



«АККРЕДИТТЕУ ЖӘНЕ РЕЙТИНГТІҢ
ТӘУЕЛСІЗ АГЕНТТІГІ» КЕМ

НУ «НЕЗАВИСИМОЕ АГЕНТСТВО
АККРЕДИТАЦИИ И РЕЙТИНГА»

INDEPENDENT AGENCY FOR
ACCREDITATION AND RATING

REPORT

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

7M02307 Linguistics
8D02303 Linguistics
7M02309 Literary studies
8D02304 Literary studies

AL-FARABI KAZAKH NATIONAL UNIVERSITY

in the period from 2 to 4 of December, 2021

INDEPENDENT AGENCY FOR ACCREDITATION AND RATING

External Expert Commission

***Addressed to
The Accreditation
Council of IAAR***



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December 4, 2021

Almaty

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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 - Complex testing
CTT - Credit Training Technology
CED - Catalog of elective disciplines
MES RK - Ministry of Education and Science of the Republic of Kazakhstan
MEP - Modular Educational Program
SRW – Scientific research work
SRWS – Scientific research work of students
RK - 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
SVO - Secondary vocational education
IWS - Independent work of students
IWST – Independent work of students under the guidance of a teacher
SC - Standard Curriculum
EMCD - Educational and methodical complex of the discipline
EMD - Educational and Methodical Department
EMC - Educational and Methodological Council

(II) INTRODUCTION

In accordance with Order 156-21-OD of 1.11.2021 of the Independent Agency for Accreditation and Rating, from December 2 to December 4, 2021, an external expert commission assessed the compliance of educational programs 7M02307 Linguistics, 8D02303 Linguistics, 7M02309 Literary Studies, 8D02304 Literary Studies of Al-Farabi Kazakh National University with the standards of specialized accreditation of the IAAR (dated June 16, 2020 No. 57-20-OD, sixth edition) in a hybrid format.

The report of the external expert commission (EEC) 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** - Yuri Eduardovich Belykh, Candidate of Physical and Mathematical Sciences, Associate Professor, Vice-Rector for Academic Affairs, Yanka Kupala Grodno State University (Grodno, Republic of Belarus) (offline);
- 2. IAAR expert** - Chizhovich Veslav Aleksandrovich, Professor, Doctor of Economics, Higher School of Law and Administration of the University of Law in Rzeszow, specialist in international customs law, member of the International Academy of Customs Law (ICLA), co-author of professional standards of the World Customs Organization (Warsaw, Poland) (offline);
- 3. IAAR Expert** - Suzi Michailidou, PhD, Professor, Vice-Rector for Academic Affairs at Webster Athens (Athens, Greece) (online);
- 4. IAAR expert** - Alexey Nikolaevich Kalyagin, Doctor of Medicine, Vice-Rector for Medical Work and Postgraduate Education, Head of the Department of Propaedeutics of Internal Diseases of the Irkutsk State Medical University of the Ministry of Health of the Russian Federation, expert of Rusaccredagency (Irkutsk, Russian Federation) (online);
- 5. IAAR Expert** - Yerzhilasun Gulzhanat Kurmangaliyeva, Professor, Ankara University Haji Bayram Veli (Ankara, Republic of Turkey) (offline);
- 6. IAAR expert** - Innokenty Galimalayevich Aktamov, Candidate of Pedagogical Sciences, Doctor of Philosophy (PhD), Head of the laboratory "Center for Translations from Oriental Languages" of the Institute of Mongolian Studies, Buddhology and Tibetology of the Siberian Branch of the Russian Academy of Sciences, Associate Professor of the Department of History and Regional Studies of Asian Countries of the D. Banzarov Buryat State University, expert of the Rosaccredagency (Ulan-Ude, Russian Federation) (offline);
- 7. IAAR expert** - Aigul Yermekovna Bizhkenova, Doctor of Philology, Professor, L.N. Gumilyov Eurasian National University (Nur-Sultan, Republic of Kazakhstan) (offline);
- 8. IAAR expert** - Kurmangaliev Kairat Bolatovich, Candidate of Medical Sciences, Associate Professor, NAO "West Kazakhstan Medical University named after Marat Ospanov" (Aktobe, Republic of Kazakhstan) (offline);
- 9. IAAR expert** - Rosenzweig Anna Igorevna, Candidate of Law, Associate Professor, Head of Internal Control Department, Samara National Research University named after Academician S.P. Korolev, expert of Rusaccredagency (Samara, Russian Federation) (offline);
- 10. IAAR expert** - Zhumagulova Bakitgul Sakenovna, Doctor of Philology, Professor, Abai Kazakh National Pedagogical University (Almaty, Republic of Kazakhstan) (offline);
- 11. IAAR expert** - Svetlana Bakhytovna Zharkenova, Candidate of Law, Professor, L.N. Gumilyov Eurasian National University (Nur-Sultan, Republic of Kazakhstan) (offline);
- 12. IAAR expert** - Ivanchenko Nellya Nikolaevna, Candidate of Medical Sciences, Kazakh. S.D. Asfendiyarov National Medical University (Almaty) (offline);
- 13. IAAR expert** - Saule Zhorabekovna Burbekova, Candidate of Philological Sciences, Associate Professor, Astana IT University (Nur-Sultan, Republic of Kazakhstan) (offline);

14. **IAAR expert-employer** - Abildaeva Tolkin Zheksengazievna, Head of the Human Capital Development Department of the Chamber of Entrepreneurs of Almaty (Almaty, Republic of Kazakhstan) (offline);
15. **IAAR employer expert** - Rakhimova Nurbike Altaykyzy, Category 1 expert of the Human Capital Development Department of the Chamber of Entrepreneurs of Almaty (Almaty, Republic of Kazakhstan) (online);
16. **Expert student of IAAR** - Bolatbekova Aiganym Aibolkyzy, doctoral student of Public Health, Medical University of Karaganda, member of the Alliance of Students of Kazakhstan (Karaganda, Republic of Kazakhstan) (online);
17. **Expert student of IAAR** - Saltanat Bolatovna Dzhangeldinova, 1st year doctoral student of the educational program Foreign language: two foreign languages, Karaganda University named after Academician E.A. Buketov (Karaganda, Republic of Kazakhstan) (online);
18. **Expert student of IAAR** - Niyazova Zulfira Rigantovna, 2nd year master's student of the educational program Linguistics, Abai Kazakh National Pedagogical University (Almaty, Republic of Kazakhstan) (online);
19. **Expert-student of IAAR** - Astanayeva Diana Abdizhapparkyzy, 1st year master's student of the educational program Foreign Philology (Turkish), International Kazakh-Turkish University named after Khoja Ahmed Yasawi (Turkestan, Republic of Kazakhstan) (online);
20. **Expert student of IAAR** - Kamasheva Gulnara Mukhamedshayykyzy, 7th year student of OP General Medicine, Medical University of Karaganda, member of the Alliance of Students of Kazakhstan (Karaganda, Republic of Kazakhstan) (online);
21. **Expert-student of IAAR** - Bulatov Zhansen Baurzhanovich, 4th year student of the educational program Law and Law Enforcement, M.S. Narikbayev KAZGUU University (Nur-Sultan, Republic of Kazakhstan) (online);
22. **Expert student of IAAR** - Lidiya Nikolaevna Shibovskaya, Master's student of the educational program "222 - Medicine", International European University (Kiev, Ukraine);
23. **IAAR Coordinator** - Kanapyanov Timur Yerbolatovich, PhD, Deputy Director General for International Cooperation of the IAAR (Nur-Sultan, Republic of Kazakhstan) (offline);
24. **IAAR Coordinator** - Aykyz Bauyrzhankyzy, PhD, specialist in international projects and public relations of the IAAR (Nur-Sultan, Republic of Kazakhstan) (offline).

(III) REPRESENTATION OF THE EDUCATIONAL ORGANIZATION

Al-Farabi Kazakh National University was established on January 15, 1934 in Almaty, trains specialists in 180 branches, carries out educational activities in accordance with the state license No. AB 0137355 issued by the Committee for Control of Education and Science of the Republic of Kazakhstan dated 03.02.2010.

Al-Farabi Kazakh National University is a major scientific, educational and innovative center, which, 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". The QS Stars system provides a deep assessment with a detailed description and the involvement of extensive data. Having received 5 QS stars, the university has acquired another tool for promoting its educational programs and research, and therefore increasing competitiveness. Al-Farabi Kazakh National University is the first university in Central Asia and Kazakhstan to receive five QS Stars.

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. The management system of the university is built on the principle of vertical and provides for structural differentiation in the areas of activity: educational and methodological work, research work, educational work, etc. Internal regulatory and organizational and regulatory documents approved at the Al-Farabi Kazakh National University allow for operational management and distribution of powers.

According to the website, the university demonstrated excellent performance in the specialty "Modern Linguistics" of KazNU, taking 52nd place among the best universities in the world. And also by specialties: "English language and Literature" entered the top 101-150, "Linguistics" and "Jurisprudence" – 151-200 <https://www.kaznu.kz/ru/14948/page/> ; the infrastructure of the university is reflected on the website / <https://www.kaznu.kz/ru/19633/page/> /

Al-Farabi Kazakh National University consists of a scientific and educational cluster, the structure of which includes 12 faculties / <https://www.kaznu.kz/ru/162/page/> /, where 67 departments function; 8 research institutes of natural science and technology profile; scientific and technological park; open national laboratory of nanotechnology; 5 institutes and 17 research centers of social and humanitarian profile. The management system of the university is built on the principle of vertical and provides for structural differentiation in the areas of activity: educational and methodological work, research work, educational work, etc. Internal regulatory and organizational and regulatory documents approved at the Al-Farabi Kazakh National University allow for operational management and distribution of powers.

(IV) DESCRIPTION OF THE PREVIOUS ACCREDITATION PROCEDURE

Educational programs 7M02307 Linguistics, 8D02303 Linguistics, 7M02309 Literary Studies, 8D02304 Literary Studies are accredited in the IAAR for the first time.

(V) DESCRIPTION OF THE EEC VISIT

The work of the EEC was carried out on the basis of the approved Program of the hybrid visit of the expert commission on specialized accreditation of educational programs of the Al-Farabi Kazakh National University in the period from December 2 to December 4, 2021.

In order to coordinate the work of the EEC on 01.12.2021, an on-line installation meeting was held, during which powers were distributed among the members of the commission, the schedule of the visit was clarified, 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 vice-rectors of the university in areas of activity, heads of structural divisions, heads of departments, teachers, students, graduates, employers. A total of 78 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
Rector	0*
Vice-Rector's corpus	2
Heads of structural divisions	18
Deans	4
Heads of departments	4
Teachers	20
Students, undergraduates, doctoral students	15
Graduates	10
Employers	5
Total	78

*Note: Instead of the rector, a member of the Board, Vice-Rector for Academic Affairs, F.N. Zhakypova, attended the interview.

During the visual inspection, the members of the EEC got acquainted with the state of the material and technical base, visited the library, academic buildings, lecture halls, classrooms, computer classes.

At the meetings of the EEC NAAR with the target groups of the university, 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: according to EP 7M02309 – "Literary Studies", 8D02304 – "Literary Studies" Institute of Literature and Art named after M.O. Auezov of the Ministry of Education and Science of the Republic of Kazakhstan, located at: Almaty, Kurmangazy str., 29, responsible - Almira Kaliyeva Kayyrtayeva, Deputy Director; according to EP 7M02307 – Linguistics, 8D02303 – Linguistics Institute of Linguistics named after A. Baitursynova MES RK, located at the address: Almaty, Kurmangazy str., 29, responsible - Ermukhamet Maralbek.

EEC members attended educational disciplines:

8D02303 - Linguistics:

1) Discipline: Methods of scientific research, 1st year, doctoral studies;

Lecturer: Professor, Doctor of Philology - Ibraeva Zhanar Kulmatovna;

Topic: Methods of linguistics. Reliability of scientific research;

Date: 3.12.2021, 14:00-14:50 (ONLINE) zoom

Students: 1. Abylai Ualikhanuly 2. Aigul Daulet 3. Akbota Serikkyzy 4. Guldana Nesipbay 5. Kamila Dushaeva. Total 5.

2) Discipline: Linguistic Philosophy, 1st year, doctoral studies;
Lecturer: Associate Professor of the Department of Turkology and Language Theory, Candidate of Philological Sciences - Tausogarova Ayauzhan Kairatovna;
Topic: Lecture. Week 12. Moore's paradox. Propositional theory. Dictum and Modus.
Date: 3.12.2021, 16:00-16:50 (ONLINE) zoom
Students: 1. Abylai Ualikhanuly 2. Aigul Daulet 3. Kamila Dushaeva 4. Akbota Serikkyzy. Total 4.

8D02304 - Literary studies

3) Discipline: Psychological literary studies, 1st year, Kazakh department.

Teacher - Akhmetova Ainur Myrzalievna;

Topic: Seminar: Literary personalities;

Date: 4.12.2021, 13:00-13:50 (ONLINE) zoom;

Students: Ainur Mombek, Talshyn Sagymzhanova, Mereke Zeynalakyzy. Overall 3.

