



«АККРЕДИТЕУ ЖӘНЕ РЕЙТИНГТІҢ
ТӘУЕЛСІЗ АГЕНТТІГІ» КЕМ

НУ «НЕЗАВИСИМОЕ АГЕНТСТВО
АККРЕДИТАЦИИ И РЕЙТИНГА»

INDEPENDENT AGENCY FOR
ACCREDITATION AND RATING

REPORT

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

"8D01701 – Kazakh Language and Literature",
"7M01701 – Kazakh Language and Literature"

OF AL-FARABI KAZAKH NATIONAL UNIVERSITY

in the period from May 11 to May 13, 2023

INDEPENDENT ACCREDITATION AND RATING AGENCY
External Expert Commission

***Addressed to
To the Accreditation
Council of IAAR***



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ТӘУЕЛСІЗ АГЕНТТІГІ» КЕМ**

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I. LIST OF DESIGNATIONS AND ABBREVIATIONS

- AC** – Academic Calendar
BD – Basic disciplines
EAAA – External assessment of academic achievements
SAC – State Attestation Commission
SCSE – The State compulsory standard of education
DET – Distance educational technologies
UNT – Unified National Testing
EHEA – European Higher Education Area
ECTS – European Credit Transfer System
ILC – Information and Library complex
ICT – Information and communication technologies
IC – Individual Curriculum
CC – Component of choice
CT – Comprehensive testing
CTT – Credit Training Technology
CED – Catalog of elective disciplines
MSHE RK – Ministry of Science and Higher Education of the Republic of Kazakhstan
MEP – Modular Educational Program
SRW – Scientific Research work
SRWS – Scientific Research work of students
RC – Required component
GED – General education disciplines
EP – Educational programs
PD – Profile disciplines
TS – Teaching staff
RIEL – Republican Interuniversity Electronic Library
RK – Republic of Kazakhstan
WC – Working Curriculum
QMS – Quality Management System
SVE – Secondary vocational education
SWS – Independent work of students
IWSGT – Independent work of students under the guidance of a teacher
SC – Standard Curriculum
EMCD – Educational and methodical complex of the discipline
EMD – Educational-methodical Department
EMC – Educational-methodological Council

II. INTRODUCTION

In accordance with Order No. 60-23-OD dated 03.03.2023 of the Independent Agency for Accreditation and Rating, from 11 to 13 May 2023, an external expert commission assessed the compliance of educational programs "8D01701 – Kazakh Language and Literature", "7M01701 – Kazakh Language and Literature" of Al-Farabi Kazakh National University with the standards of specialized accreditation of the IAAR (from June 16, 2020, No. 57-20-OD, sixth edition) in a hybrid format.

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

The composition of the EEC:

1. Chairman of the IAAR Commission – Timur Arsenovich Tabishev, PhD, Associate Professor, Head of the Department for the organization of admission of the Kabardino-Balkarian State University named after H.M. Berbekov (Nalchik, Kabardino-Balkarian Republic) (*offline*);

2. IAAR expert – Lyudmila A. Rusnak, Doctor of Sciences, Associate Professor, Deputy Dean of the Faculty of Journalism and Communication Sciences, State University of Moldova (Chisinau, Republic of Moldova) (*online*);

3. IAAR Expert – Mark Ruiz-Sorrilla Crucate, Doctor of Philology, Professor, University of Barcelona (Madrid, Spain) (*online*);

4. IAAR expert – Mehriban Babakhanova (Babaxanova Mehriban Eldarqızı), Department of International Relations, Doctor of Philosophy in Law, Associate Professor, Azerbaijan University of Languages, nominated by the Agency for Quality Assurance in Education (TKTA) (Baku, Republic of Azerbaijan) (*online*);

5. IAAR Expert – Gorylev Alexander Ivanovich, Candidate of Law, Associate Professor, N.I. Lobachevsky National Research Nizhny Novgorod State University (*offline*);

6. IAAR expert – Shaimerdinova Nurila Gabbasovna, Doctor of Philology, Professor, L.N. Gumilyov Eurasian National University (Astana, Republic of Kazakhstan) (*offline*);

7. IAAR expert – Sadirova Kulzat Kanievna, Doctor of Philology, Professor, K.Zhubanov Aktobe Regional University (Aktobe, Republic of Kazakhstan) (*offline*);

8. IAAR expert – Svetlana Bakhytovna Zharkenova, PhD, Associate Professor, L.N. Gumilyov Eurasian National University (Astana, Republic of Kazakhstan) (*offline*);

9. IAAR expert – Saule Burbekova, PhD, Associate Professor, Astana IT University (Astana, Republic of Kazakhstan) (*online*);

10. IAAR expert – Kulakhmetova Mergul Sabitovna, PhD, Associate Professor, Alkey Margulan Pavlodar Pedagogical University (Pavlodar, Republic of Kazakhstan) (*offline*);

11. IAAR expert-employer – Rakhimova Nurbike Altaykyzy, Director of Zhetysu district branch of Chamber of Entrepreneurs of Almaty (Almaty, Republic of Kazakhstan) (*offline*);

12. Expert employer of IAAR – Yuri A. Pilipenko, Chairman of the Board of Directors, International Association of Manufacturers of Goods and Services "EXPOBEST" (Almaty, Republic of Kazakhstan) (*offline*);

13. Expert student of IAAR – Saltanat Bolatovna Dzhangelidina, 2nd year doctoral student of the educational program Foreign language: two foreign languages, Academician E.A. Buketov Karaganda University (Karaganda, Republic of Kazakhstan) (*online*);

14. Expert-student of IAAR – Kairullova Dina Zhasulanovna, Master's student of EP Journalism, Academician E.A. Buketov Karaganda University (Karaganda, Republic of Kazakhstan) (*online*);

15. Expert student of IAAR – Aitbayeva Nuray Aitbaykyzy, Master's student of the Kazakh Language and Literature, Kazakh National Women's Pedagogical University (Almaty, Republic of Kazakhstan) (*offline*);

16. Expert-student of IAAR – Zhailauova Aruzhan Temirbekovna, Master's student in Translation, Abylai Khan Kazakh University of International Relations and World Languages (Almaty, Republic of Kazakhstan) (*offline*);

17. Expert student of IAAR – Urpebayeva Bota Musinovna, Master's student of the educational program 7M04213 – Jurisprudence, M.H. Dulati Taraz Regional University, member of the Alliance of Students of Kazakhstan (Taraz, Republic of Kazakhstan) (*online*);

18. Expert student of IAAR – Muratkhanov Zamanbek Kasenuly, Master's student of Law, Abai Kazakh National Pedagogical University (Almaty, Republic of Kazakhstan) (*online*);

19. IAAR Coordinator – Kanapyanov Timur Yerbolatovich, PhD, Deputy Director General for International Cooperation of the IAAR (Astana, Republic of Kazakhstan) (*offline*).



III. REPRESENTATION OF THE EDUCATIONAL ORGANIZATION

The history of the Al-Farabi Kazakh National University, which trains specialists in 180 industries, has a little more than 85 years. January 15, 1934 is the day of the official opening of the Kazakh State University (KazSU), established on the basis of the Pedagogical Institute by the Decree of the USSR Council of People's Commissars and the Kazakh Regional Committee of the CPSU (b). On December 2 of the same year, KazSU was named after the famous Soviet party and statesman S.M. Kirov.

Al-Farabi Kazakh National University – a modern world-class university is a leading scientific, methodological, research center for the development of higher education in the Central Asian region.

Al-Farabi Kazakh National University ranks 16th in the QS World University Rankings for Eastern Europe and Central Asia (QS World University Rankings EECA 2022).

Al-Farabi KazNU became the first university in Central Asia, which ranks 201-250 out of 550 universities in the Graduate Employment Rankings (QS Graduate Employability Rankings).

According to the results of a study by the British agency "Times Higher Education", KazNU ranks 1001-1200, in the Asia University Rankings ranks 401-500, THE Emerging Economies rankings – 351-400, in THE Impact Rankings – 801-1000.

In the global ranking of the most environmentally friendly universities "UI Green Metric Ranking of World Universities", the University ranks 212.

According to the results of an independent assessment conducted by the authoritative international rating agency Quacquarelli Symonds (QS), Al-Farabi Kazakh National University was highly appreciated and became the first and only university in the Central Asian region to receive "5 stars" of excellence in the international rating "QS Stars Rating System".

Al-Farabi KazNU carries out research, educational and educational activities.

On July 26, 2022, it received the status of a research university.

According to the results of the QS World University Ranking in 2022, the leading Kazakh University – Al-Farabi Kazakh National University took the 150th place in the list of the best universities in the world.

Al-Farabi Kazakh National University consists of a scientific and educational cluster, the structure of which includes 16 faculties with 67 departments; 8 research institutes of natural science and technical profile; scientific and technological park; open national laboratory of nanotechnology; 5 institutes and 17 research centers of social and humanitarian profile.

Al-Farabi Kazakh National University carries out educational activities in accordance with the state license no. AB 0137355 issued by the Committee for Control over the Sphere of Education and Science of the Republic of Kazakhstan dated 03.02.2010 and the appendix to the license KZ27LAA00019309 issued by the NJSC "Al-Farabi KazNU", the Committee for Quality Assurance in the Field of Education and Science of the Republic of Kazakhstan from 19.11.2020.

Training of personnel on educational programs 7M01701 – "Kazakh Language and Literature", 8D01701 – "Kazakh Language and Literature" is conducted on the basis of an appendix to the state license no. AB 0137355 issued by the Committee for Control over the Sphere of Education and Science of the Republic of Kazakhstan dated 03.02.2010 and an additional appendix to the license KZ27LAA00019309 issued by the NJSC "Al-Farabi KazNU", by the Committee for Quality Assurance in the Field of Education and Science of the Republic of Kazakhstan dated 19.11.2020.

Contingent of students on EP 8D01701 – "Kazakh Language and Literature":

Recruitment of students (all on grant training)	2019-2020 academic	2020-2021 academic year	2021-2022 academic	2022-2023 academic year

	year		year	
	1	0	6	9
In total, doctoral students are enrolled in 1-2 courses in the 2022-2023 academic year				15

Contingent of students on EP 7M01701 – "Kazakh Language and Literature":

Recruitment of students (all on grant training)	2019-2020 academic year	2020-2021 academic year	2021-2022 academic year	2022-2023 academic year
	29	23	46	24
In total, doctoral students are enrolled in 1-2 courses in the 2022-2023 academic year				70

Qualitative and quantitative composition of teaching staff of EP 7M01701 – "Kazakh Language and Literature", 8D01701 – "Kazakh Language and Literature"

The personnel potential of teaching staff conducting master's and doctoral studies meets the requirements. 11 Doctors of Sciences, including – 9 professors, 4 associate professors, 21 candidates of sciences, including – 9 associate professors, 2 PhD, were involved in the reading of profile and special disciplines in the master's and doctoral studies according to EP 7M01701 – "Kazakh Language and Literature", 8D01701 – "Kazakh Language and Literature". 9 of them are the holders of the grant "The best teacher of the University of the Republic of Kazakhstan".

№	Total teaching staff serving the EP	Number and % of settlement				Middle age
		Doctor of philol. //pedagog. sciences	Candidate of philol. //pedagog. sciences	PhD	Master	
1	Department of Kazakh Literature and Theory of Literature	5	11	1		53
2	Department of Kazakh Linguistics named after A. Baitursynuly	4	6	1		45
3	Teachers of general education disciplines	2	4	1		51

Information about employment of graduates of EP 7M01701 – "Kazakh Language and Literature", 8D01701 – "Kazakh Language and Literature":

№	Name of the EP	Number of graduates	Percentage of employed
1	7M01701 – «Казакский язык и литература»	52	95 %
2	8D01701 – «Казакский язык и литература»	1	100 %

Academic mobility of the teaching staff of EP 7M01701 – "Kazakh Language and Literature", 8D01701 – "Kazakh Language and Literature"

In 2017, KazNU opened the Department of Kazakh Language and Literature at the Shanghai University of Foreign Languages, which allowed teachers of the Department of Kazakh Literature and Theory of Literature and the Department of Kazakh Linguistics to carry out academic mobility of teaching staff: in 2019, lectures were given by Higher Doctorate of Philological Sciences, Professor of the Department of Kazakh Literature and Theory of Literature Bisengali Z.-G.K., Candidate of Philological Sciences, senior lecturer of Kazakh linguistics Karabaeva H.

In the academic year 2020-2021, Higher Doctorate of Philological Sciences Professor of the Department of Kazakh Literature and Literary Theory of Al-Farabi Kazakh National University S.B. Yerzhanova gave online lectures for students of the Faculty of Uzbek Philology at Berdakh Karakalpak State University in the disciplines "Abai studies", "Kazakh literature of the period of Independence", "Poetry of M.Zh. Kopeev", "Work of A. Nurpeisov", "Modernism in literary studies" (Labor Contract No. 8. Nukus. 13.02.2021. Order No. 7 Sr/6. 13.02.2021).

In the autumn semester of the academic year 2020-2021, Professor of Ankara University, folklorist Najie Yildiz conducted an online lecture for undergraduates of the educational program "7M01701 – Kazakh Language and Literature" on the course "Historical and theoretical foundations of Kazakh–Turkish literary relations". Najie Yildiz was accepted as an international professor with a load of 0.5 rates (7 ECTS) at the Department of Kazakh Literature and Literary Theory in the period from September 1 to December 26, 2020. (Order No. 3-3695 of 01.09.2020). From October 26 to December 4, 2020, Professor of Istanbul University, Doctor of Philology Mehmet Olmez gave a lecture on the course "Ancient Turkic written monuments: reading and textual studies, current research" for doctoral and undergraduates online.

Information about scientific projects: Teaching staff of the Department of Kazakh Literature and Literary Theory worked in 2020-2022 in a scientific project funded by the Ministry of Education and Science of the Republic of Kazakhstan, AR 08855683 "Scientific foundations and theoretical mechanisms of knowledge, understanding and application of the teachings of Abai".

In the 2022-2023 academic year, the teaching staff of the Department of Kazakh Literature and Theory of Literature submitted 6 scientific projects for a grant from the Ministry of Science and Higher Education of the Republic of Kazakhstan. However, they did not pass the competitive selection. At the moment, leading scientists are developing 4 projects for participation in the competition of the Ministry of Science and Higher Education of the Republic of Kazakhstan.

The need to start working in the direction of commercialization was noticed at the departments implementing the educational program.

IV. DESCRIPTION OF THE PREVIOUS ACCREDITATION PROCEDURE

Educational programs "8D01701 – Kazakh Language and Literature", "7M01701 – Kazakh Language and Literature" are accredited in the IAAR for the first time.

V. DESCRIPTION OF THE EEC's VISIT

The work in the EEC was carried out on the basis of the approved Program of the visit of the expert commission on specialized accreditation of educational programs of the Al-Farabi Kazakh National University in the period from May 11 to May 13, 2023.

In order to coordinate the work of the EEC, an on-line installation meeting was held on 5.05.2023, during which powers were distributed among the members of the commission, the schedule of the visit was clarified, and an agreement was reached on the choice of examination methods.

To obtain objective information about the quality of educational programs and the entire infrastructure of the university, to clarify the content of self-assessment reports, meetings were held with the rector, vice-rectors of the university in areas of activity, heads of structural divisions, heads of departments, teachers, students, graduates, employers. A total of 68 representatives took part in the meetings (Table 1).

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

Category of participants	Number	Quantity
Acting Rector		1
Vice-Rector's building		3
Heads of structural divisions		15
Deans		3
Heads of departments		7
Teachers		20
Students, undergraduates, doctoral students		13
Graduates		3
Employers		3
Total		68

During the visual inspection, the members of the EEC got acquainted with the state of the material and technical base, visited the Abai Research Institute at the Al-Farabi Kazakh National University, Zhambyl Kazakh Literature and Folklore Research Center, nominal offices: the T.Kakishev auditorium, the M. Auezov auditorium, the Z. Kabdolov auditorium, the S.Sadyrbayev auditorium and the Department of Kazakh Literature and Theory of Literature references.

At the meetings of the National Academy of Sciences with the university's target groups, the mechanisms for implementing the university's policy were clarified and the individual data presented in the university's self-assessment report were specified.

EEC members visited the practice bases of accredited programs: LLJ "Akhmet Baytursynuly "Til- kural" educational-methodical, scientific-research center".

Members of the EEC attended training sessions: at the time of accreditation, classes were completed according to the academic calendar, so participation in the classes was not possible.

In accordance with the accreditation procedure, a survey was conducted of 100 teachers, 106 students, including undergraduates and doctoral students.

During the visual inspection, the members of the EEC got acquainted with the state of the material and technical base, visited the Abai Research Institute at the Al-Farabi Kazakh National University, Zhambyl Kazakh Literature and Folklore Research Center, nominal offices: the T.Kakishev auditorium, the M.Auezov auditorium, the Z.Kabdolov auditorium, the S.Sadyrbayev auditorium and the Department of Kazakh Literature and Theory of Literature.

At the meetings in EEC IAAR with the university's target groups, the mechanisms for implementing the university's policy were clarified and the specification of individual data presented in the university self-assessment report was carried out.

Members of the EEC visited the practice bases of accredited programs: LLP "Akhmet Baytursynuly "Til-kural" educational, methodological, research center".

Members of the EEC attended training sessions: at the time of accreditation, classes were completed according to the academic calendar, so participation in the classes was not possible.

In accordance with the accreditation procedure, a survey was conducted of 100 teachers, 106 students, including undergraduates and doctoral students.

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

Within the framework of the planned program, recommendations for improving accredited educational programs of Al-Farabi Kazakh National University, developed by the EEC based on the results of the examination, were presented at a meeting with the leadership on 13.05.2023.

