



«АККРЕДИТЕУ ЖӘНЕ РЕЙТИНГТІҢ  
ТӘУЕЛСІЗ АГЕНТТІГІ» КЕМ

НУ «НЕЗАВИСИМОЕ АГЕНТСТВО  
АККРЕДИТАЦИИ И РЕЙТИНГА»

INDEPENDENT AGENCY FOR  
ACCREDITATION AND RATING

# REPORT

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

8D01705 Foreign language: two foreign languages

**AL-FARABI KAZAKH NATIONAL UNIVERSITY**

in the period from 2 to 4 December 2021

**INDEPENDENT AGENCY FOR ACCREDITATION AND RATING**  
*External expert commission*

*Addressed to  
the IAAR Accreditation  
Council*



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**2021**

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**(I) LIST OF SYMBOLS AND ABBREVIATIONS**

**AC** – academic calendar  
**DB** – Basic disciplines  
**SOSE** – State obligatory standard of education  
**ECTS** – European Credit Transfer System  
**ISP** – Individual study plan  
**OC** – Optional component  
**CED**– Catalog of elective disciplines  
**MES RK**– Ministry of Education and Science of the Republic of Kazakhstan  
**MEP** – Modular educational programs  
**SRW** – Scientific and research work  
**MC**– Mandatory component  
**GED** – General education disciplines  
**EP** – Educational program  
**MD** – Major disciplines  
**PTS** – Professor and teaching staff  
**RK**- The Republic of Kazakhstan  
**WC** – Working curriculum  
**QMS** – Quality Management System  
**SIS** – Student’s Independent Study  
**MC** – Model Curriculum  
**EMCD** – Educational and methodological complex of the discipline  
**EMD** – Educational and Methodological Department  
**EMC** – Educational and Methodological Council



## **(II) INTRODUCTION**

In accordance with order 156-21-OD as of November 1, 2021 of the Independent Agency for Accreditation and Rating, from December 2 to December 4, 2021, an external expert commission assessed the compliance of the educational program "8D01705 Foreign Language: Two Foreign Languages" of the Al-Farabi Kazakh National University to the standards of primary specialized accreditation of the IAAR (dated May 25, 2018 No. 68-18 / 1-OD, the first edition) in a hybrid format.

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

### **The composition of the EEC:**

**1. Chairman of the IAAR Commission** – Belykh Yury Eduardovich, Candidate of Physical and Mathematical Sciences, Associate Professor, Vice-Rector for Academic Affairs, Yanka Kupala State University of Grodno (Grodno, Republic of Belarus) (offline);

**2. IAAR expert** – Chizhovich Veslav Aleksandrovich, Professor, Doctor of Economics, Graduate School of Law and Administration of the University of Law in Rzeszow, specialist in international customs law, member of the International Customs Law Academy (ICLA), co-author of professional standards of the World Customs Organization (Warsaw, Poland) (offline);

**3. IAAR Expert** – Sousana Michailidou, PhD, Professor, Vice-Rector for Academic Affairs of Webster Athens (Athens, Greece) (online);

**4. IAAR expert** – Kalyagin Aleksey Nikolaevich, Doctor of Medical Sciences, Vice-Rector for General Medicine and Postgraduate Education, Head of the Department of Propaedeutics of Internal Diseases of the Federal State Budgetary Educational Institution of Higher Education "Irkutsk State Medical University" of the Ministry of Health of Russia, expert of the Federal Accreditation Agency (Irkutsk, Russian Federation) (online);

**5. IAAR Expert** – Yerzhilasan Gulzhanat Kurmangaliyeva (Prof. Dr. Güljanat Kurmangaliyeva Ercilasun), Professor, Ankara University Haji Bayram Veli (Ankara, the Republic of Turkey) (offline);

**6. IAAR Expert** – Aktamov Innokenty Galimalaevich, 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, Buryat State University named after D. Banzarov, expert of the Russian Accreditation Agency (Ulan-Ude, Russian Federation) (offline);

**7. IAAR expert** -Bizhkenova Aigul Ermekovna, Doctor of Philology, Professor, Eurasian National University. L.N. Gumilyov (Nur-Sultan, the Republic of Kazakhstan) (offline);

**8. IAAR Expert** – Kurmangaliyev Kairat Bolatovich, Candidate of Medical Sciences, Associate Professor, NAO "West Kazakhstan Medical University named after A.I. Marat Ospanov" (Aktobe, the Republic of Kazakhstan) (offline);

**9. IAAR expert** – Rozentsvaig Anna Igorevna, PhD in Law, Associate Professor, Head of the Internal Control Department, Samara National Research University named after Academician S.P. Koroleva, expert of the Russian Accreditation Agency (Samara, Russian Federation) (offline);

**10. IAAR expert** – Zhumagulova Bakitgul Sakenovna, Doctor of Philology, Professor, Abay Kazakh National Pedagogical University (Almaty, the Republic of Kazakhstan) (offline);

**11. IAAR expert** – Zharkenova Svetlana Bakhytovna, PhD in Law, Professor, L.N. Gumilev Eurasian National University (Nur-Sultan, the Republic of Kazakhstan) (offline);

**12. IAAR expert** – Ivanchenko Nellya Nikolaevna, candidate of medical sciences, S.D. Asfendiyarov Kazakh National Medical University (Almaty, the Republic of Kazakhstan) (offline);

**13. IAAR expert** – Burbekova Saule Zhorabekovna, Candidate of Philology, Associate Professor, Astana IT University (Nur-Sultan, the 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, the Republic of Kazakhstan) (offline);

**15. IAAR Expert Employer** – Rakhimova Nurbike Altaykyzy, expert of the 1<sup>st</sup> category of the Human Capital Development Department of the Chamber of Entrepreneurs of Almaty (Almaty, the Republic of Kazakhstan) (online);

**16. IAAR Student Expert** – Bolatbekova Ayganym Aibolkyzy, doctoral student of the Public Health Programme, Karaganda Medical University, member of the Alliance of Students of Kazakhstan (Karaganda, the Republic of Kazakhstan) (online);

**17. IAAR Student Expert** – Dzhangelidina Saltanat Bolatovna, 1<sup>st</sup> year doctoral student of the educational program “Foreign language: two foreign languages”, Karaganda University named after academician E.A. Buketov (Karaganda, the Republic of Kazakhstan) (online);

**18. IAAR Student Expert** – Niyazova Zulfira Rigantovna, master student of the 2<sup>nd</sup> year of the educational program “Linguistics”, Abai Kazakh National Pedagogical University (Almaty, the Republic of Kazakhstan) (online);

**19. IAAR Student Expert** – Astanayeva Diana Abdizhapparkyzy, 1<sup>st</sup> year master student of the educational program “Foreign Philology” (Turkish), Khoja Ahmed Yasawi International Kazakh-Turkish University (Turkistan, the Republic of Kazakhstan) (online);

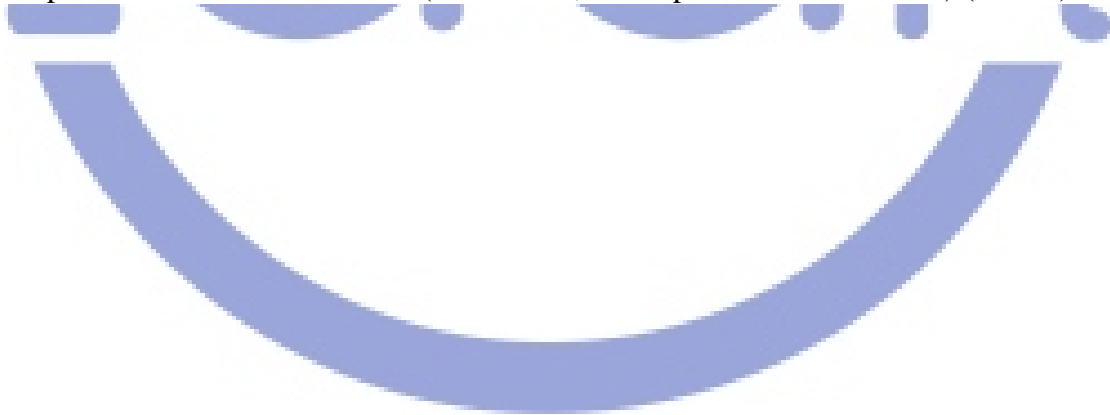
**20. IAAR Student Expert** – Kamasheva Gulnara Mukhamedshaykyzy, 7<sup>th</sup> year student of General Medicine, Karaganda Medical University, member of the Alliance of Students of Kazakhstan (Karaganda, the Republic of Kazakhstan) (online);

**21. IAAR Student Expert** – Bulatov Zhansen Baurzhanovich, 4<sup>th</sup> year student of the educational program “Law and Law Enforcement”, M.S. Narikbayev Kazakh State Law University (Nur-Sultan, the Republic of Kazakhstan) (online);

**22. IAAR Student Expert** – Shibovskaya Lidia Nikolaevna, master student of the educational program "222 - Medicine", International European University (Kyiv, Ukraine);

**23. IAAR Coordinator** – Kanapyanov Timur Erbolatovich, PhD, Deputy General Director for International Cooperation of the IAAR (Nur-Sultan, the Republic of Kazakhstan) (offline);

**24. IAAR Coordinator** – Aikyz Bauyrzhankyzy, PhD, specialist in international projects and public relations of the IAAR (Nur-Sultan, the Republic of Kazakhstan) (offline).



### **(III) REPRESENTATION OF EDUCATIONAL ORGANIZATION**

Al-Farabi Kazakh National University is the largest scientific, educational and innovation center in the country, not only accumulating, but also creating new knowledge, advanced ideas and technologies. The main focus of activity for the university is the tasks set in the Address of the President of the country: entering the ranking of the best universities in the world, implementing innovative activities and introducing the results of scientific research into production.

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

In the international ranking of universities QS World University Rankings, KazNU ranks 220<sup>th</sup> among the 800 best universities in the world, and in 2018 it was the first among the country's universities to receive QS STARS – 4 stars in terms of the provision of educational services, scientific and innovative activities and academic reputation.

Al-Farabi Kazakh National University became the first and only university in the Central Asian region to receive "5 stars" of excellence in the international ranking of "QS Stars Rating System". In the Times Higher Education ranking, the university was among the 201-250 best universities in developing countries.

As the Global Hub of the UN Academic Impact Program for Sustainable Development, KazNU developed and implemented a model of a new generation university – "University 4.0", which was presented at the UN Headquarters in New York and recommended for wide dissemination at the international level. KazNU has created Al-Farabi centers in 12 foreign countries.