The classes made a good impression, corresponded to the stated topic, were rich in content, interactive techniques were used.

In accordance with the accreditation procedure, a survey was conducted of 220 teachers, 320 students, including junior and senior students.

In order to confirm the information presented 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 on the official website of the university <https://www.kaznu.kz/>.

A thorough analysis of the self-assessment report, documents submitted during the visit, and meetings with the administration, teachers, students and staff shows that the information format was proposed in great detail for all accredited EP. The evaluation of the EP showed that the departments fulfill their tasks and responsibilities in terms of meeting the quality of training.

As part 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 management on 4.12.2021.

VI. COMPLIANCE WITH SPECIALIZED ACCREDITATION STANDARDS

6.1. Standard “Management of the educational program”

- The HEI should demonstrate the development of the objectives and strategy of the EP development on an analysis of external and internal factors, with the broad involvement of a variety of stakeholders.
- The quality assurance policy should reflect the relationship between research, teaching and learning.
- The HEI should demonstrate the development of a quality assurance culture.
- Commitment to quality assurance should apply to any activity performed by contractors and partners (outsourcing), including the implementation of joint/dual-degree education programs and academic mobility.
- The management of the EP provides transparency in the development of EP’s development plan based on the analysis of its functioning, the actual positioning of the HEI and the focus of its activities on meeting the needs of students, the state, employers and other stakeholders.
- The management of the EP demonstrates the functioning of the mechanisms for the formation and regular revision of the development plan of the EP and monitoring of its implementation, assessing the achievement of the training objectives, meeting the needs of students, employers and society, making decisions aimed at the continuous improvement of the EP.
- The management of the EP should involve representatives of stakeholders groups, including employers, students and teaching staff, in the development of the EP’s development plan.
- The management of the EP should demonstrate the individuality and uniqueness of the EP development plan, its coherence with national development priorities and the development strategy of the organization of education.
- The HEI should demonstrate a clear definition of those responsible for business processes within the framework of the EP, the distribution of staff duties, and the delimitation of the functions of collegial bodies.
- The EP’s management ensures the coordination of the activities of all persons involved in the development and management of the EP, and its continuous implementation, and also involves all stakeholders in this process.
- The EP’s management ensures a transparency of the educational management system, functioning of the internal quality assurance system, including its design, management and monitoring, making appropriate decisions.
- The EP’s management should implement risk management.
- The management of the EP should ensure the participation of stakeholder representatives (employers, teaching staff, students) in the collegial management bodies of the educational program, as well as their representativeness in making managerial decisions related to the educational program.
- The HEI should demonstrate the management of innovation within the framework of the EP, including the analysis and implementation of innovative proposals.
- The EP’s management should demonstrate evidence of openness and accessibility for students, teaching staff, employers and other stakeholders.
- The management of the EP confirms the completion of training in education management programs.
- The management of the EP should strive to ensure that the progress achieved since the last external quality assurance procedure is taken into account in preparing for the next procedure.

Evidence

Teaching and educational activities of al-Farabi KazNU in EPs 7M02307 “Linguistics”, 8D02303 “Linguistics”, 7M02309 “Literary criticism”, 8D02304 “Literary criticism” is carried out in accordance with the state license in accordance with the Law of the Republic of Kazakhstan On Education No. 319-III ZRK (dated July 27, 2007), Message of the President of the Republic of Kazakhstan to the people of Kazakhstan (dated December 14, 2012), the Strategy “Kazakhstan-2050”, Qualification Characteristics of pedagogical positions (dated July 30, 2009), The Strategy of Kazakhstan’s entry into the 50 most competitive countries in the world (dated January 18, 2006), the Constitution of RK (dated August 30, 1995), the European Network for Quality Assurance in Higher Education (ENQA) and other regulatory documents that focus on improving the quality of teaching. The university has a published KazNU Policy on its website : <https://www.kaznu.kz/content/files/pages/folder17718/%D0%9F%D0%9E%D0%9B%D0%98%D0%A2%D0%98%D0%9A%D0%90%20%D0%9A%D0%B0%D0%B7%D0%9D%D0%A3.pdf> and a Draft “KazNU Development Programme” <https://www.kaznu.kz/content/files/pages/folder17718/%D0%9F%D1%80%D0%BE%D0%B5%D0%BA%D1%82%20%D0%9F%D1%80%D0%BE%D0%B3%D1%80%D0%B0%D0%BC%D0%BC%D1%8B%20%D1%80%D0%B0%D0%B7%D0%B2%D0%B8%D1%82%D0%B8%D1%8F%20%D0%9A%D0%B0%D0%B7%D0%9D%D0%A3.pdf>

It is confirmed that the university continues to meet the requirements and carries out its activities in accordance with the fact that all goals and objectives are stipulated by the regulatory 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 (Decree of the Government of the Republic of Kazakhstan (dated December 27, 2019 No. 988), Strategy “Kazakhstan-2050”, Laws

on Education of the Republic of Kazakhstan, Orders of the Ministry of Education and Science of the Republic of Kazakhstan.

The policy of Al-Farabi Kazakh National University in the field of internal quality assurance is determined by the strategic goal of the university, which is to "create a world-class research university, competitive in the global scientific and educational space" <https://www.kaznu.kz/content/files/pages/folder17718/%D0%9F%D0%9E%D0%9B%D0%98%D0%A2%D0%98%D0%9A%D0%90%20%D0%9A%D0%B0%D0%B7%D0%9D%D0%A3.pdf>. The university has a special quality control service for educational programs and the development of test forms of control of students' knowledge, the purpose of which is to analyze the quality of control tools for disciplines and their standardization. <https://www.kaznu.kz/ru/18649/page/>

During the visit, it was revealed that the HEI's authorities are developing a new Policy, which had not yet passed the approval stage.

The HEI Development Program has been developed and approved <https://www.kaznu.kz/content/files/pages/folder17718/%D0%9F%D1%80%D0%BE%D0%B3%D1%80%D0%B0%D0%BC%D0%BC%D0%B0%20%D1%80%D0%B0%D0%B7%D0%B2%D0%B8%D1%82%D0%B8%D1%8F%20%D0%9A%D0%B0%D0%B7%D0%9D%D0%A3.pdf>

According to Appendix 7 in the department of the accredited cluster from 2016-2021 academic years for the EPs 7M02307 – “Linguistics” and 8D02303 – “Linguistics” 24 specialists work, average age 45 years, of them with a degree - 100%. For EP 7M02309 – “Literary criticism”, 8D02304 – “Literary criticism” 29 specialists work at the department, average age of the teaching staff is 50 years, of them with a degree - 100%.

The specifics of the development plan for EP 7M02307 – “Linguistics”, 8D02303 – “Linguistics”, 7M02309 – “Literary criticism”, 8D02304 – “Literary criticism” are in the focus on the national and world labor market; the EP takes into account the achievements of modern philological science; are developed on the results of the analysis of EPs of foreign countries that provide training in these areas.

Master's programs of the EP of the 3rd cluster (Literary Criticism: Master's and PhD) correspond to the mission of the university; meet the expected outcomes of the proposed elective disciplines; are described using a taxonomy, are relevant to the levels of diplomas and professional degrees offered. Accredited EPs differ from Bachelor's programs in that they require a greater depth of study and increased requirements for the intellectual or creative abilities of students; knowledge of the literature in this area; and ongoing student participation in research, scholarship, creative expression and/or relevant high-level professional practice. The accredited EPs 7M02307 – “Linguistics”, 7M02309 – “Literary criticism”, 8D02303 – “Linguistics”, 8D02304 - "Literary criticism", are based on the provisions reflected in the Development strategy of the University, its mission “the formation and implementation of state policy in education and science, ensuring competitiveness and sustainable socio-economic growth” and the Strategic plan of the Ministry of Education and Science of the Republic of Kazakhstan for 2017-2021, as well as the concept of science development in the context of new directions identified in the “Kazakhstan-2050” Strategy. Based on a review of the university documents, the decisive role of the university in establishing programs in Literary criticism: Masters and PhD as a desirable profession in Kazakhstan is recognized. The status of the university is determined by the fact that “for each stage (Bachelor – Master – PhD) a competency-based approach is developed at the basis of modular training, which includes instrumental, interpersonal, systemic and subject-specific competencies. The content of each of these competences is aimed at forming a graduate who has: deep systemic knowledge, skills to critically evaluate problems, approaches and trends that reflect the current state of philology (linguistics and literary criticism), evaluate areas of research and professional practice; a practical

understanding of the way existing research methods are applied in philology to create and interpret new knowledge (Self-Assessment Report).

Information about the contingent is presented on the website of the university / <https://www.kaznu.kz/ru/19633/page>.

Library resources. The Al-Farabi Library website has a “New Arrivals” section, which is designed to provide a list of new arrivals to the Al-Farabi Library and is divided into periods /<http://elibrary.kaznu.kz/ru/node/1176/>, where you can find information about published literature for all educational programs of the HEI. New arrivals are published on a quarterly basis.

Analytical materials

Al-Farabi KazNU is positioned as a modern scientific and educational cluster, which includes 16 faculties with 67 departments; 8 research institutes of scientific and technical profile; Science and Technology Park; Open National Nanotechnology Laboratory; 5 institutes and 17 scientific centers of social and humanitarian profile. Management of the university is carried out in accordance with the legislation of the Republic of Kazakhstan and the Charter of the University on the principles of unity of command and collegiality. The highest forms of collegial governance of the University are the Academic Senate, the Supervisory Board, the Academic (Scientific and Methodological) Council, the Student Senate and the Council of Elders. The direct management of the University is carried out by the Rector, who is appointed and dismissed in accordance with the current legislation of the Republic of Kazakhstan, as well as supervising Vice Rectors in various areas. At Al-Farabi Kazakh National University, a system of interaction has been developed and the responsibilities of the participants of the educational process have been defined. The educational process is developed in accordance with SCES of higher professional education, modular educational program, graduate model, as well as taking into account the interests of students and employers. Collegial bodies of HEI have their own approved regulation on activities. The EPs quality control service of Al-Farabi Kazakh National University is a subdivision of the Centre of accreditation and quality of educational programs of the university. The purpose of the service is to control the quality of EPs and the development of test forms of knowledge control of students at the University, analysis of the quality of control tools in disciplines and their standardization. One of the functions of this service is to monitor the implementation of the curricula of the basic and additional EPs of higher professional education, including collegial discussion, interim analysis (after the time of implementation) and feedback (students, employers). Drafts of EPs are discussed at the meetings of departments and Educational and Methodological Councils of faculties, consistently finalized and approved at all levels before being presented and approved at the Board of Directors meeting (<https://www.kaznu.kz/ru/24397/page/>). Quality criteria include: compliance with the national qualification framework; student-orientation (opportunities for individual learning pathways); synchronization with other EPs of the university; consideration of stakeholders' suggestions (primarily employers and students). Student service center “Keremet” is created to ensure the quality of EP, including accredited programs 7M02307 – “Linguistics”, 8D02303 – “Linguistics”, 7M02309 – “Literary criticism”, 8D02304 – “Literary criticism”. The centre provides four areas of service to learners:

1 – Educational / office registrars coordinate the educational process, introduce the curricula, student data, form an electronic environment for the Personal Account of students and teaching staff; and educational training / Service Centre of Bostandyk district - automation of various types of services, including obtaining duplicate of documents, military registration, processing of all orders, International Department and Migration Service, Passport Office / registration of foreign students living in hostels and renting housing, Accounting - register services;

2 – Medical support (for students, teaching staff and other university staff) - diagnosis and treatment;

3 – Social / paid services: beauty salon, bookstore, stationery, laundry, banking services, cinema (free of charge);

4 – The Youth Centre includes 8 organizations, including “Session without bribes” - monitoring the quality of education, the “Sunkar” trade union committee and the volunteer foundation “Komek” (patronage of orphans and elderly people).

The internal regulatory documents defining the quality culture policy establish standard requirements for the performance of professional duties by teachers and university staff. These requirements are defined on the basis of ethical norms and values, beliefs and aspirations of the authoritative part of the staff, thus ensuring the development of corporate culture and quality culture. The corporate culture is a decisive factor in determining the effectiveness of the entire HEI. Corporate governance is carried out by the Rector, the Board of Directors and is controlled by the Corporate Secretary.
[/https://www.kaznu.kz/content/files/pages/folder23065/%D0%BF%D0%BE%D0%BB%D0%BE%D0%B6%D0%B5%D0%BD%D0%B8%D0%B5%20\(1\).pdf](https://www.kaznu.kz/content/files/pages/folder23065/%D0%BF%D0%BE%D0%BB%D0%BE%D0%B6%D0%B5%D0%BD%D0%B8%D0%B5%20(1).pdf) /.