VI. COMPLIANCE WITH SPECIALIZED ACCREDITATION STANDARDS

6.1. The standard "Educational Program Management"

- ✓ *The university should demonstrate the development of a goal and strategy for the development of the EP based on the analysis of external and internal factors with the broad involvement of a variety of stakeholders.*
- ✓ *The quality assurance policy should reflect the relationship between scientific research, teaching and learning.*
- ✓ *The university demonstrates the development of a culture of quality assurance.*
- ✓ *Commitment to quality assurance should apply to any activity performed by contractors and partners (outsourcing), including the implementation of joint/double-degree education and academic mobility.*
- ✓ *The management of the EP ensures transparency in the development of the EP development plan based on an analysis of its functioning, the real positioning of the university and the orientation of its activities to meet the needs of students, the state, employers and other interested parties.*
- ✓ *The management of the EP demonstrates the functioning of mechanisms for the formation and regular revision of the development plan of the EP and monitoring its implementation, assessing the achievement of training goals, meeting the needs of students, employers and society, making decisions aimed at continuous improvement of the EP.*
- ✓ *The management of the EP should involve representatives of groups of interested persons, including employers, students and teaching staff in the formation of the development plan of the EP.*
- ✓ *The management of the educational institution should demonstrate the individuality and uniqueness of the development plan of the educational institution, its consistency with national development priorities and the development strategy of the educational organization.*
- ✓ *The university must demonstrate a clear definition of those responsible for business processes within the framework of the EP, the distribution of staff duties, the differentiation of functions of collegial bodies.*
- ✓ *The management of the EP 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.*
- ✓ *The management of the EP 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.*
- ✓ *The management of the EP should carry out risk management.*
- ✓ *The management of the educational institution should ensure the participation of representatives of interested persons (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.*
- ✓ *The university must demonstrate innovation management within the framework of the EP, including the analysis and implementation of innovative proposals.*
- ✓ *The management of the EP should demonstrate its openness and accessibility to students, teaching staff, employers and other interested persons.*
- ✓ *The management of the EP confirms the completion of training in educational management programs.*

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

The evidentiary part

Accredited EP 7M01701 – "Kazakh Language and Literature", 8D01701 – "Kazakh Language and Literature", included in the top 50-100 in the direction of "Modern languages" as a result of the subject rating "QS World University Ranking by Subject 2020", "QS World University Ranking by Subject 2021" (<https://www.topuniversities.com/university-rankings/university-subject-rankings/2020/modern-languages>), are based on the provisions reflected in the University's development strategy for 2022-2026, the strategic plan of the Ministry education and science of the Republic of Kazakhstan for 2020-2024, as well as the concept of science development in the context of new directions, defined in the Strategy "Kazakhstan-2050", the National Development Plan of the Republic of Kazakhstan until 2025, the National Project "Quality Education: Educated Nation", the National Project "Technological breakthrough through digitalization, science and innovation", the Concept of Education development of the Republic of Kazakhstan for 2022-2026.

The structure and content of EP 7M01701 – "Kazakh Language and Literature", 8D01701 – "Kazakh Language and Literature" correspond to the strategic goals and objectives of the University for 2022-2026 (<https://www.kaznu.kz/kz/14960/page/>, <https://www.kaznu.kz/ru/15818/page>), aimed at ensuring the state order – the training of graduates in the field of training teachers in the Kazakh Language and Literature with high personal and professional qualities that meet the requirements of the labor market. Models of graduates of educational programs 7M01701 – "Kazakh Language and Literature", 8D01701 – "Kazakh Language and Literature" (available at the links: https://welcome.kaznu.kz/ru/education_programs/magistracy/speciality/1463, https://welcome.kaznu.kz/ru/education_programs/doctorate/speciality/1471)

All goals and objectives are determined by the regulatory and legal documents of the Republic of Kazakhstan: the State Program for the Development of Education and Science of the Republic of Kazakhstan for 2020-2025 (Resolution of the Government of the Republic of Kazakhstan dated December 27, 2019 No. 988), the Strategy "Kazakhstan-2050", the Concept of the development of Education of the Republic of Kazakhstan for 2022-2026 (Resolution of the Government of the Republic of Kazakhstan dated 11/24/2022 No. 941), Laws on Education of the Republic of Kazakhstan, Orders of the Ministry of Education and Science of the Republic of Kazakhstan.

The departments of accredited educational institutions carry out planning, implementation, control and monitoring, analysis in order to improve the quality of their activities for the implementation of educational programs based on developed and documented procedures.

On the basis of strategic documents, as well as taking into account the results of the analysis of the functioning of the EP and risks, Plans for the development of the EP have been developed. Plans for the development of educational programs are constantly reviewed with the involvement of all interested parties when discussing reports on the activities of graduate departments, on the management of educational programs, which is presented in the relevant documents of the departments.

When developing the EP, the logic of the academic interrelation of disciplines, the goals of their provision, the continuity of their content, their consistency and continuity are taken into account.

Planned, program, internal regulatory documents on paper and electronic media are available to all interested persons, teachers, students, employees.

The teaching staff of accredited EP participates in the management of EP, which is evident through the updating of EP taking into account the demand in the labor market and the latest achievements of science; planning the volume of credits for the study of elective disciplines; determining the course policy, scheduling control tasks; organizing the control of students' knowledge; determining the forms and methods of teaching; practice management; updating the

topics of master's and doctoral dissertations; participation in the composition of state attestation commissions, collegial bodies; submission of applications for the formation of a scientific and educational fund.

An accessible educational environment has been created for teaching, including computer classes, multimedia projectors, reading rooms, a book fund and classrooms equipped with interactive whiteboards.

For the organization and planning of the educational process at the university there are various structural units that perform certain functions.

At the suggestion of graduates and employees, such courses were developed and implemented in the EP: "Methodics of teaching functional grammar of the Kazakh language", "Organization and planning of scientific research" (in the master's degree), "Research problems of network literature" (in doctoral studies). <https://cloud.mail.ru/public/sAmp/fMYaQbG9x>

The organization of research on EP is at a satisfactory level. Undergraduates and doctoral students of EP M01701 – "Kazakh Language and Literature", 8D01701 – "Kazakh Language and Literature" are regularly published in journals and collections of international and national level.

So, in 2019-2022, undergraduates of EP 7M01701 – "Kazakh Language and Literature" published 34 articles in the materials of international conferences, 2 articles in publications recommended by Committee for Control in the Field of Education and Science (in the Bulletin of Al-Farabi KazNU and in the Bulletin of Pavlodar University), 1 article in the republican journal "Science and Life". Doctoral students OP 8D01701 – "Kazakh Language and Literature" in 2019-2023, 5 articles were published and 3 articles are in print in the materials of international conferences, 1 article in publications recommended by the Committee for Control in the Field of Education and Science (News of Abylai Khan KazSUIR&FL, a series of "Philological Sciences"), 1 article in the conference materials indexed in the Scopus database (Khamitova.M., etc., practice-oriented education in universities: opportunities and problems // Materials of the International Interdisciplinary Scientific Conference of Geodesy, Geology and Mining Ecology Management, SSEM, 2020, 2020-August (5.2), pp. 837-844), 1 stat. published in the journal, indexed in the Scopus database (M.Khamitova, Augmented reality games in linguistic education: a model of cultural concepts in the linguistic picture of the world of philology students // Education and Information Technologies, 2023).

The introduction of research results into the educational process is carried out according to the system "conducting scientific research – registration of the main results in the form of scientific papers – approbation and recognition of the scientific and academic community – development of new disciplines and/or updating of the studied disciplines – training in developed new and /or updated disciplines". The connection between scientific research and training involves conducting research and testing their results. <https://cloud.mail.ru/public/mAZw/JcQGDhBvo>

Graduates of accredited PLOS are in demand in the labor market, during the reporting period their employment ranges from 95% to 100%.

Analytical part

According to the analysis of the compliance of the accredited educational program with the IAAR criteria according to the standard "Educational Program Management", we can say that the compliance is satisfactory. It should be noted that although the management procedures of EP "8D01701 – Kazakh Language and Literature", "7M01701 – Kazakh Language and Literature" are sufficiently described, clarification of the requirements for employers was insufficient. This fact may call into question the legitimacy of some aspects of the decisions taken on the development of the EP. Also, when analyzing the documents of EP "8D01701 – Kazakh Language and Literature", "7M01701 – Kazakh Language and Literature", there was no presence of any specific document or part of any document reflecting a specific risk management procedure for EP. This fact can become a negative factor affecting some aspects of quality management. Thus, the current situation needs to be improved.

The teaching staff of the department makes extensive use of problem-based and project-based teaching methods, research methods, training forms, methods of contextual learning and "learning based on experience"; the use of project-organized learning technologies in teamwork in the complex solution of practical tasks; information resources, projectors, IT technologies are actively used in the educational process. However, according to the educational programs "8D01701 – Kazakh Language and Literature" and "7M01701 – Kazakh Language and Literature", only general information about the use of innovative technologies in the educational process is given without specifying a specific subject, teacher and the name of the innovative technology used in teaching. Also, the number of Mass online training courses prepared by the professors of the department for master's and doctoral studies is not enough. Therefore, we recommend improving the management of innovations and their implementation analysis in an accredited educational program.

Strengths /best practice of the EP "8D01701 – Kazakh Language and Literature", "7M01701 – Kazakh Language and Literature":

- according to this standard have not been identified.

Recommendations for EP "8D01701 – Kazakh Language and Literature", "7M01701 – Kazakh Language and Literature":

- The management of the EP should include in the EP development plan a section with a description of possible risks for the EP "8D01701 – Kazakh Language and Literature", "7M01701 – Kazakh Language and Literature", with a description of risk management mechanisms and measures. The deadline is until November 01, 2023.

- Formalize the process of introducing innovations and monitoring their implementation within the framework of the EP. The deadline is until the end of the 2023 calendar year

Conclusions of the EEC by criteria:

According to the standard "Educational program management" educational programs "8D01701 – Kazakh Language and Literature", "7M01701 – Kazakh Language and Literature" have 15 satisfactory positions and 2 positions requiring improvement.

6.2. The standard “Information Management and Reporting”

✓ *The university should ensure the functioning of the system of collection, analysis and management of information based on modern information and communication technologies and software*

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

✓ *The management of the EP demonstrates the existence of a reporting system reflecting the activities of all structural divisions and departments within the framework of the EP, including an assessment of their effectiveness*

✓ *The university should determine the frequency, forms and methods of assessing the management of the EP, the activities of collegial bodies and structural units, top management*

✓ *The university must demonstrate a mechanism for ensuring the protection of information, including the identification of responsible persons for the accuracy and timeliness of information analysis and data provision*

✓ *The university demonstrates the involvement of students, employees and teaching staff in the processes of collecting and analyzing information, as well as making decisions based on them*

✓ *The management of the EP should demonstrate the availability of communication mechanisms with students, employees and other stakeholders, including conflict resolution*

✓ *The university must ensure the measurement of the degree of satisfaction of the needs of students, teaching staff and staff within the framework of the EP and demonstrate evidence of the elimination of the detected shortcomings*

✓ *The university should evaluate the effectiveness and efficiency of its activities in the context of EP*

✓ *The information collected and analyzed by the university within the framework of the EP should take into account:*

✓ *key performance indicators*

✓ *the dynamics of the contingent of students in the context of forms and types*

✓ *academic performance, student achievements and expulsion*

✓ *satisfaction of students with the implementation of the EP and the quality of education at the university*

✓ *availability of educational resources and support systems for students*

✓ *employment and career growth of graduates*

✓ *Students, teaching staff and staff must document their consent to the processing of personal data*

✓ *The management of the EP should help to provide the necessary information in the relevant fields of sciences*

The evidentiary part

The University has a system for collecting and analyzing internal and external data to make the necessary decisions. The information collection, analysis and management system is implemented through its own corporate information system (CIS), which represents a set of programs aimed at automating and managing various business processes of the university. On the basis of this system, various types of electronic services are provided: more than 20 automated workstations with flexibly configurable functions, electronic educational document management, monitoring, control and analysis of the educational process, submission of electronic applications on the principle of "one window, one registration" for students, general information services.

Within the framework of the CIS, the following business management processes have been digitized: university (administrative and managerial activities); educational and methodological activities; educational process; research activities; electronic educational resources; financial and economic activities; social and educational activities. The main tool is the official website page of Al-Farabi Kazakh National University www.kaznu.kz, the components of which are web resources on the structure of the University, departments, personal web pages of university employees; interactive applications; electronic educational resources; other thematic Internet resources of the University and information systems; links to Internet resources of partners; electronic resources of the Internet.

Responsible for their functioning and reliability of information are: Department of Information and Communication Technologies; Department of Academic Affairs, Department of Science and Innovation, Department of Economics and Finance, Department of Educational Work. In 2018-2022, about 40 internal regulatory documents were developed. A classifier of internal regulatory documents of the Al-Farabi Kazakh National University has been published. <https://www.kaznu.kz/ru/23065/page/>, <https://cloud.mail.ru/public/fHMA/gS2CAvyC>

The collection and analysis of information is carried out in an interactive mode, which allows management to obtain up-to-date and accurate data, monitor and monitor current activities, analyze information and make decisions promptly. The information and software complex "Univer" is used to collect, analyze and manage information. <https://univer.kaznu.kz/user/login?ReturnUrl=%2f/>, <https://univer.kaznu.kz/about/>

Mobile application "Univer" <https://apps.apple.com/ru/app/univer-mobile/id1554132047>, information and analytical system "Science" <https://science.kaznu.kz/UserAccount/LogOn?returnUrl=%2f;> project constructor "e-services", a system of indicative planning and rating activities of the University <https://cloud.mail.ru/public/t9kN/shg5dKpBm>

For effective management of EP 7M01701 – "Kazakh Language and Literature", 8D01701 – "Kazakh Language and Literature", the quality management system (QMS) has been functioning at the University since 2005. Within the framework of the QMS, all processes of educational, research, innovation, social, educational activities are regulated by documented procedures, which include a Quality Policy. The quality policy reflects the vision and mission of the University and is part of the strategic management of the EP.

The documented QMS procedures cover all the processes of the University's life, are developed taking into account the Quality Policy, contribute to the continuous improvement of processes and guarantee internal quality assurance of educational activities of departments. The implementation of the Quality Policy, the implementation of internal quality assurance processes and procedures is monitored through internal and external audits on a regular basis. The QMS supports the development of a culture of quality, the responsibility of all participants in the processes is distributed at all levels of the functioning of the university (departments, faculties, structural units, students, staff and teaching staff). To achieve the goals and vision of the university, the policy and documented procedures have an official status and are posted on the university's portal.

Satisfaction with the quality of educational programs, disciplines, courses is assessed by means of a survey and questionnaire of all consumers, stakeholders. The survey is conducted by

the Center for Sociological Research of Al-Farabi Kazakh National University in an interactive mode and in an online format. The results of the survey are regularly discussed at the meeting of the Rector's Office and the Academic Council of the University, at the meetings of the Dean's Office and departments. Based on the analysis, appropriate decisions are made to ensure the quality of educational programs and educational activities.
<https://cloud.mail.ru/public/RbTD/ePK1XMLXj>

One of the methods of analysis is the rating of teaching staff, departments and faculties. The electronic form of the indicative plan is available in the IS "Univer" – the subsystem "Indicative planning" directly: to the teaching staff, the head of the department and the directors of departments. The indicative plan of teaching staff and departments includes the main indicators for educational and methodological work, research and innovation activities, social and educational work. At the end of each academic year, teachers, heads of departments fill in the actual values of indicative indicators. Performers are personally responsible for providing information in indicative plans. The degree of implementation of the indicative plan is determined through the index of achievement of the goal for each indicator, the final one according to the plan is an integral index of achievement of the goal. Assessment of the level of achievement of the indicative plan is one of the points of the rating questionnaire, which allows evaluating the activities of the teacher, department and faculty.
<https://cloud.mail.ru/public/t9kN/shg5dKpBm>

Within the framework of educational programs "7M01701 – Kazakh Language and Literature", "8D01701 – Kazakh Language and Literature" there is a system of regular reporting, which includes the effectiveness and efficiency of the department and its assessment at the university level. The department prepares annual reports covering all areas of its work: educational, methodological, research, social and educational activities. The reports are signed by responsible persons and filed in special folders according to the QMS. The structure of the reports is determined by the forms approved by the relevant documented procedures. The frequency, forms and methods of evaluation of the management of the EP, as well as the planning and organization of the educational process are fully reflected in the document Academic Policy of KazNU <https://www.kaznu.kz/ru/20484/page/>

The practical test showed that the university fully ensures the functioning of the information collection, analysis and management system based on modern information and communication technologies and software. Undergraduates and doctoral students of the university are provided with the necessary information in the relevant fields of sciences: in addition to the library, electronic resources are also available.

In general, the availability of educational resources and support systems for students presented on the official website of the university (<https://www.kaznu.kz/ru/>) quite satisfactory.

Analytical part

The university has implemented an information management process, including collection and analysis. The structure and volume of information collected, sources, frequency, time interval, responsible persons for reliability and timeliness are determined by internal regulatory documentation.

According to the regulated procedures, the university collects and analyzes data to assess the effectiveness of activities, determine the degree of implementation of goals and objectives, opportunities for continuous improvement of the service provided – the implementation of Master's and doctoral programs. The information collected within the framework of the university's activities, including through statistical processing of information, reporting and the results of internal audits, allows you to generate analytical reports and make decisions based on the real data obtained.

Feedback is provided through electronic document management, regular questionnaires, personal inquiries, statements, memos.

Particular attention is paid to internal audit and systematic review of the effectiveness of decisions taken, and monitoring of the activities of departments and programs at meetings of the Academic Council, and consumer reviews, questionnaires, surveys, and media reports are used as sources of information on consumer satisfaction with the level of educational services. The information obtained from these sources of information is used by the university management in the analysis and implementation of corrective actions.

The storage of management documentation of the department is carried out in accordance with the requirements of the nomenclature of cases.

Experts of EEC note that the EI ensures the functioning of the information collection, analysis and management system based on the use of modern ICT and software tools. The information collected and analyzed by the university takes into account: the academic performance of students and the employment of graduates. The assessment of information management and reporting processes at the university is carried out on the basis of meeting the needs of the individual in intellectual, cultural and moral development; meeting the needs of employers for qualified specialists, organizing and conducting fundamental and applied scientific research. A visit to the practice base, as well as interviews with employers, showed a fairly high level of employment of graduates of the EP.

The analysis found that it is necessary to provide updating of the latest information and news on the faculty's websites. These facts should become the basis for strengthening control over the activities of the head of the EP, responsible for the reliability and timeliness of the information provided in the context of the EP.

Strengths/best practice according to EP "8D01701 – Kazakh Language and Literature", "7M01701 – Kazakh Language and Literature":

- not identified according to this standard.

Recommendations for EP "8D01701 – Kazakh Language and Literature", "7M01701 – Kazakh Language and Literature":

- It is necessary to provide updating of the latest information and news on the EP "8D01701 – Kazakh Language and Literature", "7M01701 – Kazakh Language and Literature" on the faculty's websites. The deadline is until September 01, 2023.

Conclusions of the EEC by criteria:

According to the standard "Information Management and reporting" educational programs "8D01701 – Kazakh Language and Literature", "7M01701 – Kazakh Language and Literature" have 17 satisfactory positions.

6.3 The standard "Development and approval of the educational program"

- ✓ The university must demonstrate the existence of a documented procedure for the development of an EP and its approval at the institutional level
- ✓ The university must demonstrate compliance of the developed OP with the established goals and planned learning outcomes
- ✓ The management of the EP should determine the impact of disciplines and professional practices on the formation of learning outcomes
- ✓ The university demonstrates the existence of a graduate model of an OP describing the learning outcomes and personal qualities
- ✓ The qualification assigned upon completion of the OP must be clearly defined, explained and correspond to a certain level of the NSC, of-EHEA
- ✓ The management of the EP should demonstrate the modular structure of the program based on ECTS, ensure that the structure of the content of the EP meets the set goals with a focus on achieving the planned learning outcomes for each graduate
- ✓ The management of the educational institution 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)
- ✓ The management of the EP must demonstrate the conduct of external examinations of the EP
- ✓ The management of the EP must provide evidence of the participation of students, teaching staff and other stakeholders in the development and quality assurance of the EP
- ✓ The management of the EP should demonstrate the uniqueness of the educational program, its positioning in the educational market (regional/national/international)

- ✓ An important factor is the possibility of preparing students for professional certification
- ✓ An important factor is the availability of joint(s) and/or double-degree EP with foreign universities.