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

The university management system is built on the principle of verticality and provides for a structural differentiation in the following areas of activity: educational-methodological work, research work, educational work, etc.

### **(IV) DESCRIPTION OF THE PREVIOUS ACCREDITATION PROCEDURE**

The educational program "8D01705 Foreign language: two foreign languages" is being accredited by 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 for primary specialized accreditation of educational programs of Al-Farabi Kazakh National University, from 2 to 4 December 2021.

In order to coordinate the work of the EEC, on December 1, 2021, an online kick-off meeting was held, during which responsibilities were distributed among the members of the commission, the schedule of the visit was clarified, and agreement on the choice of examination method was reached.

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 47 representatives took part in the meetings (Table 1).

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

<b>Participant category</b>	<b>Quantity</b>
Rector	-
Vice-Rector's Corps	2
Heads of structural divisions	12
Deans	4
Heads of departments, program coordinators	17
Teachers (cluster 4)	6
Doctoral students (cluster 4)	4
Alumni (no graduation)	-
Employers	2
<b>Total</b>	<b>47</b>

During the visual inspection, the EEC members got acquainted with the state of the material and technical base, visited the library, reading rooms, subscription, a situational management center with electronic monitoring equipment of the educational building, classrooms, campus, the building of the Faculty of Philology, the British Center, Amanzholov's office with a library fund, classrooms, departments, dean's office.

At the meetings of the EEC IAAR with the target groups of the university, the mechanisms for implementing the academic policy of the university were clarified and certain data presented in the self-assessment report of the university were specified.

EEC members visited the practice bases of the accredited program: British Center for Language and Culture at the Faculty of Philology.

Members of the EEC attended training sessions:

- in the discipline "Theory of intercultural communication", the topic "Perception in the process of intercultural communication", 1<sup>st</sup> year of study, specialty 8D01705 "Foreign language: two foreign languages". There were 2 doctoral students.

- in the discipline "Theory of contactology and the assimilation of foreign languages", Lecturer: Kondybayeva Raushan Zhuma-Kerimovna PhD, acting Associate Professor, Topic: "Interference and foreign language acquisition", Group of doctoral students, 1st year of study, Russian department, specialty 8D01705 "Foreign language: two foreign languages".

In accordance with the accreditation procedure, a survey was conducted among 220 teachers and 320 students.

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

As part of the planned program, recommendations for improving the accredited educational programs of Al-Farabi KazNU, developed by the EEC based on the results of the examination, were presented at a meeting with the management on December 4, 2021.



## (VI) COMPLIANCE WITH PRIMARY SPECIALIZED ACCREDITATION STANDARDS

### 6.1. Standard "Management of the educational program"

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

### **Evidence**

The educational program 8D01705 "Foreign language: two foreign languages" (hereinafter - EP) began to be implemented in 2019 at the Department of General Linguistics and European Languages of the Faculty of Philology. Currently, this department has been renamed to the Department of Turkology and Language Theory. The management of the accredited educational program is carried out under the guidance of the EP coordinator.

The educational program is aligned with the strategic goal of the university, aimed at the transformation of the NJSC "Al-Farabi KazNU" into a world-class research university.

Management and principles for the implementation of the EP are carried out on the basis of quality management, prescribed in the approved academic policy of the university, posted on the university website: <https://www.kaznu.kz/ru/20484/page/>. The academic policy is developed in accordance with the legal and valid documentary and instructional base and regulates all stages of the organization of the educational process, and also contains the provisions and requirements for training approved at the university. So, for example, the document contains instructions for registering students on intra-university account platforms and rules for conducting current, interim and final control of knowledge; a description of the conditions and terms for passing all the practices provided for in the EP; rules for the transfer, restoration, expulsion of students; final certification, etc.

The educational process is organized in accordance with the main goal of the EP - to train scientific and scientific-pedagogical personnel of the highest qualification in foreign language education. The educational process is focused on the quality training of graduates who are professionally proficient in several international foreign languages, capable of innovative activities; ready to work independently in the field of foreign language education, critically analyze and give a qualified assessment of the issues of teaching foreign languages; develop projects on the problems of foreign language education and society; create new conceptual knowledge, reasonably present it to specialists in the context of scientific discussions, work in a team.

The EP is implemented in accordance with the indices and specific development measures

reflected in the EP Development Plan for 2019-2025, approved on May 21, 2019 (Minutes of the Department Meeting No. 9 of 2019). The long-term goal of the development of the EP is to train highly educated specialists with scientific qualifications in the field of pedagogy and methods of foreign language education, who have a high level of readiness to carry out professional activities in accordance with the requirements of domestic and international educational standards. The EP development plan is posted on the website of the department of the Faculty of Philology (<https://drive.google.com/file/d/1iwjwATwtxzNmi-zQTISkBUtfY-oCnI0d/view?usp=sharing>), which makes it possible to assess the accessibility of the document to all stakeholders and the degree of transparency of the EP management. For these purposes, the management of the EP uses all communication channels: contact hours, information stands, the Univer system, the Moodle distance learning system ([www.dl.kaznu.kz](http://www.dl.kaznu.kz)), the university website ([www.kaznu.kz](http://www.kaznu.kz)), social networks (Facebook, Instagram, Telegram) and the newspaper "Kazakh University". Regular surveys, openness of the university administration and the EP managers and other forms of feedback allow to identify shortcomings and implement proposals for improving the accredited EP (<https://docs.google.com/document/d/1JLa36JWiAYW0U76Q1w7AkOWHAPW1c3Ty/edit?usp=sharing&oid=117430385861580161570&rtpof=true&sd=true>).

There is a sufficient material and technical base for the implementation of the EP. The auditoriums are equipped with multimedia projectors and computers. In the educational process, innovative teaching methods are actively used.

The base of pedagogical practice is the Faculty of Philology and World Languages of the Al-Farabi Kazakh National University. The base for the passage of research practice is the Institute of Linguistics named after A. Baitursynov of the Academy of Sciences of the Ministry of Education and Science of the Republic of Kazakhstan and the British Center for Language and Culture.

The content of the EP "Foreign language: two foreign languages" focuses on compliance and harmonization with the programs of leading domestic and foreign universities.

The management of the EP regularly undergoes advanced training in the field of education management (<https://drive.google.com/drive/folders/1ZuvNffqz0nRk-jDsfN0qwb8hnU03OcjD?usp=sharing>).

The university analyzes potential risks and develops ways to prevent them. For example, during the pandemic, in the event of the closure of one of the practice bases, negotiations are underway and standby contracts are drawn up with other centers.

For feedback from students, there is a rector's blog, and the site also has the email addresses of the dean, head of the department, coordinator of the EP and teachers.

### **Analytical part**

During the EEC visit, the experts found that, in general, the management of the educational program is carried out in accordance with the requirements of the IAAR quality standards. The basic norms and regulations of educational and scientific activities within the framework of the accredited EP are not violated and are carried out on a regular basis.

At the same time, there are some shortcomings in the management of the educational program that must be taken into account in order to achieve a high-quality organization and create full-fledged conditions for the implementation of the educational process in strict accordance with the main direction of training. What is meant here is an improving and expanding the research base of the pedagogical bias. It seems necessary, in particular, to open a research laboratory (a specialized office for doctoral students) on the theory and methods of teaching foreign languages, equipped with a modern media library and remote access to foreign book collections (library of the US Congress, RSL, RSLFL, etc.). In addition, it seems appropriate to involve leading domestic and foreign experts in the field of pedagogy and methods of teaching foreign languages, authors of the concepts of foreign language education in the educational process.

As the analysis showed, the content of the EP being implemented is not fully focused on the study of disciplines built according to the author's methodology and aimed at testing the results of

scientific research and observations. These items could contribute to raising the level of uniqueness of this program.

The current name of the leading department “Turkology and the theory of languages” does not reflect the specifics of the direction of training in the educational program 8D01705 - Foreign language: two foreign languages, which trains teachers in language and literature. The dominant foreign languages in the basis of scientific research are European languages - English, French, German, etc.

***Strengths/best practice in EP 8D01705 Foreign language: two foreign languages:***

- The university has developed mechanisms for regular review of plans for the educational programs development, assessment of the learning goals achievement.
- The management of the EP demonstrates readiness for openness and accessibility for students, teaching staff, employers and other interested parties

**EEC recommendations for EP 8D01705 Foreign language: two foreign languages:**

- Before the start of the 2023-2024 academic year, find an opportunity to create a scientific and experimental laboratory on pedagogy and methods of teaching foreign languages, which has a professionally oriented media library, access to remote library funds.
- During the content revision of the educational program for the 2022-2023 academic year, provide for its updating with an emphasis on the use of the professional component and the individual scientific component, expressed in the author's courses of the teaching staff of the department, based on pedagogical observations and practices in foreign education.

***EEC conclusions according to the criteria:***

**According to the standard "Management of the educational program" 8D01705 Foreign language: two foreign languages educational program has 1 strong, 13 satisfactory, and 1 position needs to be improved.**

**6.2. Information Management and Reporting**

- ✓ *The OE must demonstrate the existence of a system for collecting, analyzing and managing information based on the use of modern information and communication technologies and software tools and that it uses a variety of methods to collect and analyze information in the context of the EP.*
- ✓ *The management of the EP must demonstrate the existence of a mechanism for the systematic use of processed, adequate information to improve the internal quality assurance system.*
- ✓ *The management of the EP must demonstrate fact-based decision making.*
- ✓ *Within the framework of the EP, a system of regular reporting should be provided, reflecting all levels of the structure, including an assessment of the effectiveness and efficiency of the activities of departments and chairs, scientific research.*
- ✓ *The OE must establish the frequency, forms and methods for assessing the management of the EP, the activities of collegial bodies and structural divisions, top management, and the implementation of scientific projects.*
- ✓ *The OE must demonstrate the determination of the procedure for and ensuring the protection of information, including the identification of persons responsible for the reliability and timeliness of the analysis of information and the provision of data.*
- ✓ *An important factor is the availability of mechanisms for involving students, employees and teaching staff in the processes of collecting and analyzing information, as well as making decisions based on them.*
- ✓ *The management of the EP must demonstrate the existence of a mechanism for communication with students, employees and other interested parties, as well as mechanisms for resolving conflicts.*
- ✓ *The OE must demonstrate the existence of mechanisms for measuring the degree of satisfaction with the needs of teaching staff, staff and students within the framework of the EP.*
- ✓ *The OE should provide for an assessment of the effectiveness and efficiency of activities, including in the context of the EP.*
- ✓ *The information expected to be collected and analyzed within the framework of the EP should take into account:*
- ✓ *key performance indicators;*
- ✓ *the dynamics of the contingent of students in the context of forms and types;*
- ✓ *academic performance, student achievement and dropouts;*
- ✓ *satisfaction of students with the implementation of the EP and the quality of education at the university;*
- ✓ *availability of educational resources and support systems for students*
- ✓ *The OE must confirm the implementation of the procedures for processing personal data of students, employees and teaching staff on the basis of their documented consent.*

***Evidence***

Management of information and reporting is regulated by a single intra-university electronic system "UNIVER", which allows you to combine the entire wide range of educational and monitoring and evaluation activities on one central platform. The system has two user interfaces



in Kazakh and Russian languages, so that it ensures the simultaneous work of participants in the educational process in remote mode. The system keeps records of personal actions of users, it is possible to conduct online control of doctoral students' knowledge.