Within the framework of the EP, a systematic analysis of risks is carried out, a system of measures aimed at reducing the degree of risk is being implemented, which was clarified during a meeting of the commission with the authorities of the university. The degree of risk for accredited specialties is associated with a low interest of students in theoretical aspects and practical developments in the field of linguistics and literary criticism, both at the Master’s and Doctoral levels. This situation is typical not only for Al-Farabi KazNU, but also for other universities. There is a shortage of specialists in these areas in the field of education, and a staffing shortage of 5-10 years is predicted. A small number of Master and Doctoral students study in groups, so these specialties can quite reasonably be assessed by the university as unprofitable, which constitutes the risks for accredited EPs.

The interaction between scientific research, teaching, learning is carried out through the development of author’s elective courses, the choice of which is carried out depending on the individual educational trajectory, which was determined at meetings with the teaching staff and students. The External Expert Panel had the opportunity to see individual mechanisms for the management of the EP for quality improvement in the different activities.

Strengths / best practices of EPs 7M02307 – “Linguistics”, 8D02303 – “Linguistics”, 7M02309 – “Literary criticism”, 8D02304 – “Literary criticism”:

- The management of the EP fully ensures the participation of stakeholders representatives (employers, teaching staff, learners/students) in the collegial governing bodies of the educational program, as well as their representativeness in making decisions on the management of the educational program;

- The management of the EP demonstrates its openness and accessibility for students, teaching staff, employers and other stakeholders.

External Expert Panel’s recommendation on the standard “Management of the Educational Program” for EPs 7M02307 – “Linguistics”, 8D02303 – “Linguistics”, 7M02309 – “Literary criticism”, 8D02304 – “Literary criticism”:

- To include in the professional development plan the courses on education management for the managers of EPs and teaching staff serving the EPs, at intervals of once every three years.

External Expert Panel's conclusion on the criteria:

According to the “Management of the Educational Program” standard EPs 7M02307 – “Linguistics”, 8D02303 – “Linguistics”, 7M02309 – “Literary criticism”, 8D02304 – “Literary criticism”, revealed 17 criteria of which 2 have strong positions, 15 – satisfactory, suggest improvements – 0, unsatisfactory - 0.

6.2. «Information management and reporting» Standard

- *The university should ensure the functioning of the information collection, analysis and management system 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, senior management*
 - *The university must demonstrate a mechanism for ensuring the protection of information, including the identification of responsible persons for the reliability 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*
 - *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 Al-Farabi Kazakh National University has established classical management and information transfer processes, in addition, modern information and mobile technologies are used in the academic sphere. Information management involves the following activities: organization of information flows in the university, both from management to performers and interested persons, and from interested persons, including students and teachers to management, as well as collection, analysis and provision of reporting information on the activities of the university to stakeholders.

Based on the self-report of the EP of the 3rd cluster, it was determined that the department meets the requirements and carries out its activities in accordance with the rules of the university: "The system of collecting, analyzing and managing information is carried out 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 (AWS) 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." The implementation of the information policy takes place in such areas of activity as the organization of interaction with the Ministry of Education and Science of the Republic of Kazakhstan, with other authorities, public organizations, individual citizens on issues related to the activities of the university; preparation of publications on the activities of the university for print and electronic media; creation and administration of official university communities in social networks on the Internet (Vkontakte, Facebook, Instagram, etc.); organization of work on the study of public opinion about the university. In addition, the information policy determines the organization of internal corporate events, conferences, seminars related to significant dates and events in the life of the university, scientific and educational community.

Information processes at the university are built in accordance with its organizational structure and include information reflected in the current documentation of structural units, statistical reporting forms, information on external and internal requests, the results of sociological surveys, incoming and outgoing correspondence, etc.

Satisfaction of the needs of teaching staff and university staff is carried out through a system of notes, memos, which are approved by the hierarchical ladder, as well as through applications for the purchase of educational equipment, stationery, office equipment, educational literature. Applications are accepted from departments, deans, structural divisions.

The degree of satisfaction with the needs of teachers is revealed during the meetings of the department, the faculty's EMC, as well as working meetings.

An important source of information is the sociological surveys of students, teaching staff and employees regularly conducted on the basis of the university. The procedures for studying the opinions of interested participants in the educational process are carried out annually, their results are processed, summarized and become the basis for decision-making when developing and adjusting educational programs, compiling a catalog of elective disciplines and implementing concrete steps to improve the university's activities. So, for example, a questionnaire «Teacher through the eyes of a student» is systematically conducted at the end of each semester in the «Univer» system of Al-Farabi Kazakh National University in order to take into account the comments and wishes of students in evaluating the activities of teachers.

The university management has developed mechanisms for communication with students, employees and other interested parties and mechanisms for conflict resolution.

The university has defined the procedure for ensuring the protection of information, appointed responsible persons (Department of Information and Communication Technologies; Department of Academic Affairs, Department of Science and Innovation, Department of Economics and Finance, Department of Educational Work), ensuring the reliability and timeliness of information analysis and data provision. Only an IT specialist of the university has access to the administration of the electronic education management system.

According to accredited EP, students and teaching staff are involved in the processes of collecting, analyzing information and making decisions based on them. Thus, undergraduates and doctoral students, teaching staff of the department are included in the Quality Assurance Commission at the faculties. Teaching staff and students take part in the collegial bodies in the discussion of various issues related to improving the quality of the educational process.

The university uses AES Univer version 2.0 as modern information and communication technologies and software tools for information processing. This program is an IT system for university management, which includes subsystems for student administration, educational process support, and integrated systems.

Within the framework of the EP, there is a system of regular reporting, which includes the effectiveness and efficiency of the department's activities and its assessment at the university level. The department prepares semi-annual, annual reports that are analytical in nature and cover all areas of the department's work. The structure of the reports is determined by the forms approved by the relevant documented procedures. The reporting forms of the departments are filled out on the basis of the reports of the teaching staff on indicative plans.

So, accredited EP have satisfactory potential and that the human, financial and physical resources of the university are managed and developed practically and reasonably. The self-assessment report, as well as meetings with the administration, teachers, staff and students reveal various types of institutional resources that are involved in the activities of the faculty and in supporting its strategic priorities - financial, infrastructural, with the administration, teachers, staff and students reveal various types of institutional resources that are involved in the activities of the faculty and in supporting its strategic priorities - financial, infrastructural). The website contains information of a scientific and educational nature – the structure, history and achievements of the University, information about university and postgraduate training, international programs, results of accreditation and rating of educational programs, etc. On the

website of the departments [www.kaznu.kz/ru/13956/page /](http://www.kaznu.kz/ru/13956/page/), [https://www.kaznu.kz/ru/21913/page /](https://www.kaznu.kz/ru/21913/page/) the development plan of the EP, competitive advantages of the EP, personnel, educational and scientific work of undergraduates and doctoral students are presented. All information is updated as it becomes available on the website of the departments. There is a system of informing all employees, teaching staff, undergraduates and doctoral students through both paper and electronic mailing of internal and external documents for structural units, publishing the necessary information on the University and Faculty website, posting information and announcements on information stands, informing managers and interested persons at meetings and sessions, through direct e-mail, placement on stands, etc.”

Analytical part

The analytical work of the EEC on this standard has shown that Al-Farabi Kazakh National University has a modern system of informing employees, faculty, undergraduates and doctoral students through both paper and electronic mailing of internal and external documents on structural divisions, publishing the necessary information on the university's website www.kaznu.kz, placing information and announcements on information stands, informing managers and stakeholders at production meetings and meetings, and also through direct mailing by e-mail, etc.

Surveys of all groups are regularly conducted – students, teaching staff, employers, graduates, and based on the results of this, measures are taken to eliminate deficiencies. Feedback has been established with students, which allows them to identify their needs and satisfaction with the quality of implemented EP. During the meetings of the EEC experts with the students, it was noted that any of the students has the opportunity to contact the management of both the EP and the university with this or that question.

The Commission also notes the established system of communication with students, employees and other interested parties, including the existence of conflict resolution mechanisms.

During the visit of the EEC, information was fully provided on how the university establishes the frequency, forms and methods of assessing the management of the EP, the activities of collegial bodies, structural units.

Particular attention is paid to the systematic review of the effectiveness of decisions taken and monitoring of the activities of departments and programs at meetings of collegial bodies. So, within the framework of the EP, there is a system of regular reporting, which includes the effectiveness and efficiency of the department's activities and its assessment at the university level. The department prepares semi-annual, annual reports that are analytical in nature, covering all areas of work of the departments. The structure of the reports is determined by the forms approved relevant documented procedures.

An integral part of the educational process of the university is the AES Univer version 2.0. In this system, the students are exposed to the weekly current, milestone ratings of the student. Having a login and password, the student, in turn, monitors the process of his own work during the semester in the teacher's assessment. The automated electronic system Univer allows you to discipline, systematize the work of both the teacher and the student, increase the efficiency of the educational process.

The AES Univer version 2.0 developed by the university ensures confidentiality and integrity of information stored in databases of information systems. Official and personal information is protected by security means, since a login and password are used to authenticate users. The entry into the system and the placement of information was demonstrated to the EEC commission during a visit to the Keremet center.

Strengths/Best Practice on EP 7M02307 Linguistics, 8D02303 Linguistics, 7M02309 Literary Studies, 8D02304 Literary Studies:

- The management of the EP ensures the functioning of the information collection, analysis and management system based on modern information and communication technologies and software;

- The management of the EP demonstrates a mechanism for ensuring the protection of information, including the identification of responsible persons for the reliability and timeliness of information analysis and data provision;

The information collected and analyzed by the university within the framework of the EP takes into account:

- availability of educational resources and support systems for students;
- employment and career growth of graduates.

There are no EEC recommendations for this standard.

The conclusions of the EEC according to the criteria:

According to the standard «Information Management and reporting» EP 7M02307 Linguistics, 8D02303 Linguistics, 7M02309 Literary Studies, 8D02304 Literary Studies have 4 strong, 13 satisfactory positions, suggests improvements - 0, unsatisfactory - 0.

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 EP 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 the EP, describing the learning outcomes and personal qualities*
- *The qualification assigned upon completion of the EP must be clearly defined, explained and correspond to a certain level of the NQS, QF-EHEA*
- *The management of the EP should demonstrate the modular structure of the program based on ECTS, ensure that the structure of the content of the EP 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

Educational activities of the university are carried out in accordance with the normative documents on higher and postgraduate education programs, as well as the procedures for the development and evaluation of the quality of education are reflected in the «Academic Policy» developed by the Department of Academic Affairs and approved by the Academic Council (Scientific and Methodological Council) of Al-Farabi Kazakh National University (Almaty: Kazakh University, 2020), and the «Regulations on the organization of the educational process at 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.

EP 7M02307 – «Linguistics», 8D02303 – «Linguistics», 7M02309 – «Literary Studies», 8D02304 – «Literary Studies» in accordance with the established procedure have passed an external examination and are included in the National Register of Educational Programs, have a single approval procedure, including their sequential consideration: the decision of the Quality Committee of the Faculty; the decision of the Academic Council of the Faculty; approval by the Methodological Work Service of the University; approval by the Department of Academic Affairs; approval by the Academic Council of the University.

The main developers of the EP are heads of departments, teaching staff of the department and 2-3 employers. 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. All disciplines of CD, PD, especially elective ones, make a certain contribution to the formation of students' planned learning outcomes. Individual educational trajectories of students are formed on the basis of the CED, which contains a list of all disciplines of the component of choice, indicating the purpose of the study, a brief content and expected results of the study. The selection of disciplines for CED goes through the procedure of the competition of applications for elective disciplines, determining the relevance according to the matrix of selection of ED, taking into account the opinions of interested parties. Preference is given to practice-oriented disciplines.

The development and approval of educational programs are carried out as new programs are developed or existing programs are substantially revised, a set of regulations is determined, established and brought in accordance with the needs of the markets. These programs focus on activities and learning that graduates should be able to demonstrate upon completion of the program. The quality assurance Policy of EP 7M02307 – «Linguistics», 8D02303 – «Linguistics», 7M02309 – «Literary studies», 8D02304 – «Literary studies» reflects the relationship between scientific research, teaching and learning <https://www.kaznu.kz/content/files/pages/folder23065/%D0%9E%D0%B1%D1%80%D0%B0%D0%B7%D0%BE%D0%B2%D0%B0%D1%82%D0%B5%D0%BB%D1%8C%D0%BD%D1%8B%D0%B5%20%D0%BF%D1%80%D0%BE%D0%B3%D1%80%D0%B0%D0%BC%D0%BC%D1%8B.pdf>.

The university has a special quality control service for educational programs and the development of test forms of control of students' knowledge, the purpose of which is to analyze the quality of control tools for disciplines and their standardization (<https://www.kaznu.kz/ru/18649/page/>).

In this regard, all interrelated educational components are focused on the implementation of the state program – the training of highly qualified specialists who are competitive in the world market, standards and recommendations in the field of quality assurance developed by the European Association for Quality Assurance of Higher Education are taken into account. All educational activities are based on the principle of «result-oriented management». To this end, measures are being taken to ensure the high quality of educational programs, the quality of teaching and the quality of training of specialists».

