Occupational health and safety	35 (83,3%)	7(16,7%)	0 (0%)	0 (0%)
Managing changes in the university	's activities 28 (66,7%)	14 (33,3%)	0 (0%)	0 (0%)
Providing a social package: recreation, sanatorium treatment, etc	. 22 (52,4%)	15 (35,7%)	4 (9,5%)	1 (2,4%)
Organization and quality of nutrition at the university	30 (71,4%)	10 (23,8%)	1 (2,4%)	1 (2,4%)
Organization and quality of medical care	30 (71,4%)	10 (23,8%)	1 (2,4%)	1 (2,4%)

Appendix 4. RESULTS OF THE STUDENT SURVEY

Total number of questionnaires: 134

Your specialty:

7M04107 Accounting and Audit – 3 (2.2%)
 6B04105 Accounting and audit – 26 (19.4%)
 7M04104 State and local administration – 1 (0.7%)
 6B11101 Tourism – 28 (20.9%)
 6B11401 Social work – 14 (10.4%)
 7M11401 Social work 2 - 1 (0.7%)
 6B04201 Customs - 2 (1.5%)
 6B04110 Customs - 4 (3%)
 6B06102 Computer equipment and software – 7 (5.2%)
 6B06101 Information Systems – 30 (22.4%)
 7M06101 Information Systems 2 - 12 (9%)
 7M04113 Business Administration (MBA) – 2 (1.5%)
 7M06102 Information Systems – 3 (2.2%)
 6B05301 Chemistry-1 (0.7%)

Gender:

Male	62 (46.3%)
Female	72 (53.7%)

Rate how satisfied you are with:

Questions	Fully satisfied	Partially satisfied	Partially	dissatisfied Not satisfied	I can't answer
-----------	-----------------	---------------------	-----------	----------------------------	----------------

9. Relations with the dean's office (school, faculty, department)	94 (70,1%)	32 (23,9)	4 (3%)	3 (2,2)	1 (0,7%)
10. The level of accessibility of the dean's office (school, faculty, department)	94 (70,1%)	31 (23,1)	4 (3%)	2 (1,5)	3 (2,2%)
11. The level of accessibility and responsiveness of the management (university, school, faculty, department)	87 (64,9%)	38 (28,4)	3 (2,2)	3 (2,2)	3 (2,2%)
12. Access to academic counseling	90 (67,2%)	36 (26,9)	4 (3%)	2 (1,5)	2 (1,5%)
13. Support of educational materials in the learning process	83 (61,9%)	41 (30,6)	7 (5,2)	3 (2,2)	0 (0%)
14. Availability of advice on personal issues	80 (59,7%)	35 (26,1)	8 (6%)	3 (2,2)	8 (6%)
15. Student-teacher relations	94 (70,1%)	31 (23,1)	4 (3%)	3 (2,2)	2 (1,5%)
16. Activities of financial and administrative services of the educational institution	79 (59%)	43 (32,1)	6 (4,5)	3 (2,2)	3 (2,2%)
17. Access to health services	90 (67,2%)	29 (21,6)	2 (1,5)	3 (2,2)	10 (7,5%)
18. Quality of medical care at the university	83 (61,9%)	30 (22,4)	2 (1,5)	6 (4,5)	13 (9,7%)
19. Level of availability of library resources	95 (70,9%)	29 (21,6)	1 (0,7)	0 (0%)	9 (6,7%)
20. The quality of services provided in libraries and reading rooms	93 (69,4%)	26 (19,4)	2 (1,5)	2 (1,5)	11 (8,2%)
21. Existing educational resources of the university	80 (59,7%)	45 (33,6)	5 (3,7)	1 (0,7)	3 (2,2%)
22. Availability of computer classes	74 (55,2%)	32 (23,9)	16 (11, 9%)	8 (6%)	4 (3%)
23. Availability and quality of Internet resources	64 (47,8%)	42 (31,3)	18 (13, 4%)	5 (3,7)	5 (3,7%)
24. Content and information content of the website of educational organizations in general and faculties (schools) in particular	86 (64,2%)	40 (29,9)	5 (3,7)	1 (0,7)	2 (1,5%)