The collection of information about the educational and research activities of each structural unit, including the accredited EP, is carried out centrally through the specified electronic database. The platform makes it possible to take into account the individual achievements of each teacher, as a result of which it is possible to keep records and bring ratings, for example, KPI.

Doctoral students and teaching staff of the accredited EP have access to the central information system and are its active users. All educational information is placed on the platform and feedback "teacher-doctoral student-teacher" is implemented in time. Registration of doctoral students for all subjects, fixing the research topic, receiving assignments, listening to lectures online, conducting seminars, written tests and much more is organized on the UNIVER platforms.

As part of the educational program 8D01705 - Foreign language: two foreign languages, a regular reporting system has been introduced, which includes tracking the effectiveness and efficiency of not only the leading department, but also doctoral students of the EP. As a result of the discussion of reports on activities, an assessment is made at the level of the faculty and the university. The department prepares annual reports covering all areas of activity: educational and methodological, research, social and pedagogical work. Reports are signed by responsible persons and filed in special folders according to the QMS. The structure of the reports is determined by the forms approved by the relevant documented procedures. The frequency, forms and methods for assessing the management of the EP, as well as the planning and organization of the educational process are presented in the Academic Policy of Al-Farabi KazNU.

#### ***Analytical part***

Analyzing the EP according to the "Information Management and Reporting" standard for the accredited direction, the commission notes that the university has a system for managing information and reporting on the recruitment of doctoral students, academic performance, contingent movement, staffing, academic mobility of doctoral students and teaching staff, etc., which is presented in regular reports of the department, faculty, administration and Academic Council of the University.

The presented materials confirm the existence of a regular reporting system that allows you to regulate the overall activities of the department, information management uses a variety of methods for collecting and analyzing information in the context of the EP. There is evidence of the involvement of the teaching staff, students and university staff in the process.

Regular surveys of students and employers are carried out and, based on the results of their surveys / interviews, appropriate measures are taken to eliminate shortcomings. Information and communication technologies are used with a fairly high degree of efficiency.

At the same time, there is some discreteness in maintaining feedback with students and in matters of forecasts and risk management. The risks, in particular, include the small number of contingents. Feedback results are not always sufficiently communicated to the public and stakeholders.

#### ***Strengths/best practice in EP 8D01705 Foreign language: two foreign languages:***

- The university has a unified intra-university system for collecting information and recording the results of the activities of educational structures, including in the context of the accredited educational program

- Reporting is an important element of quality control of the activities of departments, teaching staff and doctoral students. The logic of the functioning of reporting, their frequency are regulated by the academic policy of the university and do not contradict the culture of university management, moreover, they contribute to an increase in the level of effectiveness of their educational and research activities

- As a result of achieving high performance parameters, the department and its teaching staff are liable for stimulation (KPI, bonuses, awards, etc.)

***EEC recommendations for EP 8D01705 Foreign language: two foreign languages:***

- Develop activities for the 2022-2023 academic year aimed at predicting and reducing risks during the preparation and implementation of the educational program.

- On a regular basis, at a minimum, twice for the academic year, to monitor the quality of training, analyze feedback results with the participants of the educational process, with subsequent decision-making and monitoring of their effectiveness and efficiency, as well as with further publishing reviews on the website of the Department and Faculty.

***EEC conclusions by criteria***

**According to the standard "INFORMATION MANAGEMENT AND REPORTING" 8D01705 Foreign language: two foreign languages educational program has 6 strong, 10 satisfactory positions.**

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

- ✓ *The OE must define and document the procedures for developing the EP and their approval at the institutional level.*
- ✓ *The management of the EP should ensure that the developed EP complies with the established goals, including the intended learning outcomes*
- ✓ *The management of the EP must demonstrate the existence of mechanisms for reviewing the content and structure of the EP, taking into account changes in the labor market, the requirements of employers and the social demand of society*
- ✓ *The management of the EP should ensure the availability of developed models of the EP graduate that describe the learning outcomes and personal qualities*
- ✓ *The management of the EP must demonstrate the conduct of external reviews of the content of the EP and the planned results of its implementation*
- ✓ *The qualification awarded upon completion of the EP must be clearly defined and correspond to a certain level of the NQS and QF-EHEA*
- ✓ *The EP management should determine the influence of disciplines and professional practices on the formation of learning outcomes*
- ✓ *An important factor is the possibility of preparing students for professional certification*
- ✓ *The management of the EP must provide evidence of the participation of students, teaching staff and other stakeholders in the development of the EP, ensuring their quality*
- ✓ *The management of the EP should ensure that the content of the academic disciplines and the planned results correspond to the level of education (bachelor's, master's, doctoral studies)*
- ✓ *The structure of the EP should provide for various types of activities that ensure that students achieve the planned learning outcomes*
- ✓ *An important factor is the correspondence between the content of the EP and the learning outcomes of the EP implemented by organizations of higher and (or) postgraduate education in the EHEA*

***Evidence***

The educational program "8D017 - Foreign language: two foreign languages" was developed in accordance with the 8th level of the National Qualifications Framework (NQF), the Sectoral Qualifications Framework (SQF), the Professional Standard (PS), Dublin Descriptors and consists of cycles of basic and professional disciplines (BD , PD), which contain compulsory and elective subjects.

The University has approved Regulations that prescribe all the regulations and the hierarchical stages of passing the examinations of educational programs developed by the leading department from development, discussion and to approval by the Academic Council. The educational program has a modular structure. Each module consists of two or more items. The educational program is developed by the coordinator and developers of the EP, approved at the department, discussed at a meeting of the department and approved by the head of the department. The developed EP is submitted for discussion by the methodological council of the faculty, and then for approval by the methodological council of the university. The content of the EP provides for several types of practice, including pedagogical practice, which doctoral students undergo at the Faculty of Philology and World Languages of the Al-Farabi Kazakh National University at the British Center for Language and Culture. As a basis for passing research practice, an agreement was concluded with the A. Baitursynov Institute of Linguistics of the Academy of Sciences of the Ministry of Education and Science of the Republic of Kazakhstan.

The content of the educational program contains as the main goal the training of scientific and scientific-pedagogical personnel of the highest scientific qualification with theoretical and practical training in the field of foreign language education, who speak several foreign languages at the level of free communication, and are capable of innovative activity. The EP states that the graduate of the program is obliged to work independently in the field of foreign language education, critically analyze, skillfully and professionally solve topical issues in teaching foreign languages.

The educational program contains subjects that correspond in their subject matter to the professional and scientific direction of training.

### **Analytical part**

The curriculum is reviewed and updated annually to update its content. Finalization and updating of the working curriculum is carried out at the end of the academic year.

The educational program "8D01705 - Foreign language: two foreign languages" was introduced into the ESUVO system on 29.04.2019, the EP passed the examination and was rated at 50.1%, which led to updates. In accordance with the Decree of the Ministry of Education and Science of the Republic of Kazakhstan dated May 5, 2020 No. 182, two new disciplines "Academic Writing" and "Research Methods" were included in this educational program.

EEC experts note that stakeholders are not sufficiently involved in the development and discussion of the content of the educational program. In order to improve the quality of the content and forms of the educational process, the department needs to work more closely with consumers of educational services, to orient doctoral students to the final result and the expected range of scientific and professional competencies that should be mastered in the course of studying specific disciplines.

In addition, the analysis showed that the content of the educational program does not fully reflect current trends in the methodology of foreign language education, which should be taken into account when developing the EP.

In the course of a conversation with doctoral students under an accredited program, it was found out that some of them have the opportunity to work at the department, while they do not have access to obtaining professional certification, for example, for graduates of humanitarian specialties - according to the methodology of teaching a foreign language.

Another issue concerns the availability of a clear and professionally defined model of accredited EP graduates, which would be brought to the attention of students at the initial stage of education.

### ***Strengths/best practice in EP 8D01705 Foreign language: two foreign languages:***

- The university has an approved algorithm for developing, discussing and approving a draft educational program developed at the leading department with the participation of students and taking into account the opinions and recommendations from representatives of practice bases, employers in order to create a high-quality education document

- The university has prescribed the necessary academic regulations regarding the structure, content, timing of the educational program and important guidelines to enhance the relevance and uniqueness of the educational program being implemented

- The subjects of the educational program are generally practice-oriented and scientific in terms of the direction of training doctoral students.

### ***EEC recommendations for OP 8D01705 Foreign language: two foreign languages:***

- During 2023 and in the future, the university and the leadership of the EP should create conditions for obtaining professional certification of doctoral students in the course of training (for example: professional courses for the preparation of masters of teaching a foreign language, or trainers in a foreign language, special training based on the British Council, Goethe Institut, etc. ),



which will create opportunities to test theoretical knowledge and intermediate results of pedagogical research, as well as improve professional skills.

- During the 2021-2022 academic year the leadership of the EP should develop a clearer model of the graduate in the context of the scientific and professional training of doctoral students with placement on the web page of the faculty and department.

***EEC conclusions according to the criteria:***

**According to the standard "DEVELOPMENT AND APPROVAL OF THE EDUCATIONAL PROGRAM" 8D01705 Foreign language: two foreign languages educational program has 2 strong, 8 satisfactory and 2 positions requiring improvement.**

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

- ✓ *The OE should determine the mechanisms for monitoring and periodically evaluating the EP to ensure the achievement of the goal and meeting the needs of students, society and show the focus of the mechanisms on the continuous improvement of the EP.*
- ✓ *Monitoring and periodic evaluation of the EP should include:*
- ✓ *the content of the programs considering the latest achievements of science in a particular discipline to ensure the relevance of the discipline taught;*
- ✓ *changes in the needs of society and the professional environment;*
- ✓ *workload and academic performance of students;*
- ✓ *the effectiveness of students' assessment procedures;*
- ✓ *expectations, needs and satisfaction of students with EP training;*
- ✓ *educational environment and support services, and their compliance with the objectives of the EP*
- ✓ *The management of the EP must demonstrate a systematic approach in monitoring and periodically assessing the quality of the EP.*
- ✓ *OE, management of the EP should determine a mechanism for informing all interested parties about any planned or taken actions in relation to the EP.*
- ✓ *All changes made to the EP must be published.*

***Evidence***

Regular monitoring is carried out to control the quality of teaching and the level of knowledge of doctoral students of the educational program 8D01705 "Foreign language: two foreign languages". Quality control at the level of the department is carried out during the classes taught by teaching staff (schedule of demo classes, protocols of demo classes, journal and protocols of mutual visits, protocols of meetings of the department). So, at the end of the 2020-2021 academic year, at a meeting of the department with the participation of doctoral students, a self-assessment of the EP was carried out in order to update the content and make adjustments to the curriculum.

