REPORT

on the results of the work of the external expert committee for assessment
for compliance with the standards of primary specialized accreditation
of the academic program
Master's degree program 7M01701-Kazakh language and literature,
implemented by non-profit joint-stock company "Aktobe Regional
University named after K.Zhubanov
from November 23 to 25, 2022.

INDEPENDENT AGENCY FOR ACCREDITATION AND RATING
External Expert Committee

Addressed to
Accreditation
Council of the IAAR

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2022

INTRODUCTION

In accordance with the order № 113-22, 2022 of the Independent Agency of Accreditation and Rating from November 23 to November 25, 2022 an external expert committee assessed compliance of the academic program 7M01701-Kazakh language and literature with the standards of the initial specialized accreditation of the IAAR.

The report of the External Expert Committee (EEC) contains an assessment of the submitted academic program by the IAAR criteria, EEC recommendations for further improvement of the academic program and the parameters of the profile of the academic program.

The EEC Composition:

Chairman of the Committee -Tabishev Timur Arsenovich Candidate of Pedagogical Sciences, Associate Professor, Head of Education Quality Management of FSBEI HEI "Kabardino-Balkarian State University named after Kh. M. Berbekov" (Nalchik, Russian Federation).

1.Foreign Expert IAAR - Mamedova Valida Honored art worker, PhD in Art History, Azerbaijan State University of Culture and Art (Baku, Azerbaijan)**.**

2.Foreign IAAR Expert - Svetlana Boyko, PhD, Associate Professor, Dean of the Faculty, Grodno State Medical University (Grod/no, Republic of Belarus).

3.IAAR Expert - Saule Zhorabekovna Burbekova Ph.D. in Philology, Associate Professor, Astana IT University (Astana).

4. IAAR Expert - Mirzoeva Leyla Yurievna Doctor of Philology, Professor, Suleiman Demirel University (Almaty).

5. IAAR Expert -Adilova Almagul Sovetovna Doctor of Philology, Associate Professor at Buketov Karaganda State University (Karaganda). E. A. Buketov (Karaganda).

6. IAAR Expert - Zhamilya Temirgalievna Mamyrkhanova, PhD, M.Kh. Dulati Taraz State University (Taraz). M.H. Dulati (Taraz).

7. IAAR Expert - Kalyakbarova Lyaila Taitoleuovna Candidate of Pedagogical Sciences, PHD, MBA, professor of the Kazakh National Kurmangazy Conservatory (Almaty).

8. IAAR Expert - Aknur Mukhitovna Toleubayeva, PhD, L.N. Gumilev Eurasian National University. L.N. Gumilev Eurasian National University.

9. IAAR Expert - Valentina Vladimirovna Bobrova, Candidate of Pedagogical Sciences, Associate Professor at E. A. Buketov Karaganda State University (Karaganda).

10. IAAR Expert - Employer - Burumbayev Azamat Serikovich, Chamber of Entrepreneurs "Atameken" of Aktobe region (Aktobe).

11. IAAR Expert -Employer - Dzhagiparova Gulmira Zeynulovna, head of the commercial unit, KT Cloud lab.

12. IAAR Expert - Student Irina Gavrilenko- 2nd year doctoral student, member of the anti-corruption club "Sanaly ұрпақ" of the Kazakh National Conservatory named after Kurmangazy.

13. IAAR Expert – Student Akhmetova Asylzhan a master's student of 4-year member of the trade union organization of students "Senim" Eurasian National University named after L.N. Gumilev (Astana).

14. IAAR Expert - Student Omarova Adel Zhanatovna, member of the Alliance of Students of Kazakhstan, S. Seifullin Kazak Agricultural Technical University (Astana).

15. IAAR Expe- Student Zhannur Sisenova, Gumilev Eurasian National University, Astana. Gumilyov MK "Zhas Otan" (Astana).

16. IAAR Expert Rabiga Zhakenova -2nd year master's student of Russian language and literature at the Kazakh National Pedagogical University named after Abay.

17. IAAR Expert - Student Almukhanov Ablaihanov -2nd year master's student, Member of the ASC of Kokshetau University named after Sh.Ualikhanov (Kokshetau).

(I) EEC VISIT DESCRIPTION

The work of the EEC was carried out based on the approved Program of the Committee of Experts on the initial specialized accreditation of the academic program7M01701-Kazakh language and literature in the non-profit joint-stock company "Aktobe Regional University named after K. Zhubanov" from November 23 to 25, 2022.

In order to coordinate the work of the EEC on November 21, an on-line orientation meeting was held, during which the powers were distributed among the members of the commission, the schedule of the visit was clarified, an agreement was reached on the choice of methods of examination.

In order to obtain objective information about the quality of academic programs and the entire infrastructure of the university, to clarify the content of self-evaluation reports, meetings were held with the Rector, the Vice-Rector of the university on the areas of activity, heads of departments, heads of departments, teachers, students, graduates and employers. In total, all the planned representatives participated in the meetings (Table 1).

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

Acting Rector	1
Vicerectors	5
Heads of departments	8
Divisional heads	23
Deans	5
AP managers	10
Teachers	70
Students	135
Employers	34
Alumni	61
Total	352

During the tour, the EEC members familiarized themselves with the state of the material and technical base, visited the laboratories, named offices, registrar's office, medical station, computer and lecture halls, conference hall.

At the meetings of the EEC of the IAAR with the target groups of the university were carried out clarification of the mechanisms of implementation of the university policy and specification of some data presented in the report on the self-evaluation of the university.

The members of EEC visited the practicum bases of the accredited program in the online format: 7M01701 Kazakh Language and Literature.

In accordance with the accreditation procedure, a survey of 122 teachers, 789 students, including junior and senior students was conducted.

In order to confirm the information presented in the self-assessment report, the external experts requested and analyzed the working documentation of the university. At the same time, the experts studied the Internet positioning of the university through the official website of the

university http://zhubanov.edu.kz/ru/pages/bilim/universitettin-akademiyalyk-sayasaty/universitettin-akademiyalyk-sayasaty.php

As part of the planned program, recommendations to improve the university's accredited academic program, developed by the EEC as a result of the examination, were presented at an online meeting with management on Nov. 25, 2022.