The evidentiary part

The actual inspection showed that the development of the EP in the Al-Farabi Kazakh National University is carried out in accordance with the provisions of regulatory legal acts in the field of higher education, as well as documentation developed by the university. The order of organization of the educational process of the University according to the programs of higher and postgraduate education, as well as the procedure for the development and evaluation of the quality of the EP is reflected in the developed by the Department of Academic Affairs and approved by the Academic Committee (Scientific-methodological Council) of Al-Farabi KazNU. "Academic Policy" (Almaty: Kazakh University, 2020), and "Regulations on the organization of the educational process at the Al-Farabi Kazakh National University" dated 21.01.2019. These documents define the main provisions of the development of the EP, the requirements for the structure and content of master's and doctoral degree educational programs.

The main principles of the development of EP 7M01701 – "Kazakh Language and Literature", 8D01701 – "Kazakh Language and Literature": orientation to global trends in the development of postgraduate education: multidisciplinary, student-centered, innovative, focused on the formation of systemic thinking and social communication; orientation to national trends - internationalization, integration of education, science and production, digitalization, spiritual revival; compliance with the strategic priorities of KazNU – comparability with the EP of universities included in the top 200 international rankings compliance with the strategy of the University. <https://cloud.mail.ru/public/Mtya/6RuSAq7we>.

The educational program "7M01701 – Kazakh Language and Literature" is aimed at forming the personality of a professional teacher with critical and analytical thinking, able to systematize and interpret fundamental knowledge of modern methods, theories and concepts of education; possessing theoretical, methodological knowledge in the field of Kazakh linguistics and literature; able to conduct polemics, arguing his opinion on methodological issues of modern literary studies and linguistics; teamwork.

The educational program "8D01701 –Kazakh Language and Literature" for obtaining the degree of Doctor of Philosophy (PhD) is aimed at forming the personality of a researcher, a scientist-teacher of a new formation, which is the main mission of the Al-Farabi Kazakh National University.

Interested persons – employers participated in the development of the content and approval of educational programs "7M01701 – Kazakh Language and Literature", 8D01701 – "Kazakh Language and Literature": KazNU, Educational centers, schools, the Institute of Linguistics named after A. Baitursynov, the Institute of Literature and Art named after M.O. Auezov, the Department for the Development of Languages, Archives and Documentation Almaty city, the Center for the Development of the state language, the House-Museum of Akhmet Baitursynuly.

Every year, all EP are approved by the Academic Council of the Faculty (for example, Protocol No. 9 of 29.03.2019), then by the Academic Council of the University (for example, Protocol No. 8 of 29.04.2019).

The departments inform students, staff, teachers and partners of the university, including employers about the content of the EP, about the latest changes in the EP development plan and plans to change it. On a special information resource of the Al-Farabi Kazakh National University, up-to-date information concerning the preparation and implementation of the development plan of the EP is distributed. Interested persons can get information about the process of drawing up and implementing the development plan of the EP (IEP, EPC, MB, EMCD) on the website. The website of the Faculty of Philology contains information about the educational programs of the cluster, the resources of their functioning and implementation. The quality assurance subsystem of the EP provides for the following stages: design, management, monitoring, improvement, decision-making. The EP is being prepared by a working group created by order of the Dean from among the teaching staff, employers and other interested

persons. After consideration and approval of the EP, work is carried out on its implementation.

The departments inform students, staff, teachers and partners of the university, including employers about the content of the EP, about the latest changes in the EP development plan and plans to change it. On a special information resource of the Al-Farabi Kazakh National University, up-to-date information concerning the preparation and implementation of the development plan of the EP is distributed. Interested persons can get information about the process of drawing up and implementing the development plan of the OP (IUP, EPC, MB, EMCD) on the website. The website of the Faculty of Philology contains information about the educational programs of the cluster, the resources of their functioning and implementation. The quality assurance subsystem of the EP provides for the following stages: design, management, monitoring, improvement, decision-making. The EP is being prepared by a working group created by order of the Dean from among the teaching staff, employers and other interested persons. After consideration and approval of the EP, work is carried out on its implementation.

The number of credits, the content of the subjects taught in the EP 7M01701 – "Kazakh Language and Literature", 8D01701 – "Kazakh Language and Literature" ensure the achievement of the set goals and planned learning outcomes.

The developed EP is based on a competence-based approach, a modular principle of formation based on Dublin descriptors. All components of the EP, including all disciplines, both compulsory and elective, master's and doctoral dissertations, educational and industrial practices, taking into account the requests of trainees, are aimed at the formation of students' professional competence, skills and blocks of knowledge. The developed graduate model is coordinated with employers and representatives of business structures. The competence model is being verified and validated in educational institutions and organizations. Validation of the graduate model is ensured by following its content to the requirements of the State Higher Education Standard, Standard qualification requirements and state regulatory documents in the field of higher education of the Republic of Kazakhstan. Competence models of EP 7M01701 – "Kazakh Language and Literature", 8D01701 – "Kazakh Language and Literature" include key, subject, special professional competencies, requirements for learning outcomes and the level of education and personal qualities. The qualification of Master of Pedagogical Sciences in the educational program 7M01701 – "Kazakh Language and Literature" corresponds to a certain level of NSC – 7, QF-EHEA – 2. The qualification of Doctor of Philosophy (PhD) according to the educational program 8D01701 – "Kazakh Language and Literature", assigned upon completion of the EP of the scientific and pedagogical direction, corresponds to a certain level of NSC – 8, QF-EHEA – 3. In the relevant documents (specialty passport, WEP) EP 7M01701 – "Kazakh Language and Literature", "8D01701 –Kazakh Language and Literature" the list of qualifications and positions, qualification characteristics of the graduate of the EP, including the sphere, objects, subjects, types, functions, typical tasks and the content of professional activity are indicated. Information about the qualification being awarded, as well as all information related to EP 7M01701 – "Kazakh Language and Literature", 8D01701 – "Kazakh Language and Literature" (graduate model, compulsory disciplines, elective disciplines, practice), posted on the University's website: https://www.kaznu.kz/ru/education_programs/magistracy/speciality/1463
https://www.kaznu.kz/en/education_programs/doctorate/speciality/1471

Analytical part

Thus, as a result of the analysis of compliance with the IAAR criteria according to the standard "Development and approval of an educational program", it can be stated that compliance is more satisfactory.

The uniqueness of the accredited EP "7M01701 –Kazakh Language and Literature", "8D01701 –Kazakh Language and Literature" lies in the fact that, firstly, they are focused on the domestic and world labor market, which is reflected at the level of elective courses that complement the main disciplines by order of employers who provide their expertise to the OP and offer current directions; secondly, they take into account the achievements of modern

philological and socio-humanitarian science (the content of disciplines is regularly updated, innovative technologies are introduced, the interdisciplinary nature of research is taken into account); thirdly, they are developed based on the results of the analysis of the EP of foreign countries where the training program "Language and Literature" is carried out (their experience is adapted in accordance with the strategy the development of domestic education, the specifics of the Kazakh language and Kazakh literature and is reflected at the level of the list and content of disciplines). However, they cannot unambiguously show the uniqueness of educational programs undergoing accreditation. Heads of educational programs should organize work aimed at clearly defining the uniqueness of the specified educational program. It is also worth pointing out that for the period of specialized accreditation of the EP "8D01701 – Kazakh Language and Literature", "7M01701 – Kazakh Language and Literature" there was no implementation of joint (s) and / or double-degree EP with foreign universities. In accordance with the criteria of the IAAR according to this standard, the presence of joint (s) and/or double-degree EP with foreign universities is an important factor. Therefore, this criterion should be evaluated as suggesting improvements.

Strengths /best practice in the EP "8D01701 – Kazakh Language and Literature", "7M01701 – Kazakh Language and Literature":

- according to this standard have not been identified.

Recommendations for OP "8D01701 – Kazakh Language and Literature", "7M01701 – Kazakh Language and Literature":

- The relevant structures of the university should organize events to determine the uniqueness of the educational program "8D01701 – Kazakh Language and Literature", "7M01701 – Kazakh Language and Literature" and methodological support for teaching its correct demonstration. The implementation period is until February 01, 2024.

- The management of the EP to work on the development and implementation of joint EP with foreign partners. The deadline is until December 2026.

Conclusions of the EEC according to the criteria:

According to the standard "Development and approval of the educational program" educational programs "8D01701 – Kazakh Language and Literature", "7M01701 – Kazakh Language and Literature" have 10 satisfactory positions and 2 positions requiring improvement.

6.4 The standard "Continuous monitoring and periodic evaluation of the educational program"

✓ *The university should ensure the revision of the structure and content of the EP, taking into account changes in the labor market, the requirements of employers and the social request of society*

✓ *The university must demonstrate the existence of a documented procedure for monitoring and periodic evaluation to achieve the goal of EP and continuous improvement of EP*

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

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

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

✓ *workload, academic performance and graduation of students*

✓ *effectiveness of student assessment procedures*

✓ *needs and degree of satisfaction of students*

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

✓ *The management of the EP should publish information about the changes of the OP, inform interested parties about any planned or taken actions within the framework of the EP*

✓ *Support services should identify the needs of various groups of students and their degree of satisfaction with the organization of training, teaching, evaluation, and mastering of the EP as a whole.*

The evidentiary part

The Department of Kazakh Literature and Theory of Literature and the Department of Kazakh Linguistics named after A. Baitursynuly constantly monitor and periodically evaluate the EP 7M01701 – "Kazakh Language and Literature", 8D01701 – "Kazakh Language and Literature" to ensure the achievement of the goals of the EP and compliance with the needs of undergraduates and doctoral students. The results of these processes are aimed at improving the quality of educational programs. The development of the EP is aimed at achieving the expected learning outcomes; the content of the educational program includes not only specific academic disciplines, but also a structured set of training procedures and situations that are focused on achieving the desired results. EP 7M01701 – "Kazakh Language and Literature", 8D01701 – "Kazakh Language and Literature" are developed in accordance with the National Qualifications Framework, professional standards, Dublin Descriptors and the European Qualifications Framework. All stakeholders, including students and employers, are involved in the process of developing the EP and monitoring educational activities within the framework of the EP. The main principles of EP development are: orientation to global trends in the development of higher and postgraduate education: multidisciplinary, student-centered, innovative, focused on the formation of systemic thinking and social communication; orientation to national trends - internationalization, integration of education, science and production, digitalization, spiritual revival; compliance with the strategic priorities of KazNU, comparability with the survey of Universities in the top 200 international rankings.

Each EP has a coordinator, who is appointed by the decision of the Academic Council of the Faculty and coordinates the work on the design, development and implementation of the EP, focused on achieving learning outcomes in accordance with the qualification requirements, with the involvement of all interested parties, including undergraduates /doctoral students and employers.

The purpose of continuous monitoring, periodic evaluation and revision of educational programs is to ensure their effective implementation and create a favorable learning environment for undergraduates and doctoral students. Monitoring and periodic evaluation of programs include evaluation according to the following criteria: the content of programs in the light of the latest scientific achievements in a particular discipline to ensure the relevance of the discipline taught; changing needs of society; workload, academic performance and graduation of undergraduates /doctoral students; effectiveness of evaluation procedures for undergraduates/doctoral students; expectations, needs and satisfaction of undergraduates/doctoral students with the training program; educational environment and support services and their compliance with the goals of the program. In the process of mastering the OP, the personal growth and development of undergraduates and doctoral students, their achievement of educational results are regularly monitored. The main method of evaluating the modular rating system is the scores of students according to the ratings indicated in the Univer system, the academic performance of undergraduates and doctoral students, as well as active participation in research work, possession of programs used in the educational process and research activities. The results of monitoring are recorded in the Dean's Office and the Department of Academic Affairs of the University.

EP is regularly evaluated and reviewed with the involvement of graduate/doctoral students and stakeholders. The collected information is analyzed, the program is brought into line with modern requirements. The changes made are logged. EP coordinators organize an external examination of educational programs that allow you to evaluate their effectiveness <https://cloud.mail.ru/public/u5nJ/6LEJFYaYr>

Coordination and control of the implementation of the educational process at the University level is carried out by the Department of Academic Affairs. Students have the right at any time, in any acceptable way, to make their comments and suggestions on the adequacy and compliance of the declared expected learning outcomes with the content of the studied disciplines, the methods of teaching and evaluation used, both directly to the teachers of the disciplines and the staff of the University administration. All responsible persons undertake to

provide constant feedback from students in the process of forming the expected learning outcomes in order to meet the educational needs of students as much as possible and to continuously improve and develop the University's educational programs.

In order to ensure the quality of training of specialists, training sessions at the departments are conducted both in traditional and in active creative forms (case studies, business games, trainings, debates, round tables, seminars, etc.) using modern educational technologies. In order to ensure the quality of the educational process at the departments, the quality of teaching is assessed on an ongoing basis (internal audit – QMS, SWOT analysis, open classes, mutual visits). The quality of teaching is considered as a constantly increasing level of educational activity of the teacher, characterized by high results of training of students and satisfying the needs of all participants in the educational process. Teaching quality assessment is a flexible and multifaceted procedure in terms of content and forms, including aspects of activity determined by the University itself in accordance with academic policy. The system of teaching quality assessment at the departments includes: constant monitoring of the quality level and the implementation of actions aimed at improving this level; involvement of students in quality assessment procedures; inclusion of employers, representatives of professional associations and scientific communities, independent experts in the circle of subjects of education quality assessment; transparency of quality assessment procedures and informed decision-making based on analysis of complete and objective information; recognition of the responsibility of the University management, heads of structural divisions and each employee for quality assurance; recognition of merit.

An important condition for monitoring, periodic evaluation and revision of the content of the EP is mutually beneficial communication and cooperation with employers, partners, stakeholders. On the basis of the departments, a working group on the development of the EP is being created, where coordinators are appointed. The coordinators, as responsible persons, hold a meeting of the group at the beginning of the spring semester of the academic year with the participation of internal and external stakeholders and make decisions on the revision of the OP based on the approved composition of the author's teams by levels of study. In addition, the labor market and its conditions are analyzed, which are revealed during conversations with stakeholders, graduates. So, at present, more flexible in thinking, quickly adapting to constant changes and work formats, having developed communication and digital skills, time management and self-organization skills are needed. In this regard, the EP is focused on the training of creative graduates, multilingual, mobile, independent, possessing digital skills.

Taking into account the innovative proposals received by the management of the EP from interested persons (employers, stakeholders) to improve the activities in the EP 7M01701 – "Kazakh Language and Literature", the modules "Literature and Media" were added, which allowed undergraduates to gain knowledge about the modern book market, reader demand, the impact of books on the educational process, "Literature and Communication", aimed at in-depth study of rhetoric, speechwriting and principles of intercultural communication; EP 8D01701 – "Kazakh Language and Literature" includes the module "New interdisciplinary directions of modern literature", thanks to which doctoral students gain knowledge about the features of online literature and technologies of literature marketing, popularization of the work of Kazakh writers among a wide range of readers.

The administration, teaching staff, staff and students adhere to the requirements of academic policy and approved standards, regulations, procedures and regulations in all activities.

Analytical part

The processes of monitoring and evaluation of EP are characterized by consistency and periodicity. All processes related to the implementation of the EP, monitoring the progress of students within the EP are documented, a clear definition of the logical sequence of courses of disciplines is observed.

To analyze external changes, the monitoring of the interaction between graduates and potential employers in the labor market is carried out in the form of interviews, questionnaires.

To achieve the goals of the EP, various methods of monitoring are used, including questionnaires, open classes, mutual visits, control by the relevant departments, examination of the EP by external stakeholders. The achievement of the goals of the EP is also facilitated by the invitation of well-known foreign scientists to give lectures, the organization and conduct of courses, advanced training seminars for teaching staff and the management of the EP.

The achievement of the goals of the EP is evidenced by the high employment rate of graduates of the EP.

The EEC notes that when developing the EP, developers take into account the needs of the state and society.

During the audit, it was found that the educational program "8D01701 – Kazakh Language and Literature" was developed and approved in 2019, put into effect, applied unchanged in 2020, 2021 and updated in 2022. Although this is due to the lack of admission of a doctoral student to the specified educational program in 2020, this is likely to have a negative impact on the continuous improvement of the educational program. Therefore, this situation needs to be improved. In addition, the 5th learning result, established in the content of the educational program "8D01701 – Kazakh Language and Literature", is defined as the development of scientific and creative projects for the commercialization of teaching the Kazakh Language and Literature. But the commercialization of work in this direction has not been revealed. In this regard, the WEC notes that the EP management should review the main criteria and format for analyzing the achievement of the educational program's goals and learning outcomes, as well as the requirements for external reviewers of the educational program.

Strengths /best practice of the EP "8D01701 – Kazakh Language and Literature", "7M01701 – Kazakh Language and Literature":

- - according to this standard have not been identified.

Recommendations for OP "8D01701 – Kazakh Language and Literature", "7M01701 – Kazakh Language and Literature":

- To prepare a methodological instruction that will clearly define the main criteria and format for analyzing the achievement of the educational program's goals and learning outcomes, as well as requirements for external reviewers of the educational program. The implementation period is by the beginning of the 2023-2024 academic year.

Conclusions of the EEC according to the criteria:

According to the standard "Continuous monitoring and periodic evaluation of the educational program" educational programs "8D01701 – Kazakh Language and Literature", "7M01701 – Kazakh Language and Literature" have 9 satisfactory positions and 1 position requiring improvement.

6.5 The standard "Student-centered learning, teaching and assessment of academic performance"

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

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

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

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

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

EP

- ✓ *The university should ensure consistency, transparency and objectivity of the mechanism for evaluating the results of training of the EP, publication of criteria and methods for evaluating the results of training in advance*
- ✓ *Evaluators should be familiar with modern methods of evaluating learning outcomes and regularly improve their skills in this area*
- ✓ *The management of the EP should demonstrate the existence of a feedback system for the use of various teaching methods and evaluation of learning outcomes*
- ✓ *The management of the P should demonstrate support for the autonomy of students with simultaneous guidance and assistance from the teacher*
- ✓ *The management of the EP must demonstrate the existence of a procedure for responding to complaints from students*

The evidentiary part

The EEC notes that the management of educational programs "8D01701 – Kazakh Language and Literature", "7M01701 – Kazakh Language and Literature" takes certain measures to meet the interests of various groups of students and their needs, opportunities have been created for the formation of a flexible learning trajectory. The use of modern achievements in the field of teaching methods, assessment methods was noted in the process of teaching the disciplines of accredited EP.

The University ensures full transparency of the results of knowledge assessment. The results of the current and boundary control, as well as intermediate certification are available to students on the "Univer" educational portal.

Undergraduates and doctoral students can get acquainted with the criteria for assessing students' knowledge available at the university, the methodology for calculating the GPA, the rules for conducting exams, conducting appeals, etc. A student who does not agree with the results of the assessment on the exam has the right to appeal. The procedure for granting the right to an individual session is defined in the Academic Policy. Within the framework of the EP "8D01701 – Kazakh Language and Literature", "7M01701 – Kazakh Language and Literature", various forms and methods of control are used during the current certification. For the disciplines of the theoretical plan, the most frequent are such forms and methods of knowledge assessment as an oral survey (colloquium), test work, project work, defense and presentation of homework.