The Methodological Council of the University analyzed the current EP "Foreign language: two foreign languages" for compliance with the content of modern theories of education, focus on the formation of specific professional competencies, compliance with the purpose and results of the EP with the requirements of the National Qualifications Framework (NQF), the Sectoral Qualifications Framework (SQF), Professional standards (PS), Dublin descriptors. The doctoral study program "Foreign Language: Two Foreign Languages" was scored 4.8 out of 5 points.

The progress of doctoral students is monitored based on the results of examination sessions in the 1st and 2nd semesters. The implementation of the individual doctoral plan is monitored by the supervisor and adviser. Full information about each doctoral student is entered into the central database "Univer.kaznu.kz". Twice a year, the doctoral student's report is heard at a meeting of the department in an online or offline format. During the pandemic, lectures and practical classes were held online, the exam was held on the Zoom platform. The final exam was held orally. In the course of intermediate, current and Midterm control, control tests, analysis of articles in the Scopus database, literature review, work with terms were carried out.

When implementing the educational program in the 2020-2021 academic year, new information technologies were widely used, since the educational process is conducted in an online format. In particular, during practical classes and lectures, digital educational tools Kahoot, Quizizz, Quizlet, Miro, Microsoft / Google Forms were used. Platforms (SpatialChat // Spatial Mozilla Hubs - free of charge) were recommended for conducting thematic trainings in extended or virtual reality.



The satisfaction of doctoral students with the teaching process is determined by a questionnaire. Questionnaire is held twice a year in the Univer.kaznu.kz system. The questionnaire consists of the following sections: Dean in students' eyes, Adviser in students' eyes, Assessment of student satisfaction, Teacher in students' eyes. The results of the survey are systematized in the university system and discussed at a meeting of the department.

***Analytical part***

The structure, content and changes of the accredited educational program are developed taking into account the corresponding stage of the educational reform. Particular attention is paid to the implementation of the goals and objectives of this educational program, including the formation of the students' scientific world view and improving the professional training quality.

At the same time, in the course of attending classes, as well as checking documents at the department, experts note the lack of transparency of the actions taken to improve the quality of the training content, which is expressed in the closeness of certain parameters and training criteria. Involvement in monitoring the quality of the educational program content, as well as measuring the level of satisfaction with the educational process and its results, as well as compliance with the expected results of different categories of stakeholders, seems insufficient and needs to be expanded more intensively.

***Strengths/best practice in EP 8D01705 Foreign language: two foreign languages:***

- The university has an approved and tested scheme for monitoring the quality of educational programs being implemented, which makes it possible to monitor their compliance with existing standards and requirements.

- The accredited educational program is under the close attention of the department, the coordinator of the EP, the leading teaching staff, scientific supervisors of doctoral students, advisers so that twice during the academic year reports on the progress of students, the results of the internship, the content of lectures and seminars are heard.

***EEC recommendations for OP 8D01705 Foreign language: two foreign languages:***

- Starting from the second half of the 2021-2022 academic year and in the future, provide for regularly informing the public and all interested parties about the progress of the educational program, about changes and achievements in the field of quality by posting information on the university website, or on the web pages of the faculty and department .

***Conclusions of the Commission's external experts on the criteria:***

**According to the standard "Continuous monitoring and periodic evaluation of educational programs" educational program 8D01705 Foreign language: two foreign languages have 2 strong, 7 satisfactory, 1 position requires improvement.**

***EEC conclusions according to the criteria:***

According to the standard "Continuous monitoring and periodic evaluation of educational programs" educational program 8D01705 "Foreign language: two foreign languages" has 2 strong, 7 satisfactory, 1 position needs to be improved.

### 6.5. Student-Centered Learning, Teaching and Assessment

- ✓ *The management of the EP should ensure respect and attention to different groups of students and their needs, provide them with flexibility in learning paths.*
- ✓ *The management of the EP should provide for the use of various forms and methods of teaching and learning.*
- ✓ *An important factor is the presence of own research in the field of teaching methods of academic disciplines of the EP.*
- ✓ *The management of the EP should demonstrate the existence of feedback mechanisms on the use of various teaching methods and the assessment of learning outcomes.*
- ✓ *The management of the EP must demonstrate the existence of mechanisms to support the autonomy of students with simultaneous guidance and assistance from the teacher.*
- ✓ *The management of the EP must demonstrate the existence of a procedure for responding to complaints from students.*
- ✓ *The OE must ensure consistency, transparency and objectivity of the mechanism for assessing the learning outcomes of the EP, including the appeal*
- ✓ *The OE must ensure that the procedures for assessing the learning outcomes of students of the EP correspond to the planned results and goals of the program, the publication of criteria and assessment methods in advance*
- ✓ *The OE should define the mechanisms to ensure the achievement of learning outcomes by each EP graduate and ensure the completeness of their formation*
- ✓ *Assessors must be proficient in modern methods for assessing learning outcomes and regularly improve their skills in this area*

#### **Evidence**

Student-centered learning is aimed at creating for each doctoral student such learning conditions that contribute to the effective achievement of the expected results.

In the accredited EP, this parameter is achieved by creating equal opportunities for doctoral students, the completeness of the educational, methodological, organizational, methodological and information support of the educational process in three languages of instruction - English, Russian and Kazakh. The contingent of students is 5 doctoral students:

<b>№</b>	<b>Full name of PhD student</b>	<b>Year of study</b>	<b>Language of instruction</b>	<b>Basis of education</b>
1	Kurbanova Amina	2	English	paid
2	Malshy Moldir	2	Russian	state educational grant
3	Telgaraev Kuanyshbek	2	Kazakh	state educational grant
4	Kalkaeva Aizhan	1	Russian	state educational grant
5	Rakhimova Yuliya	1	Russian	state educational grant

For the organization of educational activities, doctoral students are provided with a guidebook in two languages. <https://www.kaznu.kz/content/files/pages/folder17916/>.

Registration for academic disciplines is carried out online in the "Univer" system in accordance with the registration schedule approved by the dean of the faculty and carried out by the Office Registrar, which is located in the "Keremet" Student Service Center.

The ISP is made up together with the adviser, on the basis of QED and WC of the specialty.

All subjects of the EP are equipped with syllabuses and EMCD indicating the evaluation criteria and academic policy. All educational and methodological documentation is available for doctoral students and is in personal use. Classes are conducted in accordance with the thematic plan of the discipline and the schedule for the implementation of the DIW.

In the educational process, the teaching staff uses innovative teaching technologies that help improve the skills of scientific analysis, academic writing and critical thinking, and solving professional problems. The methodology for conducting lectures is constantly being improved, modern pedagogical technologies and methods of foreign language teaching are used, which contribute to the activation of the scientific and cognitive activity of doctoral students. Problematic lectures focused on the formulation of research problems are practiced; thesis presentation of the material with the preparation of supporting notes and diagrams for organizing independent work; studying the material in blocks; advanced training; widespread use of handouts, with tasks for DIW, situational learning in groups with formative assessment, CLIL technology, etc. Doctoral students are actively involved in the educational process, participate in the work of scientific seminars and the preparation of interactive lectures. They participate in surveys conducted by the university regarding the quality of education. Due to the fact that some of the doctoral students

(Malshy Moldir, Telgaraev Kuanyshbek) work at the department, they have a direct opportunity to participate in the management of the EP.

Doctoral students attend lectures of invited scientists from foreign universities. So, for example, lectures by Professor Refia Gulin Ogut Eker from Hacettepe University (Turkey) on the topic “Development of Turkic languages” were attended by 1-2 year doctoral students of the accredited EP from 02.11 to 30.11.2021.

Topics of dissertations are developed taking into account topical issues of the methodology of foreign language education, are discussed at the department, then at a meeting of the faculty. Scientists with scientific pedagogical qualifications who have publications in the field of doctoral training in journals with a high international rating are involved in the supervision of dissertations. Foreign consultants - specialists in the field of pedagogy and methods of foreign languages are selected in accordance with the topic of the study and the level of qualification.

### ***Analytical part***

In the course of acquaintance with the processes of conducting classes and the educational and methodological documentation of the department, there is a shift in the focus in the educational process from teaching to learning as an active educational activity with the participation of doctoral students, which is the basis of student-centered learning.

There is a systematic development of methodological innovations, the introduction of various forms and methods of teaching, including the use of innovative technologies, interactive forms of lectures and seminars, which indicates the desire of the teaching staff to diversify the methods and approaches to organizing the teaching and research process, teach doctoral students the skills for independent scientific research and increase the level of personal motivation.

Doctoral students are given the opportunity, by participating in online surveys, to express their opinion on the quality of classes, on improving the organization of the educational process, to express their opinion on a particular issue. No complaints or appeals were found at the time of the audit.

At the same time, experts note the need to more actively involve doctoral students in joint scientific developments carried out at the department, in research activities in the context of the direction of preparation, in organizing and conducting scientific events and taking the initiative in experimental activities based on production in the context of professional activities. To strengthen the practical orientation of research in the field of pedagogy and methods of teaching foreign languages, it would be possible to use the organization of education at different levels as a production base. To supervise doctoral dissertations, it would be necessary to involve full-time teaching staff.

There are no independent scientific researches on the methodology of teaching disciplines at the leading department.

### ***Strengths/best practice in EP 8D01705 Foreign language: two foreign languages:***

- The university has created sufficient conditions for high-quality and individualized education, which allows doctoral students to have free access to the educational and scientific funds of the library, educational and laboratory facilities, information and electronic resources in the course of the educational program.

- Doctoral students can participate in the processes of discussing the quality of the program being implemented, express their opinion and have access to the management of the EP.

- Doctoral students are given the opportunity to attend lectures by invited foreign lecturers, as well as plan foreign scientific internships (as borders open).

- Doctoral students have the opportunity to form individual trajectories due to the variable (elective) part of the disciplines of the educational program.