COMPLIANCE TO THE SPECIALIZED ACCREDITATION STANDARDS

6.1. Standard "Academic Program Management"

The evidential part
The developed intra-university education quality system of the non-profit joint-stock company "Aktobe Regional University named after K. Zhubanov" is provided with the necessary regulatory and legal materials (posted on the university website http://zhubanov.edu.kz/ru/pages/bilim/universitettin-akademiyalyk-sayasaty/universitettin-akademiyalyk-sayasaty.php.

The graduating department carries out planning, implementation, control and evaluation (monitoring), analysis in order to improve the quality of its activities in the implementation of the academic program 7M01701-Kazakh language and literature based on developed and documented procedures.

The strategy of the department in the field of education provides for the search for the optimal ratio of European values in education and domestic traditions in the training of highly qualified specialists. This means the implementation of the principles of the Bologna Declaration, the introduction of a competent approach to educational activities, the certification of departments for compliance with the international quality standard ISO9001:208.

The teaching staff of the department systematically monitors the training of students in order to ensure the quality of education, within the framework of internal quality assurance. Monitoring includes tracking: student visits to classes; their performance of tasks and SIW; delivery of assignments for current, boundary and final control; fulfillment of the student's individual plan.

The analytical part
EEC members note that the transparency of the academic program management system is ensured by: the availability of information in all areas of the university's activities for interested parties on the university's website; the functioning of the feedback system; participation of teaching staff and students in collegiate bodies of the university; formation of a base of normative documentation and its availability to teaching staff and students; the introduction of information systems that support the implementation of academic programs; the functioning of the quality management system, which ensures the transparency of the planning and reporting process. The academic program guide is available for interaction with students, teaching staff, employers through personal reception, e-mail, etc.)

During the formation of the AP development plan, the opinions of stakeholders are taken into account, i.e. employers In the process of systemic development of the AP, the interests of the regional economy, the requirements of the modern education system are taken into account.

This standard states that educational activities at the university are carried out in accordance with domestic regulatory legal acts in the field of education. The implementation of the AP is carried out in accordance with the quality policy and the AP development plan. This section systematizes the legal documents on the basis of which the university conducts a policy in the field of quality. The main directions in the development of the AP plan are revealed.

The content of educational programs is agreed with the employer, with the possibility of adjusting the academic program taking into account their suggestions. Departments determine and implement various forms of interaction, ensuring the representativeness of the involved employers. The content of the academic program agreed with the employer is considered and approved at the meeting of the department and faculty.

EEC IAAR, having held meetings, conversations and interviews with the rector, vice-rectors, deans, heads of departments, heads and employees of structural units, students, faculty, representatives of employers' organizations and graduates, as well as conducting a survey of students and faculty, detailed acquaintance of experts with the educational infrastructure of the

university, material and technical and information and methodological resources, as well as the necessary documents notes the following:

Recommendations for 7M01701-Kazakh language and literature

- By the end of 2023, formalize the process of introducing innovations and monitoring their implementation within the framework of the AP;

Conclusions of the EEC according to the criteria:

According to the standard "Management of the academic program", the academic program AP 7M01701-Kazakh language and literature has 14 criteria - a satisfactory position, 1 - suggests improvement.

6.2 Standard "Reporting and Information Management"

The evidential part

In the management of the main processes (educational, methodological, scientific, educational), the following administrative documents are used: decisions of collegial governing bodies, orders of the rector and orders of vice-rectors in areas of activity, documents on students (orders on personnel, undergraduates, doctoral students), planned, analytical, reporting, financial and accounting documents.

For the purpose of managing information, the departments use the university portal http://zhubanov.edu.kz/ru/pages/bilim/universitettin-akademiyalyk-sayasaty/universitettin-akademiyalyk-sayasaty.php where the regulatory documents of the university are freely available, and the operational exchange information between departments is carried out using a document management system.

Evaluation of the effectiveness and efficiency of the implementation of the academic program occurs due to feedback provided by employers, petitions, invitations of scientists abroad, expansion of practice bases, etc.

In general, all the work of the departments is reflected in the semi-annual and annual reports on AMW, which analyze the individual work of each teacher in educational, methodological, scientific, educational work, international cooperation, academic mobility, and the implementation of the publication plan.

To improve the quality of training of students, as well as to improve and develop academic programs, monitoring of student satisfaction with the implementation of academic programs is carried out. Inspection of the department and classrooms showed that the existing material and technical base, specialized classrooms and computer classes make it possible to fully realize all the goals and objectives of the academic program and manage information. Interviews with the teaching staff of the department and their self-assessment report indicate that the human resources also satisfy the academic program.

The analytical part

In general, the EEC notes that the university uses modern information systems, information and communication technologies and software in order to adequately manage information.

The university widely uses the electronic document management system based on various software products, "Platonus". The collection and analysis of information at the university includes the following mandatory indicators: the dynamics of the contingent, the level of academic performance, student satisfaction, the availability of educational resources and support systems for students, potential employment and career graduate growth.

The university has created and successfully operates a unified information network based on a high degree of implementation of information technologies in the management of the AP.

The university website is based on the information and telecommunications infrastructure, consisting of an information and analytical system, that is, programs for collecting, storing, processing documents and other information about university activities and a portal that includes websites of all departments of the university

(http://zhubanov.edu.kz/ru/pages/bilim/universitettin-akademiyalyk-sayasaty/universitettin-akademiyalyk-sayasaty.php).

As part of the AP, the university has a regular reporting system that reflects the effectiveness and efficiency of the departments. Information on the rating indicators of teaching staff and university staff is presented on the website page http://zhubanov.edu.kz/ru/pages/bilim/universitettin-akademiyalyk-sayasaty/universitettin-akademiyalyk-sayasaty.php, where data are annually provided for all areas of activity of teaching staff, departments, faculties. The achievements of the team are clearly available to everyone, where you can also make your comments.