Analytical part

The analysis of EP 7M02307 – «Linguistics», 8D02303 – «Linguistics», 7M02309 – «Literary Studies», 8D02304 – «Literary Studies» for compliance with the requirements of the standard «Development and approval of the educational program» showed their compliance with the established goals, including the expected learning outcomes, the availability of models of graduates of accredited EP developed and publicly available, external expertise of EP. Verification and correction of the graduate model is carried out on the basis of correction of the goals of the EP, carried out according to the results of the system analysis of information during their implementation. The University demonstrated participation in the working groups on the development of the development plan of the EP, MOS, CED of teaching staff, employers and students.

The analysis of the developed EP showed the presence of a description of the learning outcomes and key competencies acquired by students. The analysis of the list of practice bases showed the compliance of the presented enterprises with the specifics of the accredited EP.

During an interview with the university management and the heads of the EP, the functioning of two versions of the Strategic Plan for the Development of the university was revealed, a new version is under development. Quality assurance of joint/double-degree education and academic mobility, approved in the «Academic Policy of the University», has been developed and implemented for accredited universities, there are a sufficient number of cooperation agreements with other universities that end in the current year and have the possibility of prolongation, there is experience in internal and external academic mobility.

Strengths/Best Practice on EP 7M02307 – «Linguistics», 8D02303 – «Linguistics», 7M02309 – «Literary Studies», 8D02304 – «Literary Studies»:

- All educational programs have a single approval procedure, including their sequential consideration: the decision of the Faculty Quality Committee; the decision of the Academic Council of the Faculty; approval by the Methodological Work Service of the University; approval by the Academic Committee; approval by the Academic Council of the University:

- The management of the EP demonstrates the existence of a documented procedure for the development of the EP and its approval at the institutional level.

There are no EEC recommendations for this standard.

Conclusions of the EEC according to the criteria:

According to the standard «Development and approval of the educational program» for EP 7M02307 – «Linguistics», 8D02303 – «Linguistics», 7M02309 – «Literary Studies», 8D02304 – «Literary Studies» have 1 strong, 11 satisfactory positions, suggests improvements - 0, unsatisfactory - 0.

6.4. The standard "Continuous monitoring and periodic evaluation of educational programs"

- 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 the EP and continuous improvement of the EP

Monitoring and periodic evaluation of the EP should consider

- the content of the program in the context of the latest achievements of science and technology in a particular discipline
- changes in the needs of society and the professional environment
- workload, academic performance and graduation of students

The evidentiary part

The revision of the structure and content of the educational program (EP), taking into account changes in the labor market, the requirements of employers and the social demand of society, is provided by the university through the appointment by the Academic Council of the Faculty of a coordinator for each EP, who coordinates the work on the design, development and implementation of the EP. When monitoring and periodically evaluating the EP, the content of programs is considered 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; the effectiveness of the evaluation procedures for undergraduates / doctoral students; expectations, needs and satisfaction of undergraduates / doctoral students with training under the program; the educational environment and support services and their compliance with the goals of the program.

The university has documented procedures for monitoring and periodic evaluation to achieve the goal of the EP and continuous improvement of the EP: a survey of students is conducted, the EP coordinators organize external expertise, international accreditation is organized in agencies that are members of international European networks for ensuring the quality of education.

Issues of development and approval of the EP, analysis of the content and recommendations for improving the EP are considered at the Academic Council, the educational and methodological council (EMC), Faculty Councils and meetings of the graduating departments. EP is regularly evaluated and reviewed with the involvement of students and other stakeholders. The participation of employers, students and stakeholders in the formation of the EP and amendments to the existing EP is carried out as follows:

- making proposals for the development of new practice-oriented elective disciplines;
- changing the content of training courses;
- recommendations for methodological guidelines, courses of lectures aimed at improving teaching methods and the organization of the educational process;
- provision of the organization's base for the formation of a branch of the department for the purpose of direct and systematic participation in the training process (lectures, laboratory and practical classes. Research work of a master's student/ research work of a doctoral student);
- development of practice-oriented course and master's and doctoral dissertations and their implementation by students taking into account the wishes of employers;
- participation of employers in the teaching of certain disciplines and courses.

The collected information is analyzed and the EP is brought into line with modern requirements.

Information on the implementation of the educational program is systematically analyzed according to accredited EP. The results of the progress of undergraduates and doctoral students (intermediate, rating and final control) are systematically analyzed at the advisory hours, at the meetings of the department, at the meetings of the Faculty Council, at the Academic Council of the University. The analysis of the success of undergraduates and doctoral students in training in newly introduced elective disciplines is carried out, the analysis of the quality of classroom and extracurricular classes, the success of mastering the individual educational trajectory of students is carried out.

The external examination of the teaching staff is carried out by an expert group, which, in addition to teaching staff and students, includes employers who give their expert opinion.

The supervisors have developed a number of elective courses, including author's ones (for example, on EP 7M02307 – «Linguistics»: Topical issues of traditional grammar (Research Institute); Discursive Linguistics; Historical Phonetics; History of Kazakh Linguistics; Classical Philology; Classical Language; Cognitive onomastics; Cognitive approach to thinking and language (Research Institute); Communicative grammar; Contrastive linguistics and second language acquisition; Latin; Linguoculturology; Macrosociolinguistics; Media Linguistics (Research Institute); Methodology of linguistic research; Scientific organization of linguistic research; National Paremiological Foundation: Genesis and Pragmatics (Research Institute); General Linguistics; First and Second language: Fundamentals of intercultural communication; Political Linguistics; Problems of cognitive Linguistics in Turkology (Research Institute); Psychology of Personality and Society and reflection in Language (Research Institute); Reflexive Linguistics; Speech communication; Structure and system of language; Essence, modern problems of religious discourse; Theory and practice of business communication; Theory of Psycholinguistics; Theory of language; Stages and procedure of linguistic research), which, along with the generally obligatory ones (Academic discourse; Foreign language (professional); History and Philosophy of Science; Computational Linguistics; Linguistics and Semiotics; Linguistic teachings; Methods and Techniques of linguistics; Preparation and defense of a master's thesis (PaDMT); Higher School Pedagogy; Management Psychology) make up the EP. Each student independently, if necessary with an adviser, determines the learning vector in accordance with one of the areas of science that underlies his research interest. The administration, teaching staff, staff and students adhere to the requirements of academic policy and approved standards, regulations, procedures and regulations in all activities related to: - with the organization of the educational process; implementation of the educational process (including the processes of training and certification); admission of students; - selection and

hiring of teaching staff and employees; - development, examination and approval of educational programs; - information and logistical support of the scientific and educational process; - monitoring and analysis of information on the implementation of the scientific and educational process at the University; organization of interaction with external and internal stakeholders; - informing the public about the implementation of the scientific and educational process at the University.”

Analytical part

According to the self-assessment report, the analysis of the materials of the university's website and portal, based on online interviews with managers, employees and teachers of the university, employers and students, the university has taken measures to regulate the process of monitoring and evaluation of EP, and its mechanisms are described in the framework of the current quality management system and other regulatory documents of the university. In general, the External Expert Commission notes that all the standard procedures for monitoring and evaluating EP generally accepted in the Republic of Kazakhstan are formalized and implemented properly.

The External Expert Commission also notes that the mechanisms provided for in the framework of the Quality management system and the Academic Policy of the university for reviewing and updating the EP, comply with the standards of independent accreditation, are fully implemented: the content of the programs is updated in the light of the latest achievements of science and market demands, changes in the needs of society in the professional environment, expectations, needs and satisfaction of students, in general, stakeholders are involved in the development of the EP, but I would like to pay special attention to the participation of employers and actively involve them in this process. The Commission notes that there are no examples of more in-depth study of the content of programs at the level of learning outcomes, individual sections/topics within disciplines, as well as analysis of the EP in order to update the content in accordance with the development of the industry, new business conditions, etc. This aspect of the development of the EP requires attention from the management of the EP and mandatory development.

To implement the global dimension of the EP and long-term planning, the management of the EP evaluates and studies the experience of developing similar educational programs in other countries, provides cooperation in educational activities with foreign partner universities on joint training programs (double-degree education) at the University of Granada (Spain) and Peoples' Friendship University of Russia /<https://cloud.mail.ru/public/PRuA/YL2u7y7Fd/>.

Strengths/Best Practice on EP 7M02307 – «Linguistics», 8D02303 – «Linguistics», 7M02309 – «Literary Studies», 8D02304 – «Literary Studies»:

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

Recommendations of the External Expert Commission according to the standard «Continuous monitoring and periodic evaluation of the educational program» for EP 7M02307 – «Linguistics», 8D02303 – «Linguistics», 7M02309 – «Literary Studies», 8D02304 – «Literary Studies»:

- To determine the procedure and ensure its implementation in order to widely reach/involve stakeholders and their participation in activities related to the implementation and evaluation of the results of the EP from the beginning of the 2022-2023 academic year.

Conclusions of the External Expert Commission by criteria:

According to the standard «Continuous monitoring and periodic evaluation of the educational program», EP 7M02307 – «Linguistics», 8D02303 – «Linguistics», 7M02309 – «Literary Studies», 8D02304 – «Literary Studies» have 1 strong, 9 satisfactory positions, suggests improvements - 0, unsatisfactory - 0.

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

- *The university should have an objective and transparent personnel policy in the context of the EP, including hiring (including invited teaching staff), professional growth and staff development, 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 university's strategy, and 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 teaching specialists of relevant industries with professional competencies that meet the requirements of the EP*
- *The university must demonstrate the existence of a mechanism for motivating the professional and personal development of teaching staff*
- *The university should demonstrate the widespread use of teaching staff of information and communication technologies and software in the educational process (for example, on-line training, u-portfolio, Morse, etc.)*
- *The university should 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 integrity at the university, determine the contribution of teaching staff, including invited ones, to achieving the goals of the EP.*
- *An important factor is the involvement of teaching staff in the development of the economy, education, science and culture of the region and the country*

The evidentiary part

The management of the 3rd cluster EP participates in the evaluation system of its programs and services, wherever they are offered and provided, to assess the achievement of clearly defined program goals or expected results. The teaching staff plays a major role in the evaluation of educational programs and services for students (Master's and PhD).

Departments document, through a regular and comprehensive system of student achievement assessment, the completion of their educational courses, programs and degrees. Teachers with teaching responsibilities are responsible for evaluating students' achievements in accordance with clearly defined assessment requirements.

The Ph.D. program was created using a standard program development process, but with much higher expectations for graduate performance and the work they will be able to do "The Al-Farabi Kazakh National University implements a student-oriented learning system. The emphasis of the Department of General Linguistics and European Languages and the Department of Kazakh Literature and Literary Theory in the organization of the educational process is increasingly shifting towards active didactic management and control of learning, evaluation of the quality of independent work of undergraduates and doctoral students, which corresponds to student-centered education. The student is personally responsible for drawing up his Individual curriculum and the completeness of mastering the course of study in accordance with the requirements of the curriculum of the EP. An individual curriculum 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 Individual curriculum 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 educational program of the doctoral program includes theoretical, practical and research training. In the process of studying, a doctoral student has the opportunity to independently choose the research direction of a doctoral dissertation. The preparation of the dissertation is carried out under the guidance of two scientists – domestic and foreign."

When compiling the academic load, the university takes into account the individual abilities and capabilities of each student. For each student, an individual curriculum (IC) of the student is compiled, which reflects the annual trajectory of training and contains a list of disciplines, the choice is made in the process of discussion and advisory assistance of advisors. The IC determines the individual educational trajectory of each student separately, the disciplines of the compulsory component from and the disciplines of the component of choice

are included. Thus, through flexible registration for disciplines, the student has the opportunity to manage an individual schedule during the semester within the limits allowed by the main schedule of the university. Every year, students are registered on the trajectory, have the opportunity to choose disciplines, on the basis of which the student's schedule is formed. Clear rules for transfer, reinstatement, and academic leave have been developed and implemented. Teaching staff of the department widely use modern teaching methods – case studies, teamwork, discussions, and also actively implement and develop their own teaching methods. The university actively attracts practitioners to give lectures, conduct seminars and practical classes within each accredited EP. To implement practice-oriented teaching, the departments use the A. Baitursynov Institute of Linguistics and the M.O. Auezov Institute of Literature and Art of the Ministry of Education and Science of the Republic of Kazakhstan. A "Roadmap for the training of scientific personnel on the basis of research institutes" has been jointly developed, according to EP 7M02307 - "Linguistics" and 8D02303 - "Linguistics", 7M02309 - "Literary Studies", 8D02304 - "Literary Studies", an integration program between KazNU and these institutes has been implemented since 2014, 2015, branches of departments of al-Farabi KazNU have also been opened on the basis of these databases of practices of Institutes. The main selection criteria for lectures and seminars are the work experience and competence of the specialist involved.

The university actively implements online learning, among the popular platforms for online teaching of teaching staff, the university successfully uses Zoom, Microsoft Teams. The university has all the necessary conditions for students with special needs. All conditions have been created for the organization of distance education through LMS Moodle platforms ([https://dl.kaznu.kz /](https://dl.kaznu.kz/)), Open KazNU (<https://open.kaznu.kz />) - edX educational platform.