Examination materials, evaluation criteria developed in accordance with the objectives of the study of the discipline, as well as the forms of all types of control are reviewed and approved at the meetings of the department.

The actual analysis of the content of specific disciplines of the EP, as well as the study of the content of the EMCD of the EP "8D01701 – Kazakh Language and Literature", "7M01701 – Kazakh Language and Literature" allowed us to see that the teaching process is implemented on the basis of modern achievements of world science and practice in the field of training, various modern teaching methods and evaluation of learning outcomes are used, that ensures the achievement of the goals of the EP, including competencies, skills to perform scientific work at the required level.

During the visit of the external expert commission of the IAAR, it was also possible to make sure that the leadership of the EP determined the mechanisms for distributing the educational load of students between theory and practice within the framework of the EP (in particular through the organization of the IWD) and ensuring the development of the content and achievement of the goals of the EP by each graduate (in particular through the formation of the IUP of students).

Registration of doctoral and undergraduates in disciplines and the formation of their individual curricula is carried out by the Registrar's Office Service within the framework of master's and doctoral degree educational programs in accordance with the profile of research/experimental research work. Registration for academic disciplines is carried out in the "Univer" system (<http://univer.kaznu.kz>) Al-Farabi Kazakh National University in online mode within the time limits set by the academic calendar, in accordance with the registration schedule.

Each student is assigned an ID identification number (login), under which he registers his individual curriculum by online registration for academic disciplines. The choice of disciplines (modules) should be carried out with mandatory consideration of the sequence of studying disciplines.

The IUP is formed in the Univer system automatically after completing the registration

procedure for disciplines and is stored until the end of the training period. The approval of the IUP by the student, the adviser, the dean of the faculty and the supervising employee of the Registrar's Office is also carried out electronically in the "Univer" system.

The teaching staff of the department, according to the content of the Master's and doctoral studies, develops textbooks, textbooks, educational dictionaries that focus on the competencies of students acquired as a result of training, taking into account modern teaching methods (Teaching, teaching aids and teaching dictionaries of the teaching staff of the Department of Kazakh Literature and Literary Theory and the Department of Kazakh Linguistics named after A. Baitursynuly. <https://cloud.mail.ru/public/mAZw/JcQGDhBvo>). So, for 2021-2022 and 2022-2023 academic years, the teaching staff of the Department of Kazakh Literature and Theory of Literature and the Department of Kazakh Linguistics named after A. Baitursynuly received about 100 author's certificates <https://cloud.mail.ru/public/b37q/oUXR1AiiwТематика> each lecture and seminar directly correlates with the objectives of the educational program.

Master's and doctoral studies in EP "7M01701 – Kazakh Language and Literature", "8D01701 – Kazakh Language and Literature" involves internships and internships in scientific organizations. One of the main partners of the departments in the implementation of practice-oriented training are the Institute of Linguistics named after A. Baitursynov and the Institute of Literature and Art named after M.O. Auezov, boarding schools, gymnasium schools. Their employees are regularly engaged to give lectures and conduct practical classes. At the moment, 6 scientists of the Institute of Literature and Art named after M.O. Auezov, Director of the House-Museum of Akhmet Baitursynuly work in the staff of the Department of Kazakh Literature and Theory of Literature, 7 employees of the Institute of Linguistics named after A. Baitursynuly work in the staff of the Department of Kazakh Linguistics named after A. Baitursynuly. They read such disciplines as "Organization and planning of scientific research" – 6 credits, "History, theory and methodology of teaching literary criticism" – 6 credits, "Modern book market and education" – 9 credits. Leading scientists from among employers are involved in the management of master's and doctoral dissertations (B. Abdygaziuly, Higher Doctorate of Philological Sciences, Full Professor of Abai KazNPU, A.K. Kalieva, Candidate of Philological Sciences, deputy director of the Institute of Literature and Art named after M.O. Auezov, etc.). Seminars and master classes are regularly held for undergraduates with the participation of well-known teachers who have been working in the education system for many years.

This makes it possible for each doctoral and undergraduate student to put into practice the theoretical knowledge gained, to test various methods of teaching literature and language, to get advice from scientists of the Research Institute in the field of research of the Kazakh language, folklore and literature. Link to certificates and orders of doctoral students on internship <https://cloud.mail.ru/public/Mtya/6RuSAq7we>

The EMCD of the discipline necessarily includes "Methodological guidelines for IWM/IWD", which prescribe all the topics for SRM and SRD, forms and methods of their implementation. The main forms of IWM and IWD of doctoral students of the department are: study and consolidation of lecture material on abstracts, textbooks and manuals; independent mastering of the material; analytical review of additional literature and conceptual apparatus; work with sources from international databases Scopus, Web of Science, Researchgate, GoogleScholar; work with training programs, electronic versions of EMCD; preparation for practical, seminar classes; problem solving; drawing up diagrams, presentations; conducting research within the framework of research and development; completing term papers, etc.

The effectiveness and efficiency of the introduction of innovations and new teaching methods is determined by the feedback system; evaluation of learning outcomes is carried out by questioning students and teaching staff. Systematic work for feedback is provided at the meetings of the department, faculty. The University has a "Center for Social Research and Social Engineering", which monitors the assessment of the quality of educational services provided. The staff of the Center annually conducts the following types of questionnaires: "University through the eyes of students", "Teacher through the eyes of students", Sociological research

within the framework of the "Clean Session" campaign, "Effectiveness of the disciplines taught", "Evaluation of the effectiveness of courses" (based on the results of the winter and spring sessions). The main assessments in the research involve the use of a 5-point scale. Surveys are conducted in the corporate system "Univer", providing the opportunity to generate differentiated results and reporting materials in the context of all structural divisions of the university.

The university has an approved regulation on the procedure for reviewing student complaints by the university management. There is a rector's blog on the university's website, where you can contact with questions of interest. Also on the website you can find the e-mail addresses of the dean, the head of the department and teachers and directly contact them. Decisions on complaints and proposals, depending on their scale, are made directly by the person to whom the appeal was made, or are considered at a meeting of the department, the Academic Council of the faculty or the Academic Council.

Analytical part

Thus, as a result of the analysis of compliance with the IAAR criteria according to the standard "Student-centered learning, teaching and assessment of academic performance", it can be stated that compliance is more satisfactory. The members of the EEC note that the main forms of advanced training and teaching staff are advanced training courses/internships and note the activity of the teaching staff of the EP in training on various online platforms. For the successful development of students' skills and abilities, the management of the EP demonstrates the widespread use of innovative methods such as case studies, analysis of specific situations, project technology, detailed lectures, dialogue training, individual and group presentations, etc., which stimulate undergraduates and doctoral students to an active role in the educational process.

Since the availability of own research in the field of teaching methods of subjects of accredited educational programs is an important factor. However, the verification did not provide supporting documents on the use of the original teaching staff methodology in the educational process. This situation needs improvement.

Strengths /best practice of the OP "8D01701 – Kazakh Language and Literature", "7M01701 – Kazakh Language and Literature":

-- according to this standard have not been identified.

Recommendations for EP "8D01701 – Kazakh Language and Literature", "7M01701 – Kazakh Language and Literature":

- To develop a plan to improve the own methodology of the teaching staff of the department implementing the educational program "8D01701-Kazakh Language and Literature", "7M01701 – Kazakh Language and Literature". The deadline is until September 01, 2023.

Conclusions of the EEC according to the criteria:

According to the standard "Student-centered learning, teaching and assessment of academic performance" educational programs "8D01701 – Kazakh Language and Literature", "7M01701 – Kazakh Language and Literature" have 9 satisfactory positions and 1 position requiring improvement.

6.6 The standard "Students"

- ✓ *The publication of procedures regulating the life cycle of students (from admission to completion)*
- ✓ *The management of the EP should provide for special adaptation and support programs for newly enrolled and foreign students*
- ✓ *The university must demonstrate compliance of its actions with the Lisbon Recognition Convention, including the existence and application of a mechanism for recognizing the results of academic mobility of students, as well as the results of additional, formal and non-formal education*
- ✓ *The university should provide an opportunity for external and internal academic mobility of students, as well as assist them in obtaining external grants for training*

- ✓ The university should encourage students to self-education and development outside the main program (extracurricular activities)
- ✓ An important factor is the availability of a support mechanism for gifted students
- ✓ The university should demonstrate cooperation with other educational organizations and national centers of the "European Network of National Information Centers for Academic Recognition and Mobility/National Academic Recognition Information Centers" ENIC/NARIC in order to ensure comparable recognition of qualifications
- ✓ The university should provide students with internship places, demonstrate the procedure for facilitating the employment of graduates, maintaining communication with them
- ✓ The university must demonstrate the procedure for issuing graduates with documents confirming their qualifications, including the achieved learning outcomes
- ✓ The management of the EP should demonstrate that graduates of the program have skills that are in demand in the labor market and that these skills are really relevant
- ✓ The management of the EP should demonstrate the existence of a mechanism for monitoring the employment and professional activity of graduates
- ✓ An important factor is the presence of an active alumni association/association

The evidentiary part

At Al-Farabi KazNU has organized work in the field of career guidance and subsequent support for students, given the policy and principles for the formation of a contingent of students, the principles for creating an educational environment for students to achieve the required professional level, representation of students in collegiate management bodies of the university, methods of feedback and informing students, aspects of the cultural and social life of students.

The management of the EP provides for the implementation of special programs for incoming and foreign students. At the department, as well as at the university as a whole, activities are carried out that contribute to socio-cultural adaptation, socio-psychological adaptation, pedagogical adaptation of foreign students.

The organization of academic mobility is regulated by the "Regulations on academic mobility of students, faculty and staff". Undergraduates and doctoral students of Al-Farabi Kazakh National University have access to academic mobility programs both at the expense of the Ministry Science and of Higher Education of the Republic of Kazakhstan, the funds of the host party, including grants from international organizations and private foundations, and at the expense of the university and the student's personal funds.

The total number of doctoral students who completed academic mobility program EP "8D01701 – Kazakh Language and Literature" from 2019 to 2023.

№	Academic year	Number of doctoral students	Full name of the doctoral student, country, University, travel dates
1	2021-2022	1	1. Khamitova Makpal Nurlanovna Academy of Pedagogical Sciences, Almaty. 07.03.2022 – 07.05.2022 гг. 2. Kaharman Dauren Kaharmanuly, Firat University, Türkiye, 15.06.2022-29.08.2022 yy.

The total number of undergraduates who completed academic mobility program "7M01701 – Kazakh Language and Literature" from 2019 to 2023

№	Academic year	Number of undergraduates	Full name of the undergraduate, country, University, travel dates
1	2021-2022	13	1. Atantayeva Aktolkyn Arystanbekkyzy 2. Abdirahman Nurai Ayubkyzy 3. Dauletbekova Balnur Maksatkyzy 4. Kenzhesary Akerke Maksatkyzy 5. Komekbaeva Shynarai Allambergenovna 6. Karasay Nurbibi Zheniskhankyzy 7. Madiyarbek Umit Nurzhankyzy 8. Maratova Shugyla Samatkyzy 9. Otegen Beket Usenbekuly 10. Sagieva Ayazhan Nurzhankyzy

			<p>11. Sharipova Aizat Pyshakbaykyzy, Istanbul University, Türkiye, 01-12.03.2022</p> <p>1. Baibosynova Madina Sayatkyzy</p> <p>2. Maktabay Araylym Daniyarkyzy, Institute of Linguistics named after A. Baitursynov, Almaty, 21.02.2022-07.03.2022</p>
2	2022-2023	32	<p>1. Abdeldaeva Aidana Khamzakyyzy</p> <p>2. Altynbai Zhaidarly Erlankyzy</p> <p>3. Baikenkyzy Bagylan</p> <p>4. Begaliyeva Akerke Askarkyzy</p> <p>5. Vahobova Karima Abdulmansurovna</p> <p>6. Galbiat Tunyk</p> <p>7. Zhylkaydar Symbat Asylbekkyzy</p> <p>8. Zakirov Zhumakhan Oralbayuly</p> <p>9. Kuntugan Akhzharkhyn</p> <p>10. Kayratkyzy Saltanat</p> <p>11. Kasymbekova Aidyn Azatbekkyzy</p> <p>12. Kurmanbay Samal Kynanbaykyzy</p> <p>13. Moldagali Balnur galimkyzy</p> <p>14. Nuraly Aibergen Seyilkhanuly</p> <p>15. Nurlan Aizhan</p> <p>16. Onkalbaeva Nuria Zhaksybaykyzy</p> <p>17. Oralbek Nurbibi Nurzhigitkyzy</p> <p>18. Sagynbayeva Asel Radikkyzy</p> <p>19. Salmenova Madina Madenkyzy</p> <p>20. Seyitbek Aigerim Bolatbekkyzy</p> <p>21. Talebai Asemkul Meirambekkyzy</p> <p>22. Shakizada Albina Bakytzhankyzy</p> <p>23. Shoibekova Aisha Usenkyzy</p> <p>24. Daniyar Gulzada</p> <p>25. Moldabek Erkezhan Erbolatkyzy</p> <p>26. Otemis Aigul Sakenkyzy</p> <p>27. Serik Ayshuak</p> <p>28. Smagulova Nazerke Kanatbekkyzy</p> <p>29. Turlybay Aisha Nurbolatkyzy</p> <p>30. Utepbergenova Aru Maratkyzy, LLP "Akhmet Baitursynuly "Til - qural" educational and methodological, scientific research center, Almaty, 06.03.2023-18.03.2023</p> <p>1. Almaty Oryngul Suyindikkyzy</p> <p>2. Kadyrbayeva Asel Yesengalikyzy, LLP "Akhmet Baitursynuly "Til-qural" educational and methodological, scientific research center, Almaty, 03.27.2023-04.08.2023</p>

The organization of academic mobility is regulated by the "Regulations on Academic Mobility of Students, faculty and Staff". Undergraduates and doctoral students of Al-Farabi Kazakh National University have access to academic mobility programs both at the expense of the Ministry of Education and Science of the Republic of Kazakhstan, the funds of the host party, including grants from international organizations and private foundations, and at the expense of the university and the student's personal funds.

The university provides opportunities to motivate students to self-development and education. The departments and the Faculty of Philology as a whole have a "Council of Young Scientists", a "School of Young Teachers", etc. Doctoral and undergraduates annually participate in University and international competitions of Research and Development. The research work of undergraduates and doctoral students is a continuation and deepening of the educational

process and is organized directly at departments, laboratories, scientific and design departments of the University, in student research associations, etc.

The University annually holds the International Scientific Conference of Young scientists and Students "World of Farabi". Undergraduates and doctoral students take an active part in this conference, publish theses and make presentations at the sections "Actual problems of literary studies", "Linguistics", "Young scientists".

Undergraduates and doctoral students "7M01701 – Kazakh Language and Literature", EP "8D01701 – Kazakh Language and Literature" are regularly published in journals and collections of international and national levels. So, in 2019-2022, undergraduates of EP "7M01701 – Kazakh Language and Literature" published 30 articles in the materials of international conferences, 2 articles in publications recommended by Committee for Control in the Field of education and Science (in the Bulletin of Al-Farabi KazNU and in the Bulletin of Pavlodar University), 1 article in the republican journal "Science and Life". Doctoral students of EP 8D01701 – "Kazakh Language and Literature" in 2019-2023 published 8 articles in the materials of international conferences, 1 article in the conference materials indexed in the Scopus database (Khamitova, M. & etc Practice-oriented education in universities: Opportunities and challenges // International Multidisciplinary Scientific GeoConference Surveying Geology and Mining Ecology Management, SGEM, 2020, 2020-August (5.2), pp. 837-844), 1 article is in publication in a journal indexed in the Scopus database (Khamitova, M., Augmented reality games in linguistic education: model of cultural concepts in the linguistic worldview of philology students // Education and Information Technologies, 2023).

Traditionally, a forum is held in April under the auspices of "World of Farabi", "I believe in youth", in which doctoral and undergraduates present their startups and scientific and innovative projects.

80% of undergraduates and doctoral students were involved in the work of circles and centers. According to the indicative plan, the teaching staff of the Department of Kazakh Literature and Literary Theory hold educational events, conferences, seminars, round tables and literary meetings with writers, prominent figures of the Republic of Kazakhstan within the framework of the program "Rukhani Zhanjyru". The events organized by the Department of Kazakh Literature and Literary Theory can be found at the links: <https://www.kaznu.kz/ru/22821/page/>, [https://www.kaznu.kz/ru/22823/page /](https://www.kaznu.kz/ru/22823/page/), [https://www.kaznu.kz/ru/22983/page /](https://www.kaznu.kz/ru/22983/page/), <https://www.kaznu.kz/ru/23049/page/>

The departments are constantly monitoring the employment of graduates. According to statistics provided by the Career and Business Center of the university, the employment of graduates according to EP "7M01701 – Kazakh Language and Literature" is 95%. According to statistics, the employment of graduates in "8D01701 – Kazakh Language and Literature" reaches 100%.

Analytical part

Thus, according to the results of the analysis of the standard "Students" for compliance with the criteria of the IAAR can be assessed as satisfactory. The EEC confirmed that there is a good percentage of employment of graduates of the EP.

The members of the EEC note the successful practice of attracting graduates as employers. Conditions for academic mobility of students are being created within the framework of the accredited EP, cooperation agreements have been concluded with a number of foreign universities, however, the members of the EEC note that there is a low dynamics of indicators for academic mobility of students of the EP. At the same time, doctoral students of the EP "8D01701 – Kazakh Language and Literature" and undergraduates of the EP "7M01701 – Kazakh Language and Literature" undergo scientific training at universities in Turkey. This is due to the specifics of scientific topics close to the problems of Turkic-speaking cultures. However, the reports of doctoral students and undergraduates on the results of foreign internships do not contain up-to-date information on the trends in the development of the relevant scientific industry.

Recommendations for EP "8D01701 – Kazakh Language and Literature", "7M01701 – Kazakh Language and Literature":

- The management of the EP to develop criteria for the effectiveness of scientific internships to determine current trends in the development of science, improve the quality of dissertation research, reporting documentation. The deadline is until December 01, 2023.

Conclusions of the EEC according to the criteria:

According to the standard "Students" educational programs "8D01701 – Kazakh Language and Literature", "7M01701 – Kazakh Language and Literature" have 12 satisfactory positions.