In ARU named after K. Zhubanov, information management processes have been introduced, it is being collected and analyzed. Maintenance of the mission, goals, objectives and evaluation of their effectiveness is carried out in accordance with the current documented procedures "Analysis by top management". According to these procedures, the university collects and analyzes data to evaluate performance, determine the degree of implementation of the mission, goals and objectives, and opportunities for continuous improvement of the service provided.

To automate the process of collecting, analyzing and managing information at the university, modern information technologies and software tools, electronic document management systems and IPC "Univer" are used. The main information resource through which information is distributed is the university website. The university has identified persons responsible for the functioning of information systems and software resources. The university provides information protection using the following systems: domain control system; Kerio intrusion protection system; antivirus system. Symantec Endpoint Protection is installed on the server of the "Univer" system - a comprehensive antivirus and firewall with several security levels.

In October 2019, the Smart ARSU mobile application was launched for students, parents and teachers of the K. Zhubanov University. "Smart ARSU" is part of a large work on the digitalization of the university. Users of "Smart ARSU" in the "ARSU Life" section will be able to view the schedule of classes, sections, clubs and events in a convenient format, follow the news of the university and receive information about teachers, buildings and dormitories, educational departments of the university.

An analysis of the contingent of undergraduates in an accredited AP at the master's level shows an increase in the number of undergraduates studying on the basis of a state educational grant. When planning work on employment, feedback is maintained with the graduates of the faculty, the contingent of graduates, proposals and recommendations received from external and internal consumers are taken into account.

Conclusions of the EEC according to the criteria:
According to the standard "Information Management and Reporting" academic program 7M01701-Kazakh language and literature of 16 criteria: 16 have a satisfactory position.

6.3 Standard "Development and approval of academic programs"
The evidential part

The content of academic programs is agreed with the employer, with the possibility of adjusting the academic program, taking into account their proposals. The departments have identified and are implementing various forms of interaction that ensure the representativeness of the involved employers. The content of the academic program agreed with the employer is considered and approved at a meeting of the department and faculty.

The developed AP undergoes internal and external examination. Internal examination is carried out with the involvement of leading teachers of the department, members and leaders of

the academic committee of the faculty and the university, and external examination - with representatives of employers.

The academic program is reviewed and updated annually, taking into account the content of the curriculum, the composition and content of the programs of working disciplines, programs of educational and industrial practice, educational and methodological materials, the development of science, technology, culture, economics, technology and social development, academic interests of employers and students. Updating and revision of working curricula is carried out once at the end of the academic year.

The analytical part

Checking the catalog of elective disciplines showed that the disciplines included in it correspond to the goals of the academic program, reveal its task in detail. The elective component provides the opportunity for individual training of the student, taking into account changes in economic conditions and the labor market in the region, a survey of employers and the individual interests of the student. Students and employers are involved in the process of developing the AP. The curriculum also includes disciplines at the suggestion of employers and students.

When forming academic programs at the university, a model of the graduate of the academic program (Model of the graduate) was developed. The AP is a document that contains the characteristics of a graduate, who he can work with, what he should know, be able to, what general and professional competencies to have. The graduate model is developed with the participation of the teaching staff of the department based on the analysis of the SES of past years, questionnaires and surveys of employers, i.e. analysis of the labor market. The development of an academic program ensures the sequence of studying disciplines based on their continuity, the rational distribution of disciplines by semesters from the standpoint of the uniformity of the student's educational work, the effective use of the personnel and material and technical potential of the university. The logical sequence of courses of disciplines is reflected in the modular curriculum. Disciplines are implemented taking into account the prerequisites and postrequisites of the courses being studied. All this ensures the academic interconnection of disciplines, the goals of their provision, the continuity of their content, their consistency, continuity and the logic of teaching both within one level of higher professional education and between different levels. To improve the educational process, various types of questionnaires are used (protocols of the Department of Kazakh Philology No. 1 dated August 31, 2021).

Recommendations for AP 7M01701-Kazakh language and literature:
- systematically once a year to analyze the planned learning outcomes of the accredited AP and continue the work on the external expertise of the content of the AP.

Conclusions of the EEC according to the criteria:

According to the standard "Development and approval of academic programs" academic program 7M01701-Kazakh language and literature has 12 criteria, of which 11 have a satisfactory, one suggests improvement.

6.4 The standard "Continuous monitoring and periodic assessment of basic academic programs"

The evidential part

The procedure for the monitoring and staged evaluation of AP is a set of internal regulatory documents approved by the university. The periodic assessment of the effectiveness of AP is based on the mechanisms of official approval, periodic inspections and monitoring of AP and certification.

The process described in the self-report and the procedures for monitoring the implementation of the AP generally correspond to reality. The EEC verified that there is a constant control over the observance of the order, rules and terms of development and provision

of all types and forms of educational and methodological support of the educational process on the part of the teaching staff of the department.

It should also be noted that there are such aspects of constant monitoring, such as, for example, the analysis of the activities of advisors; analysis of compliance with the implementation of the university's mission and scientific goals; involvement in this monitoring and evaluation of employers, practitioners, managers of practice bases; reviewing and examination of catalogs of elective disciplines; assessment of the quality of language training, the implementation of programs of trilingual education; monitoring the results of training, which are reflected in the cycles of basic, profiling and elective disciplines and in additional modules.

The Committee notes that to determine the level of student satisfaction with the department, procedures for questioning undergraduates, faculty and staff of the university have been defined.

The analytical part

During the analysis of the criteria of this standard, the Committee notes the following.

The management of the university has demonstrated its openness and accessibility to students, faculty, and employers. Reception hours for personal matters are defined, meetings with the rector, vice-rectors, dean are held on a systematic basis. Traditional forms of feedback are used as a channel of communication for proposals: meetings with the management and the rector's blog.

The Committee notes that the university operates a multi-level and multi-factor system of monitoring the implementation of all academic programs with such mandatory elements as feedback from students, self-attendance and open classes of teaching staff, monitoring by the university management, departments, etc.