The university has developed and clearly operates a system for monitoring the quality of admission, current academic performance, quality of graduation, quality of teaching disciplines, satisfaction of students and employers with the quality of training, as well as employment of graduates. Monitoring methods, measuring materials, knowledge assessment scales and internal compliance standards have been developed. Students are regularly surveyed in order to identify their satisfaction with the educational process. Thus, the results of the survey of students for the current period revealed satisfaction with both the quality of education and the chosen methods, and the activities of teaching staff in general.

The criteria for assessing students' knowledge are clearly formulated and painted in a form that is understandable and accessible to all students. The university has a clear official procedure for considering student appeals and complaints.

Since 2014, the A. Baitursynov Institute of Linguistics and the M.O. Auezov Institute of Literature and Art of the Ministry of Education and Science of the Republic of Kazakhstan have been identified as bases for practical training and as a place of employment for graduates. Al-Farabi Kazakh National University has all the necessary resources: material and technical base, access to international databases, as well as educational, methodological and scientific literature. The teaching staff meets all the requirements, constantly takes advanced training courses, produces educational materials, actively publishes scientific research in journals with a high citation index.

Analytical part

During the analysis of the submitted documents and the results of the visit to the university, the members of the External Expert Commission came to the conclusion that the organization of the educational process at the University is aimed at the development of a comprehensively developed competent specialist, taking into account the needs of the market and modern realities. The university systematically monitors the quality of education by creating an effective system for assessing students' knowledge and a clear feedback mechanism. Student-centered learning at the university is achieved through an individual approach, taking into account the characteristics of each student, creating flexible learning paths and effective work of the advisory service. The quality of the educational process is also achieved through continuous

professional development of teaching staff, the involvement of experienced practitioners to conduct lectures and seminars, as well as the availability of bases for students to acquire practical skills. Modern teaching methods are actively used at the university, training is conducted in an electronic environment.

Undergraduates and doctoral students are involved in the scientific activities of the department, which is confirmed by their participation in scientific and practical conferences, the publication of individual fragments of the dissertation in journals recommended by the Committee for Control in the Field of Education and Science of the Ministry of Education and Science of the Republic of Kazakhstan.

During the analysis of the results of the survey of students conducted during the visit of the External Expert Commission (EEC) of the Independent Agency for Accreditation and Rating (IAAR), a high level of satisfaction with the quality of the educational program as a whole was established.

The strengths/best practices of this standard have not been identified.

There are no recommendations of the External Expert Commission (EEC) on this standard.

Conclusions of the EEC according to the criteria:

According to the standard "Student-centered learning, teaching and assessment of academic performance", EP 7M02307 Linguistics, 8D02303 Linguistics, 7M02309 Literary Studies, 8D02304 Literary Studies have 0 strong, 10 satisfactory positions, suggests improvements - 0, unsatisfactory - 0.

6.6. The "Students" standard

- *The university must demonstrate the policy of forming a contingent of students and ensure transparency of its procedures. The procedures governing the life cycle of students (from admission to completion) must be defined, approved, published.*
- *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 activities of graduates.*
- *An important factor is the presence of an active alumni association/association.*

The evidentiary part

Master's and doctoral programs are designed to prepare students for research, professional practice, characterized by a satisfactory level of knowledge, originality and critical analysis. The programs are designed to train students as professionals, to develop personal expressions of original concepts, interpretations, imagination, thoughts or feelings. Students should be prepared for research or scholarships aimed at expanding the boundaries of knowledge by building and/or revising theories and creating or applying intelligence.

The policy of forming a contingent of students from admission to graduation is carried out in accordance with the current regulatory and legislative documents of the Ministry of Education and Science of the Republic of Kazakhstan, the Academic Policy of the university and internal regulatory documents approved by the decisions of the Academic Council. Admission

procedures to the university are clearly defined, approved by the management are presented on the university's website. Curators and advisors regularly conduct familiarization work of foreign students with the academic calendar of study, internal regulations and regulatory documents, the procedure for working with library resources, familiarization with the possibilities of building an individual learning trajectory (IC), opportunities to participate in the social, educational and scientific life of the university. Educational activities are carried out in accordance with the Lisbon Recognition Convention, which is an important instrument of the Bologna process, ratified in the Republic of Kazakhstan by providing students and graduates with recognition of their qualifications related to higher education in the European region. In order to fulfill the requirements of the Lisbon Recognition Convention, the university cooperates with other educational institutions and national centers "European Network of National Information Centers for Academic Recognition and Mobility / National Academic Recognition Information Centers" (ENIC/NARIC) to ensure comparable recognition of qualifications in the country.

Upon completion of the course of study, the university issues to graduates documents confirming the qualifications obtained, including the achieved learning outcomes, as well as the context, content and status of the education received and certificates of completion in accordance with the Order of the Ministry of Education and Science of the Republic of Kazakhstan "On Approval of the Rules for organizing the educational process on credit technology of education" dated April 20, 2011 No. 152, the State Mandatory Standard of Education dated October 31, 2018 No. 604. The final certification of students of the master's and doctoral studies is carried out in the form of writing and defending a master's degree/doctoral dissertation. Students who have fully completed the educational process in accordance with the requirements of the working and individual curriculum and working curricula, and who have received admission to the defense by the supervisor, are allowed to the final certification. The main criterion for the completion of training is: according to the programs of the profile master's degree, the master's student has mastered at least 60 academic credits with a period of study of 1 year and at least 90 academic credits with a period of study of 1.5 years; according to doctoral programs, the doctoral student has mastered at least 180 academic credits, including all types of educational and scientific activities/ <https://www.kaznu.kz/ru/20577/page/>.

The departments pay great attention to international development and strengthening of international relations, work is carried out among students about the possibilities of academic mobility. Every year, undergraduates, doctoral students of the department undergo scientific training at universities, research institutes of the countries of the near and far abroad. There are cooperation agreements <https://cloud.mail.ru/public/zhSG/wkyQfQBpC/>.

To support gifted students at the University, nominal scholarships are issued.

The organization and passage of professional practice is reflected in the Academic Policy of the university <https://www.kaznu.kz/ru/20574/page/>

The university takes measures to attract students to the life of the university by annually increasing the number of scientific circles, training seminars, competitions of scientific papers. The results of students' scientific activity are expressed in the preparation, publication of the main provisions of dissertations, as well as in the defense of scientific papers. It should be noted that a list of publications determined by the Al-Farabi Kazakh National University is required to be defended. The university conducts various educational and cultural events to broaden the horizons of students. The university also provides opportunities to participate in student exchanges, internships (Certificates of internship are presented in the self-report on cluster 3 on page 75). There is an opportunity for students to receive grants and presidential scholarships. Students are actively involved in research together with teaching staff: they prepare joint projects, publications, speeches at Olympiads and conferences (the annual International Scientific Conference of Young Scientists " Farabi alemi ", the forum "Men zhastarga Senemin",), educational events (annual events: "Tilder merekesi", "Nauryz", "Unity Day of the People of Kazakhstan", "Open Day", etc.), participate in various circles (<https://www.kaznu.kz/ru/22854/page/>). According to the Regulations on Master's and Doctoral

studies, the availability and number of joint publications of students with scientific supervisors and consultants does not affect the process of defending dissertations (see Положение о магистратуре!.pdf <https://www.kaznu.kz/files/pages/folder1213>)

The University has a successful graduate employment service, an Alumni Association has been established – a voluntary association of graduates to carry out activities determined by the common interests of students and graduates of the university, holding annual meetings and participating in the work of the university. Alumni Association (<http://av.kaznu.kz>) monitors the labor market, cooperates with foreign universities. As indicated in the self-report and clarified during a meeting with graduates, "since 2017, the university has switched to a new method of calculating the % of employed, proposed by the National Chamber of Entrepreneurs (NCE) "Atameken": only information from the State Pension Payment Center (SPPC) on the availability of contributions to the pension fund, taking into account those enrolled in the magistracy, is taken into account. In this regard, employment rates in 2017 and 2018 are lower than in previous years. Nevertheless, the percentage of those employed in the first year after graduation from the university in all educational programs is at least 60%, with a rate of at least 50% specified in the standard rules of activity of educational organizations implementing educational programs of higher and (or) postgraduate education" (p. 87).

Analytical part

During the analysis of the submitted documents and the result of the visit to the university, the members of the EEC came to the conclusion that the process of admission to study at the Al-Farabi Kazakh National University is clearly regulated, logical and consistent, as detailed information is provided on the university's website. Students have a clear idea of the qualifications assigned at the end of training. Also, during interviews with students, it was found that they are aware of the internship procedure and receive full assistance from the university during the internship, are aware of the possibilities of academic mobility. During the analysis of the results of the survey of students conducted during the visit of the EEC IAAR, the level of satisfaction (64.1), the level of accessibility of the dean's office (63.1), the level of accessibility and responsiveness of the university management (62.5), the availability of academic counseling (61.9), support of educational materials in the learning process (60.3), etc. were established.

The university has an al-Farabi KazNU Alumni Association, the purpose of which is to facilitate the activities of al-Farabi KazNU in training specialists of a new formation and in establishing mutually beneficial relations between the university and its graduates. / <https://av.kaznu.kz/ru/18849/>.

The strengths/best practices of this standard have not been identified.

External Expert Commission (EEC) Recommendations for EP 7M02307 Linguistics, 8D02303 Linguistics, 7M02309 Literary Studies, 8D02304 Literary Studies:

- In the development plan of the EP, to provide for risk analysis and take measures to minimize them, including taking into account career guidance by the beginning of the new academic year (2022-2023 academic year), due to the low share of income in these specialties against the background of the total income of the Al-Farabi Kazakh National University in other specialties.

Conclusions of the External Expert Commission (EEC) according to the criteria:

According To the "Students" Standard: accredited EP 7M02307 Linguistics, 8D02303 Linguistics, 7M02309 Literary Studies, 8D02304 Literary Studies have 12 satisfactory positions, strong - 0, suggests improvements - 0, unsatisfactory - 0.

6.7. 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 leadership 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 existence 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 its focus on the development of academic mobility, attracting the best foreign and domestic teachers*
- *The university must demonstrate the involvement of each teacher in promoting a culture of quality and academic integrity 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*

Evidence

The personnel policy of the university corresponds to the mission and development strategy of the university and is aimed at maintaining and developing the professional potential of the teaching staff, creating conditions for improving the scientific and pedagogical, qualification and career growth of teachers and staff, creating mechanisms to ensure differentiated remuneration, the formation of a favorable moral psychological climate in the university staff.

Recruitment is carried out by posting information about available vacancies on the website of the university. Recruitment is carried out in two ways:

- an official competition is held, members of the competition committee conduct a personal open vote for each candidate for the position, make a collegial decision on the recommendation / not recommendation for the position, the final decision on hiring remains with the rector.
- out of competition due to production needs, staff recruitment is carried out before the official competition.

In the process of competitive selection, the commission gives preference to master's and postgraduate graduates, candidates and doctors of sciences. The initiators of hiring young specialists - graduates of the university are the heads of departments, who are guided by the requirements for staffing educational programs.

The professional growth of the university staff was demonstrated to the EEC experts during meetings with the teaching staff of the university. The personnel potential of the teaching staff corresponds to the development strategy of the university and the specifics of the EP.

According to the self-report on EP 7M02307 - "Linguistics" and 8D02303 - "Linguistics", the Department of General Linguistics and European Languages employs highly qualified teachers who lead classes in doctoral and master's programs: 10 Doctors of Philology, 6 Candidates of Philology, 8 Doctors of PhD. Of these, 3 teachers of the department (Madieva G.B., Ibraeva Zh.K., Bektemirova S.B.) are the holders of the grant of the Ministry of Education and Science of the Republic of Kazakhstan "The best teacher of the university." The average age of the teaching staff is 45 years. According to the EP "7M02309 - Literary Studies", 8D02304 - "Literary Studies", the educational process is carried out by 9 Doctors of Philology, of which 7 are professors, 18 are candidates of philological sciences, of which 6 are associate professors, 2 are PhD. 6 teachers of the department (Temirbolat A.B., Abdimanuly O., Bisengali Z.-G.K., Yerzhanova S.B., Akhmet K.S., Soltanaeva E.M.) are the holders of the grant of the Ministry of Education and Science of the Republic of Kazakhstan "The best teacher of the university". The average age of the teaching staff is 50 years.

The management of the university at all levels is responsible for its employees and provides them with favorable working conditions. The activities of the university in this direction are reflected in the agreement of the university employees, in the system of remuneration, and additional incentives. The concept of favorable working conditions includes both material and non-material conditions. The material conditions include providing employees with a place of work that is equipped with the necessary equipment, as well as providing educational and scientific literature. The university is systematically working to improve the material and technical working conditions of teachers. The university has the material and technical base, which allows to carry out all types of pedagogical and research work of the teaching staff. The intangible favorable working conditions include the psychological climate that has developed in the departments implementing the EP. A favorable psychological climate is determined by the peculiarities of the distribution of the teaching load, taking into account the scientific interests of each teacher implementing the EP, and the adequate distribution of public assignments.