6.7 The standard "Teaching Staff"

- ✓ *The university must have an objective and transparent personnel policy in the context of the EP, including recruitment (including invited teaching staff), professional growth and development of staff, ensuring the professional competence of the entire staff*
- ✓ *The university must demonstrate the compliance of the qualitative composition of the teaching staff with the established qualification requirements, the strategy of the university, the goals of the EP*
- ✓ *The management of the EP should demonstrate the change in the role of the teacher in connection with the transition to student-centered learning and teaching*
- ✓ *The university should provide opportunities for career growth and professional development of teaching staff, including young teachers*
- ✓ *The university should involve in the teaching of specialists from relevant industries with professional competencies that meet the requirements of the EP*
- ✓ *The university must demonstrate the presence of a motivation mechanism for the professional and personal development of teaching staff*
- ✓ *The university must demonstrate the widespread use of teaching staff of information and communication technologies and software in the educational process (for example, on-line training, e-portfolio, MEPs, etc.)*
- ✓ *The university must demonstrate the focus on the development of academic mobility, attracting the best foreign and domestic teachers*
- ✓ *The university must demonstrate the involvement of each teacher in promoting a culture of quality and academic honesty at the university, determine the contribution of teaching staff, including those invited, to achieving the goals of the EP*
- ✓ *An important factor is the involvement of teaching staff in the development of the economy, education, science and culture of the region and the country*

The evidentiary part

Employment and distribution of responsibilities is carried out in accordance with the qualification requirements put forward to the teaching staff by the legislative acts of the Republic of Kazakhstan. The formation of the staff of the teaching staff of the university is carried out on a competitive basis. The personnel policy is implemented within the framework of the main priorities of the university strategy as a whole and according to EP "7M01701 – Kazakh Language and Literature", "8D01701 – Kazakh Language and Literature" and is aimed at ensuring the high-quality functioning of all processes and procedures serving educational activities. The most important procedures aimed at ensuring the high-quality implementation of the EP are the formation of a teaching staff resource capable of providing a guarantee of the quality of education due to: a) the level of scientific qualification, b) the formation of conceptual views on the essence of modern vocational education; c) the ability to use modern teaching methodologies within their specialty; d) the ability to generate and transfer new learning technologies into the sphere of personal professional activity. The qualifications of teaching staff, their quantitative composition, in general, correspond to the areas of preparation of master's and doctoral studies, meet licensing requirements.

The educational process for the EP "8D01701 – Kazakh Language and Literature", "7M01701-Kazakh Language and Literature" serves the teaching staff, where the share of full-time teaching staff with academic degrees and titles is 100%.

Lectures and classes in the disciplines "7M01701 – Kazakh Language and Literature", "8D01701 – Kazakh Language and Literature" are carried out by teachers who have basic education and qualifications corresponding to the direction and specifics of the EP. These

programs are taught by the Department of Kazakh Literature and Theory of Literature and the Department of Kazakh Linguistics named after A. Baitursynuly.

Well-known scientists and public figures are involved in lecturing on EP "7M01701 - Kazakh Language and Literature", "8D01701 – Kazakh Language and Literature". From 2019 to the present, according to EP “7M01701 – Kazakh Language and Literature”, “8D01701 – Kazakh Language and Literature”, highly qualified specialists participate in teaching, supervising master's and doctoral dissertations: Doctor of Philological Sciences, Professor, Academician of the IANPO, Shakarimologist Abdigaziuly B., Higher Doctor of Philological Sciences, Full Professor, Laureate of the State Prize of Sh. Ualikhanov, member of the Union of Writers of the Republic of Kazakhstan Z.N. Seyitzhanov, Higher Doctorate of Philological Sciences, Full Professor, Turkologist B. Sagyndykuly.

The implementation of EP "7M01701 – Kazakh Language and Literature", "8D01701 – Kazakh Language and Literature" is carried out by 11 doctors of science, including 9 professors, 4 associate professors, 21 candidates of science, including 9 associate professors, 2 PhD, from 9 of them are holders of the grant "The best teacher of the university of the Republic of Kazakhstan". The average age of the teaching staff is 49 years.

Every year, leading domestic and foreign scientists who have publications in journals with an impact factor and the Hirsch index are involved in the development of joint scientific research in order to prepare articles in publications indexed in the Scopus, Web of Science databases, scientific monographs, lectures, supervise PhD dissertations. So, in 2019-2022, within the framework of EP 7M01701 – “Kazakh Language and Literature”, 8D01701 – “Kazakh Language and Literature”, teachers from Turkey, Hungary, Ukraine were invited <https://cloud.mail.ru/public/q6n4/8StayJCWe>

Teachers of the Departments of Kazakh Literature and Theory of Literature, Kazakh Linguistics named after A. Baitursynuly regularly undergo advanced training at IPKiDO KazNU. Al-Farabi, at the FAO NCPC "Orleu", in leading domestic and foreign universities, in the courses presented on the Coursera platform <https://cloud.mail.ru/public/jhJp/Fc5B89LZP>

Professional and personal development of teachers of departments is also ensured through participation in international and national scientific conferences, training seminars, master classes. The teaching staff of the department is published in publications recommended by the COXON MNHS RK, indexed in the Scopus, Web of Sciences databases, and are members of the editorial boards of foreign scientific publications. 10 teachers have the Hirsch index.

In order to increase competitiveness, academic mobility, teaching staff of the departments are trained in English courses. 4 teachers Bolatova G.Zh., Ospanova G.T., Shegebaev A.M., Anesova U., Hunanbek A., Akzhigitova A., Kaspikhan B. have TOEFL, IELTS certificates, 2 teachers Sarbasov B.S., Sargeltaeva A.K. have certificates of completion of English courses on the Coursera platform and in the British Center at Al-Farabi KazNU <https://cloud.mail.ru/public/LPzU/yTzMfaZkL>

The university has a system of financial support for initiative teachers, such competitions as "Best Teacher", "Best Scientist", "Best Young Scientist", "Best Curator-Advisor", etc. are held. The University allocates funds for the publication of textbooks, teaching aids and monographs of teaching staff.

Analytical part

Members of the EEC IAAR confirm that the university's personnel policy is implemented in accordance with the development strategy and is aimed at meeting the needs of the university in professional labor resources. All procedures of the university's personnel policy are transparent and accessible, strictly documented and meet the requirements of the current legislation.

The Commission recognizes scientists and teachers whose scientific achievements are rightfully recognized by both domestic and foreign scientific and pedagogical communities. Their accumulated intellectual capital is a source of growth point for accredited EPs (Higher

Doctorate of Philological Sciences, Full Professor, Academician of the IANPE, Shakarimologist Abdigaziuly B., Higher Doctorate of Philological Sciences, Full Professor, Laureate of State Prize of Sh. Ualikhanov, member of the Union of Writers of the Republic of Kazakhstan N. Seyitzhanov, Higher Doctorate of Philological Sciences, Full Professor, Turkologist B. Sagyndykuly and others). The commission points out the need to systematize the priority areas of the Kazakh Language and Literature, identify scientific schools by using the scientific potential of the teaching staff that implement the educational program undergoing accreditation, there by maintaining the uniqueness of the educational program.

3 teachers of the Department of Kazakh Literature and Theory of Literature, Department of Kazakh Linguistics named after A. Baitursynuly completed a scientific internship under the Bolashak program (G.Zh. Bolatova at the University of Readington (Great Britain) in the 2013-2014 academic year, Salkynbai A.B, Imankulova S. at Maddinson University (Wisconsin, USA) in the 2013-2014 academic year). About 10 years have passed since the last foreign internships of the teaching staff of the department, and we note the importance of gaining work experience in foreign universities under the academic mobility program.

11 Doctors of Science, including 9 professors, 4 associate professors, 21 including - 9 associate professors, 2 PhD, 9 of them are the holders of the grant "The best teacher of the university of the Republic of Kazakhstan".

In the course of the work of the EEC, as a result of interviews with students, graduates, employers, the commission noted that, in general, teachers use interactive teaching methods, however, teaching methods should be improved in connection with the development of innovative learning technologies, teachers need to master new technologies, computer applications and other tools.

Strengths / best practice in EP "8D01701 – Kazakh Language and Literature", "7M01701 – Kazakh Language and Literature":

The staff of the EP meets the qualification requirements, in terms of its scientific and scientific-pedagogical indicators it deserves high praise.

Recommendations for EP "8D01701 – Kazakh Language and Literature", "7M01701 – Kazakh Language and Literature":

- Develop a plan for the organization and implementation of academic mobility of teaching staff, as well as their internships in foreign universities. Deadline - until February 01, 2024.

Conclusions of the EEC according to the criteria:

According to the standard "Teaching staff" educational programs "8D01701 – Kazakh Language and Literature", "7M01701 – Kazakh Language and Literature" have 1 strong, 9 satisfactory positions.

6.8 The standard "Educational resources and student support systems"

✓ The university must guarantee the compliance of the infrastructure, educational resources, including material and technical, with the goals of the educational program

✓ The management of the EP must demonstrate the sufficiency of classrooms, laboratories and other facilities equipped with modern equipment to ensure the achievement of the objectives of the EP

✓ The university must demonstrate the compliance of information resources with the needs of the university and the implemented EP, including in the following areas:

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

✓ library resources, including a fund of educational, methodical and scientific literature on general education, basic and major disciplines on paper and electronic media, periodicals, access to scientific databases

✓ examination of the results of research, final works, dissertations for plagiarism

✓ access to educational Internet resources

✓ WI-FI functioning on its territory

- ✓ The university must demonstrate that it creates conditions for conducting scientific research, integrating science and education, publishing the results of research work of teaching staff, staff and students
- ✓ The university should strive to ensure that the educational equipment and software used for the development of educational programs are similar to those used in the relevant sectors of the economy
- ✓ The management of the EP must demonstrate the existence of procedures for supporting various groups of students, including informing and consulting
- ✓ The management of the EP should show the existence of conditions for the advancement of the student along an individual educational trajectory
- ✓ The university must take into account the needs of different groups of students (adults, working, foreign students, as well as students with special educational needs)
- ✓ The university must ensure that the infrastructure meets the safety requirements

The evidentiary part

The University has sufficient material, technical, information and library resources used to organize the learning process and educate students. The availability and level of the material and technical base of the university is in the process of constant renewal and improvement. The creation of an effective education infrastructure is a necessary condition for the successful fulfillment of its mission by the university.

During the visual inspection of the NGO, the experts of the IAAR Commission noted that the infrastructure, educational resources, including material and technical, fully comply with the goals of the OP "8D01701-Kazakh Language and Literature", "7M01701-Kazakh Language and Literature". The management of the OP provided modern equipment to achieve the goals of the EP. In the educational process, nominal classrooms are used: the auditorium named after T. Kakishev, the auditorium named after M. Auezov, the auditorium named after Z. Kabdolov, the auditorium named after S. Sadyrbaev. Each of these classrooms is equipped with modern multimedia equipment (interactive white board, projector), educational, scientific and informational literature. The information resource for meeting the educational needs of students is the Al-Farabi Library and reading rooms, the book fund of which consists of monographs, textbooks, scientific journals, manuals, dictionaries, reference books, magazines in the state, Russian, English and other languages. The University provides each student with free educational literature. The university provides all undergraduates and doctoral students with access to modern information databases and systems. Students search for literature through the electronic catalog of the library. Subscriptions operating on the principle of "one window", serving all readers of the University, regardless of the faculty. Hall of the electronic library for 270 seats with a conditional division into zones (multimedia, Internet zone, zone for working with graphic programs, zone for working with electronic resources, zone for working with personal laptops) (The general fund of the Al-Farabi Scientific Library in the context of philological faculty as of 09/01/2022 <https://cloud.mail.ru/public/iiBZ/6hBrBKprJ>; <https://cloud.mail.ru/public/mQjT/zWeuBU4Cyhttp://cloud.mail.ru/public/8z4g/rx4fHdNR7>

Currently, the Database of its own generation is integrated into the Univer system, thereby providing remote access to students and teachers of the Kazakh National University from anywhere in the world with access to the Internet and an activated account in the internal university system (<http://elibrary.kaznu.kz/ru/>; Electronic database. <https://cloud.mail.ru/public/iiBZ/6hBrBKprJ>; <https://cloud.mail.ru/public/mQjT/zWeuBU4Cy>, <https://cloud.mail.ru/public/MNiP/maoTwpkrZ>

National subscription databases are available at <http://elibrary.kaznu.kz/ru/node/2718> KazNU is subscribed to more than 250 scientific journals and more than 40 newspapers in Kazakh and Russian <http://elibrary.kaznu.kz/ru/node/81>

The library has a hall of electronic resources, which has free access to Internet resources for all students. In the electronic library of the University, students are provided with access to Internet resources through communication by Kazakhtelecom, Server (Dell), Internet (ADSL). At the disposal of staff and students there are student canteens and buffets with a varied assortment.

Also, in the process of analyzing the activities of the university, the IAAR expert commission was able to state that Al-Farabi KazNU provides technological support to students and teaching staff in accordance with educational programs. The information obtained during the meetings of the IAAR expert commission with the teaching staff and students of the university made it possible to make sure that the main system for managing the educational process is "Univer", in which the following modules function: registration of students for disciplines; formation of academic streams; compiling academic calendars; organization of current, intermediate and final certification; loading educational materials, maintaining a file of achievements of students and teaching staff, etc. Checking for plagiarism is carried out through the corporate system of the university "Univer". The student uploads the work to the Univer system. If the percentage of uniqueness given by the program meets the established requirements, the student in the system sends his work to the supervisor. The Supervisor examines the Borrowing Check Report in this paper based on the Borrowings, Citations, and Originality metrics. In the absence of violations of the requirements of this Regulation, the supervisor sends the work to the database, where each work is assigned an individual QR code. The report is valid only if there is a QR code. If evidence of plagiarism is found in a scientific work, the applicant is not allowed to defend a dissertation (project) and is subject to expulsion from the university.

In the process of analyzing the activities of the university, the expert commission of the IAAR came to the conclusion that the university has created adequate conditions for conducting scientific research, integrating science and education, publishing the results of research work of teaching staff, staff and students.

An analysis of the documents published on the official website of the university in the public domain, as well as the practical activities of the university, made it possible to agree that the university takes into account the needs of various groups of students (adults, working, foreign students). It should also be noted that in the course of meetings with students and graduates of the university, these data were confirmed.

To date, wireless points with an intelligent access control and Internet traffic administration system have been installed on the territory of the University, which provide 100% coverage of wireless Internet connection indoors in students' homes on campus, crowded areas in educational buildings, conference rooms in educational buildings, the Scientific Library of KazNU, the Student Service Center, the central alley on the campus.

Access to the corporate Wi-Fi network is provided to students, employees and guests of the University. Wi-Fi network allows students and teachers of KazNU to be in virtual space, use educational services in digital format, be mobile anytime and anywhere. The learning environment created at the university for the accredited implementation of EP 7M01701 - "Kazakh Language and Literature", "8D01701 – Kazakh Language and Literature" meets the specified criteria.

Analytical part

Thus, as a result of the analysis for compliance with the IAAR criteria according to the standard "Educational Resources and Student Support Systems", it can be stated that compliance is more satisfactory.

One of the ways of technological support for the education of undergraduates and doctoral students is the preparation of massive open online courses in the discipline of the educational program. An insufficient number of MEOC has been identified in the departments implementing the educational program, and we also note the need to create an electronic database of topics for candidate and doctoral dissertations.

Strengths / best practice in EP "8D01701 – Kazakh Language and Literature", "7M01701-Kazakh Language and Literature":

- not identified by this standard.

Recommendations for EP "8D01701 – Kazakh Language and Literature", "7M01701 – Kazakh Language and Literature":

- To form an electronic database of scientific topics in order to provide potential students with up-to-date information on research topics in accordance with the models of graduates and professional standards for EP "8D01701 – Kazakh Language and Literature", "7M01701-Kazakh Language and Literature". Deadline – September 01, 2023.

Conclusions of the EEC according to the criteria:

According to the standard "Educational resources and student support systems", educational programs "8D01701 – Kazakh Language and Literature", "7M01701 – Kazakh Language and Literature" have 12 satisfactory positions and 1 position requiring improvement.

6.9 The standard «Public Awareness»

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

The evidentiary part

The purpose of informing the public is to form a positive image of the university in the external environment, to establish and maintain cooperation with all interested parties by informing the general public about the various activities of the university.

Assessment of satisfaction with information about the activities of the university and about the specifics and progress of the implementation of educational programs is carried out annually through questionnaires, surveys, feedback, as well as through the rector's blog.

The university provides information to the public about its activities, conditions and features of the implementation of educational programs.

Information about the activities of Al-Farabi KazNU and the release of the EP is published on the university website (www.kaznu.kz), republican media and TV, social networks. The official page of the university is present in social networks: facebook @KazakhNationalUniversity, <https://www.facebook.com/KazakhNationalUniversity/>, the number of subscribers is 11566 people, telegram: Farabi University <https://t.me/kaznu34> the number of subscribers is 3748 people, youtube: Farabi Media <https://www.youtube.com/channel/UCr6RCYKPPbHFKwOmqZXBi2w> the number of subscribers is 30875 people, vk: Farabi University <https://vk.com/farabiuniversity>, the number of subscribers is 12000 people, instagram: @farabi_university, https://instagram.com/farabi_university?igshid=YmMyMTA2M2Y=, the number of subscribers is 26,724 people. In addition, Al-Farabi KazNU publishes its own magazines and newspapers. The university publishes the corporate newspaper "Kazakh Universiteti", the cognitive magazine "Al-Farabi", "Bulletin of KazNU". The journal "Bulletin of KazNU" was founded in 1990. The

journal has a designed and approved cover and title pages indicating the university, imprint number, ISSN, eISSN, editorial board, editorial policy, publication ethics and website. The journal is published at 16 faculties with a frequency of 4 times a year. The journal is indexed by the Kazakhstan Citation Base (KazBC) JSC "National Center for State Scientific and Technical Expertise" (NCGNTE). The journal is placed in the Scientific Electronic Library e-library.ru in open access for readers and is included in the analytical database "Russian Science Citation Index" (RSCI).

Feedback is carried out by organizing forums on the website of KazNU. Al-Farabi. On the website of the University there is a "Virtual Reception of the Rector" <http://virtualreception.kaznu.kz/>, where you can contact on various issues of a personal or public nature. Information about the employment opportunities of graduates is presented for each specialty on the pages of the departments, in the section "Employment" there is the possibility of placing a vacancy by employers.

On the KazNU website, on the page of each department, there is a section of teaching staff <https://pps.kaznu.kz/ru/Main/Chair/86>.

The leadership of KazNU considers the process of informing the public as the most important resource for the implementation of the mission, goals, policy in the field of quality (approved at the meeting of the Academic Council, protocol No. 4 of October 25, 2017) and the tasks set in the Strategic Development Plan.

Analytical part

Al-Farabi KazNU does a great job of informing the public about his activities through various communication channels.

The site contains structured information about the university and its departments; information for applicants and graduates; information for doctoral students, undergraduates and students (transfer rules, restoration, grants, scholarships, etc.); information about scientific work and cooperation; information about the life of the University (news, information about events at the University); contains links to educational resources of the University (electronic library) and partner programs; blog of the rector, created for feedback from the rector of the University. The site contains information on the results of external evaluation procedures. Thus, the Quality Management System section contains information on external audits and certificates of compliance of the quality management system with the International Standard ISO 9001:2015 <http://kaznu.kz>

At the same time, members of the commission note the need to publish data on the uniqueness of scientific schools, reflecting the position of the educational program in the educational services market.

Strengths / best practice in EP "8D01701 - "Kazakh Language and Literature", "7M01701-Kazakh Language and Literature":

- not identified by this standard.