Analysis of procedures for monitoring and periodic evaluation of academic programs is based on: analysis of curricula, catalog of elective disciplines, individual programs of students, internal regulatory documents governing the implementation of educational programs, their monitoring and evaluation; protocols of collegial bodies and meetings of departments; interviewing and surveying students, faculty and stakeholders; the results of observations of support services.

During the reporting period, a sociological survey of undergraduates, teachers and employers is carried out at the level of the university together with the department. According to the results of the survey, reports and recommendations are formed to improve student satisfaction with the quality of educational services. In addition, APs are updated annually, taking into account the interests of the labor market. The university has established and operates academic support services for students: Registrar's Office (RO), the service of advisers. RO is a part of the Department of Academic Affairs (hereinafter DAA) and is engaged in the registration of the entire history of academic achievements of undergraduates, provides the organization of all types of knowledge control, the calculation of the academic rating of students.

To determine the level of satisfaction of internal needs, the Department of Academic Quality Enhancement organizes and conducts a survey of students, faculty and staff of the university. The questionnaires used for the survey are "Faculty in the eyes of the student", "Quality of the educational process", "Satisfaction with the organization of industrial practice", "Clean Session". Also on the university website, there is a blog of the rector, through which students and teachers can send their opinions, suggestions and complaints about educational programs and other problems. All incoming information is carefully analyzed and the university administration acts appropriately.

The results of the survey are statistically processed, discussed at meetings of the Academic Council, faculty councils and taken into account in further planning of educational activities. According to the statistical data of monitoring periodically, at the level of the university is analyzed and a report on the results of the sessions is formed, which is submitted for consideration of the Academic Council to take the necessary measures to achieve the desired results.

Recommendations 7M01701-Kazakh language and literature:
- Conduct systematic ongoing monitoring and periodic assessment of the AP.

Conclusions of the EEC on the criteria:
According to the standard "Continuous monitoring and periodic assessment of academic programs" *academic program 7M01701-Kazakh language and literature has 10 criteria, of which 10 have a satisfactory position.*

6.5 Standard "Student-centered training, teaching and academic performance assessment"

The evidential part

When determining the topics of master's theses, the social experience, place of previous work, scientific interests of the student and supervisor, which can serve as the main criterion in choosing the topic of the work, are also taken into account.

The Educational and Methodical Council, at the meetings of which, according to the annual plan, discussions on the problems of improving the quality of teaching with the use of active teaching methods and innovative technologies are held, carry out the management of educational and methodical work of the department. In the educational process, the following methods are used - interactive: business game, brainstorming, discussion, training, problem-based learning, case technology, group work, project activities; information and communication technologies: video workshop, use of Internet search engines to perform practical assignments (glossary training, bibliography, creating virtual folders on the topic).

To assess the degree of student satisfaction with the quality of services, the development of feedback from undergraduates and doctoral students, the university regularly conducts internal and external sociological research. There is an online survey of teaching staff, staff and students on the quality of the educational process. The data obtained are used to improve the implementation of the academic program. There is a "Rector's Blog" on the website of the university.

The analytical part

In the course of the visit, the EEC experts on this standard came to the following conclusions:

In the university on the considered AP to a sufficient extent and with good information support can be implemented the principle of student-centered learning, according to which the student acts as a subject of activity along with the teacher, and his personal development serves as one of the main educational goals. The university has created conditions for the implementation of this principle.

The University implements the principle of continuous monitoring of the wishes of students on the quality, organization and implementation of AP. Monitoring of students' satisfaction with the content, methods of learning and knowledge assessment system is revealed through a systematic questioning of students by the results of each session and at the end of training in a particular discipline. The university operates a system of internal quality control of training, which includes current control, interim and final certification. Assessment of students' knowledge is carried out on the point-rating system.

The regulation on the procedure for drawing up an academic program development plan and monitoring its implementation is set out in the Regulations on the procedure for drawing up an academic program development plan and monitoring its implementation.

Among the main tools for implementing academic policy in the university are the procedure for enrolling students in academic disciplines; the functioning of the institute of evaluators, the use of modern teaching methods; score-rating system, control and measurement materials, the

procedure for recording academic achievements, recording the results of academic achievements of students by the AIS "Platonus". The educational process at the university is determined by the interests of students and competence characteristics of the graduate.

Successful implementation of student-centered learning is ensured through the introduction of innovative forms of teaching. In recent years, employers note the increase in the share of specialized disciplines on their recommendations in the content of academic programs, which strengthens the professional specialization of graduates of the university.

Recommendation 7M01701-Kazakh language and literature:

- Create a mechanism to respond to student complaints in a timely manner by the end of 2023.

Conclusions of the EEC on the criteria:

The standard "Student-centered learning, teaching and assessment of learning7M01701-Kazakh language and literature has 10 criteria, of which 9 have a satisfactory position, 1 suggests improvement.

6.6 Standard "Students"
The evidential part

The university has a clear and transparent policy of forming the contingent of students, undergraduates and doctoral students. In the formation of the contingent of students, the current regulatory framework guides the university, the Standard rules of admission to training in educational organizations that implement professional training programs of postgraduate education. The formation of the contingent of students is carried out by placing the state educational order, the Turkish quota, as well as tuition at the expense of own funds of citizens and other sources.

Information about the rules and conditions of admission to undergraduate, graduate and doctoral programs, a list of required documents, and a list of specialties are posted on the official website of the University, information stands.

The management of the university contributes to the planning of scientific internships of students/doctoral students abroad.

The department conducts systematic work on the employment of graduates.

The analytical part

Following the principles of openness and accessibility to the public, K. Zhubanov Aktobe Regional University openly places full and reliable information on the activities of the university, the rules of admission of undergraduates, educational programs, terms and forms of training, international programs and partner universities, the advantages of the university and each department, information about graduate employment, contact and other useful for undergraduates information on various information media. The main channel of informing the public (undergraduates) is the official website of ARU named after K. Zhubanov, where the information is given in the section of faculties.