- Classes in doctoral studies are organized in accordance with active technologies and new teaching methods.

**EEC recommendations for EP 8D01705 Foreign language: two foreign languages:**

- The teaching staff of the department, when forming individual plans for the 2022-2023 academic year and further annually, should provide for the implementation of independent scientific developments, projects, writing monographs, publications in journals with a non-zero impact factor, etc. on pedagogy and methods of teaching foreign languages in cooperation with students.

**EEC conclusions according to the criteria:**

**According to the standard "Student-centered learning, teaching and assessment" educational program 8D01705 Foreign language: two foreign languages has 6 strong, 3 satisfactory, 1 position needs improvement.**

**6.6. Standard " Students "**

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

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

- ✓ minimum requirements for applicants;
- ✓ the maximum size of the group when conducting seminars, practical, laboratory and studio classes;
- ✓ predicting the number of government grants;
- ✓ analysis of available material, technical, information resources, human resources;
- ✓ analysis of potential social conditions for students, incl. provision of places in the hostel
- ✓ The management of the EP must demonstrate readiness to conduct special adaptation and support programs for newly enrolled and foreign students
- ✓ The EO must demonstrate the compliance of its actions with the Lisbon Recognition Convention, the existence of a mechanism for recognizing the results of academic mobility of students, as well as the results of additional, formal and non-formal learning
- ✓ The EO should cooperate with other educational organizations and national centers of the "European Network of National Information Centers for Academic Recognition and Mobility / National Academic Recognition Information Centers" ENIC / NARIC in order to ensure comparable recognition of qualifications
- ✓ The EO should provide an opportunity for external and internal mobility of students of the EP, as well as readiness to assist them in obtaining external grants for training
- ✓ The management of the EP must demonstrate readiness to provide students with internship places, promote the employment of graduates, and maintain contact with them.
- ✓ The EO should provide for the possibility of providing graduates of the EP with documents confirming the qualifications received, including the achieved learning outcomes, as well as the context, content and status of the education received and evidence of its completion.

**Evidence**

The rules for the formation of the contingent, the procedures for transferring from course to course, the procedure for re-crediting credits and other regulatory internal regulations are prescribed in the Academic Policy of the University and are provided to the attention of doctoral students from the very first day of enrollment in the educational program.

For the adaptation of newly accepted doctoral students, the department has developed a program according to which doctoral students systematically get acquainted with the internal routine of the university, the schedule of the scientific library, the mode of living in a hostel, etc.

Topics for doctoral dissertations, supervisors and foreign consultants are appointed in accordance with the requirements for dissertation defenses. The topics of dissertations are relevant in the context of the direction of scientific training and correspond to the directions of development of scientific programs approved by the Higher Scientific and Technical Commission under the Government of the Republic of Kazakhstan . Topics are guided by the existing developments of domestic scientists who supervise dissertations, which is very important because there is a specific scientific, theoretical and practical basis for research, as well as relevant related areas in foreign language and teacher education abroad.

It is given in the table below:

No.	PhD student's FI	Dissertation topic	scientific adviser	Foreign consultant
one	Telgaraev Kuanyshbek	The use of linguistic corpora in the methodology of teaching a foreign language for the	Almash Seidikenova, Ph.D., acting professor of	Professor of the University of Geneva, PhD Abdeljalil Akkari



		development of educational autonomy.	KazNU	(Geneva, Switzerland)
2	Malshy Moldir	Language Anxiety in Foreign Language Lessons in Distance Education	Almash Seidikenova, Ph.D., acting professor of KazNU	Professor of the University of Geneva, PhD Abdeljalil Akkari (Geneva, Switzerland)
3	Kalkaeva Aizhan	Formation of intercultural communicative competence of technical university students using professionally-oriented situations	Golovchun A.A. Candidate of Pedagogical Sciences, Professor of the Department of English at KazNITU named after K. Satpaeva h-Index 2	Mustafa Kale, PhD , Professor, Hacettepe University, Turkey h -Index 2
4	Rakhimova Julia	Formation of intercultural and communicative competence among students through the introduction of the "Unitandem" system (on the basis of Al-Farabi KazNU)	Almash Seidikenova, Ph.D., acting professors Kazakhstan, Almaty, KazNU	Professor of the University of Geneva, PhD Abdeljalil Akkari (Geneva, Switzerland) <u>h-Index 6</u>

The purpose of a doctoral dissertation in the direction of preparation of an accredited educational program is:

- independent study of the actual problem of pedagogical science, which is of priority importance for the development of domestic foreign language education;
- obtaining new scientifically substantiated results that solve an important scientific problem in the field of theory and methodology of foreign languages and literature;
- demonstration of scientific erudition, deep knowledge in the field under study, the formation of theoretical thinking skills, the ability to formulate hypotheses and collect information to solve complex complex problems, the formation of skills in producing scientific papers of theoretical and applied significance, including those of an interdisciplinary nature.

The university and the management of the EP regularly work on admission to doctoral studies, analyze the availability of conditions for the preparation of future doctoral students, plan admission to the educational program in accordance with the number of allocated state grants, as well as for applications for a paid department, provided that the candidate achieves a passing score. Admission to the program is made after the applicants successfully pass a comprehensive computer exam in their specialty, as well as having a certificate of the appropriate level on passing the IELTS , TOEFL , DaF , DSD , DELF exam .

Doctoral studies in this area do not yet have a graduation, so the defense is only expected.

### ***Analytical part***

In general, we can conclude that doctoral students successfully master the EP "8 D 01705 - Foreign language: two foreign languages", actively participate in international conferences and publish scientific articles on the topic of the dissertation.

But, nevertheless, the experts of the EEC IAAR note that the contingent of students at the EP is somewhat small, perhaps there is a need to better present the uniqueness of the educational

program being implemented to the public, strengthen work with graduates of related master's programs and attract successful industry specialists to cooperation. In addition, to update and practically orient the topics of doctoral dissertations - they must correspond to the main scientific areas of research of the teaching staff of the leading department in order to be able to work on certain accumulated empirical material, be able to trace the dynamics of research and, using the principles of continuity, observe the continuity of the development of research projects.

***Strengths/best practice in EP 8D01705 Foreign language: two foreign languages:***

- The management of the educational program in accordance with the general university policy has a plan for the adaptation of doctoral students and builds the right strategy for registering, supervising and introducing the newly accepted contingent into the educational environment
- The university has an approved credit transfer scheme in accordance with the standards of the "European Network of National Information Centers for Academic Recognition and Mobility" ENIC

***WEC recommendations for OP 8D01705 Foreign language: two foreign languages:***

- In the process of modernizing the content of the EP for the 2022-2023 academic year and subsequently annually, take measures to increase the attractiveness and uniqueness of the educational program being implemented, providing for the current areas of pedagogical science and foreign language education in the country and abroad, as well as regularly publishing information about innovations in its content and the results achieved by doctoral students and academic educators involved in the program.

***Conclusions of the EEC according to the criteria:***

**According to the standard "Students" educational program 8D01705 Foreign language: two foreign languages have 5 strong, 7 satisfactory positions.**

**6.7. Standard "Teaching Staff"**

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

***Evidence***

The formation of the staff of the teaching staff of the university is carried out on a competitive basis. The university places announcements about the competition in the print media "Egemen Kazakhstan" and "Kazakhstanskaya Pravda" and the university newspaper "Kazakh University", as well as on the university website and in Internet resources <https://www.kaznu.kz/kz/24416/page/>. The personnel policy is implemented in accordance with the main priorities of the university's strategy as a whole and the mission of the EP "Foreign language: two foreign languages" and is aimed at ensuring the high-quality functioning of all learning processes and procedures.

The teaching staff of the leading department is for 2020-2021. is 78 staff positions, the total degree is 51%. As part of the department, 12 specialists implement the EP "Foreign Language: Two Foreign Languages": 3 Ph.D., professors, 1 Ph.D., senior lecturer, 8 PhD . The average age of PS is 46 years. The personal composition is given in the table:

No.	Full name	Academic degree	Academic title	Job title	Number of units	Note
1.	Madieva Gulmira Bayanzhanovna	Ph.D.	Prof	Professor	1 (460)	full-time
2.	Ibraeva Zhanar Kulmatovna	Ph.D.	Associate Professor	Associate Professor	1 (460)	full-time
3.	Shaikenova Lyazzat Maratovna	Ph.D.	Associate Professor	Associate Professor	0.5 ( 230 ) _	interior part-time worker
4.	Mambetova Manshuk Kudaibergenovna	Ph.D. _		senior lecturer	1 ( 4 6 0 )	full-time
5.	Kuzembekova Zhanna Zhalairovna	PhD		Assistant Professor	1 (460) 0.5 (230)	full-time
6.	Kondybayeva Raushan Zhumakerimovna	PhD		Assistant Professor	1 (460) 0.25 (115)	full-time
7.	Dosanova Albina Marathanovna	PhD		Assistant Professor	1 (460) 0.5 ( 2 3 0 ) _	full-time
8.	Zhambylkyzy Marina	PhD		Assistant Professor	1 (460) 0.25 (115)	full-time
9.	Koishigulova Dinara Meiramovna	PhD		Assistant Professor	1 (460) 0.25 (115)	full-time
10.	Boribayeva Gulnara Abdikasimovna	PhD		Assistant Professor	1 (460) 0.25 (115)	full-time
11.	Taubayev Zharas Turysbekovich	PhD		Assistant Professor	1 (460) 0.25 (115)	full-time
12.	Aliakbarova Aigerim Tilesbekkyzy	PhD		Senior lecturer	1 (460) 0.25 (115)	full-time

The teaching staff involved in the implementation of the educational program has a basic education "Foreign language: two foreign languages" with the qualifications of "English teacher" and "Foreign philology". Teachers of the department Ibraeva Zh.K., Mambetova M.K., Bektemirova S.B., Kuzembekova Zh.Zh. Dosanova A.M., Tausogarova A.K., Medetbekova P.T. received a second higher education corresponding to the direction of the OP.

For the scientific supervision of dissertations, leading domestic scientists are involved: Alefina Anatolyevna Golovchun, Candidate of Pedagogical Sciences, Associate Professor of the Department of English at KazNITU named after K. Satpaeva and Seidikenova Almash Smayylovna, Head of the Department of Diplomatic Translation, Candidate of Philological Sciences, Associate Professor of the Kazakh National University. Al-Farabi.