25. Study rooms and auditoriums for large groups	78 (58,2%)	36 (26,9%)	11 (8,2%)	6 (4,5%)	3 (2,2%)
26. Rest rooms for students (if available)	55 (41%)	28 (20,9%)	18 (13,4%)	14 (10,4%)	19 (14,2%)
27. Clarity of disciplinary action procedures	82 (61,2%)	35 (26,1%)	5 (3,7%)	3 (2,2%)	9 (6,7%)
28. The overall quality of the educational program	87 (64,9%)	33 (24,6%)	6 (4,5%)	6 (4,5%)	2 (1,5%)
29. Quality of educational programs in the OP	89 (66,4%)	33 (24,6%)	4 (3%)	4 (3%)	4 (3%)
30. Teaching methods in general	86 (64,2%)	36 (26,9%)	6 (4,5%)	4 (3%)	2 (1,5%)
31. Quick response to teachers ' feedback on the learning process	91 (67,9%)	34 (25,4%)	5 (3,7%)	3 (2,2%)	1 (0,7%)
32. The quality of teaching in general	90 (67,2%)	31 (23,1%)	9 (6,7%)	3 (2,2%)	1 (0,7%)
33. Academic load/requirements for the student	79 (59%)	42 (31,3%)	7 (5,2%)	4 (3%)	2 (1,5%)
34. Teaching staff requirements for the student	87 (64,9%)	31 (23,1%)	3 (2,2%)	3 (2,2%)	10 (7,5%)
35. Information support and explanation of the admission rules and strategy of the educational program (specialty) before entering the university	86 (64,2%)	36 (26,9%)	4 (3%)	3 (2,2%)	5 (3,7%)
36. Informing the requirements for successfully completing a given educational program (specialty)	90 (67,2%)	37 (27,6%)	2 (1,5%)	3 (2,2%)	2 (1,5%)
29. The quality of exam materials (tests and exam questions, etc.)	88 (65,7%)	36 (26,9%)	7 (5,2%)	2 (1,5%)	1 (0,7%)
30. Objective assessment of knowledge, skills, and other academic achievements	90 (67,2%)	34 (25,4%)	6 (4,5%)	3 (2,2%)	1 (0,7%)
31. Available computer classes	71 (53%)	42 (31,3%)	15 (11,2%)	4 (3%)	2 (1,5%)
32. Existing scientific laboratories	69 (51,5%)	30 (22,4%)	10 (7,5%)	7 (5,2%)	18 (13,4%)

33. The objectivity and fairness of teachers	91 (67,9%)	31 (23,1%)	8 (6%)	4 (3%)	0 (0%)
34. Informing students about courses, educational programs, and the academic degree	they receive 95 (70,9%)	30 (22,4%)	6 (4,5%)	3 (2,2%)	0 (0%)
35. Providing students with a hostel	79 (59%)	21 (15,7%)	2 (1,5%)	1 (0,7%)	31 (23,1%)

Rate how much you agree with:

Approval	Full agreement	Agree	Partially agree	Disagree	Completely disagree	Did not respond
36. The course program was clearly presented	79 (59%)	38 (28,4%)	14 (10,4%)	2 (1,5%)	1 (0,7%)	
37. The course content is well structured	76 (56,7%)	36 (26,9%)	16 (11,9%)	4 (3%)	2 (1,5%)	
38. Key terms are sufficiently explained	80 (59,7%)	38 (28,4%)	14 (10,4%)	2 (1,5%)	0 (0%)	
39. The material proposed by the teacher is relevant and reflects the latest achievements in science and practice	73 (54,5%)	37 (27,6%)	20 (14,9%)	2 (1,5%)	2 (1,5%)	
40. The teacher uses effective teaching methods	77 (57,5%)	31 (23,1%)	22 (16,4%)	2 (1,5%)	2 (1,5%)	
41. The teacher owns the taught material	90 (67,2%)	26 (19,4%)	15 (11,2%)	2 (1,5%)	1 (0,7%)	
42. The teacher's presentation is clear	78 (58,2%)	37 (27,6%)	17 (12,7%)	1 (0,7%)	1 (0,7%)	
43. The teacher presents the material in an interesting way	71 (53%)	35 (26,1%)	21 (15,7%)	4 (3%)	3 (2,2%)	
44. Objective assessment of knowledge, skills, and other academic achievements	78 (58,2%)	38 (28,4%)	15 (11,2%)	2 (1,5%)	1 (0,7%)	
45. Timely assessment of students ' academic achievements	80 (59,7%)	38 (28,4%)	13 (9,7%)	2 (1,5%)	1 (0,7%)	