In order to ensure the harmonious development of students, taking into account their intellectual development and individual characteristics, the implementation of student-centered academic programs takes into account the needs of undergraduates, which is reflected in the requirements for both teaching and teaching in general.

Recommendations 7M01701-Kazakh language and literature:

- According to the academic calendar to carry out an academic internship of at least 14 days in organizations on the profile: universities, research centers, institutes.

Conclusions of the EEC on the criteria:

On the standard "Students" 7M01701-Kazakh language and literature has 12 criteria, of which 11 - satisfactory, 1 suggests improvement.

6.7 Standard "Academic Teaching Staff"

The evidential part

Recruitment and appointment of teaching staff to vacant positions is carried out in accordance with the rules of competitive recruitment for teaching and research positions of higher education institutions (on amendments and additions to the order of the Minister of Education and Science of the Republic of Kazakhstan from 23.04.2015 № 230 "Education" and approval of the Rules of competitive recruitment of teaching positions "(Ministry of Education and Science of Kazakhstan from 26 June 2017 Order № 305).

The teaching staff meets the qualification requirements for licensing of educational activities. Basic education in the specialty is 100%, the potential of teaching staff with academic degrees and titles fully complies with the state compulsory standard. The average age of the teaching staff with academic degrees and titles is 51.5.

A significant and integral part in the activities of the university is the research work of teachers. The results of research are used in the educational process - this is reflected in a number of faculty publications (monographs, textbooks), as well as in the content of AMCD in the lists of literature recommended to students and used in the educational process.

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The analytical part

The experts of the EEC note a good level of interaction between the teaching staff and students, all master students are provided with individual counseling support.

During the visit to the department, the members of the commission familiarized themselves with the content of the teaching and learning materials of the accredited APs, compiled in accordance with the requirements.

This section of the report demonstrates the availability of qualified teaching staff, the main role of the university teaching staff in ensuring the quality of AP, the mechanism of staff stimulation is disclosed.

Recruitment is based on an analysis of the needs of the educational program, according to the results of which a competition to fill vacant positions is announced. For this purpose, developed and approved a system of recruitment of teachers and personnel work in accordance with the approved MES (MSHE) RK "Rules of competitive filling of vacant positions". According to the rules of competitive filling of positions of scientific and pedagogical staff of higher education institutions, a competitive commission has been created at the university. Competitive selection of candidates for filling vacant positions is carried out in accordance with the qualification characteristics of scientific and pedagogical staff; the announcement about the competition is placed in national and regional newspapers: "Yegemen-Kazakstan", "Kazakhstanskaya Pravda", "Aktobe" and "Aktobe Herald", "Zhubanov University" on the university website.

The existing mechanism allows you to get a holistic view of the professional competence of the teacher, to determine its compliance with the position sought. The Competitive Commission conducts a qualitative analysis of the indicators of educational, methodological and research activities of a teacher, studies the characteristic from the last place of work, the motivated conclusion of the department on the applicant, the results of voting by the members of the host department.

When making appointments, compliance with the Standard Qualification Characteristics of Positions of Pedagogical Employees and Persons Equivalent to them, competence in the field of the intended sphere of activity, work experience are taken into account.

In order to support the strategy of the university, aimed at improving the quality of training in the university introduced "Code of Academic Integrity" Violation of the Code of Academic

Integrity is an occasion to discuss the behavior of the student, teacher or employee at a meeting of the Department, Faculty Council, Disciplinary Council and may be grounds for termination of employment contracts for employees and expulsion from the university for students.

The share of teaching staff in the Department of Kazakh Philology, leading classes in the state language is 100% of the total number of faculty members. 3 teachers of the Department of Kazakh Philology teach classes in English.

Recommendation 7M01701-Kazakh language and literature:

- By September 2023, attract young teachers with a degree to work;
- By September 2023 to attract teachers-practitioners;
- By March 2023 to organize the passage of all teachers on this AP refresher courses on the profile of the discipline in the amount of 72 hours

Conclusions of the EEC on the criteria:

According to the standard "Academic Teaching staff" 7M01701-Kazakh language and literature has 9 criteria, of which 7 have a satisfactory position, 2 positions suggests improvement**.**

6.8 Standard "Educational resources and student support system"

The evidential part

During the inspection, the committee made sure that the material and technical base is sufficient to support the educational process and the implementation of the mission, goals and objectives of the university. The university has a modern level of material and technical base, resources to provide quality educational services.

The university and the faculty have material, technical and information resources that provide a sufficient level of organization of the educational process. 7M01701- Kazakh language and literature students are studying in the academic building, where there is a necessary auditorium fund, equipped with multimedia learning tools.

The used total teaching space is in full compliance with the regulatory indicators, standards of sanitary and fire protection services.

In general, the provision of the considered educational programs with information resources meets the license requirements, the development of the resource base and the updating of the library fund is in accordance with SOSE RK 5.03.010-2006 "Information Resources and Library Fund".

The analytical part

The Committee notes that the resource provision of the educational program in the ARU, including "7M01701-Kazakh language and literature" is made taking into account the existing management structure, financial condition and the optimal provision of the educational process. Visiting the department and studying the documents, materials on the organization and implementation of the accredited academic program, members of the Committee could see how the teaching staff and the management of AP use the existing resources. The possibilities of using these resources were also confirmed during the acquaintance with the University, visits to classrooms and specialized rooms, conversations with students, undergraduates and doctoral candidates.

The EEC notes that more attention should be paid and conditions for students with disabilities should continue to be created.

As a result of the visual inspection by the EEC members of the facilities, it was noted that the university has all the necessary educational and material assets to ensure the educational process of the accredited educational program. The university building meets current sanitary standards and fire safety requirements. Classroom and laboratory facilities, classrooms and other

rooms, sports facilities meet the established norms and rules of information support of the educational and scientific process meets the requirements. The university has a well-established system of library and information services, electronic catalog.