Muhambetkalieva Gulnar Okishanovna candidate of philological sciences, associate professor of KazGUMOiMIA named after M.I. Abylaikhana, William Patrick Rivers PhD , Joint National Committee on Languages - National Council for Languages and International Studies Washington, USA, Abdeljalil Akkari, Professor, PhD University of Geneva, Switzerland) having publications in journals with impact factor and Hirsch index. In April 2022, A. Akkari is expected to visit KazNU. Al-Farabi as a guest professor.

Practical scientists and practitioners from the Institute of Linguistics named after A.I. Baitursynov.

The university creates conditions for advanced training of teaching staff, who at least once every 5 years take courses in their specialty at the national and international levels. Stimulation of professional and personal development of the teaching staff of the department is regulated by the rating, which provides a differentiated approach to payroll. The University assists young scientists in raising their professional level. The youngest PhD is 32 years old.



**Analytical part**

In general, the teaching staff of the department, which implements the EP "8 D 01705 - Foreign language: two foreign languages", meets the qualification requirements, has the necessary practical knowledge of the English language, and has a modern teaching methodology.

However, it should be noted that the specifics of the direction of training doctoral students require a deeper specialization of the leading department.

The training of scientific specialists in pedagogy and methodology of foreign languages presupposes the existence of extensive international relations in this area, as well as cooperation with leading domestic scientific schools in the field.

The scientists of the department should increase their publication activity to inform the scientific community about the results of research within the framework of the doctoral program.

**Strengths/best practice in EP 8D01705 Foreign language: two foreign languages:**

- The university aims to systematically improve the working conditions of teaching staff, makes efforts to stimulate the work of teachers, creates opportunities for regular advanced training, exchange of experience, and develops measures to support young scientists
- The university has a personnel policy aimed at selecting specialists with the appropriate qualifications
- Domestic scientists-practitioners, as well as invited scientists from foreign partner universities are involved in the educational process.

**WEC recommendations for OP 8D01705 Foreign language: two foreign languages:**

- Before the start of the 2022-2023 academic year and in the future, focus the activities of the graduating department on the main direction of the educational program being implemented with the strengthening of the pedagogical component in the field of foreign language education.

**Conclusions of the EEC according to the criteria:**

**According to the standard "Teaching staff" educational program 8D01705 Foreign language: two foreign languages have 2 strong, 7 satisfactory positions.**

**6.8. Standard "Educational resources and student support systems"**

- ✓ The EO must guarantee a sufficient number of educational resources and student support services to ensure the achievement of the goal of the EP
  - ✓ The EO must demonstrate the sufficiency of material and technical resources and infrastructure, taking into account the needs of various groups of students in the context of the EP (adults, working, foreign students, as well as students with disabilities)
  - ✓ The management of the EP must demonstrate the existence of procedures for supporting various groups of students, including information and counseling
- The EP management must demonstrate the compliance of information resources with the specifics of the EP, including:
- ✓ technological support for students and teaching staff (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 the territory of the educational organization.
  - ✓ The EO demonstrates the planning of providing the EP with educational equipment and software similar to those used in the relevant sectors of the economy

**Evidence**

The infrastructure of the University of KazNU is a single complex that has the status of a university campus with a total area of buildings and structures of 83,422.1 m<sup>2</sup>, the area of educational buildings is 165,000 m<sup>2</sup>; fourteen dormitories - with a total area of 79215.2 m<sup>2</sup> for 5034 places.

The university provides free medical care for students and faculty; for this, the international Kazakh-Korean Diagnostic Center has been opened. Treatment and consultations are carried out by a therapist, pediatrician, ophthalmologist, otorhinolaryngologist, neurologist, urologist, obstetrician-gynecologist, gastroenterologist, cardiologist, orthopedic traumatologist.

The House of Young Scientists is the first residential complex in Kazakhstan designed to accommodate doctoral and undergraduate students. It has everything you need for everyday life - toilets, showers, comfortable new furniture. On each floor there are equipped kitchens, there is a laundry. There is a health center, gym and dance halls, a modern telecommunications network and high-speed Wi - Fi . It should also be noted the convenient location on the university campus, the presence of a playground and parking.

In total, the House of Scientists provides 500 seats with a total area of 4.5 thousand square meters. There are also rooms for professors invited from foreign universities.

Each student during the entire period of study is provided with individual unlimited access to the following personalized information educational resources:

- Official website of the university. ( <https://www.kaznu.kz/ru> ) \_ \_ \_ \_ \_
- Scientific library.
- Electronic library. ( <http://elibrary.kaznu.kz/ru> ) \_ \_ \_ \_ \_
- Information-analytical complex for educational process management.
- Distance learning system.

Developed and launched the Al-Farabi Library mobile application for Android , which is available on PlayMarket .

Dissertations are checked for plagiarism using the "Anti plagiarism" system through the corporate system of the University "UNIVER".

#### ***Analytical part***

As a result of a visual inspection by members of the EEC of the facilities and educational infrastructure, it should be noted that to ensure the educational process of the accredited EP, the university has all the necessary educational and material assets and software. The classroom base, classrooms comply with established norms and rules. The University provides academic support to students in the process of mastering the EP, providing them with information and reference materials that allow them to get a holistic view of the internal regulations, the principles of academic regulation, the format of educational programs, the trajectory of studying academic disciplines, and the academic calendar. The developed EMCD give an idea of the content of the studied disciplines.

#### ***Strengths/best practice in EP 8D01705 Foreign language: two foreign languages:***

- The university has a developed educational, library and resource, social, information and communication infrastructure that meets high domestic standards
- The doctoral student support system is one of the priorities of the management of both the university as a whole and the educational structure. This is expressed in the provision of doctoral students with a system of accessibility of electronic educational and scientific resources, well-being, learning opportunities on the basis of a state grant in conditions of multilingualism, sufficiency of feedback means with the teaching staff and the management of the EP

#### ***WEC recommendations***

- not available for this standard

#### ***Conclusions of the EEC according to the criteria:***

According to the standard "EDUCATIONAL RESOURCES AND STUDENT SUPPORT SYSTEMS" educational program 8D01705 Foreign language: two foreign languages have 5 strong, 4 satisfactory positions.

### **6.9. Standard “Public Information”**

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

### ***Evidence***

Informing the public about its activities, about the implementation of educational programs, the university carries out a multi-vector approach. So, Al-Farabi KazNU maintains the following official accounts on social networks:

FaceBook: <https://www.facebook.com/KazakhNationalUniversity>

Facebook: <https://www.facebook.com/kaznu.kz/>

Instagram: [https://www.instagram.com/KAZNU\\_FARABI/](https://www.instagram.com/KAZNU_FARABI/)

Instagram: [https://www.instagram.com/alfarabikaznu\\_official/](https://www.instagram.com/alfarabikaznu_official/)

Vkontakte: <https://vk.com/kazuniversity>

Implementation of information policy Department of image policy and public relations, it includes - corporate media and public relations department, the editors of the website [www.kaznu.kz](http://www.kaznu.kz), Qazaq newspaper universiteti", Al-Farabi TV and radio studio.

The Career and Business Center of KazNU provides information and consulting support to graduates to build their successful career, professional growth and development.

The Council of Employers has been established at the Center, the mission of which is to promote the development of the university as a center for the training of highly qualified competitive specialists.

As part of the Council of Employers of KazNU, the largest companies representing various fields of activity and the economy of the country: Microsoft Kazakhstan, KPMG, National Wealth Fund Samruk-Kazyna, Halyk Bank of Kazakhstan, National Company Kazatomprom, National Space Agency, Parasat National Scientific and Technological Holding, GSM mobile operator Kazakhstan, Kazphosphate Company, National Company KazMunayGas, Karachaganak Operating B.V., Eurasian Bank JSC, Kazakhstan Innovation Fund, El Arna Trade and Entertainment Company, Damu Entrepreneurship Development Fund, Chamber of Commerce and Industry of the Republic of Kazakhstan, Club of British Alumni of Kazakhstan, Education Department of Almaty and others.

Al-Farabi KazNU quarterly publishes the scientific journal "Bulletin of KazNU", which publishes the results of scientific research of teaching staff and students. Journal articles are registered in the CrossRef database, the author's article is assigned a DOI - a digital object identifier, which is used to provide citation, links and access to electronic documents. The journal is indexed by the Kazakhstan Citation Base (KazBC) JSC "National Center for State Scientific and Technical Expertise" (NCGNTE). The journal is also hosted in the Scientific Electronic Library [elibrary.ru](http://elibrary.ru) in the public domain for readers and is included in the Russian Science Citation Index (RSCI) analytical database.

In addition, the structure of the university has departments and services that form and work on the internal and external image of the university: the Department of Information and Communication, the Department of International Cooperation, the Accreditation and Licensing Service, the Center for International Programs, etc. (<https://www.kaznu.kz/ru/152/page/>).

The teaching staff of the department conducts research work on the issues and problems of the development of the EP "8 D 017 - Foreign language: two foreign languages". On the website of the university in the section "Teaching staff" there is information about all teachers of the

department for the accredited educational program. The page with the teacher's portfolio provides information about education, the availability of an academic title, an email address is placed to ensure the relationship with students and colleagues, an area of scientific interests is presented for the possibility of ensuring professional cooperation.

***Analytical part***

To represent the interests of the university in the global network and create a holistic positive image of KazNU in the world community, a corporate website of the university ( www.kaznu.kz ) has been created , which provides the target audience with information about various aspects of the university's activities.

Along with great achievements in the field of public relations at the university as a whole, experts note the insufficient amount of published information on the implementation of the accredited educational program. The website of the university poorly covers the activities of the department that implements the EP, during interviews with employers it was noted that graduates have a lack of knowledge in electronic technologies. The web page of the faculty and department does not always reflect the results of the activities of the teaching staff and doctoral students of the EP, as a result of which public information on the direction of preparation of the EP is insufficient.

***Strengths/best practice in EP 8D01705 Foreign language: two foreign languages:***

- The university has a wide network and opportunities to inform the public about all activities. The University is a leader in electronic and mass communication and feedback.
- The university has developed an image policy and PR structures that successfully promote the university in the domestic and world educational space.

***WEC recommendations for OP 8D01705 Foreign language: two foreign languages:***

- By the beginning of March 2022, improve the university website by highlighting permanent headings in it that highlight the implementation of educational programs, innovative approaches to the methodology of teaching disciplines, representing innovations and the results of scientific research in the field of pedagogical technologies and language education.