Recommendations for EP "8D01701 – Kazakh Language and Literature", "7M01701 – Kazakh Language and Literature":

- The management of the EP to publish data on the uniqueness of scientific schools, reflecting the positioning of the EP in the market of educational services. Deadline - September 01, 2023.

Conclusions of the EEC according to the criteria:

According to the standard "Public Awareness" educational programs "8D01701 – Kazakh Language and Literature", "7M01701 – Kazakh Language and Literature" have 12 satisfactory positions.

VII. OVERVIEW OF STRENGTHS/BEST PRACTICE FOR EACH STANDARD

Standard "Educational Program Management"

- not identified by this standard.

Standard "Information Management and Reporting"

- not identified by this standard.

Standard "Development and approval of the educational program"

- not identified by this standard.

Standard "Continuous monitoring and periodic evaluation of the educational program"

- not identified by this standard.

Standard "Student-centered learning, Teaching and Assessment of academic performance"

- not identified by this standard.

Standard "Students"

- not identified by this standard.

Standard "Teaching Staff"

For EP "8D01701 – Kazakh Language and Literature", "7M01701 – Kazakh Language and Literature":

The staff of the EP meets the qualification requirements, in terms of its scientific and scientific-pedagogical indicators it deserves high praise.

Standard "Educational resources and student support systems"

- not identified by this standard.

Standard "Public Awareness"

- not identified by this standard.

VIII. OVERVIEW OF RECOMMENDATIONS FOR IMPROVING QUALITY FOR EACH STANDARD

According to the standard "Educational Program Management":

Recommendations for EP "8D01701 – Kazakh Language and Literature", "7M01701 – Kazakh Language and Literature":

- The management of the EP should include in the development plan of the EP a section describing the possible risks for the EP "8D01701 – Kazakh Language and Literature", "7M01701 – Kazakh Language and Literature", with a description of the mechanisms and measures to manage risks. The deadline is November 01, 2023.

- Formalize the process of introducing innovations and monitoring their implementation within the framework of the EP. Deadline – until the end of the 2023 calendar year

According to the standard "Information Management and Reporting"

Recommendations for EP "8D01701 – Kazakh Language and Literature", "7M01701 – Kazakh Language and Literature":

- On the websites of the faculty, it is necessary to provide for the updating of the latest information and news on the EP "8D01701 – Kazakh Language and Literature", "7M01701 – Kazakh Language and Literature". Deadline – until September 01, 2023

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

Recommendations for EP "8D01701 – Kazakh Language and Literature", "7M01701 – Kazakh Language and Literature":

- The relevant structures of the university should organize events to determine the uniqueness of the educational program "8D01701 – Kazakh Language and Literature", "7M01701 – Kazakh Language and Literature" and methodological support for teaching its correct demonstration. The implementation period is until February 01, 2024.

- The management of the EP to work on the development and implementation of joint EP with foreign partners. Deadline – until December 2026.

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

Recommendations for EP "8D01701 – Kazakh Language and Literature", "7M01701 – Kazakh Language and Literature":

- Prepare a methodological instruction that will clearly define the main criteria and format for analyzing the achievement of the goal of the educational program and learning outcomes, as well as the requirements for external reviewers of the educational program. The implementation period is by the beginning of the 2023-2024 academic year.

According to the standard "Student-centered learning, Teaching and Assessment of academic performance"

Recommendations for EP "8D01701 – Kazakh Language and Literature", "7M01701 – Kazakh Language and Literature":

- Develop a plan to improve the own methodology of the teaching staff of the department that implements the educational program "8D01701 – Kazakh Language and Literature", "7M01701 – Kazakh Language and Literature". Deadline – until September 01, 2023.

According to the standard "Students"

Recommendations for EP "8D01701 – Kazakh Language and Literature", "7M01701 – Kazakh Language and Literature":

- The leadership of the EP to develop criteria for the effectiveness of scientific internships to determine current trends in the development of science, improve the quality of dissertation research, reporting documentation. Deadline - until December 01, 2023.

According to the standard "Teaching Staff"

Recommendations for EP "8D01701 – Kazakh Language and Literature", "7M01701 – Kazakh Language and Literature":

- Develop a plan for the organization and implementation of academic mobility of teaching staff, as well as their internships in foreign universities. Deadline - until February 01, 2024.

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

Recommendations for EP "8D01701 – Kazakh Language and Literature", "7M01701 – Kazakh Language and Literature":

- To form an electronic database of scientific topics in order to provide potential students with up-to-date information on research topics in accordance with the models of graduates and professional standards for EP "8D01701 – Kazakh Language and Literature", "7M01701 – Kazakh Language and Literature". Deadline – September 01, 2023.

According to the standard "Public Awareness"

- The management of the EP to publish data on the uniqueness of scientific schools, reflecting the positioning of the EP in the market of educational services. Deadline - September 01, 2023.

IX. RECOMMENDATION TO THE ACCREDITATION COUNCIL

The members of the EEC by a majority of votes came to the conclusion that the EP "8D01701 – Kazakh Language and Literature", "7M01701 – Kazakh Language and Literature" can be recommended for accreditation for a period of 5 years (voting results of members of the EEC: for 5 years - 16, for 3 years - 2 experts, against - 0).



Appendix 1. Evaluation table "Conclusion of the external expert commission" (for EP "8D01701 – Kazakh Language and Literature", "7M01701 – Kazakh Language and Literature")

№	№	Criteria for evaluation	Position of the educational organization			
			Strong	Satisfactory	Assumes improvement	Unsatisfactory
Standard "Educational Program Management"						
1	1.	The university must demonstrate the development of the goal and development strategy of the EP based on the analysis of external and internal factors with the wide involvement of various stakeholders		+		
2	2.	The quality assurance policy should reflect the relationship between research, teaching and learning		+		
3	3.	The university demonstrates the development of a culture of quality assurance		+		
4	4.	Commitment to quality assurance should apply to any activity performed by contractors and partners (outsourcing), including the implementation of joint/double-degree education and academic mobility		+		
5	5.	The management of the EP ensures the transparency of the development plan for the development of the EP based on an analysis of its functioning, the real positioning of the university and the focus of its activities on meeting the needs of students, the state, employers and other stakeholders		+		
6	6.	The EP management demonstrates the functioning of the mechanisms for the formation and regular revision of the EP development plan and monitoring its implementation, assessing the achievement of learning goals, meeting the needs of students, employers and society, making decisions aimed at continuous improvement of the EP		+		
7	7.	The EP management should involve representatives of stakeholder groups, including employers, students and teaching staff in the formation of the EP development plan		+		
8	8.	The management of the EP must demonstrate the individuality and uniqueness of the EP development plan, its consistency with national development priorities and the development strategy of the educational organization		+		
9	9.	The university must demonstrate a clear definition of those responsible for business processes within the framework of the EP, the distribution of staff duties, and the delimitation of the functions of collegial bodies		+		
10	10.	The management of the EP ensures the coordination of the activities of all per involved in the development and management of the EP, and its continuous implementation, and also involves all interested parties in this process		+		
11	11.	The EP management must ensure the transparency of the management system, the functioning of the internal quality assurance system, including its design, management and monitoring, and the adoption of appropriate decisions		+		
12	12.	The management of the EP should carry out risk management			+	

13	13.	The management of the EP should ensure the participation of representatives of interested parties (employers, teaching staff, students) in the collegiate management bodies of the educational program, as well as their representativeness in making decisions on the management of the educational program		+		
14	14.	The university must demonstrate innovation management within the EP, including the analysis and implementation of innovative proposals			+	
15	15.	The management of the EP must demonstrate its openness and accessibility for students, teaching staff, employers and other interested parties		+		
16	16.	The management of the EP confirms the completion of training in education management programs		+		
17	17.	The management of the EP should strive to ensure that the progress made since the last external quality assurance procedure is taken into account when preparing for the next procedure.		+		
Total by standard				15	2	
Standard "Information Management and Reporting"						
18	1.	The university must ensure the functioning of the system for collecting, analyzing and managing information based on modern information and communication technologies and software		+		
19	2.	The EP guidance demonstrates the systematic use of processed, adequate information to improve the internal quality assurance system		+		
20	3.	The EP management demonstrates the presence of a reporting system that reflects the activities of all structural units and departments within the EP, including an assessment of their performance		+		
21	4.	The university must determine the frequency, forms and methods for assessing the management of the EP, the activities of collegial bodies and structural divisions, top management		+		
22	5.	The university must demonstrate a mechanism for ensuring the protection of information, including determining the person responsible for the reliability and timeliness of the analysis of information and the provision of data		+		
23	6.	The university demonstrates the involvement of students, employees and teaching staff in the processes of collecting and analyzing information, as well as making decisions based on them		+		
24	7.	The EP management must demonstrate the existence of communication mechanisms with students, employees and other stakeholders, including conflict resolution		+		
25	8.	The university must ensure the measurement of the degree of satisfaction with the needs of students, teaching staff and staff within the framework of the EP and demonstrate evidence of the elimination of identified shortcomings		+		
26	9.	The university should evaluate the effectiveness and efficiency of activities in the context of the EP		+		
<i>The information collected and analyzed by the university within the framework of the EP should take into account:</i>						
27	10.	key performance indicators		+		
28	11.	the dynamics of the contingent of students in the context of forms and types		+		
29	12.	academic performance, student achievement and dropout		+		
30	13.	satisfaction of students with the implementation of the EP and the quality of education at the university		+		
31	14.	availability of educational resources and support systems for students		+		
32	15.	employment and career growth of graduates		+		
33	16.	Students, teaching staff and staff must document their consent to the processing of personal data		+		

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

55	9.	The management of the EP should publish information about changes to the EP, inform interested parties about any planned or undertaken actions within the EP		+		
56	10.	Support services should identify the needs of various groups of students and their degree of satisfaction with the organization of training, teaching, assessment, mastering the EP in general		+		
Total by standard				9	1	
Standard "Student-centered learning, Teaching and Assessment of academic performance"						
57	1.	The management of the EP should ensure respect and attention to the various groups of students and their needs, providing them with flexible learning paths		+		
58	2.	The management of the EP should ensure teaching on the basis of modern achievements of world science and practice in the field of training, the use of various modern methods of teaching and evaluating learning outcomes that ensure the achievement of the objectives of the EP, including competencies, skills to perform scientific work at the required level		+		
59	3.	The management of the EP should determine the mechanisms for distributing the teaching load of students between theory and practice within the framework of the EP, ensuring the development of the content and achievement of the objectives of the EP by each graduate		+		
60	4.	An important factor is the presence of own research in the field of teaching methods of EP disciplines			+	
61	5.	The university must ensure that the procedures for evaluating learning outcomes correspond to the planned results and goals of the EP		+		
62	6.	The university must ensure the consistency, transparency and objectivity of the mechanism for assessing the learning outcomes of the EP, the publication of criteria and methods for assessing learning outcomes in advance		+		
63	7.	Assessors must be familiar with modern methods for assessing learning outcomes and regularly improve their skills in this area.		+		
64	8.	The management of the EP must demonstrate the existence of a feedback system on the use of various teaching methods and the assessment of learning outcomes		+		
65	9.	The management of the EP must demonstrate support for the autonomy of learners, while providing guidance and assistance from the teacher.		+		
66	10.	The management of the EP must demonstrate the existence of a procedure for responding to complaints from students		+		
Total by standard				9	1	
Standard "Students"						
67	1.	The university must demonstrate the policy of forming a contingent of students and ensure transparency, publicity of the procedures governing the life cycle of students (from admission to completion)		+		
68	2.	The management of the EP should provide for special adaptation and support programs for newly enrolled and foreign students		+		
69	3.	The university must demonstrate the compliance of its actions with the Lisbon Recognition Convention, including the existence and application of a mechanism for recognizing the results of academic mobility of students, as well as the results of additional, formal and non-formal education		+		
70	4.	The university should provide an opportunity for external and internal academic mobility of students, as well as assist them in obtaining external grants for study		+		
71	5.	The university should encourage students to self-education and development outside the main program (extracurricular activities)		+		
72	6.	An important factor is the existence of a mechanism to support gifted students.		+		

73	7.	The university must demonstrate cooperation with other educational organizations and national centers of the "European Network of National Information Centers for Academic Recognition and Mobility / National Academic Recognition Information Centers" ENIC / NARIC in order to ensure comparable recognition of qualifications		+		
74	8.	The university must provide students with internship places, demonstrate the procedure for facilitating the employment of graduates, maintaining contact with them		+		
75	9.	The university must demonstrate the procedure for issuing documents to graduates confirming the qualifications received, including the achieved learning outcomes		+		
76	10.	The management of the EP must demonstrate that program graduates have skills that are in demand in the labor market and that these skills are really relevant		+		
77	11.	The management of the EP must demonstrate the existence of a mechanism for monitoring the employment and professional activities of graduates		+		
78	12.	An important factor is the existence of an active alumni association/union		+		
Total by standard				12		
Standard "Teaching Staff"						
79	1.	The university must have an objective and transparent personnel policy in the context of the EP, including recruitment (including invited teaching staff), professional growth and development of staff, ensuring the professional competence of the entire staff		+		
80	2.	The university must demonstrate the compliance of the qualitative composition of the teaching staff with the established qualification requirements, the strategy of the university, and the goals of the EP	+			
81	3.	The management of the EP should demonstrate the change in the role of the teacher in connection with the transition to student-centered learning and teaching		+		
82	4.	The university should provide opportunities for career growth and professional development of teaching staff, including young teachers		+		
83	5.	The university should involve in the teaching of specialists from relevant industries with professional competencies that meet the requirements of the EP		+		
84	6.	The university must demonstrate the presence of a motivation mechanism for the professional and personal development of teaching staff		+		
85	7.	The university must demonstrate the widespread use of information and communication technologies and software in the educational process by the teaching staff (for example, on-line training, e-portfolio, MEPs, etc.)		+		
86	8.	The university must demonstrate the focus on the development of academic mobility, attracting the best foreign and domestic teachers		+		
87	9.	The university must demonstrate the involvement of each teacher in promoting a culture of quality and academic integrity at the university, determine the contribution of teaching staff, including those invited, to achieving the goals of the EP		+		
88	10.	An important factor is the involvement of teaching staff in the development of the economy, education, science and culture of the region and the country		+		
Total by standard				1	9	
Standard "Educational resources and student support systems"						
89	1.	The university must guarantee the compliance of the infrastructure, educational resources, including material and technical, with the goals of the educational program		+		
90	2.	The management of the EP must demonstrate the sufficiency of classrooms, laboratories and other facilities equipped with modern equipment to ensure the achievement of the objectives of the EP		+		

<i>The university must demonstrate the compliance of information resources with the needs of the university and the EPs being implemented, including in the following areas:</i>						
91	3.	technological support for students and teaching staff in accordance with educational programs (for example, online learning, modeling, databases, data analysis programs)			+	
92	4.	library resources, including a fund of educational, methodical and scientific literature on general education, basic and major disciplines on paper and electronic media, periodicals, access to scientific databases			+	
93	5.	examination of the results of research, final works, dissertations for plagiarism			+	
94	6.	access to educational Internet resources			+	
95	7.	functioning of Wi-Fi in its territory			+	
96	8.	The university must demonstrate that it creates conditions for conducting scientific research, integrating science and education, publishing the results of research work of teaching staff, staff and students			+	
97	9.	The university should strive to ensure that the educational equipment and software used for the development of educational programs are similar to those used in the relevant sectors of the economy			+	
98	10.	The management of the EP must demonstrate the existence of procedures for supporting various groups of students, including information and counseling			+	
99	11.	The management of the EP should show the existence of conditions for the advancement of the student along an individual educational trajectory			+	
100	12.	The university must take into account the needs of different groups of students (adults, working, foreign students, as well as students with special educational needs)			+	
101	13	The university must ensure that the infrastructure meets the safety requirements			+	
Total by standard					12	1
Standard "Public Awareness"						
102	1.	The university guarantees that the published information is accurate, objective, up-to-date and reflects all areas of the university's activities within the framework of the educational program			+	
103	2.	Informing the public should include support and explanation of the national development programs of the country and the system of higher and postgraduate education			+	
104	3.	The university management should use a variety of ways to disseminate information (including the media, web resources, information networks, etc.) to inform the general public and stakeholders			+	
<i>Information about the educational program is objective, up-to-date and should include:</i>						
105	4.	the purpose and planned results of the EP, the qualification to be awarded			+	
106	5.	information and the system for assessing the educational achievements of students			+	
107	6.	information about academic mobility programs and other forms of cooperation with partner universities, employers			+	
108	7.	information about the opportunities for the development of personal and professional competencies of students and employment			+	
109	8.	data reflecting the positioning of the EP in the market of educational services (at the regional, national, international levels)			+	
110	9.	An important factor is the publication on open resources of reliable information about teaching staff, in the context of personalities			+	
111	10.	The university must publish audited financial statements for the EP on its own web resource			+	
112	11.	The university must post information and links to external resources			+	

		based on the results of external evaluation procedures				
113	12.	An important factor is the placement of information about cooperation and interaction with partners, including scientific / consulting organizations, business partners, social partners and educational organizations		+		
Total by standard				12		
TOTAL			1	105	7	



Appendix 2. The program of the visit to the educational organization



СОГЛАСОВАНО
Ректор
НАО «Казахский национальный университет имени Аль-Фараби»
Туймебаев Ж.К.
« » 2023 года



УТВЕРЖДАЮ
Генеральный директор
НУ «Независимое агентство аккредитации и рейтинга»
Жумагулова А.Б.
« » 2023 года



**ПРОГРАММА
ГИБРИДНОГО ВИЗИТА ВНЕШНЕЙ ЭКСПЕРТНОЙ КОМИССИИ НЕЗАВИСИМОГО АГЕНТСТВА
АККРЕДИТАЦИИ И РЕЙТИНГА (IAAR) В НАО «КАЗАХСКИЙ НАЦИОНАЛЬНЫЙ УНИВЕРСИТЕТ ИМЕНИ
АЛЬ-ФАРАБИ»
(международная программная аккредитация)**

Дата проведения гибридного визита: 11-13 мая 2023 года

Кластер 1	7M03214 Бизнес-коммуникация
Кластер 2	6B02209 Гиоркология 7M01704 Иностраный язык: два иностранных языка 7M01704 Иностраный язык: два иностранных языка (1,5 г.)
Кластер 3	7M01701 Казахский язык и литература 8D01701 Казахский язык и литература
Кластер 4	7M02304 Переводческое дело в сфере международных и правовых отношений
Кластер 5	7M04220 Криминалистические экспертизы 7M04213 Судебно-прокурорско-следственная деятельность 7M04205 Государственная служба и административная деятельность
Кластер 6	7M04207 Гражданское право 7M04216 Финансовое право