The contribution of the teaching staff of the EP to the implementation of the development strategy of the university is carried out through the system of advanced training. Advanced training of teaching staff is carried out in Institute of Advanced Training and Additional Education KazNU. Al-Farabi, at the FAO NCTC "Orleu", in leading domestic and foreign universities, in the courses presented on the Coursera platform. Information about the completion of advanced training courses was presented to the experts of the EEC, confirmed by the teaching staff of the department during meetings with experts of the EEC.

The university provides an opportunity for career growth and professional development of the teaching staff: academic growth (teacher-senior lecturer-associate professor (associate professor) and growth in the management system (head of the department-dean of the faculty-head of the unit-vice-rector-rector).

The university attracts specialists from relevant industries with professional competencies that meet the requirements of the EP to teach: invited practitioners: Doctor of Philosophy, Professor, Academician of the National Academy of Sciences of the Republic of Kazakhstan Kirabaev S.S., Doctor of Philosophy, Professor, Academician of the IANPE, Shakarimologist Abdigaziuly B., Doctor of Philological Sciences, Professor, Academician of the National Academy of Sciences of the Republic of Kazakhstan Kalizhanov U.K., Honored Worker of the Republic of Kazakhstan, Academician of the Academy of Journalism of the Republic of Kazakhstan, Member of the Board of the Union of Writers of the Republic of Kazakhstan, poet, publicist Oralbaev O.

The motivation mechanism for the professional and personal development of the teaching staff was introduced by the leadership of the university, and the teaching staff of the EP is also encouraged for the integration of scientific activity and education, the use of innovative teaching methods.

The use of information and communication technologies and software in the educational process by the teaching staff is provided by the on-line learning format.

Teaching staff of accredited EPs participate in the implementation of the development strategy of the university in accordance with their official duties.

The university management stimulates the professional and personal development of all members of the teaching staff. 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.

The involvement of teaching staff in the development of the economy, education, science and culture of the region and the country is ensured by the training of specialists who are in demand in the labor market of their region.

Analytical part

During the visit, EEC experts on this standard found that the department has an insufficient level of academic mobility of teaching staff, in this regard, the management of accredited EPs needs to increase the level of academic mobility of teaching staff and research work. It is necessary to participate in competitions for financing scientific projects on the specifics of the EP.

Experts note that the university ensures the completeness and adequacy of the individual planning of the teaching staff for all types of activities, monitoring the effectiveness and efficiency of individual plans. The pedagogical load of teachers consists of educational, teaching and methodological, research, educational activities, which are planned for one academic year.

The university provides monitoring of the activities of the teaching staff, a systematic assessment of the competence of teachers, a comprehensive assessment of the quality of teaching: documents have been developed that regulate and reflect the assessment of the quality of teaching (plans for open classes and mutual visits, standard sheets of class attendance, consultation logs, working off and registration of classes attended, etc.) . The quality of conducting classes in disciplines is controlled by the head of the department, the chairman of the methodological commission of the department and faculty, the methodologists of the university, and top management.

Experts note that the research work of the teaching staff of the EP is self-financing, and is also supported by incentives, including financial ones, from the university.

Teachers and staff are focused on performance in their work, which contributes to the achievement of high performance results for each employee and the university as a whole. The university has adopted such moral and material forms of encouragement as awarding commendable, honorary diplomas, valuable gifts, cash prizes, nomination for state awards.

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

- the university provides an opportunity for professional development of teaching staff: very good - 80.9%; good - 18.6%;
- work on academic mobility: very good - 59.5%; good - 37.7%;
- 75.9% of teaching staff highly appreciate the support of the university and its management for their research activities; good - 22.7%;
- satisfaction: fully satisfied - 86.8%; partially – 10.9%;
- Teaching staff have the ability to combine teaching with research very well - 70.9%; good – 26.4%.

Strengths/best practice in EP 7M02307 Linguistics, 8D02303 Linguistics, 7M02309 Literary Studies, 8D02304 Literary Studies:

- The university demonstrates the involvement of each teacher in promoting a culture of quality and academic integrity at the university, to determine the contribution of teaching staff, including those invited, to achieving the goals of the EP.

There are no recommendations for this standard.

Conclusions of the EEC according to the criteria:

According to the Standard "Teaching Staff" accredited OP 7M02307 Linguistics, 8D02303 Linguistics, 7M02309 Literary Studies, 8D02304 Literary Studies have 1 strong, 9 satisfactory positions, suggests improvement - 0, unsatisfactory - 0.

6.8. Standard "Educational resources and student support systems"

- *The university must guarantee the compliance of the infrastructure, educational resources, including material and technical, with the goals of the educational program*
- *The management of the EP must demonstrate the sufficiency of classrooms, laboratories and other facilities equipped with modern equipment to ensure the achievement of the objectives of the EP*

- *The university must demonstrate the compliance of information resources with the needs of the university and the ongoing EPs, including in the following areas:*
 - *technological support for students and teaching staff in accordance with educational programs (for example, online learning, modeling, databases, data analysis programs)*
 - *library resources, including a fund of educational, methodical and scientific literature on general education, basic and major disciplines on paper and electronic media, periodicals, access to scientific databases*
 - *examination of the results of research, final works, dissertations for plagiarism*
 - *access to educational Internet resources*
 - *functioning of WI-FI 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 information and counseling*
 - *The management of the EP should show the existence of conditions for the advancement of the student along an individual educational trajectory*
 - *The university must take into account the needs of different groups of students (adults, working, foreign students, as well as students with special educational needs)*
 - *The university must ensure that the infrastructure meets the safety requirements*

Evidence

Educational resources KazNU. Al-Farabi, used to organize the learning process, are sufficient and meet the requirements of ongoing educational programs. For the implementation of the EP, there are 13 computer classes (313 auditoriums), the number of seats is 193; 2 language laboratories, 2 reading rooms, media library, electronic resources room, educational literature room. The auditorium fund consists of 3 lecture halls, 18 classrooms. The lecture halls of the faculty are equipped with modern technology: in specialized computer classes (room 313), there are multimedia projectors, SMART Bord interactive whiteboards (rooms 302, 320, 312, 324). In computer classes, computers are equipped with the following programs: Microsoft Office, SPSS, Praat Visual Studio, C# Express Edition, Turbo Pascal, Delphi, Visual Basic, InterBase, Flash, AutoCad, Dreamweaver, MySQL, ActivStudio, InterWrite. The educational building has been renovated/ <https://cloud.mail.ru/public/2Hnm/K7ysbinBz>.

Information about the library resources of the university, including in the context of accredited EPs. Hall of the electronic library for 270 seats with conditional division into zones (multimedia zone, 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 Library in the context of the Faculty of Philology as of 09/01/2021

- 1 Educational literature 119 352
 - 1.1. in Kazakh language 21 022
 - 1.2. in Russian 43 607
 - 1.3. in a foreign language 54 723
- 2 Scientific literature 46,068
 - 2.1. in Kazakh language 29 147
 - 2.2. in Russian 14 779
 - 2.3. in a foreign language 2 142
- 3. Fiction 217 253
 - 3.1. in Kazakh language 32 678
 - 3.2. in Russian 182 514
 - 3.3. in a foreign language 2061
- 4 Theses 1 255
 - 4.1. in Kazakh language 603
 - 4.2. in Russian 650
 - 4.3. in foreign language 2
- 5 Abstracts 1 884
 - 5.1. in Kazakh language 822
 - 5.2. in Russian 1 050

- 5.3. in a foreign language 12
- 6 Periodicals 39,989
- 6.1. in Kazakh language 19 029
- 6.2. in Russian 20 504
- 6.3. in a foreign language 456
- GENERAL FUND 425 801

The library fund is formed in accordance with the profile of the university and in accordance with the requirements of the study program. The university clearly complies with the requirements of normative documents on book supply. Thus, accredited educational programs are 100% provided with the necessary teaching aids. Annually, at the request of the department, funds are allocated for the purchase of literature for the EP.

The library aligns itself with the departments' goals of providing high quality, relevant education, providing access to student resources, strengthening connections and facilitating learning. Library resources, services, and information literacy education are coordinated to provide academic support to students and teachers when and where they study and teach. To this end, the library has focused its work on providing a core set of resources, services and guidance available online to students and faculty in a just-in-time fashion, when they need it.

As part of student-centered education at the university, there is a CSO, a library, an institute of curatorship and advisors to support students.

KazNU them. Al-Farabi has an official website (<https://kaznu.kz>), which provides information about the activities of the university.

KazNU named after Al-Farabi, if necessary, conducts online training through the AIS Univer, Zoom, Free Conference Call, Microsoft Teams. The university has created all the conditions for the implementation of academic mobility in accordance with the basic principles of the Bologna Declaration. Agreements have been concluded with partner universities for the development of EP (domestic and abroad). During the visit, it was found that the teaching staff and students are well aware of the possibilities of academic mobility, but they do not actively use them.

During the external audit, the expert group visited a number of classrooms, educational and scientific laboratories, computer classes, reading rooms, multimedia, scientific and methodological rooms, which are provided at a fairly high level. The university has created specialized rooms for in-depth work on accredited programs.

The university has a gym, a football field, a ski base, an outdoor sports ground for playing volleyball, basketball, tennis, which are part of the sports and recreation complex of the university.

In order to ensure the quality of education at the university, an examination of the results of research, final qualifying works and dissertations for plagiarism is carried out - the Antiplagiat.ru system. Checking for plagiarism is carried out through the corporate system of the university "Univer".

The university has organized unlimited and free access to Internet resources through Wi-Fi technology, the Internet speed in buildings is 100 Mb / s. The computer park is regularly updated to ensure that computer equipment meets the requirements of the EP.

The university provides comprehensive support to students throughout the entire period of study: additional consultations from the teaching staff, attracting the most interested to participate in the work of research, scientific student circles, the work of international and regional scientific conferences, forums, research competitions, olympiads, etc.

A survey of students conducted during the EEC visit revealed a high level of satisfaction of the betrothed with the material and technical base and the support system of the university.

The university has also created all the necessary conditions for students with special needs. There is parking.

The HEI systematically applies well-defined evaluation and planning procedures, assesses the extent to which it fulfills its mission and main themes, uses the results of the evaluation to achieve institutional improvements, and periodically publishes the results among its participants. Through these processes, it regularly monitors its internal and external environment to determine how and to what extent changing circumstances may affect the institution and its ability to ensure its viability and sustainability. In general, it should be noted that the leadership of the EP of the 3rd cluster is trying to develop and implement student learning outcomes at the institutional level, which ensures a positive result.

Analytical part

During the visit, the EEC was convinced that the educational equipment and software meet the requirements for the formation of practical skills and competencies that can be applied and relevant in the upcoming professional activity, which was confirmed during the visit and based on the results of the survey: equipment and equipment for students are safe, comfortable and modern. The university has a separate library building, with a well-equipped and regularly updated library fund that meets the requirements of accredited EPs. The teaching staff and students have access to various electronic databases for educational and scientific work. There is a specialized office for undergraduates. Also during the survey it was found that the library is well equipped and has a sufficient fund of scientific, educational and methodical literature (65.9%).

There is a system of active involvement of those most interested in participating in the work of research, scientific student circles, the work of international and regional scientific conferences, forums, research competitions, competitions, etc.

In the course of the survey conducted during the work of the EEC, students noted equal opportunities for mastering the EP and personal development, and also highly appreciated the work of the university in organizing leisure activities (55.6%).

During the visit it was determined that:

- good work was done to prepare teachers, staff and students for the visit of the accreditation team;
- the university provides high quality education in accordance with the mission of the university. Teachers stated that they provide support to students and contribute to their success. This commitment was evident from conversations with students who were generally satisfied with the level of training. A high level of satisfaction was noted on the part of university staff, students and graduates with the conditions created at the university;
- the university has created an educational environment that promotes a positive attitude of students and opportunities for personal growth;
- the dedication and enthusiasm of faculty and staff towards the teaching and learning process, the students and the institution should be noted;
- the library fund, its functionality and student support contribute to obtaining high results of the study program;
- Students expressed positive feedback about the quality of teaching, the level of qualifications of teachers and staff, and the physical environment of the campus.

Strengths/best practice in EP 7M02307 Linguistics, 8D02303 Linguistics, 7M02309 Literary Studies, 8D02304 Literary Studies:

- The university ensures the compliance of the infrastructure, educational resources, including material and technical, with the goals of the educational program

The university demonstrates the compliance of information resources with the needs of the university and the ongoing EPs, including in the following areas:

- 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;
- the university fully demonstrates the compliance of the infrastructure with safety requirements.

There are no recommendations for this standard.

Conclusions of the EEC according to the criteria:

According to the Standard "Educational Resources and Student Support Systems", accredited OP 7M02307 Linguistics, 8D02303 Linguistics, 7M02309 Literary Studies, 8D02304 Literary Studies have 5 strong, 8 satisfactory positions, suggests improvement - 0, unsatisfactory - 0.