***Conclusions of the EEC according to the criteria:***

**According to the standard "Informing the public" educational program 8D01705 Foreign language: two foreign languages have 1 strong, 8 satisfactory and 1 position need improvement.**

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

***For EP 8D01705 Foreign language: two foreign languages:***

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

- The university has developed mechanisms for regular revision of plans for the development of educational programs, evaluation of the achievement of learning goals
- The management of the EP (educational program) demonstrates readiness for openness and accessibility for teaching staff, students, employers and other interested persons

**According to the standard "Information Management and reporting":**

- The university has a unified intra-university system for collecting information and accounting for the results of the activities of educational structures, including in the context of an accredited educational program
- Reporting is an important element of quality control of the activities of departments, teaching staff and doctoral students. The logic of the functioning of reporting, their frequency are regulated



by the academic policy of the university and do not contradict the culture of management of university activities, moreover, contribute to improving the level of effectiveness of their educational and research activities

- As a result of achieving high performance parameters, the department and its teaching staff are subject to stimulation (KPI, awarding, conferment, etc.)

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

- The university has an approved algorithm for the development, discussion and approval of the draft educational program developed at the leading department with the participation of students and taking into account the opinions and recommendations from representatives of the bases of practices, employers in order to create a high-quality education document

- The university has clear regulations regarding the structure, content, timing of the implementation of the educational program and important guidelines to enhance the relevance and uniqueness of the educational program being implemented

- The subjects of the educational program are generally practice-oriented and scientifically based in terms of the direction of doctoral students' training.

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

-The university has an approved and approved scheme for monitoring the quality of implemented educational programs, which allows you to monitor their compliance with existing standards and requirements.

- The accredited educational program is under the close attention of the department, the coordinator of the EP, the leading teaching staff, scientific supervisors of doctoral students, advisors so that reports on the progress of students, the results of the internship, the content of lectures and seminars are heard twice during the academic year

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

- The university has created sufficient conditions for high-quality and individualized training, which allows doctoral students to have free access to the educational and scientific collections of the library, educational and laboratory facilities, information and electronic resources during the implementation of the educational program

- Doctoral students can participate in the processes of discussing the quality of the implemented program, express their opinions and have access to the management of the EP

- Doctoral students are given the opportunity to attend lectures by invited foreign lecturers, as well as plan foreign scientific internships (as borders open)

- Doctoral students have the opportunity to form individual trajectories due to the variable (elective) part of the disciplines of the educational program

- Doctoral studies are organized in accordance with active technologies and new teaching methods

**According to the standard "Students":**

- The management of the educational program in accordance with the general university policy has a clear plan for the adaptation of doctoral students and builds the right strategy for registration, supervision and introduction of the newly accepted contingent into the educational environment

- The university has an approved credit transfer scheme in accordance with the standards of the "European Network of National Information Centers for Academic Recognition and Mobility" ENIC

**According to the standard "Teaching staff":**

- The University aims to systematically improve the working conditions of teaching staff, makes efforts to stimulate the work of teachers, creates opportunities for regular professional development, exchange of experience, develops measures to support young scientists
- The university has a personnel policy aimed at the selection of specialists with appropriate qualification characteristics
- The educational process involves domestic practical scientists, as well as invited scientific specialists from foreign partner universities.

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

- The University has a well-developed educational, library and resource, social, information and communication infrastructure that meets high domestic standards
- The system of support for doctoral students belongs to the priority tasks of the management of both the university as a whole and the educational structure. This is expressed in the provision of doctoral students with a system of accessibility of electronic educational and scientific resources, the organization of everyday life, the possibilities of learning on the basis of a state grant in a multilingual environment, the sufficiency of feedback from teaching staff and the management of the EP

**According to the standard "Informing the public":**

- The University has a wide network and opportunities to inform the public about all types of activities. The University is a leader in the field of electronic and mass means of communication and receiving feedback.
- The university has developed an image policy and operates PR structures that successfully promote the university into the domestic and global educational space.

**(VIII) OVERVIEW OF RECOMMENDATIONS FOR IMPROVING QUALITY FOR EACH STANDARD**

*For EP 8D01705 Foreign language: two foreign languages:*

**According to the standard "Educational program Management":**

- Before the beginning of the 2023-2024 academic year, to find opportunities to create a scientific and experimental laboratory on pedagogy and methods of teaching foreign languages, equipped with a professionally oriented media library, access to remote library collections.
- During the revision of the content of the educational program for the 2022-2023 academic year, to provide for its updating with an emphasis on a unique professional component and an individual scientific component, expressed in the author's courses of the teaching staff of the department, based on pedagogical observations and practices in foreign language education.

**According to the standard "Information Management and reporting":**

- To develop an annual risk map for the 2022-2023 academic year and beyond to reduce surprise indicators during the preparation and implementation of the educational program.

- On a regular basis, at least twice during the academic year, to monitor the quality of training, analyze the results of feedback from participants in the educational process with subsequent decision-making and monitoring of their effectiveness and efficiency, as well as with further publication of reviews on the web page of the department and faculty.

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

- The university and the management of the Educational institution should create conditions for obtaining professional certification of doctoral students during their studies during 2023 and in the future (for example: professional courses for the preparation of masters of teaching, or trainers in teaching, special training on the basis of the British Council, Goethe Institute, etc.), which will create opportunities to test theoretical knowledge and intermediate results of pedagogical research, as well as to improve professional skills.

- The management of the EP during the 2021-2022 academic year to develop a clearer graduate model in the context of scientific and professional training of doctoral students with placement on the web page of the faculty and department.

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

- Starting from the second half of the 2021-2022 academic year and in the future, provide for regular informing of the public and all interested parties about the implementation of the educational program, about changes and achievements in the field of quality by posting information on the university's website or on the web pages of the faculty and department.

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

- The teaching staff of the department, when forming individual plans for the 2022-2023 academic year and further, annually provide for the implementation of independent scientific developments, projects, writing monographs, publications in journals with a non-zero impact factor, etc. on pedagogy and methods of teaching foreign languages in cooperation with students.

**According to the "Students" standard:**

- In the process of modernization of the content of the EP for the 2022-2023 academic year and subsequently annually take measures to increase the attractiveness and uniqueness of the implemented educational program, regularly publishing information about innovations in its content and the results achieved by doctoral students and academic teachers involved in the program.

**According to the standard "Teaching staff":**

- In the period before the beginning of the 2022-2023 academic year and in the future to focus the activities of the graduating department on the main direction of the educational program being implemented with the strengthening of the pedagogical component in the field of foreign language education.

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

- Not available for this standard



**According to the standard "Informing the public":**

- To improve the university's website by the beginning of March 2022, highlighting permanent headings on the implementation of educational programs, innovative approaches to the methodology of teaching disciplines, representing innovations and the results of scientific research in the field of pedagogical technologies and language education.

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

*(List of recommendations of EEC related to the development of OE (organization of education). These recommendations do not apply to quality improvement measures and compliance with IAAR standards)*

To adjust the university's quality policy taking into account the requirements of national and international quality standards

**Appendix 1. Evaluation table "Conclusion of the external expert commission" (8D01705 Foreign language: two foreign languages)**

№	№	Evaluation criteria	The position of the organization of education			
			Strong	Satisfactory	Implies improvement	Unsatisfactory
<b>Standard "Management of the educational program"</b>						
1	1.	The organization of higher and (or) postgraduate education must have a published quality assurance policy. The quality assurance policy should reflect the relationship between research, teaching and learning.		+		
2	2.	The organization of higher and (or) postgraduate education should demonstrate the development of a culture of quality assurance, including in the context of EP.		+		
3	3.	Commitment to quality assurance should apply to any activity performed by contractors and partners (outsourcing), including the implementation of joint/double-degree education and academic mobility.		+		
4	4.	The management of the EP demonstrates its readiness to ensure transparency in the development of the EP development plan based on an analysis of its functioning, the real positioning of the OE (organization of education) and the orientation of its activities to meet the needs of the state, employers, students and other interested persons. The plan should contain the deadlines for the start of the educational program.		+		
5	5.	The management of the EP demonstrates the existence of mechanisms for the formation and regular revision of the development plan of the EP and monitoring its implementation, assessing the achievement of training goals, meeting the needs of students, employers and society, making decisions aimed at continuous improvement of the EP.		+		

6	6.	The management of the EP should involve representatives of groups of interested persons, including employers, students and teaching staff in the formation of a development plan for the EP.		+		
7	7.	The management of the EP must demonstrate the individuality and uniqueness of the development plan of the EP, its consistency with national priorities and the development strategy of the organization of higher and (or) postgraduate education.			+	
8	8.	The organization of higher and (or) postgraduate education should demonstrate a clear definition of those responsible for business processes within the framework of the EP, an unambiguous distribution of staff duties, and the differentiation of functions of collegial bodies.		+		
9	9.	The management of the educational institution must provide evidence of the transparency of the educational program management system.		+		
10	10.	The management of the EP must demonstrate the existence of an internal quality assurance system of the EP, including its design, management and monitoring, their improvement, and fact-based decision-making.		+		
11	11.	The management of the EP should carry out risk management, including within the framework of the EP undergoing primary accreditation, as well as demonstrate a system of measures aimed at reducing the degree of risk.		+		
12	12.	The management of the educational institution should ensure the participation of representatives of employers, teaching staff, students and other interested persons in the collegial management bodies of the educational program, as well as their representativeness in making decisions on the management of the educational program.		+		
13	13.	The OE should demonstrate innovation management within the framework of the EP, including the analysis and implementation of innovative proposals.		+		
14	14.	The management of the EP must demonstrate evidence of readiness for openness and accessibility for students, teaching staff, employers and other interested persons.	+			
15	15.	The management of the EP should be trained in educational management programs.		+		
<b>Total according to standard</b>			<b>1</b>	<b>13</b>	<b>1</b>	
<b>Standard "Information Management and reporting":</b>						
16	1.	The OE should demonstrate the existence of a system for collecting, analyzing and managing information based on the use of modern information and communication technologies and software tools and that it uses a variety of methods for collecting and analyzing information in the context of the EP.		+		
17	2.	The management of the EP should demonstrate the existence of a mechanism for the systematic use of processed, adequate information to improve the internal quality assurance system.		+		
18	3.	The management of the EP should demonstrate fact-based decision-making.		+		
19	4.	A system of regular reporting reflecting all levels of the structure, including an assessment of the effectiveness and efficiency of the activities of departments and departments,	+			

		scientific research, should be provided within the framework of the EP.				
20	5.	The OE should establish the frequency, forms and methods of assessing the management of the EP, the activities of collegial bodies and structural units, senior management, and the implementation of scientific projects.		+		
21	6.	The OE must demonstrate the definition of the procedure and ensuring the protection of information, including the identification of responsible persons for the reliability and timeliness of the analysis of information and the provision of data.	+			
22	7.	An important factor is the availability of mechanisms for involving students, employees and teaching staff in the processes of collecting and analyzing information, as well as making decisions based on them.		+		
23	8.	The management of the EP should demonstrate the existence of a mechanism for communication with students, employees and other stakeholders, as well as conflict resolution mechanisms.	+			
24	9.	The OE should demonstrate the existence of mechanisms for measuring the degree of satisfaction with the needs of teaching staff, staff and students within the framework of the EP.	+			
25	10.	The OE should provide for an assessment of the effectiveness and efficiency of activities, including in the context of the EP.		+		
		<i>The information intended for collection and analysis within the framework of the EP should take into account:</i>				
26	11.	key performance indicators;		+		
27	12.	dynamics of the contingent of students in the context of forms and types;		+		
28	13.	academic performance, student achievements and expulsion;		+		
29	14.	satisfaction of students with the implementation of the EP and the quality of education at the university;	+			
30	15.	availability of educational resources and support systems for students	+			
31	16.	The OE must confirm the implementation of procedures for processing personal data of students, employees and teaching staff on the basis of their documentary consent		+		
<b>Total according to standard</b>			<b>6</b>	<b>10</b>		
<b>Standard "Development and approval of the educational program":</b>						
32	1.	The OE should define and document the procedures for the development of the EP and their approval at the institutional level	+			
33	2.	The management of the EP should ensure that the developed EP meets the established goals, including the expected learning outcomes	+			
34	3.	The management of the EP should demonstrate the existence of mechanisms for reviewing the content and structure of the EP, taking into account changes in the labor market, the requirements of employers and the social request of society		+		
35	4.	The management of the EP should ensure the availability of developed models of the graduate of the EP, describing the learning outcomes and personal qualities			+	