The university has a mechanism to assess the development of material and technical resources and information provision through scheduled reports at the meetings of collegial bodies, sociological surveys of satisfaction with the conditions of training.

The resources of the scientific library of the K. Zhubanov ARU are focused on providing the educational process and research work in all areas of the university. The main contingent of readers are students, undergraduates, doctoral candidates and faculty. The structure of the University Library includes: department of acquisition and processing of the literature; reference and bibliographic department; department of automation of the library and information resources; department of the book collection storage; department of services.

The volume of the fund is formed in strict accordance with the profile of the university specialties. In the percentage ratio the book fund is presented: teaching, educational and methodical - 70.6%, fiction - 5.9%, scientific literature - 23.5%.

Recommendations 7M01701-Kazakh language and literature:

- Increase the fund of educational, methodical and scientific literature in English by 10% annually.

Conclusions of the EEC on the criteria:

According to the standard "Teaching staff" 7M01701-Kazakh language and literature has 9 criteria, of which 9 have a satisfactory position*.*

6.9 Standard "Public information"

The evidential part

ARU policy of informing the public is based on the principles of openness to the society, establishing public relations with the authorities of various levels, teams of educational institutions, industrial enterprises, public organizations.

All information about the university is available to interested parties through the official website of the university http://zhubanov.edu.kz/ru/pages/universitet/kukyktyk-negiz-beretin-kuzhattar/memlekettik-licenziya.php.

The report presents ways to inform the public about the activities of the university, conditions and features of the implementation of the accredited AP.

At the same time, the report presents a table of publications about the university in the media and social networks. The table shows that every year there is a significant decrease in publications. However, the developers did not show an analysis of the situation and did not show the reasons for the decrease in publications.

Assessment of public satisfaction with information about the activities and features of the university, as well as the process of implementation of educational programs is carried out annually through questionnaires, feedback, as well as the blog of the rector.

The analytical part

Satisfaction of stakeholders in the quality of information received and its completeness is investigated through the analysis of questionnaires for students and faculty.

The University openly places on the site full and reliable information about its activities, the rules of admission of applicants, educational programs, terms and forms of training, international programs / partnerships, the advantages of the university and each department, the employment of graduates, their feedback, contact and other useful for applicants and students in various information carriers. Students also have the opportunity to get complete information about existing academic programs and their own achievements. Information about the educational programs of specialties is posted on the website, university portal, information boards, and booklets. The website of the university also has information about the academic degrees awarded, the qualifications awarded, the teaching procedures used, the evaluation

criteria, and the percentage of progress.

The management of the department uses a variety of ways to distribute incoming information - the official website of the university (http://zhubanov.edu.kz/), media, information networks, web resources (official pages on Instagram, facebook, Vkontakte, YouTube channel Zhubanov-university), etc. The university newspaper "Zhubanov University" is published monthly in the educational institution. Quarterly "Bulletin of ASU" is published, which publishes scientific articles of undergraduates.http://habarshy.arsu.kz/uploads/journal/1649072702.pdf

Faculty members and students of K.Zhubanov ARU systematically inform the public about the activities of K.Zhubanov ARU through publications on the university website, meetings with teachers working in schools of the city, and alumni of the faculty. The teachers of OP actively work with educational organizations of Aktobe city and Aktobe region, conduct a number of activities covered in the media.

Conclusions of the EEC on the criteria:

The 7M01701-Kazakh Language and Literature standard has 10 criteria, of which all-10 have a satisfactory position.

***Recommendations for* AP** 7M01701-Kazakh Language and Literature:

- Not available

A REVIEW OF THE QUALITY IMPROVEMENT RECOMMENDATIONS FOR EACH STANDARD

According to the standard "Academic Program Management"

***Recommendations for* 7M01701-Kazakh language and literature:**

- By the end of 2023, formalize the process of implementing innovations and monitoring their implementation in the AP;

According to the standard "Reporting and Information Management"

Recommendations for 7M01701-Kazakh language and literature:
- Not available

According to the standard "Development and approval of academic programs"

Recommendations for 7M01701-Kazakh language and literature:
- Systematically analyze the planned learning outcomes of the accredited AP once a year and continue the work on external expertise of the AP content.

According to the standard "Continuous monitoring and periodic assessment of academic programs" the academic program 7M01701-Kazakh language and literature has 10 criteria, of which 10 have a satisfactory position.

Recommendations for 7M01701-Kazakh language and literature:
- Conduct systematic ongoing monitoring and periodic evaluation of the AP.

According to the standard "Student-centered training, teaching and academic performance assessment".
Recommendations for 7M01701-Kazakh language and literature:
- Establish a mechanism to respond to student complaints in a timely manner by the end of 2023.

According to the standard "Students"

Recommendations for 7M01701-Kazakh language and literature:
- to carry out scientific training for at least 14 days in organizations on the profile: universities, research centers, institutes.

According to the standard «"Academic Teaching Staff"

Recommendations for 7M01701-Kazakh language and literature:
- attract young faculty members with advanced degrees;
- to attract teachers with practical experience;
- to organize professional development courses in the profile of the discipline for all teachers in this program in the amount of 72 hours.

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

Recommendations for 7M01701-Kazakh language and literature:
- Increase the fund of educational, methodical and scientific literature in English by 10% annually.

According to the standard "Public information", 7M01701-Kazakh Language and Literature has 12 criteria, of which 12 have a satisfactory position.