46. The teacher meets your requirements and expectations for professional and personal development	80 (59,7 %)	35 (26, 1%)	13 (9,7 %)	4 (3 %)	2 (1,5 %)	
47. The teacher encourages students ' activity	79 (59%)	34 (25, 4%)	14 (10, 4%)	4 (3 %)	3 (2,2 %)	
48. The teacher encourages students ' creative thinking	75 (56%)	35 (26, 1%)	19 (14, 2%)	3 (2,2 %)	2 (1,5 %)	
49. The appearance and manners of the teacher are adequate	91 (67,9 %)	31 (23, 1%)	10 (7,5 %)	2 (1,5 %)	0 (0 %)	
50. The teacher shows a positive attitude towards students	85 (63,4 %)	38 (28, 4%)	9 (6,7 %)	2 (1,5 %)	0 (0 %)	
51. The system of assessment of academic achievements (seminars, tests, questionnaires, etc.) reflects the content of the course	81 (60,4 %)	40 (29, 9%)	11 (8,2 %)	2 (1,5 %)	0 (0 %)	
52. The assessment criteria used by the teacher are clear and accessible	82 (61,2 %)	37 (27, 6%)	13 (9,7 %)	2 (1,5 %)	0 (0 %)	
53. The teacher evaluates students ' achievements objectively	82 (61,2 %)	36 (26, 9%)	12 (9%)	4 (3 %)	0 (0 %)	
54. The teacher speaks a professional language	81 (60,4 %)	37 (27, 6%)	12 (9%)	4 (3 %)	0 (0 %)	
. The organization of education provides sufficient opportunities for sports and other leisure	activities 71 (53%)	34 (25, 4%)	15 (11,2 %)	8 (6 %)	6 (4,5 %)	
56. Facilities and equipment for students are safe, comfortable and up-to-date	68 (50,7 %)	38 (24, 4%)	24 (17, 9%)	1 (0,7 %)	3 (2,2 %)	
57. The library is well-equipped and has a sufficient fund of scientific, educational and methodical literature	76 (56,7 %)	38 (28, 4%)	15 (11, 2%) 0	2 (1,5 %)	3 (2,2 %)	
58. Equal opportunities for mastering the OP and personal development are provided to all students	83 (61,9 %)	34 (25, 4%)	13 (9,7 %)	1 (0,7 %)	3 (2,2 %)	

Other concerns about the quality of teaching:

- Мәселе жоқ
- Оқыту сапасында ешқандай мәселелер жоқ, Туризм мамандығы өте керемет
- Many thanks to the teaching staff of the University, I wish you prosperity and success!!!
- there are no problems, but the educational program should be improved and the work of the administration should also be improved. Some managers can't answer simple questions
- During the training period-no problems were identified regarding training

- I think that teaching is of a low quality, unfortunately. Some teachers are not serious about students' education. Teachers with long work experience at the university conduct the learning process perfectly. As for teachers who have just come to the university and undergraduates, unfortunately, the situation is reversed. After so many years of studying at the university, I am very disappointed with the quality of education. I hope that this questionnaire will reveal reliable results and start the process of changing the quality of education.

- There are no complaints about the quality of teaching, I am happy with everything, there is plenty of everything at the university

- There are no problems in the quality of teaching, the teaching material is presented with a very creative approach

- Студенттерге ыңғайлырақ демалыс орны. Интернет сапасын жақсарту.

- Improving the Internet, as well as improving the work of Platonus, during exams it often freezes. What is often a stressful case

- Оқытушылар студенттермен дұрыс қарым қатынаста емес қарапайым әжетханада туалетный бумага жоқ, сол оқылықтан бастайық білім жағын сосын қарастырсақ болады, құрылым жоқ, тек бәрі қағаз, отчет түрінде, басшылықтан тексеріс келеді дегенде ғана қозғалады

- It's a pity that I didn't manage to tell you sincerely about what is happening with teaching at the university.

Emails were sent to your organization that described the university's problems. If you don't get it, write to my email address at the bottom.

We couldn't tell you everything, because then we would have had problems, up to the point of being expelled.

We were prepared for your arrival and told to speak only positively about the university.

The bottom line is that we, at IP, do not hold pairs at all: we come to the office and just sit together with the teacher on the phones, we are not taught anything at all. In the third year, we don't know how to do anything at all, the teachers gave up on us, and we all just write off the session. We have 5-6 people out of 23 who come in pairs, and the rest are graded just behind their back. There is no faith that the university itself will respond to our complaints normally.

The accreditation that you will leave to this university will destroy another generation of specialists
E-mail for feedback to me: jopan.a@yandex.ru

- I would like to update outdated computers in the remaining classrooms

"The university has a bad Wi-Fi signal. This is all the disadvantages of university for me.