36	5.	The management of the EP must demonstrate the conduct of external examinations of the content of the EP and the planned results of its implementation		+		
37	6.	The qualification assigned upon completion of the EP must be clearly defined and correspond to a certain level of the NSC and QF-EHEA		+		
38	7.	The management of the EP should determine the influence of disciplines and professional practices on the formation of learning outcomes		+		
39	8.	An important factor is the possibility of training students for professional certification			+	
40	9.	The management of the EP must provide evidence of the participation of students, teaching staff and other stakeholders in the development of the EP, ensuring their quality		+		
41	10.	The management of the EP should ensure that the content of academic disciplines and the planned results correspond to the level of education (bachelor's, master's, doctoral studies)		+		
42	11.	The structure of the EP should provide for various types of activities that ensure that students achieve the planned learning outcomes		+		
43	12.	An important factor is the correspondence of the content of the EP and the results of the training of the EP, implemented by organizations of higher and (or) postgraduate education in the EHEA		+		
<b>Total according to standard</b>			<b>2</b>	<b>8</b>	<b>2</b>	
<b>Standard "Continuous monitoring and periodic evaluation of educational programs":</b>						
44	1.	The OE should define mechanisms for monitoring and periodic evaluation of the EP to ensure the achievement of the goal and meet the needs of students, society and show the orientation of the mechanisms for the continuous improvement of the EP	+			
		<i>Monitoring and periodic evaluation of the EP should include:</i>				
45	2.	the content of programs in the light of the latest scientific achievements in a particular discipline to ensure the relevance of the discipline taught;		+		
46	3.	changes in the needs of society and the professional environment;		+		
47	4.	workload and academic performance of students;		+		
48	5.	effectiveness of student assessment procedures		+		
49	6.	expectations, needs and satisfaction of students with training in EP;		+		
50	7.	educational environment and support services, and their compliance with the goals of the EP		+		
51	8.	The management of the EP should demonstrate a systematic approach to monitoring and periodic evaluation of the quality of the EP	+			
52	9.	The OE, the management of the EP should define a mechanism for informing all interested parties about any planned or taken actions in relation to the EP		+		
53	10.	All changes made to the EP must be published			+	
<b>Total according to standard</b>			<b>2</b>	<b>7</b>	<b>1</b>	

<b>Standard "Student-centered learning, teaching and assessment of academic performance"</b>						
54	1.	The management of the EP should ensure respect and attention to different groups of students and their needs, provide them with flexible learning paths.	+			
55	2.	The management of the EP should provide for the use of various forms and methods of teaching and learning.	+			
56	3.	An important factor is the availability of own research in the field of teaching methods of educational disciplines of the EP.			+	
57	4.	The management of the EP should demonstrate the existence of feedback mechanisms for the use of various teaching methods and evaluation of learning outcomes.	+			
58	5.	The management of the EP should demonstrate the existence of mechanisms to support the autonomy of students with simultaneous guidance and assistance from the teacher.		+		
59	6.	The management of the EP must demonstrate the existence of a procedure for responding to complaints from students.	+			
60	7.	The OE should ensure consistency, transparency and objectivity of the mechanism for evaluating the results of the training of the EP, including the appeal	+			
61	8.	The OE should ensure that the procedures for evaluating the learning outcomes of the students of the EP correspond to the planned results and goals of the program, the publication of criteria and evaluation methods in advance		+		
62	9.	The OE should define mechanisms to ensure that each graduate of the EP achieves learning outcomes and ensures the completeness of their formation	+			
63	10.	Evaluators should be familiar with modern methods of evaluating learning outcomes and regularly improve their skills in this area		+		
<b>Total according to standard</b>			<b>6</b>	<b>3</b>	<b>1</b>	
<b>Standard "Students"</b>						
64	1.	The OE must demonstrate the existence of a policy for the formation of a contingent of students in the context of the EP, ensure transparency and publication of its procedures governing the life cycle of students (from admission to completion)		+		
		<i>The management of the EP should determine the order of formation of the contingent of students based on:</i>				
65	2.	minimum requirements for applicants;	+			
66	3.	the maximum size of the group during seminars, practical, laboratory and studio classes;	+			
67	4.	forecasting the number of state grants;	+			
68	5.	analysis of available material and technical, information resources, human resources;	+			
69	6.	analysis of potential social conditions for students, including the provision of places in the dormitory		+		
70	7.	The management of the educational institution should demonstrate readiness to conduct special adaptation and support programs for newly enrolled and foreign students		+		
71	8.	The OE must demonstrate compliance of its actions with the Lisbon Recognition Convention, the existence of a mechanism for recognizing the results of academic mobility of students, as well as the results of additional, formal and non-formal education	+			



72	9.	The OE should cooperate with other educational organizations and national centers of the "European Network of National Information Centers for Academic Recognition and Mobility/National Academic Recognition Information Centers" ENIC/NARIC in order to ensure comparable recognition of qualifications		+		
73	10.	The OE should provide an opportunity for external and internal mobility of students of the EP, as well as readiness to assist them in obtaining external grants for training		+		
74	11.	The management of the EP should demonstrate readiness to provide students with internship places, promote the employment of graduates, and maintain communication with them.		+		
75	12.	The OE should provide for the possibility of providing graduates of the EP with 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 its completion		+		
<b>Total according to standard</b>			<b>5</b>	<b>7</b>		
<b>Standard "Teaching staff":</b>						
76	1.	The OE should have an objective and transparent personnel policy, including in the context of the EP, including hiring, professional growth and development of personnel, ensuring the professional competence of the entire staff		+		
77	2.	The OE must demonstrate the compliance of the personnel potential of the teaching staff with the specifics of the EP		+		
78	3.	The management of the EP must demonstrate awareness of responsibility for its employees and ensure favorable working conditions for them		+		
79	4.	The management of the EP should demonstrate the change in the role of the teacher in connection with the transition to student-centered learning		+		
80	5.	The OE should determine the contribution of the teaching staff of the EP to the implementation of the development strategy of the OE, and other strategic documents		+		
81	6.	The OE should provide opportunities for career growth and professional development of the teaching staff of the EP		+		
82	7.	The management of the EP should demonstrate readiness to involve practitioners of relevant sectors of the economy in teaching	+			
83	8.	The OE should demonstrate the motivation of the professional and personal development of the teachers of the EP, including encouragement for the integration of scientific activity and education, the use of innovative teaching methods		+		
84	9.	An important factor is the readiness to develop academic mobility within the framework of the EP, to attract the best foreign and domestic teachers	+			
<b>Total according to standard</b>			<b>2</b>	<b>7</b>		
<b>Standard "Educational resources and student support systems":</b>						
85	1.	The OE should guarantee a sufficient number of educational resources and student support services to ensure the achievement of the goal of the EP	+			
86	2.	The OE must demonstrate the sufficiency of material and technical resources and infrastructure, taking into account the		+		

		needs of various groups of students in the context of educational institutions (adults, working, foreign students, as well as students with disabilities)				
87	3.	The management of the EP should demonstrate the availability of support procedures for various groups of students, including information and counseling		+		
		<i>The management of the EP should demonstrate the compliance of information resources with the specifics of the EP, including:</i>				
88	4.	technological support for students and teaching staff (for example, online training, modeling, databases, data analysis programs);	+			
89	5.	library resources, including the fund of educational, methodological and scientific literature on general education, basic and profile disciplines on paper and electronic media, periodicals, access to scientific databases;	+			
90	6.	examination of research results, graduation papers, dissertations for plagiarism;	+			
91	7.	access to educational Internet resources;	+			
92	8.	functioning of WI-FI on the territory of the educational organization.		+		
93	9.	The OE demonstrates the planning of providing the EP with educational equipment and software tools similar to those used in the relevant sectors of the economy		+		
<b>Total according to standard</b>			<b>5</b>	<b>4</b>		
<b>Standard "Informing the public":</b>						
		<i>The OE must publish reliable, objective, up-to-date information about the educational program and its specifics, which should include:</i>				
94	1.	expected learning outcomes of the educational program being implemented;		+		
95	2.	qualification and (or) qualifications that will be awarded upon completion of the educational program;		+		
96	3.	teaching and learning approaches, as well as the system (procedures, methods and forms) of assessment;		+		
97	4.	information about passing scores and educational opportunities provided to students;		+		
98	5.	information about graduate employment opportunities.		+		
99	6.	The management of the EP should provide for a variety of ways to disseminate information, including mass media, information networks to inform the general public and interested persons.	+			
100	7.	Public awareness should include support and explanation of the national development programs of the country and the system of higher and postgraduate education.		+		
101	8.	The OE should demonstrate the reflection on the web resource of information characterizing it as a whole and in the context of educational programs.			+	
102	9.	An important factor is the availability of adequate and objective information about the teaching staff of the EP.		+		
103	10.	An important factor is informing the public about cooperation and interaction with partners within the framework of the EP.		+		
<b>Total according to standard</b>			<b>1</b>	<b>8</b>	<b>1</b>	
<b>OVERALL</b>			<b>30</b>	<b>67</b>	<b>6</b>	