Recommendations for 7M01701-Kazakh language and literature:
- Not available

RECOMMENDATION TO THE ACCREDITATION COUNCIL

Appendix 1: Assessment table "SPECIALIZED PROFILE PARAMETERS
(EX-ANTE)

№	№	Assessment Criteria	The position of the educational organization			
			Strong	Satisfactory	Assumes improvement	Unsatisfactory
Standard "Academic Program Management"						
1		An institution of higher and/or postgraduate education must have a published quality assurance policy that reflects the relationship between research, teaching, and learning		+		
2		The organization of higher and (or) postgraduate education must demonstrate the development of a culture of quality assurance, including in the context of the AP		+		
3		A commitment to quality assurance should apply to all activities performed by contractors and partners (outsourcing), including joint/double-degree education and academic mobility		+		
4		AP management demonstrates transparency in the development plan for the AP, containing the timing of the beginning of implementation, based on an analysis of its functioning, the real positioning of the AP and the orientation of its activities to meet the needs of the state, employers, students and other stakeholders		+		
5		AP management demonstrates the existence of mechanisms for the formation and regular review of the AP development plan and monitoring its implementation, assessment of the achievement of learning objectives, compliance with the needs of students, employers and society, making decisions aimed at continuous improvement of AP		+		
6		The AP management should involve representatives of stakeholder groups, including employers, students and faculty in the formation of the EP development plan		+		
7		Management of AP must demonstrate individuality and uniqueness of development plan of AP, its coordination with national priorities and development strategy of higher and/or postgraduate education organization		+		
8		Higher and (or) postgraduate education organization must demonstrate a clear definition of those responsible for business processes within AP, unambiguous distribution of personnel duties, delimitation of functions of collegial bodies		+		
9		The AP management must provide evidence of the transparency of the academic program management system		+		
10		The AP management should demonstrate the existence of an internal quality assurance system, including its design, management and monitoring, their improvement, decision-making based on facts		+		
11		The AP management should manage the risks, including within the AP undergoing initial accreditation, and demonstrate a system of measures to reduce the degree of risk.		+		
12		The AP management should ensure the participation of representatives of employers, teaching staff, students and other stakeholders in the collegial management bodies of the educational program, as well as their representativeness in decision-making on the management of the educational program		+		
13		The EO must demonstrate management of innovation within the AP,			+	

		including analysis and implementation of innovative proposals				
14		Management of AP must demonstrate evidence of readiness for openness and accessibility for students, teaching staff, employers and other stakeholders				
15		Management of AP should be trained in educational management programs		+		
Total by the standard				14	1	
Standard "Reporting and Information Management"						
16		The EO must demonstrate that it has a system for collecting, analyzing and managing information through the use of modern information and communication technologies and software, and that it uses a variety of methods to collect and analyze information in the context of the AP		+		
17		AP management must demonstrate a mechanism for the systematic use of processed, adequate information to improve the internal quality assurance system		+		
18		AP management must demonstrate fact-based decision making		+		
19		AP should have a system of regular reporting, reflecting all levels of the structure, including evaluation of the effectiveness and efficiency of units and departments, research		+		
20		The EO should establish the frequency, forms and methods of evaluation of management of the OP, the activities of collegial bodies and structural divisions, senior management, implementation of research projects		+		
21		The EO must demonstrate the determination of procedures and ensuring the protection of information, including the identification of those responsible for the reliability and timeliness of information analysis and data reporting		+		
22		An important factor is the presence of mechanisms to involve students, employees and faculty in the process of collecting and analyzing information, as well as making decisions based on them		+		
23		AP management must demonstrate that there is a mechanism for communication with students, employees and other stakeholders, as well as mechanisms for conflict resolution		+		
24		The AP must demonstrate the existence of mechanisms to measure the degree of satisfaction of the needs of the teaching staff, staff and students in the program		+		
25	10.	The EO should provide for an assessment of the effectiveness and efficiency of activities, including in the context of the AP		+		
		The information to be collected and analyzed in the AP must take into account:		+		
26	11.	key performance indicators		+		
27	12.	dynamics of the contingent of students by forms and types		+		
28	13.	level of academic progress, student achievements and drop-out rates		+		
29	14.	satisfaction of students with implementation of AP and the quality of education at university		+		
30	15.	availability of educational resources and support systems for students		+		
31	16.	the EO should confirm the implementation of procedures for processing personal data of students, staff and faculty on the basis of their documentary consent		+		
Total by the standard				16		
Standard "Development and approval of academic programs"						
32		The EO must define and document procedures for developing APs and their approval at the institutional level		+		
33		The management of AP must ensure that the content of AP corresponds to the established objectives, including the expected learning outcomes		+		

34		The AP management has to demonstrate the availability of mechanisms for reviewing the content and structure of AP in accordance with the changes of the labor market, employers' requirements and social demands of the society		+		
35		The AP leaders must ensure the availability of the developed models of AP graduates, describing the learning outcomes and personal qualities		+		
36		The AP management must demonstrate the external expertise of the AP content and planned results of its realization			+	
37		The qualification awarded at the end of the program should be clearly defined and correspond to a certain level of NSC and QF-EHEA		+		
38		Management of AP must determine the influence of disciplines and professional practices on the formation of learning outcomes		+		
30		An important factor is the possibility to prepare students for professional certification		+		
40		The management of AP must provide evidence of the participation of students, faculty and other stakeholders in the development of EP, ensuring its quality		+		
41		The management of AP should ensure that the content of academic disciplines and planned results correspond to the level of training (bachelor, master, doctorate)		+		
42		The structure of AP should provide a variety of activities that ensure the achievement of planned learning outcomes by students		+		
43		an important factor is the compliance of the content of AP and learning outcomes of educational programs, implemented by organizations of higher and (or) postgraduate education in the EHEA		+		
Total by the standard				11	1	
Standard "Continuous monitoring and periodic assessment of academic programs"						
44		The EO must define mechanisms for monitoring and periodic assessment of the AP to ensure the achievement of the goal and meet the needs of students, society, and to show the focus of the mechanisms for continuous improvement of the AP		+		
		Monitoring and periodic evaluation of the AP should include:				
45		the content of the program in the light of the latest achievements of science in a particular discipline to ensure the relevance of the taught discipline		+		
46		changes in the needs of society and the professional environment		+		
47		the workload, progress and graduation rates of the students		+		
48		efficiency of evaluation procedures for students		+		
49		the expectations, needs and satisfaction of the students with the AP education		+		
50		the educational environment and support services and their relevance to the objectives of the AP		+		
51		AP leaders should demonstrate a systematic approach in monitoring and periodic AP quality evaluation		+		
52		EO, AP management should determine a mechanism to inform all interested parties about any actions planned or taken in relation to AP		+		
53		All changes made to the AP should be published		+		
Total by the standard				10		
Standard "Student-centered training, teaching and academic performance assessment"						
54		The management of AP must ensure respect and attention to different groups of students and their needs, provide them with flexible learning paths		+		
55		The management of AP must provide for the use of various forms and methods of teaching and learning		+		