6.9. Public Information Standard

- The university guarantees that the published information is accurate, objective, up-to-date and reflects all areas of the university's activities within the framework of the educational program
- Informing the public should include support and explanation of national programs for the development of the country and the system of higher and postgraduate education
- 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
- 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 assessment system of educational achievements of students
 - information about academic mobility programs and other forms of cooperation with partner universities, employers
 - information about the opportunities for the development of personal and professional competencies of students and employment
 - data reflecting the positioning of the EP in the market of educational services (at the regional, national, international levels)
 - An important factor is the publication on open resources of reliable information about teaching staff, in the context of personalities
 - The university must publish audited financial statements for the EP on its own web resource
 - The university 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

Evidence

Effective feedback with students is carried out through the feedback service on the personal pages of students, teaching staff in the educational portal of the university, where students get access to the academic calendar, curriculum in their specialty and the formation of an individual curriculum (information about disciplines and teachers), to information resources and databases of the university library, educational materials provided by teachers in the studied disciplines. The student can get acquainted with the results of the current, intermediate and final control in his personal account. At the end of the academic periods, the student receives full information about the progress in the disciplines studied (transcript). The effectiveness of this type of feedback was noted during meetings with students and teachers of the university.

The main channel for informing the public (students, graduates and employers) is the official website of the university, social networks (Instagram: @farabi_university, https://www.instagram.com/farabi_university/, Facebook: @KazakhNationalUniversity, <https://www.facebook.com/KazakhNationalUniversity/>, Telegram: Farabi University, <https://t.me/kaznu34>, YouTube: <https://www.youtube.com/channel/UCr6RCYKPPbHFKwOmQZXB2w>, VK: Farabi University), Open day, career guidance.

Based on the study of the self-assessment report, the website of the university, publications in the media and experts of the EEC, they note that the university has a certain strategy for promoting the university in the educational services market. Publications about the activities of the university are carried out by the Department of Image Policy and Public Relations (DIPSO), which prepares press releases and other materials for publication in print and electronic media.

The University has its own WEB portal (www.kaznu.kz) on the Internet, which provides access to a unified information and educational environment of the university, including an electronic resource: AIS Univer.

One of the important and traditional forms of informing the public about the activities of the university is participation in conferences, round tables, forums.

An Open Doors Day is held annually with wide coverage in the media. To organize this event, a list of employers is being prepared, invitations to the event are being developed and sent out, booklets and promotional products are being prepared, and information is posted on the website.

Informing the public also provides for support and explanation of national programs for the development of the country and the system of higher and postgraduate education.

The university carries out income planning for the future taking into account the mission and strategy of the university. University development program for 2021-2025 posted on the website

<https://www.kaznu.kz/content/files/pages/folder17718/%D0%9F%D1%80%D0%BE%D0%B5%D0%BA%D1%82%20%D0%9F%D1%80%D0%BE%D0%B3%D1%80%D0%B0%D0%BC%D0%BC%D1%8B%20%D1%80%D0%B0%D0%B7%D0%B2%D0%B8%D1%82%D0%B8%D1%8F%20%D0%9A%D0%B0%D0%B7%D0%9D%D0%A3.pdf>.

One of the ways to deal with complaints or suggestions of interested parties is to contact the rector of the university directly through his blog on the university website, through which any interested person can ask a question and get a qualified answer.

Analytical part

EEC experts note that in the field of information dissemination policy, the university demonstrates the satisfaction of stakeholders with the quality of the information received and is studied in its entirety by analyzing the questionnaires of students, teaching staff, and employers.

At the same time, EEC experts note the incomplete presentation on the website of information about teaching staff, courses, publications, their scientific interests, as well as cooperation and interaction with partners within the framework of the OP. Also, the information posted on the site does not have duplication in three languages.

In conclusion, during the visit for accreditation and review of the self-assessment report, documentation and meetings with the administration, teachers, staff and students, some of the same issues were highlighted, as well as a number of other issues that also need to be addressed by the leadership of the EP "Literary Studies":

- Differentiation between the academic departments of the EP of the 3rd cluster is necessary to determine the real applicability of individual goals to a particular department, their combination in one cluster makes it difficult for experts to work.
- Provide students with information about the opportunity to receive scholarships as a result of participation and victory in national and international competitions.
- Offer students a more complete historical overview of ideas and personalities from ancient to modern scholars.
- It is desirable that the EP Literary Studies: master's and doctoral studies demonstrate a workflow taking into account the timing, responsibilities and assessments of the learning process, based on quantitative and qualitative analysis, which proves its effectiveness and efficiency, and if necessary, it is necessary to attract additional resources, technologies, personnel, programs and tools that better meet the needs of learners.

No strengths/best practices have been identified for this standard.

Recommendations of the EEC on the standard "Public Information" for OP 7M02307 Linguistics, 8D02303 Linguistics, 7M02309 Literary Studies, 8D02304 Literary Studies:

- By the end of the 2021-2022 academic year, ensure that the content of the site is equally filled in three languages;
- Regularly reflect information on the implemented EP on the page of the departments and keep it up to date. At the beginning of the academic year, update information about the teaching staff (courses taught, publications, scientific interests, etc.).

Conclusions of the EEC according to the criteria:

According to the Public Information Standard, accredited OP 7M02307 Linguistics, 8D02303 Linguistics, 7M02309 Literary Studies, 8D02304 Literary Studies have 11 satisfactory positions, strong - 0, suggests improvement - 1, unsatisfactory - 0.



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

According to the standard "Management of the educational program":

For EP 7M02307 Linguistics, 8D02303 Linguistics, 7M02309 Literary Studies, 8D02304 Literary Studies:

- 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.
- The management of the EP must demonstrate its openness and accessibility for students, teaching staff, employers and other interested parties

According to the "Information Management and Reporting" standard:

For EP 7M02307 Linguistics, 8D02303 Linguistics, 7M02309 Literary Studies, 8D02304 Literary Studies:

- The management of the EP ensures the functioning of the system for collecting, analyzing and managing information based on modern information and communication technologies and software;
 - The EP Guide demonstrates a mechanism for ensuring the protection of information, including the identification of persons responsible for the reliability and timeliness of information analysis and data provision;
- The information collected and analyzed by the university within the framework of the EP takes into account:
- availability of educational resources and support systems for students;
 - employment and career growth of graduates.

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

For EP 7M02307 Linguistics, 8D02303 Linguistics, 7M02309 Literary Studies, 8D02304 Literary Studies:

- All educational programs have a single approval procedure, including their sequential consideration: the decision of the Faculty Quality Committee; the decision of the Academic Council of the faculty; approval by the Service of the methodological work of the university; approval by the Academic Committee; approval by the Academic Council of the University;
- The management of the EP demonstrates the existence of a documented procedure for the development of the EP and its approval at the institutional level.

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

For EP 7M02307 Linguistics, 8D02303 Linguistics, 7M02309 Literary Studies, 8D02304 Literary Studies:

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

According to the standard "Student-Centered Learning, Teaching and Assessment":

- not identified by this standard

According to the standard "Students":

- not identified by this standard

According to the standard "Teaching staff":

- not identified by this standard

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

- not identified by this standard

For EP 7M02307 Linguistics, 8D02303 Linguistics, 7M02309 Literary Studies, 8D02304 Literary Studies:

- The university demonstrates the involvement of each teacher in promoting a culture of quality and academic integrity at the university, to determine the contribution of teaching staff, including those invited, to achieving the goals of the EP.

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

For EP 7M02307 Linguistics, 8D02303 Linguistics, 7M02309 Literary Studies, 8D02304 Literary Studies:

- The university ensures the compliance of the infrastructure, educational resources, including material and technical, with the goals of the educational program

The university demonstrates the compliance of information resources with the needs of the university and the ongoing EPs, including in the following areas:

- 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;

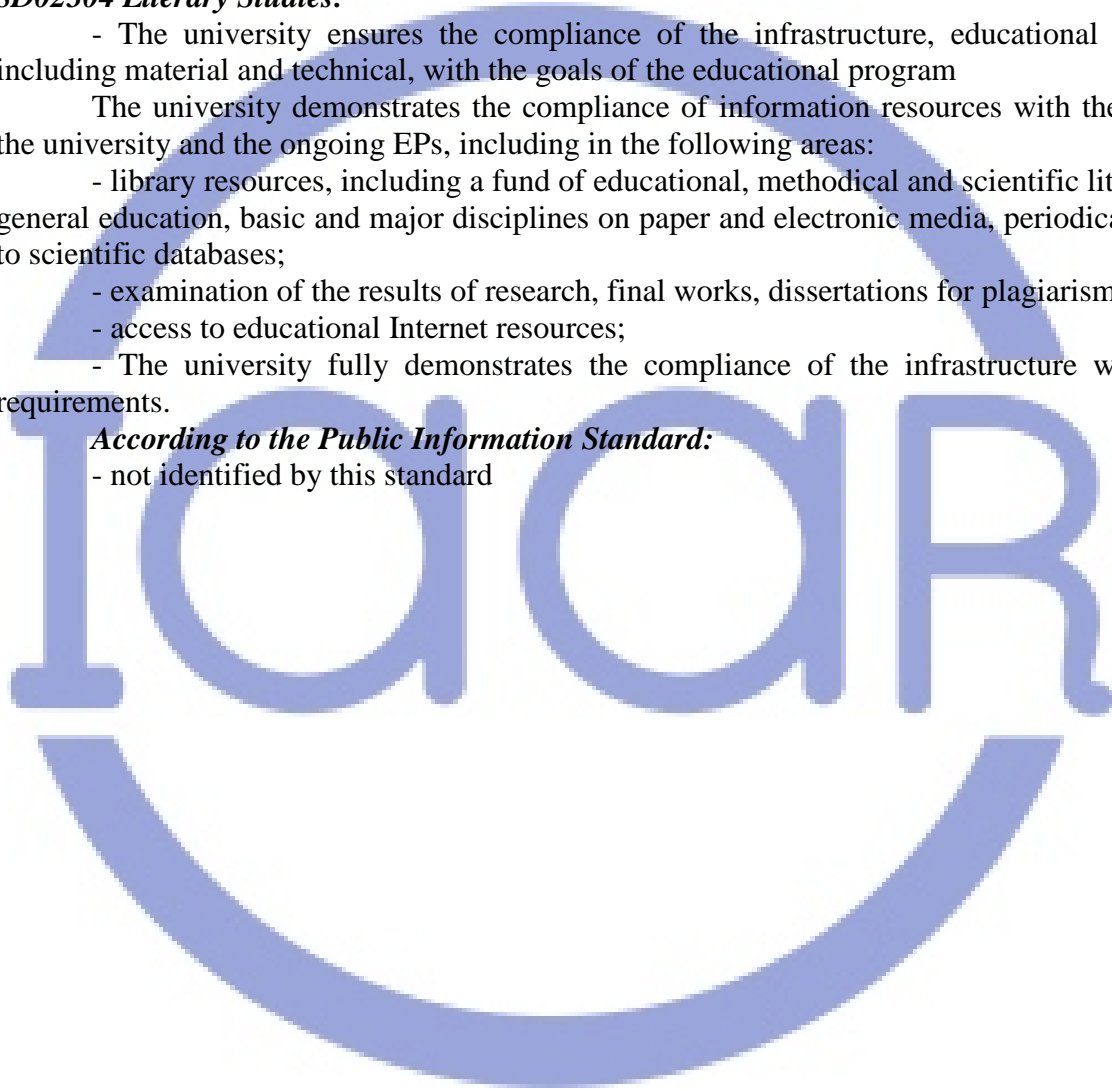
- examination of the results of research, final works, dissertations for plagiarism;

- access to educational Internet resources;

- The university fully demonstrates the compliance of the infrastructure with safety requirements.

According to the Public Information Standard:

- not identified by this standard



VIII. OVERVIEW RECOMMENDATIONS FOR QUALITY IMPROVEMENT FOR EACH STANDARD

According to the standard "Educational Program Management":

For OP 7M02307 Linguistics, 8D02303 Linguistics, 7M02309 Literary Studies, 8D02304 Literary Studies:

- To include in the professional development plan courses on educational management programs of the management of the OP and the teaching staff serving the OP, with a frequency of 1 every 3 years.

According to the standard "Information Management and reporting":

- according to this standard there is no

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

- according to this standard there is no

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

For OP 7M02307 Linguistics, 8D02303 Linguistics, 7M02309 Literary Studies, 8D02304 Literary Studies:

- To determine the procedure and ensure its implementation in order to widely reach/involve stakeholders and their participation in activities related to the implementation and evaluation of the results of the OP from the beginning of the 2022-2023 academic year.

According to the standard "Student-centered learning, teaching and assessment of academic performance":

- according to this standard there is no

According to the "Students" standard:

For OP 7M02307 Linguistics, 8D02303 Linguistics, 7M02309 Literary Studies, 8D02304 Literary Studies:

In the development plan of the OP, to provide an analysis of risks and take measures to minimize them, including taking into account career guidance by the beginning of the new academic year (2022-2023 academic year), due to the low share of income in these specialties against the background of the total income of the Al-Farabi Kazakh National University in other specialties.