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Date and Time (Astana time, GMT+6)	EEC work with target groups	Surname, name, patronymic and position of participants in the target groups	Location
May 5, 2023			
19:30-20:30 (time to be confirmed) visit)	Preliminary meeting of the EEC in an online format (discussion of key issues and program	External IAAR experts	Join a Zoom meeting https://us02web.zoom.us/j/7172395837 Meeting ID: 717 239 5837
Day 1, May 11, 2023			
10:00-10:30	Distribution responsibility of experts, solution of organizational issues	External IAAR experts	Office / room No. 308 Join a Zoom meeting https://us02web.zoom.us/j/7172395837 Meeting ID: 717 239 5837
10:30-11:00	Meeting with the Chairman of the Board Rector (offline)	Chairman of the Board Rector Tuymebaev Zhansent Kamsitovich	Office / room №409 Join a Zoom meeting https://us02web.zoom.us/j/7172395837 Conference ID: 717 239 5837
11:00-11:15	Technical break	External IAAR experts	Office / room №308
11:15-12:00	Meeting with Board Members-Vice-Rectors (offline)	<ul style="list-style-type: none"> • Member of the Board - Vice-Rector for Operations - Uvalieva Asel Bekbolatovna • Member of the Board, Vice-Rector for Academic Affairs Erkinbayeva Lazzat Kalymbekovna • Member of the Board, Vice-Rector for Social Development - Aidosov Nurzhan Sarsynbekovich 	Office / room No. 409 Join a Zoom meeting https://us02web.zoom.us/j/7172395837 Conference ID: 717 239 5837

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		• Member of the Board, Vice-Rector for Financial Activities – Abdullaev Kallila Nasurtaevich	
12.00-12.15	Technical break	External IAAR experts	Office / room No. 308
12.15-13.00	Meeting with leaders structural divisions (offline)	Annex A	Office / room No. 409 Join a Zoom meeting https://us02web.zoom.us/j/7172395837 Meeting ID: 717 239 5837
13.00-14.00	Lunch break	External IAAR experts	
14.00-14.10	EEC work	External IAAR experts	Office / room No. 308 Join a Zoom meeting https://us02web.zoom.us/j/7172395837 Meeting ID: 717 239 5837
14.10-14.50	Meeting with the deans of accredited EPs (offline)	Annex B	Office / room No. 409 Join a Zoom meeting https://us02web.zoom.us/j/7172395837 Meeting ID: 717 239 5837
14.50-15.00	Technical break	External IAAR experts	Office / room No. 308
15.00-15.45	Meeting with heads of departments and coordinators of the EP (offline)	Annex B	Office / room №409 Join a Zoom meeting https://us02web.zoom.us/j/7172395837 Meeting ID: 717 239 5837

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			717 239 5837
15.45-15.55 15.55-16.35	Technical break	External IAAR experts	Office / room No. 308
	Meeting with the teaching staff (offline)	1 cluster (Appendix No. 1) (room No. 307, session hall zoo 1) Cluster 2 (Appendix No. 2) (room No. 408, session hall zoom 2) Cluster 3 (Appendix No. 3) (room No. 304, session hall zoom 3) Cluster 4 (Appendix No. 4) (room No. 303, session hall zoom 4) Cluster 5 (Appendix No. 5) (room No. 409, session hall zoom 5) Cluster 6 (Appendix No. 6) (room No. 201, session hall 6)	Offices / room No. 201, 303 304, 307, 408, 409 Join a Zoom meeting https://us02web.zoom.us/j/7172395837 Meeting ID: 717 239 5837
16.35-17.35	Questioning of teaching staff (in parallel)	6) Appendix 7 (list with valid e-mails)	The link is sent to the teacher personally 5 minutes before the start of the survey
16.35-16.45	Technical break	External IAAR experts	Office / room No. 308
16.45-18.15	Visual inspection of the TOE	Annex 8 (Route by clusters with responsible persons)	Along the route
18.15-18.30	The work of the EEC (discussion of the results and summarizing the results of 1 day)	External IAAR experts	Office / room №308 Join a Zoom meeting https://us02web.zoom.us/j/7172395837

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			Conference ID: 717 239 5837
18.30 - 19.30	Dinner	External IAAR experts	
Day 2, May 12, 2023			
10.00-10.30	EEC work (discussion of organizational issues)	External IAAR experts	Office / room №308 Join a Zoom meeting https://us02web.zoom.us/j/7172395837 Meeting ID: 717 239 5837
10.30-11.10	Meeting with students (offline)	1 cluster (Appendix No. 9) (room No. 307, session hall zoom 1) Cluster 2 (Appendix No. 10) (room No. 408, session hall zoom 2) Cluster 3 (Appendix No. 11) (room No. 304, session hall zoom 3) Cluster 4 (Appendix No. 12) (room No. 303, session hall zoom 4) Cluster 5 (Appendix No. 13) (room No. 409, session hall zoom 5) Cluster 6 (Appendix No. 14) (room No. 201, session hall zoom 6)	Offices / room No. 201, 303, 304, 307, 408, 409 Join a Zoom meeting https://us02web.zoom.us/j/7172395837 Conference ID: 717 239 5837
11.10- 12.10	Questionnaire students (in parallel)	Appendix No. 15 (list with valid e-mail)	The link is sent to the e-mail of the student personally 5 minutes before the start of the survey
11.10- 11.25	Technical break	External IAAR experts	Office / room №308

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11.25-13.00	Working with documents of departments (documents must be uploaded to the cloud by clusters in advance, if necessary, heads of departments will be invited to the Zoom online room) and attending teaching staff classes according to the schedule (Appendix D)	Head department 1 cluster - Sultanbaeva Gulmira Serikbaevna Cluster 2 - Avakova Raushan Amirdinovna 3 cluster Temirbolat Alua Berikbaykyzy Cluster 4 - Seidikenova Almash Smayylkyzy Cluster 5 - Ibrayeva Alua Salamatovna (7M04205 Public service and administrative activities), Dzhansaraeva Rima Yerenatovna (7M04220 Forensic examinations; 7M04213 Judicial prosecutorial and investigative activities) Cluster 6 - Kuanalieva Guldana Amangeldievna (7M04216 Financial Law), Tynybekov Serikkali Tynybekovich (7M04207 Civil Law)	Offices / room №308 Join a Zoom meeting https://us02web.zoom.us/j/7172395837 Meeting ID: 717 239 5837
13.00- 14.00	Lunch break	External IAAR experts	
14.00- 16.00	Visiting bases of EP practices (in parallel by clusters)	Appendix No. 16 (route for clusters)	Along the route
16.00- 16.10	Technical break	External IAAR experts	Office / room No. 308
16.10-16.50	Meeting with OP employers (hybrid)	Appendix No. 17 (list for each cluster)	Office / room No. 308 Join a Zoom meeting https://us02web.zoom.us/j/7172395837 Conference ID: 717 239 5837 (connection should be strictly for 10

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			minutes, since employers will be divided into clusters (session rooms) inside the online room, you should write your full name in Zoom and the cluster number in brackets)
16:50-17:00	Technical break	External IAAR experts	Office / room No. 308
17:00-17:45	Meeting with alumni (hybrid)	Appendix No. 18 (list for each cluster)	Join a Zoom meeting https://us02web.zoom.us/j/7172395837 Meeting ID: 717 239 5837 (you need to connect in 10 minutes, since inside the online room graduates will be divided into clusters (session rooms), you should write your full name in Zoot and the cluster number in brackets)
17:45-18:00 18:00-20:00	Technical break	External IAAR experts	Office / room No. 308
	EEC work, discussion results of the second day and profile parameters (recording is ongoing)	External IAAR experts	Office / room No. 308 Join a Zoom meeting https://us02web.zoom.us/j/7172395837 Conference ID: 717 239 5837
20:00-21:00	Dinner	External IAAR experts	
Day 3, May 13, 2023			
10:00-11:30	The work of the EEC (development and discussion of recommendations) (recording)	External IAAR experts	Office / room number 308 Join a Zoom meeting

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			https://us02web.zoom.us/j/7172395837 Conference ID: 717 239 5837
11:30-11:40	Technical break	External IAAR experts	Office / room No. 308
11:40-13:00	EEC work, development and discussion of recommendations	External IAAR experts	Office / room №308 (Individual work of the expert offline)
13:00-14:00 14:00-16:15	Lunch break	External LAAR experts	
	The work of the EEC, discussion, decision-making by voting (recording)	External IAAR experts	Office / room No. 308 Join a Zoom meeting https://us02web.zoom.us/j/7172395837 Meeting ID: 717 239 5837
16:15-16:30	Technical break	External IAAR experts	Office / room No. 308
16:30-17:00	Final meeting of the EEC with the leadership of the university (offline)	Heads of the university and structural divisions	Office / room №409 Join a Zoom meeting https://us02web.zoom.us/j/7172395837 Meeting ID: 717 239 5837
18:00-19:00	Dinner	External IAAR experts	

Note: The program was developed on the basis of the Guidelines for organizing and conducting an external evaluation procedure in the process of accreditation of an educational organization and (or) an educational program (Order of the director of the IAAR No. 42-17-OD dated June 30, 2017), Guidelines for organizing and conducting on-line visit of an external expert commission (including a visit of an expert group on

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Appendix 3. Results of the survey of teaching staff

The results of an anonymous survey of the teaching staff Al-Farabi Kazakh National University

1. Total number of profiles: 100

2. Your department:

Department "Kazakh Linguistics"	5 per	5 %
Department "Department of Linguistics named after A. Baitursynuly"	4 per	4 %
Department of "Criminal Law and Criminal Procedure of Forensic Science"	15 per	15%
Department of Theory and History of State and Law, Constitutional and Administrative Law	10 per	10%
Department of "Customs, financial and environmental law"	9 per	9 %
Department of "Civil Law and Civil Procedure, Labor Law"	9 per	9 %
Department "Turkology and the theory of language"	15 per	15 %
Department "Kazakh literature and theory of literature"	20 per	20 %
Department of Diplomatic Translation	13 per	13 %

3. Position

Professor	5 per	5 %
Assistant professor	32 per	32 %
Senior Lecturer	46 per	46 %
Teacher	12 per	12 %
Head department	0 per	0%
Acting Professor	1 per	1 %
Acting Associate Professor	2 per	2 %

4. Academic degree, academic title

Honored Worker of the Republic of Kazakhstan	0 per	0%
Ph.D	8 per	8 %
PhD	49 per	49 %
master	20 per	20 %
PhD	17 per	17 %
Professor	1 per	1 %
Assistant professor	8 per	8 %
No	4 per	4 %
Honorary pensioner	per	1 %

5. Length of service

Less than 1 year	2 per	2 %
1 year - 5 years	15 per	15 %
Over 5 years	83 per	83 %

№	Questions	Very good	Good	Relatively bad	Bad	Very bad	Didn't answer
6	To what extent does the content of the educational program meet your scientific and professional interests and needs?	86 per (86 %)	14 per (14 %)	0 per (0 %)	0 per (0%)	0 per (0%)	-

7	How do you assess the opportunities provided by the university for the professional development of teaching staff	71 per (71 %)	23 per (23 %)	3 per (3 %)	3 per (3 %)	0 per (0%)	-
8	How do you assess the opportunities provided by the university for the career growth of teaching staff	71 per (71%)	25 per (25 %)	2 per (2%)	2 per (2 %)	per (0 %)	-
9	How do you assess the degree of academic freedom of teaching staff	72 per (72 %)	21 per (21 %)	4 per (4%)	2 per (2%)	1 per (1 %)	-
	To what extent can teachers use their own						
10	• Strategies	79 per (79 %)	19 per (19 %)	2 per (2 %)	0 per (0 %)	0 per (0%)	-
11	• Methods	82 per (82 %)	16 per (16 %)	2 per (2 %)	0 per (0%)	0 per (0%)	-
12	• Innovation in the learning process	70 per (70 %)	25 per (25 %)	4 per (4 %)	1 per (1 %)	0 per (0%)	-
13	How do you assess the work on the organization of medical care and disease prevention at the university?	61 per (61 %)	31 per (31 %)	5 per (5 %)	2 per (2 %)	1 per (1 %)	-
14	How does the management of the educational institution pay attention to the content of the educational program?	76 per (76%)	24 per (24 %)	0 per (0 %)	0 per (0 %)	0 per (0%)	-
15	How do you assess the sufficiency and availability of the necessary scientific and educational literature in the library?	78 per (78%)	20 per (20%)	1 per (1%)	1 per (1%)	0 per (0%)	-
16	Assess the level of conditions created that take into account the needs of different groups of students?	57 per (57%)	38 per (38%)	4 per (4%)	1 per (1%)	0 per (0%)	-
	Assess the accessibility of the guide						
17	• Students	71 per (71%)	22 per (22%)	7 per (7%)	0 per (0%)	0 per (0%)	-
18	• Teachers	68 per (68%)	25 per (25 %)	5 per (5%)	1 per (1%)	1 per (1%)	-
19	Assess the involvement of teaching staff in the process of making managerial and strategic decisions	60 per (60%)	33 per (33%)	4 per (4%)	2 per (2%)	1 per (1%)	-
20	How is the innovation activity of teaching staff encouraged?	62 per (62%)	30 per (30%)	6 per (6%)	2 per (2%)	0 per (0%)	-
21	Assess the level of feedback from teaching staff with management	66 per (66%)	31 per (31%)	2 per (2%)	1 per (1%)	0 per (0%)	-
22	What is the level of stimulation and involvement of young professionals in the educational process?	75 per (75%)	23 per (23%)	1 per (1%)	1 per (1%)	0 per (0%)	-
23	Evaluate the created opportunities for professional and personal growth for each teacher and employee	66 per (66%)	29 per (29%)	4 per (4%)	1 per (1%)	0 per (0%)	-
24	Assess the adequacy of recognition of the potential and	67 per (67%)	30 per (30%)	1 per (1%)	2 per (2%)	0 per (0%)	-

	abilities of teachers						
	How is the work done						
25	• Academic mobility	65 per (65%)	30 per (30%)	5 per (5%)	0 per (0%)	0 per (0%)	-
26	• On advanced training of teaching staff	74 per (74%)	21 per (21%)	4 per (4%)	1 per (1%)	0 per (0%)	-
	Evaluate the support of the university and its management						
27	• Research initiatives of teaching staff	69 per (69%)	26 per (26%)	5 per (5%)	0 per (0%)	0 per (0%)	-
28	• Development of new educational programs / academic disciplines / methods	77 per (77%)	21 per (21%)	2 per (2%)	0 per (0%)	0 per (0%)	-
	Assess the level of ability of teaching staff to combine teaching						
29	• With scientific research	66 per (66%)	28 per (28%)	4 per (4%)	1 per (1%)	1 per (1%)	-
30	• With practical activities	68 per (68%)	25 per (25%)	6 per (6%)	1 per (1%)	0 per (0%)	-
31	Assess the extent to which students' knowledge obtained at this university corresponds to the realities of the requirements of the modern labor market	73 per (73%)	26 per (26%)	1 per (1%)	0 per (0%)	0 per (0%)	-
32	How does the leadership and administration of the university perceive criticism?	49 per (49%)	40 per (40%)	9 per (9%)	2 per (2%)	0 per (%)	-
33	Assess how your workload meets your expectations and abilities	65 per (65%)	28 per (28%)	6 per (6%)	1 per (1%)	0 per (0%)	-
34	Evaluate the focus of educational programs / curricula on the formation of students' skills and abilities to analyze the situation and make forecasts	75 per (75%)	23 per (23%)	2 per (2%)	0 per (0%)	0 per (0%)	-
35	Assess how the educational program in terms of content and quality of implementation meets the expectations of the labor market and employers	76 per (76%)	22 per (22%)	1 per (1%)	1 per (1%)	0 per (0%)	-

36. Why do you work in this university?

- ✓ *Provided career growth*
- ✓ *Top university 200*
- ✓ *To increase the reputation of the National University, to be proud of its achievements*
- ✓ *The place of KazNU is very big*
- ✓ *Good conditions have been created for doing scientific work*
- ✓ *KazNU named after. Al-Farabi is considered one of the top universities in Kazakhstan and not only. The Department of Criminal Law, Criminal Procedure and Criminalistics of the Faculty of Law enables young scientists to achieve high goals. The teaching staff of the department is very friendly and responsive. The department has every opportunity to engage in scientific activities and grow as a scientist.*
- ✓ *Alma mater for master's and doctoral studies*
- ✓ *I got my education here*
- ✓ *That's why I chose a very prestigious higher education institution in Kazakhstan*
- ✓ *Demand*
- ✓ *Achieving your goals using all opportunities,*
- ✓ *The salary is high, the teacher-professor has good conditions, and the rating is high at the world level*
- ✓ *I like the working atmosphere, the opportunity to combine teaching and research activities*
- ✓ *Al-Farabi KazNU is one of the best universities*

- ✓ *The reason why I chose this higher education institution is that, firstly, it is the university where I studied from bachelor's degree to doctoral studies, and secondly, it is the best and highly demanded educational institution among the universities of the Republic of Kazakhstan, and I am always ready to work. My heart's desire.*
- ✓ *KazNU named after Al-Farabi is currently the flagship of the country's education sector, ranking 150th according to the QS rating of higher education institutions. And the Faculty of Law has high indicators in the training of personnel (future specialists) in the field of law. At the same time, the level of support for the improvement of the scientific potential of young specialists and their research work is high.*
- ✓ *I am a graduate*
- ✓ *Difficult to say.*
- ✓ *Comfortable working conditions*
- ✓ *Good working conditions, social package*
- ✓ *It is in KazNU named after al-Farabi that FMO is the progenitor.*
- ✓ *My home university since my youth*
- ✓ *This is a university where I can realize all my professional and personal qualities*
- ✓ *Because our university is the most prestigious*
- ✓ *Perspectives of jogars*
- ✓ *I am a graduate of this university, the first graduation of masters in 1998. This is the best university in the country.*
- ✓ *Leading university of the country*
- ✓ *Perspective*
- ✓ *Research internship, opportunities for professional growth*
- ✓ *According to the direction of the institute*
- ✓ *Alma mater*
- ✓ *KazNU is the leading university in the country*
- ✓ *This is a leading university*
- ✓ *I like working at this university*
- ✓ *All conditions are considered*
- ✓ *I like the basic setting of this university*
- ✓ *My Alma mater*
- ✓ *The reason is that I graduated from this university, left here, and since then I have been working in the same place for almost 30 years. I like the whole situation as a leading university.*
- ✓ *Many opportunities and a good research base*
- ✓ *I like it because this University creates all the opportunities for my professional, career, scientific and personal growth.*
- ✓ *Good potential for further development*
- ✓ *Because this university gives me all the possibilities*
- ✓ *Vocation. I like it*
- ✓ *I think that in the future strong specialists who look after the interests of the country and want to work for the future of their country will graduate from this university. The level of education at the university is very high, I am sure that the specialists who graduated from this university will be strong*
- ✓ *After I like it*
- ✓ *Scientific environment*
- ✓ *I think this is a university of the highest level. It is recognized abroad as the educational institution with the strongest research and pedagogical direction among universities*
- ✓ *I like it, the best educational institution in the country*
- ✓ *My life path is connected with this educational institution, I studied at this higher educational institution*
- ✓ *There is a lot of opportunity for professional development for scientific orientation*
- ✓ *Because it is an advanced university in Kazakhstan*
- ✓ *KazNU has a huge potential for scientists, there are some nuances, but everything is fixable*
- ✓ *The leading educational institution in the Republic of Kazakhstan.*
- ✓ *Teaching staff of the departments are friendly*
- ✓ *The leading university in Kazakhstan and I am a graduate of this university because of its strong teaching staff*
- ✓ *Almomatr*
- ✓ *There is a lot of opportunity for creative development*
- ✓ *Here I received a very high education and all the conditions for work were provided.*
- ✓ *KazNU has created conditions for professional and career growth*
- ✓ *KazNU is the leading educational institution in the country.*
- ✓ *I studied here myself*
- ✓ *Opportunities for professional growth*
- ✓ *All facilities are provided for teachers and students at the university.*
- ✓ *I am a graduate of this university. I am proud that I entered this educational institution with the desire of my heart, studied and worked in this educational institution in the specialty I liked.*
- ✓ *This is my favorite alma mater, which gave a start in life, here I met my love. Here I work and develop!*
- ✓ *Competitive university*
- ✓ *Because I read it myself and made sure of its quality*
- ✓ *There are opportunities to develop scientific level and professional qualifications*
- ✓ *In addition to the teaching activity, there are many opportunities for scientific development, conditions have been created to improve your qualifications*
- ✓ *KazNU is a university with great opportunities and experience, a platform for career growth*
- ✓ *Because I studied here and I am satisfied with all the conditions created for teachers tulegenimin*