56		An important factor is the availability of own research in the field of teaching methodology of academic disciplines of AP		+		
57		AP supervisors must demonstrate that there are feedback mechanisms for the use of different teaching methods and assessment of learning outcomes		+		
58		AP managers must demonstrate that there are mechanisms to support learner autonomy, while receiving guidance and assistance from the teacher		+		
59		AP supervisors must demonstrate that there is a procedure for responding to learner complaints			+	
60		The EO must ensure consistency, transparency and objectivity of the mechanism for assessing learning outcomes for each AP, including appeal		+		
61		The EO must ensure that the procedures for assessing the learning outcomes of AP students are consistent with the planned results and objectives of the program, the publication of criteria and methods of assessment in advance		+		
62		The EO should define mechanisms to ensure that each graduate of the AP achieves the learning outcomes and ensure the completeness of their formation		+		
63		evaluators must know up-to-date methods of assessment of learning outcomes and regularly improve their qualification in this field		+		
Total by the standard				9	1	
Standard "Students"						
64		The EO must demonstrate the existence of a policy for the formation of the contingent of students in the context of the AP, to ensure the transparency and publication of its procedures governing the life cycle of students (from admission to completion)		+		
		The AP management should determine the order of formation of the contingent of students on the basis of:				
65		minimum requirements for applicants				
66		maximum group size for seminar, practical, laboratory, and studio classes		+		
67		forecasting the number of government grants		+		
68		analysis of available material and technical, informational resources, personnel potential		+		
69		analysis of potential social conditions for students, including the provision of places in the dormitory		+		
70		The management of the AP must demonstrate readiness to carry out special programs of adaptation and support for newly enrolled and international students		+		
71		The EO should demonstrate compliance with the Lisbon Recognition Convention, a mechanism for the recognition of the results of academic mobility of students, as well as the results of additional, formal and non-formal learning		+		
72		The EO should collaborate with other education providers and the national centers of ENIC/NARIC "European Network of National Academic Recognition and Mobility Information Centres" in order to ensure a comparable recognition of qualifications		+		
73		The EO should ensure the possibility of external and internal mobility of the AP students, as well as the willingness to assist them in obtaining external study grants			+	
74		The management of AP should demonstrate its readiness to provide students with internships, to facilitate the employment of graduates, to maintain communication with them		+		
75		The EO should provide for the possibility of providing graduates of AP with documents confirming the qualification obtained, including the achieved learning outcomes, as well as the context, content and status of the education received and the evidence of its completion		+		
Total by the standard				11	1	

Standard «"Academic Teaching Staff"					
76		The EO should have an objective and transparent personnel policy, including in the context of AP, including recruitment, professional development and staff development, ensuring professional competence of all staff		+	
77		The EO must demonstrate compliance of the teaching staff potential with the specifics of the AP		+	
78		Management of AP must demonstrate awareness of responsibility for its employees and ensuring favorable working conditions for them		+	
79		The management of AP must demonstrate a change in the role of a teacher in connection with the transition to student-centered learning		+	
80		The EO should identify the contribution of teaching staff to the implementation of the AP development strategy and other strategic documents		+	
81		The EO should provide opportunities for career advancement and professional development of the teaching staff		+	
82		The management of AP should demonstrate a readiness to attract to teaching practitioners from relevant industries			+
83		The EO should demonstrate motivation for professional and personal development of AP teachers, including encouragement for integration of research and education, use of innovative teaching methods		+	
84		An important factor is the willingness to develop academic mobility within the framework of AP, to attract the best foreign and domestic teachers			+
Total by the standard				7	2
Standard "Educational resources and student support system"					
85	1.	The EO must ensure a sufficient number of educational resources and support services for students, ensuring the achievement of the goal of AP		+	
86	2.	The EO must demonstrate the adequacy of logistical resources and infrastructure, taking into account the needs of different groups of students in the AP (adults, working, international students, and students with disabilities)		+	
87	3.	The management of AP must demonstrate the availability of procedures to support different groups of learners, including information and counseling		+	
		AP management must demonstrate the relevance of information resources to the specifics of the AP, which include:			
88	4.	technological support for students and faculty (e.g., online learning, modeling, databases, data analysis programs)		+	
89	5.	library resources, including a fund of educational, methodical and scientific literature on general, basic and major disciplines in paper and electronic media, periodicals, access to scientific databases		+	
90	6.	expert examination of the results of research works, graduation works and 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.	EO demonstrates the planning of providing educational equipment and software tools, similar to those used in the relevant industries		+	
Total by the standard				9	
Standard "Public information"					
		The EO must publish reliable, objective, up-to-date information about the academic program and its specifics, which must include:			
94	1.	the expected learning outcomes of the educational program being implemented		+	

95	2.	the qualification and/or qualifications to be awarded upon completion of the academic program		+		
96	3.	teaching and learning approaches, as well as the system (procedures, methods and forms) of assessment		+		
97	4.	information on passing grades and study opportunities provided to the students		+		
98	5.	information on the employment opportunities for graduates		+		
99	6.	The AP management should provide a variety of ways to disseminate information, including the media, information networks to inform the general public and stakeholders		+		
100	7.	Informing the public should provide support and clarification of the national development programs of the country and the system of higher and postgraduate education		+		
101	8.	The EO should demonstrate the reflection of the information on the web resource, characterizing it in general and in terms of academic programs		+		
102	9.	An important factor is the availability of adequate and objective information about the teaching staff of the AP		+		
103	10.	An important factor is to inform the public about cooperation and interaction with partners within the AP		+		
Total according to the standard				10		
TOTAL			0	97	6	