According to the standard "Teaching staff":

- according to this standard there is no

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

- according to this standard, there are no

According to the standard "Informing the public":

For OP 7M02307 Linguistics, 8D02303 Linguistics, 7M02309 Literary Studies, 8D02304 Literary Studies:

- By the end of the 2021-2022 academic year, to ensure the equivalent filling of the site content in three languages;

- Regularly reflect information on the implemented OP on the page of departments and keep it up to date. At the beginning of the academic year, update information about teaching staff (courses, publications, research interests, etc.).

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

(List of EEC recommendations related to the development of OO. These recommendations do not apply to measures to improve the quality and compliance with IAAR standards)

On the university website, provide wide access to up-to-date information on interaction with employers and other stakeholders, including information on the development and adjustment of educational programs and plans for their development, on structural divisions, employees and teaching staff of the university, on the implementation of innovative projects and other areas activities and development.

To adjust the university's policy in the field of quality, taking into account the requirements of national and international standards in the field of quality, indicating the deadlines for achieving certain indicators and approval in the relevant department.

Consider introducing the requirements of the Webometrics Ranking of World Universities into the practice of planning and evaluating activities.

To measure the achievement of the university's goal, expand the application of international level assessment criteria (the share of foreign students, the volume of exports of education and other products, positioning in the international labor market, etc.) at the university and in the context of EP.

More actively and more widely use the potential of the leader of the national higher education system to improve the quality of education at other universities in the country on the basis of networking, including double degree programs, and other forms of cooperation.

The management of the EP should ensure the development of plans for the development of educational programs, taking into account the goals, quality policy and strategy of the university based on an analysis of the environment, risks and opportunities, and extensive interaction with stakeholders. The management of the University should consider the introduction of a documented procedure that regulates the procedure for developing a development plan for the EP and monitoring its implementation.

**Appendix 1. Evaluation table "Conclusion of the external expert Commission"
(OP 7M02307 Linguistics, 8D02303 Linguistics, 7M02309 Literary Studies,
8D02304 Literary Studies)**

NN	NN	Criteria of evaluation	Position of educational organization			
			Strong	Satisfactory	Suggests improving	Unsatisfactory
Standart « Management of the educational program »						
1	1.	The university must demonstrate the development of the aim and strategy for the development of the EP based on the analysis of external and internal factors with the wide involvement of various stakeholders		+		
2	2.	Quality assurance policy should reflect the link 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 EP management ensures the transparency of the development of the EP development plan based on the analysis of its functioning, the real positioning of the university and the focus of its activities on meeting the needs of students, the state, employers and other stakeholders.		+		
6	6.	The EP management demonstrates the functioning of 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 EP		+		
7	7.	EP management should involve representatives of stakeholder groups, including employers, trainees and teaching staff in the formation of the EP development plan		+		
8	8.	EP management must demonstrate the individuality and uniqueness of the EP development plan, its consistency with national development priorities and the development strategy of the educational		+		

		organization				
9	9.	The university must demonstrate a clear definition of those responsible for business processes within the EP, the distribution of staff duties, the delineation of the functions of collegial bodies		+		
10	10.	EP management ensures that all people involved in the development and management of EP are coordinated and continuously implemented, and involve all stakeholders in this process.		+		
11	11.	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.	EP management must manage risk		+		
13	13.	EP management must ensure the participation of representatives of stakeholders (employers, teaching staff, students) in the collegial management bodies of the educational program, as well as their representativeness in decision-making 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.	EP management must demonstrate its openness and accessibility to students, teaching staff, employers and other stakeholders.	+			
16	16.	EP Management confirms completion of training programs in educational management		+		
17	17.	EP management should strive to ensure that progress made since the last external quality assurance procedure is taken into account in preparing for the next procedure.		+		
Total on the Standart			2	15	0	0
Standart «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 communication technologies and software	+			
19	2.	EP management demonstrates systematic use of processed, adequate information for improving an internal quality assurance system		+		
20	3.	EP management demonstrates the existence of a reporting system that reflects the activities of all structural divisions and departments within the EP, including an assessment of their effectiveness		+		
21	4.	The university must determine the frequency, forms and methods of assessing EP management, the activities of collegial bodies and structural		+		

		divisions,				
22	5.	The university must demonstrate a mechanism for ensuring the protection of information, including the identification of persons responsible for the accuracy 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.	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 of the needs of students, teaching staff and staff within the EP and demonstrate evidence of elimination of the identified deficiencies		+		
26	9.	The university should evaluate the effectiveness and efficiency of activities in the context of EP		+		
		<i>The information collected and analyzed by the university as part of the EP should take into account:</i>		+		
27	10.	key performance indicator		+		
28	11.	dynamics of the contingent of students in the context of forms and types		+		
29	12.	academic performance, student achievement and expulsion		+		
30	13.	satisfaction of students with the implementation of 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 development of graduates	+			
33	16.	Students, TS and staff must document their consent to the processing of personal data		+		
34	17.	EP management should facilitate the provision of the necessary information in the relevant fields of science		+		
Total on the Standart			4	13	0	0
Standart «Development and approval of the educational program»						
35	1.	The university must demonstrate the existence of a documented procedure for the development of 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.	EP management should determine the impact of disciplines and professional practices on the formation of learning outcomes		+		
38	4.	The university demonstrates the presence of an EP graduate model describing learning outcomes and personal qualities		+		
39	5.	The qualifications awarded upon completion of the EP must be clearly defined, clarified and meet a specific level HCK , QF-EHEA		+		
40	6.	EP management must demonstrate a modular program structure based on ECTS, ensure that the structure of the EP content is consistent with the goals set, with a focus on achieving the planned learning outcomes of each graduate		+		
41	7.	EP management must ensure that the content of academic disciplines and learning outcomes are consistent with each other and the level of study (bachelor, master, doctoral)		+		
42	8.	EP management must demonstrate that EP external reviews have been performed		+		
43	9.	EP management must provide evidence of the involvement of students, teaching staff and other stakeholders in the development and ensuring quality of the EP		+		
44	10.	EP management must demonstrate the uniqueness of the educational program, its positioning in the educational market (regional / national / international)		+		
45	11.	An important factor is the ability to prepare students for professional certification.		+		
46	12.	An important factor is the presence of a joint (s) and / or double-degree EP with foreign universities		+		
Total on the Standart			1	11	0	0
Standart «Constant 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 to achieve the EP goal and continuous improvement of the EP.		+		
		<i>EP monitoring and periodic evaluation should consider:</i>		+		

49	3.	Содержание программ в контексте последних достижений наук и технологий по конкретной дисциплине The content of the programs in the context of the latest advances in science and technology in a particular discipline		+		
50	4.	changes in the needs of society and the professional environment		+		
51	5.	workload, academic performance and graduation of students		+		
52	6.	the effectiveness of student assessment procedures		+		
53	7.	потребности и степень удовлетворенности обучающихся students' needs and degree of satisfaction		+		
54	8.	compliance of the educational environment and support services activities with the goals of the EP	+			
55	9.	EP management must EP publish information about EP changes, inform stakeholders of any planned or taken actions within the EP		+		
56	10.	Support services should identify the needs of various groups of students and the degree of their satisfaction with the organization of training, teaching, assessment, mastering EP in general		+		
Total on the Standart			1	9	0	0
Standart «Student-centered learning, teaching and assessment»						
57	1.	EP management must ensure respect and attention to different groups of learners and their needs, providing them with flexible learning paths		+		
58	2.	EP leadership should ensure teaching based on modern achievements of world science and practice in the field of training, the use of various modern teaching methods and assessment of learning outcomes that ensure the achievement of EP goals, including competencies, skills for performing scientific work at the required level		+		
59	3.	EP management should determine the mechanisms for distributing the student workload between theory and practice within the EP, ensuring the mastery of the content and achievement of the EP goals 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 assessing learning outcomes are consistent with the planned results and goals of the EP		+		
62	6.	The university must ensure the consistency, transparency and objectivity of the mechanism for assessing learning outcomes EP, the publication of		+		

		criteria and methods for assessing learning outcomes in advance				
63	7.	Persons who evaluate students must be familiar with modern methods of assessing learning outcomes and regularly improve their qualifications in this area.		+		
64	8.	EP management must demonstrate that a feedback system is in place on the use of different teaching methodologies and learning outcomes assessment.		+		
65	9.	EP leadership must demonstrate support for learner autonomy while providing guidance and assistance from the instructor		+		
66	10.	EP management must demonstrate that there is a procedure for responding to student complaints.		+		
Total on the Standart			0	10	0	0
Standart «Students»						
67	1.	The university must demonstrate the policy of forming a contingent of students and ensure the transparency, publication of the procedures governing the life cycle of students (from admission to graduation)		+		
68	2.	EP management should provide for the implementation of special adaptation and support programs for newly admitted 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 training.		+		
71	5.	The university should stimulate students to self-education and development outside the main program (extracurricular activities)		+		
72	6.	An important factor is the availability of a support mechanism for gifted students		+		
73	7.	The university must demonstrate cooperation with other educational organizations and national centers of «European Network of Information Centres in the European Region / National Academic Recognition Information Centres in the European Union» ENIC / NARIC in order to ensure comparable recognition of qualifications		+		
74	8.	The university must provide students with places of practice, demonstrate the procedure for promoting the employment of graduates, maintaining communication with them		+		

75	9.	The university must demonstrate the procedure for issuing documents to graduates confirming the acquired qualifications, including the achieved learning outcomes		+		
76	10.	EP management must demonstrate that the graduates of the program have skills that are required for the labour market and that these skills are truly relevant.		+		
77	11.	EP management must demonstrate that there is a mechanism for monitoring the employment and professional activities of graduates.		+		
78	12.	An important factor is the presence of a functioning Alumni association		+		
Total on the Standart			0	12	0	0
Standart «Teaching staff »						
79	1.	The university must have an objective and transparent personnel policy in the context of EP, including recruitment (including invited TS), professional growth and development of staff, ensuring the professional competence of the entire staff		+		
80	2.	The university must demonstrate the conformity of the quality composition of TS with the established qualification requirements, the strategy of the university, the goals of the EP		+		
81	3.	EP management must demonstrate a change in the role of the instructor in connection with the transition to student-centered learning and teaching		+		
82	4.	The university should provide opportunities for career and professional development TS, including young teachers		+		
83	5.	The university should involve in teaching specialists from relevant industries with professional competencies that meet the requirements of EP		+		
84	6.	The university must demonstrate the existence of a mechanism for motivating professional and personal development TS		+		
85	7.	The university must demonstrate the widespread use of TS information communication technologies and software tools in the educational process (for example, online training, e-portfolio, MOOCs, etc.)		+		
86	8.	The university must demonstrate the focus on the development of academic mobility, involvement 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 honesty at the university, determine the contribution of TS, including those invited, to	+			

		achieving the goals of the EP				
88	10.	An important factor is the involvement of TS in the development of the economy, education, science and culture of the region and the country.		+		
Total on the Standart			1	9	0	0
Standart «Educational resources and student support systems»						
89	1.	The university must guarantee the compliance of infrastructure, educational resources, including material and technical resources, with the goals of the educational program	+			
90	2.	EP management must demonstrate that classrooms, laboratories and other facilities are adequately equipped to meet EP objectives.		+		
		<i>The university must demonstrate the compliance of information resources with the needs of the university and implemented EPs, including in the following areas:</i>		+		
91	3.	technological support for students and TS in accordance with educational programs (for example, online training, modelling, databases, data analysis programs)		+		
92	4.	library resources, including the fund of educational, methodological and scientific literature on general education, basic and major disciplines on paper and electronic media, periodicals, access to scientific databases	+			
93	5.	examination of research results, graduation works, dissertations for plagiarism	+			
94	6.	access to educational Internet resources	+			
95	7.	functioning of WI-FI on the campus		+		
96	8.	The university must demonstrate that it creates conditions for scientific research, the integration of science and education, the publication of the results of research work TS, employees 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.	EP management must demonstrate that there are procedures for supporting different groups of earners, including information and counseling.		+		
99	11.	EP management must show the existence of conditions for the advancement of the student along an individual educational trajectory		+		
100	12.	The university should take into account the needs of various groups of students (adults, working people, foreign students, as well as students with		+		

		pecial educational needs)				
101	13	The university must ensure that the infrastructure meets safety requirements	+			
Total on the Standart			5	8	0	0
Standart «Informing the public»						
102	1.	The university guarantees that the information published is accurate, objective, relevant and reflects all areas of the university's activities within the educational program			+	
103	2.	Public awareness should include support and explanation of national development programs for the country and the system of higher and postgraduate education.		+		
104	3.	The university administration 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, relevant and must include:</i>		+		
105	4.	EP goal and intended results, qualification awarded		+		
106	5.	information and system of assessment of 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 EP in the educational services market (at the regional, national, international levels)		+		
110	9.	An important factor is the publication on open resources of reliable information about TS, in the context of personalities		+		
111	10.	The university must publish audited financial statements on EP on its own web resource		+		
112	11.	The university should 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 on cooperation and interaction with partners, including with scientific / consulting organizations, business partners, social partners and educational organizations		+		
Total on the Standart			0	11	1	0
TOTAL POINTS			14	98	1	0