- ✓ *University number 1 in Kazakhstan*
- ✓ *KazNU is the best university in the country*
- ✓ *I graduated from KazNU. KazNU is my second home, I love it. Relatively speaking, theoretical education is always ahead.*
- ✓ *In this university, I improved my knowledge, scientific abilities, achieved scientific achievements.*
- ✓ *KazNU named after Al-Farabi is the best higher educational institution of the country*
- ✓ *Teachers and students are provided with full conditions*
- ✓ *The best university in the Republic of Kazakhstan*
- ✓ *Opportunity for professional growth*
- ✓ *I studied at this educational institution*
- ✓ *For scientific potential*
- ✓ *Reputation*
- ✓ *I have long dreamed of working at Al-Farabi Kazakh National University*
- ✓ *The possibility is very high*
- ✓ *I studied at this university. I knew it was my duty to continue the work of my teachers.*

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

Very often	52 per.	52%
Often	34 per.	34%
Sometimes	14 per.	14%
Very rarely	0 per.	0%
Never	0 per.	0%

38. How often do invited teachers (domestic and foreign) participate in the learning process?

Very often	40 per.	40%
Often	43 per.	43%
Sometimes	15 per.	15%
Very rarely	1 per.	1%
Never	1 per.	1%

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

	Often	Sometimes	Never	No answer
Lack of classrooms	5 per (5%)	26 per (26%)	69 per (69%)	-
Unbalanced study load by semesters	4 per (4%)	22 per (22%)	74 per (74%)	-
Unavailability of necessary literature in the library	5 per (5%)	20 per (20%)	75 per (75%)	-
Overcrowding of study groups (too many students in the group)	3 per (3%)	28 per (28%)	69 per (69%)	-
Inconvenient schedule	4 per (4%)	18 per (18%)	78 per (78%)	-
Inappropriate conditions for classes in classrooms	8 per (8%)	28 per (28%)	64 per (64%)	-
No internet access/poor internet	18 per (18%)	31 per (31%)	51 per (51%)	-
Students' lack of interest in learning	1 per (1%)	24 per (24%)	75 per (75%)	-
Untimely receipt of information about events	2 per (2%)	20 per (20%)	78 per (78%)	-
Lack of technical facilities in classrooms	15 per (15%)	36 per (36%)	49 per (49%)	-
Other problems	<ul style="list-style-type: none"> ✓ <i>No</i> ✓ <i>No</i> ✓ <i>None</i> ✓ <i>None</i> ✓ <i>No</i> ✓ <i>No problem</i> ✓ <i>No</i> 			

	<ul style="list-style-type: none"> ✓ <i>there were no such cases.</i> ✓ <i>Bad technical equipment</i> ✓ <i>There is no such thing</i> ✓ <i>No problems have arisen</i> ✓ <i>When will we become a modern university, where there is elementary papers in the department, classrooms are equipped, there is soap in the latrines and does not stink?</i> ✓ <i>When will the educational process stop being like this, where the administration is the police, and the teacher is a criminal whom the police are constantly trying to punish for something? When will the educational process change and improve, when will we stop teaching subjects that students do not need in the first year of the bachelor's degree? When will our students be treated as people, and not as some kind of powerless creature? After all, this is all easy to solve, there is no need to reinvent the wheel, there are a lot of universities, take their practice and experience, implement and work.</i> Существенных нет ✓ <i>Problems with heating some classrooms in winter</i> ✓ <i>Internet</i> ✓ <i>There are no problem moments during the workflow</i> ✓ <i>Focus more on practice</i> ✓ <i>None</i> ✓ <i>We have low financial incentives</i> ✓ <i>Keeping the audience cool</i> ✓ <i>Low salary</i> ✓ <i>Gain experience</i> ✓ <i>There will be no conflicts if the auditoriums are equipped with technical equipment</i> ✓ <i>Problems are solved in a timely manner</i> Tex.оснащенность слабая ✓ <i>No problems</i> ✓ <i>No untoward problems have arisen</i> ✓ <i>Various</i> ✓ <i>I have not faced any other problems.</i> ✓ <i>Poor financial support</i> ✓ <i>everything suits</i> ✓ <i>No other issues</i> ✓ <i>That did not happen</i> ✓ <i>It would be beneficial to have a small library in the educational building that contains educational materials necessary for the daily learning process</i> ✓ <i>did not happen</i> ✓ <i>Low salary</i> ✓ <i>Poor technical equipment</i> ✓ <i>No other problems</i> ✓ <i>Some classrooms are very cold, have no windows, and are made from spare rooms</i> ✓ <i>Interactive boards are needed</i> ✓ <i>Everything is sound</i> <p><i>There is no problem</i></p>
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40. There are many different sides and aspects in the life of the university, which in one way or another affect every teacher and employee. Rate how satisfied you are:

Question	Completely satisfied	Partially satisfied	Not satisfied	Difficult to answer
The attitude of the university management towards you	81 per (81 %)	16 per (16 %)	1 per (1%)	2 per (2%)
Relationships with direct management	90 per (90%)	9 per (9%)	1 per (1%)	0 per (0%)
Relationships with colleagues in the	96 per	4 per	0 per	0 per

department	(96%)	(4%)	(0%)	(0%)
Participation in management decision making	79 per (79%)	16 per (16%)	3 per (3%)	2 per (2%)
Relations with students	97 per (97%)	3 per (3%)	0 per (0%)	0 per (0%)
Recognition of your successes and achievements by the administration	78 per (78%)	19 per (19%)	2 per (2%)	1 per (1%)
Support for your suggestions and comments	79 per (79%)	19 per (19%)	2 per (2%)	0 per (0%)
The activities of the administration of the university	77 per (77%)	20 per (20%)	3 per (3%)	0 per (0%)
Terms of pay	56 per (56%)	31 per (31%)	12 per (12%)	1 per (1%)
Working conditions, list and quality of services provided at the university	76 per (76%)	22 per (22%)	2 per (2%)	0 per (0%)
Occupational health and safety	83 per (83%)	16 per (16%)	1 per (0%)	0 per (0%)
Management of changes in the activities of the university	75 per (75%)	22 per (22%)	3 per (3%)	0 per (0%)
Providing a social package: rest, sanatorium treatment, etc.	66 per (66%)	25 per (25%)	9 per (9%)	0 per (0%)
Organization and quality of food at the university	62 per (62%)	28 per (28%)	9 per (9%)	1 per (1%)
Organization and quality of medical care	65 per (65%)	30 per (30%)	4 per (4%)	1 per (1%)



Appendix 4. Results of the survey of students

Results of anonymous survey of students Al-Farabi Kazakh National University

Total number of profiles: 106

1. Your educational program?

7M03214 Business communication	0	0 %
6B02209 Turkology	5	4,7%
7M01704 Foreign language: two foreign languages	9	8,5%
7M01704 Foreign language: two foreign languages (1.5 years)	2	1,9%
7M0171 Kazakh Language and Literature	48	45,3%
8D01701 Kazakh Language and Literature	12	11,3%
7M02304 Translation business in the field of international and legal relations	4	3,8%
7M04220 Criminal expertise	7	6,6%
7M04213 Judicial prosecutorial and investigative activities	6	5,7%
7M04205 Public service and administrative activities	3	2,8%
7M04207 Civil law	2	1,9%
7M04216 Financial Law	8	7,5%

2. Gender

male	14 per	13,2 %
female	92 per.	86,8 %

3. Rate how satisfied you are

Questions	Completely satisfied	Partially satisfied	Partially dissatisfied	Not satisfied	I'm at a loss answer
1. Relations with the dean's office	81 per (76,4 %)	21 per (19,8 %)	1 per (0,9%)	2 per (1,9 %)	1 per (0,9 %)
2. The level of accessibility of the dean's office	84 per (79,2%)	19 per (17,9%)	1 per (0,9%)	2 per (1,9 %)	0 per (0%)
3. The level of accessibility and responsiveness of the university management	85 per (80,2 %)	17 per (16%)	1 per (0,9 %)	1 per (0,9 %)	2 per (1,9 %)
4. Availability of academic counseling to you	85 per (80,2 %)	15 per (14,2%)	5 per (4,7 %)	0 per (0 %)	1 per (0,9%)
5. Support with educational materials in the learning process	87 per (82,1%)	16 per (15,1 %)	2 per (1,9%)	0 per (0 %)	1 per (0,9 %)
6. Availability of counseling on personal problems	84 per (79,2%)	14 per (13,2%)	6 per (5,7%)	6 per (5,7%)	1 per (0,9%)
7. Relationship between student and teacher	96 per (90,6%)	8 per (7,5 %)	2 per (1,9%)	0 per (0 %)	0 per (0 %)
8. Financial and administrative services of the educational institution	84 per (79,2%)	5 per (14,2 %)	2 per (1,9%)	4 per (3,8%)	1 per (0,9%)

Questions	Completely satisfied	Partially satisfied	Partially dissatisfied	Not satisfied	I'm at a loss answer
9. Accessibility of health services	89 per (84 %)	14 per (13,2%)	0 per (0 %)	14 per (13,2 %)	2 per (1,9 %)
10. The quality of medical care at the university	85 (80,2 %)	16 per (15,1%)	1 (0,9%)	2 per (1,9 %)	2 per (1,9 %)
11. Level of availability of library resources	100 per (94,3%)	4 per (3,8%)	0 per (0 %)	1 per (0,9 %)	1 per (0,9 %)
12. The quality of services provided in libraries and reading rooms	102 per (96,2%)	2 per (1,9%)	0 per (0 %)	0 per (0 %)	2 per (1,9%)
13. Satisfaction with the existing educational resources of the university	87 per (82,1%)	18 per (17%)	1 per (0,9%)	0 per (0 %)	0 per (0 %)
14. Availability of computer classes	81 per (76,4 %)	18 per (17 %)	5 per (4,7 %)	0 per (0 %)	2 per (1,9%)
15. Availability and quality of Internet resources	80 per (75,5 %)	16 per (15,1 %)	4 per (3,8 %)	1 per (0,9 %)	5 per (4,7 %)
16. The content and information content of the website of educational organizations in general and faculties (schools) in particular	91 per (85,8%)	13 per (12,3%)	1 per (0,9 %)	per (%)	1 per (0,9 %)
17. Study rooms, auditoriums for large groups	86 per (81,1 %)	15 per (14,2%)	3 per (2,8%)	2 per (1,9 %)	0 per (0 %)
18. Lounges for students (if available)	66 per (62,3%)	19 per (17,9 %)	4 per (3,8%)	10 per (9,4%)	7 per (6,6 %)
19. Clarity of procedure for taking disciplinary action	86 per (81,1%)	18 per (17 %)	0 per (0%)	1 per (0,9%)	1 per (0,9%)
20. The quality of the educational program as a whole	90 per (84,9 %)	12 per (11,3%)	3 per (2,8%)	1 per (0,9%)	0 per (0 %)
21. The quality of study programs in the EP	93 (87,7%)	11 per (10,4%)	1 per (0,9 %)	0 per (0 %)	1 per (0,9 %)
22. Teaching methods in general	86 per (81,1%)	18 per (17 %)	1 per (0,9%)	1 per (0,9 %)	0 per (0 %)
23. Quick response to feedback from teachers regarding the learning process	89 per (84 %)	14 per (13,2%)	2 per (1,9%)	1 per (0,9%)	0 per (0 %)
24. The quality of teaching in general	89 per (84 %)	15 per (14,2%)	1 per (0,9 %)	1 per (0,9 %)	0 per (0 %)
25. Academic load / requirements for the student	89 per (84 %)	15 per (14,2%)	0 per (0 %)	2 per (1,9%)	0 per (0 %)
26. Requirements of the teaching staff for the student	91 per (85,8%)	14 per (13,2%)	per (0,9%)	0 per (%)	per (%)
27. Information support and clarification before entering the university of the rules for admission and the strategy of the educational program (specialty)	91 per (85,8%)	13 per (12,3%)	0 per (0%)	1 per (0,9 %)	1 per (0,9 %)
28. Informing the requirements in order to successfully complete this educational program (specialty)	89 per (84%)	13 per (12,3%)	2 per (1,9%)	2 per (1,9%)	per (%)
29. The quality of examination materials (tests and examination questions, etc.)	95 per (89,6 %)	9 per (8,5%)	1 per (0,9 %)	1 per (0,9%)	per (%)
30. Objectivity in assessing knowledge, skills and other educational achievements	93 per (87,7%)	12 per (11,3 %)	0 per (0 %)	1 per (0,9%)	0 per (0 %)
31. Available computer classes	80 per (75,5%)	13 per (12,3%)	7 per (6,6 %)	4 per (3,8%)	2 per (1,9 %)
32. Available scientific laboratories	80 per (75,5 %)	14 per (13,2 %)	1 per (0,9%)	4 per (3,8 %)	7 per (6,6 %)
33. Objectivity and fairness of teachers	89 per (84 %)	14 per (13,2%)	1 per (0,9%)	1 per (0,9 %)	1 per (0,9 %)
34. Informing students about courses, educational programs and the academic degree received	90 per (84,9 %)	14 per (13,2%)	1 per (0,9%)	1 per (0,9%)	per (0,9 %)
35. Providing students with a hostel	75 per (70,8 %)	11 per (10,4%)	6 per (5,7 %)	3 per (2,8 %)	11 per (10,4%)

4. Rate how much you agree:

Statement	Full agreement	Agree	Partially agree	Disagree	Complete disagreement	Didn't answer
1. The course syllabus was clearly presented	87 per (82,1%)	14 per (13,2%)	4 per (3,8%)	1 per (0,9%)	0 per (0%)	-
2. The course content is well structured	88 per (83%)	13 per (12,3%)	4 per (3,8%)	1 per (0,9%)	0 per (0%)	-
3. Key terms are sufficiently explained	87 per (82,1%)	15 per (14,2%)	2 per (1,9%)	1 per (0,9%)	1 per (0,9%)	-
4. The material proposed by the teacher is relevant and reflects the latest achievements of science and practice	86 per (81,1%)	13 per (12,3%)	6 per (5,7%)	1 per (0,9%)	0 per (0%)	-
5. The teacher uses effective teaching methods	85 per (80,2%)	15 per (14,2%)	4 per (3,8%)	2 per (1,9%)	0 per (0%)	-
6. The teacher owns the material being taught	89 per (84%)	15 per (14,2%)	1 per (0,9%)	1 per (0,9%)	0 per (0%)	-
7. The teacher's presentation is clear	87 per (82,1%)	15 per (14,2%)	3 per (2,8%)	1 per (0,9%)	0 per (0%)	-
8. The teacher presents the material in an interesting way	86 per (81,1%)	12 per (11,3%)	7 per (6,6%)	1 per (0,9%)	0 per (0%)	-
9. Objectivity in assessing knowledge, skills and other educational achievements	85 per (80,2%)	16 per (15,1%)	3 per (2,8%)	1 per (0,9%)	1 per (0,9%)	-
10. Timely assessment of students' educational achievements	88 per (83%)	14 per (13,2%)	3 per (2,8%)	1 per (0,9%)	0 per (0%)	-
11. The teacher satisfies my requirements for personal development and professional formation	87 per (82,1%)	15 per (14,2%)	3 per (2,8%)	1 per (0,9%)	0 per (0%)	-
12. The teacher stimulates student activity	86 per (81,1%)	17 per (16%)	2 per (1,9%)	1 per (0,9%)	0 per (0%)	-
13. The teacher stimulates students' creative thinking	85 per (80,2%)	15 per (14,2%)	4 per (3,8%)	2 per (1,9%)	0 per (0%)	-
14. Appearance and manners of the teacher are adequate	89 per (84%)	16 per (15,1%)	0 per (0%)	0 per (0%)	0 per (0%)	-
15. The teacher shows a positive attitude towards students	88 per (83%)	16 per (15,1%)	0 per (0%)	2 per (1,9%)	0 per (0%)	-
16. The system for assessing educational achievements (seminars, tests, questionnaires, etc.) reflects the content of the course	87 per (82,1%)	15 per (14,2%)	3 per (2,8%)	1 per (0,9%)	0 per (0%)	-
17. The assessment criteria used by the teacher are clear	83 per (78,3%)	19 per (17,9%)	3 per (2,8%)	1 per (0,9%)	0 per (0%)	-
18. The teacher objectively evaluates the achievements of students	85 per (80,2%)	17 per (16%)	3 per (2,8%)	1 per (0,9%)	0 per (0%)	-
19. The teacher speaks professional language	90 per (84,9%)	16 per (15,1%)	0 per (0%)	0 per (0%)	0 per (0%)	-
20. The organization of education provides sufficient opportunity for sports and other leisure activities	80 per (75,5%)	21 per (19,8%)	2 per (1,9%)	3 per (2,8%)	0 per (0%)	-
21. Facilities and equipment for students are safe, comfortable and modern	83 per (78,3%)	16 per (15,1%)	1 per (0,9%)	0 per (0%)	6 per (5,7%)	-
22. The library is well equipped and has a fairly good collection of books	87 per (82,1%)	16 per (15,1%)	2 per (1,9%)	0 per (0%)	1 per (0,9%)	-
23. Equal opportunities are provided to all students	88 per (83%)	15 per (14,2%)	1 per (0,9%)	1 per (0,9%)	1 per (0,9%)	-

5. Other quality issues:

- No
- If jobs are offered to students, they are public
- It's all right.
- I am completely satisfied with the quality of education at the universityИх нем
- No problem
- No claims

- No
- No problem
- I am proud to study at KazNU. Only the hostel is a problem.
- Increasing technological devices. Strengthening the Internet.
- I am satisfied with the quality of education.
- An interactive whiteboard is needed
- The Internet network should be strengthened
- I wish that graduate students would be sent to a foreign country for an exchange of experience
- I think there is no problem
- No other problems
- No
- Innovative technologies
- Not to be sent abroad for master's studies; not studying at the bachelor's level due to transfer to a foreign country; Our faculty has no contact with foreign countries and advanced technologies, it's like a village
- no
- No
- No problem
- It can be said that the university lacks technology, just a projector and an interactive board. It depends on all the faculties in the university.

