



«АККРЕДИТТЕУ ЖӘНЕ РЕЙТИНГТІҢ  
ТӘУЕЛСІЗ АГЕНТТІГІ» КЕМ

НУ «НЕЗАВИСИМОЕ АГЕНТСТВО  
АККРЕДИТАЦИИ И РЕЙТИНГА»

INDEPENDENT AGENCY FOR  
ACCREDITATION AND RATING

# REPORT

on the results of the work of the external expert commission for the evaluation for compliance with the requirements of the standards of primary specialized accreditation of the educational program (EX-ANTE) "6B01102 Psychology and management of education" Non-commercial joint stock company "Aktobe Regional University named after K. Zhubanov" from 23 to 25 November 2022

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

*Addressed to  
Accreditation  
Council of the IAAR*



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ТӘУЕЛСІЗ АГЕНТТІГІ

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ACCREDITATION AND RATING

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**Aktobe city**

**November 23, 2022**

## INTRODUCTION

In accordance with the order No. 107-22-OD dated September 21, 2022. General Director of the Independent Agency for Accreditation and Rating from November 23 to 25, 2022, an external expert commission assessed the compliance of the educational program "6B01102 Psychology and Management of Education" of the Non-Profit Joint Stock Company "Aktobe Regional University named after K. Zhubanov" with the standards of primary specialized accreditation of educational programs of organizations of higher and postgraduate education of the NAAR (No. 68-18 / 1-OD dated May 25, 2018, first edition).

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

**Chairman of the Commission – Tabishev Timur Arsenovich** Candidate of Pedagogical Sciences, Associate Professor, Head of the Education Quality Department of the Federal State Budgetary Educational Institution of Higher Education “Kabardino-Balkarian State University named after I.I. HM. Berbekov”. On-line participation

**1. Foreign Expert IAAR – Mamedova Valida** Honored Art Worker, Candidate of Art History, Azerbaijan State University of Culture and Art (Baku, Azerbaijan). On-line participation

**2. Foreign Expert IAAR – Boyko Svetlana Leonidovna**, Candidate of Medical Sciences, Associate Professor, Dean of the Faculty, Grodno State Medical University On-line participation

**3. Expert IAAR – Burbekova Saule Zhorabekovna** Candidate of Philology, Associate Professor, Astana IT University (Astana) On-line participation

**4. Expert IAAR – Mirzoeva Leyla Yurievna** Doctor of Philology, Professor, Suleyman Demirel University (Almaty); Online participation

**5. Expert IAAR – Adilova Almagul Sovetovna** Doctor of Philology, Associate Professor of Karaganda State University named after E.A. Buketova (Karaganda). Off-line participation

**6. Expert IAAR – Mamyrkhanova Zhamilya Temirgalievna** PhD, Taraz State University named after M.Kh. Dulati (Taraz) On-line participation

**7. Expert IAAR – Kaliakbarova Lyailya Taitoleuovna** Candidate of Pedagogical Sciences, PhD, MBA, Professor of the Kazakh National Conservatory named after Kurmangazy (Almaty); Off-line participation

**8. Expert IAAR – Toleubayeva Aknur Mukhitovna** PhD, Eurasian National University named after L.N. Gumilyov On-line participation

**9. Expert IAAR – Bobrova Valentina Vladimirovna** Candidate of Pedagogical Sciences, Associate Professor of Karaganda State University named after E.A. Buketova (Karaganda). Off-line participation

**10. Expert IAAR - Employer - Burumbaev Azamat Serikovich** Chamber of Entrepreneurs "Atameken" Aktobe region (Aktobe); Off-line participation

**11. Expert IAAR - Employer - Dzhagiparova Gulmira Zeinulovna** head of the commercial unit, KT Cloud lab; Online participation

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

**13. Expert IAAR - Student Akhmetova Asylzhan**, 4th year undergraduate, member of the trade union organization of students "Senim" Eurasian National University named after L.N. Gumilyov (Astana); Online participation

**14. Expert IAAR - Student Omarova Adel Zhanatovna**, member of the Alliance of

Students of Kazakhstan, Kazakh Agrotechnical University named after S.Seifullin (Astana);  
Online participation

**15. Expert IAAR - Student Sisenova Zhannur**, Eurasian National University. Gumilyov  
MK "Zhas Otan" (Astana); Online participation

**16. IAAR expert - Zhakenova Rabiga**, 2nd year master student "Russian Language and  
Literature", Kazakh National Pedagogical University named after Abay; Online participation

**17. Expert IAAR - Student Almukhanov Ablaykhan** graduate student 2 course Member  
of the ASC of Kokshetau University named after Sh.Ualikhanov (Kokshetau); Online  
participation



## DESCRIPTION OF THE EEC VISIT

The work of the EEC was carried out on the basis of the approved Program for the visit of the expert commission for specialized accreditation of educational programs to the Non-profit Joint Stock Company of 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, 2022, an introductory meeting was held, during which powers were distributed among the members of the commission, the schedule of the visit was specified, and agreement was reached on the choice of examination methods.

To obtain objective information about the quality of educational programs and the entire infrastructure of the university, to clarify the content of self-assessment reports, meetings were held with the Head of the Administration of the Board - the Rector, with the Members of the Board - vice-rectors for areas of activity, heads of structural divisions, the director of the institute, heads of educational programs, teachers, students. In total, 72 university representatives took part in the meetings (Table 1).

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

Participant category	Quantity
Chief of Staff of the Board - Rector	1
Board members	5
Heads of structural divisions	8
Directors	10
Heads of departments, heads of educational programs	13
Teachers	18
Students	17
<b>Total</b>	<b>72</b>

During the excursion, the members of the EEC got acquainted with the state of the material and technical base of the university, the classrooms were viewed for lectures, practical and laboratory work on the profile of accredited EPs, the library of the university, the places of functioning of support services for the educational, scientific, social and educational process.

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

EEC experts visited the practice bases, and also interviewed the head of the KSU secondary school No. 40, Aktobe, Ryskulov str., 8a.

In accordance with the accreditation procedure, an online survey of 70 teachers and 100 students was conducted.

## COMPLIANCE WITH SPECIALIZED ACCREDITATION STANDARDS

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

#### **Evidence**

Strategic, tactical and operational activities of the university are reflected in the planning, reporting and regulatory documents of the ARU named after K. Zhubanov, specifying the strategy for certain areas of the university and reflecting the Policy in the field of quality assurance (<http://arsu.kz/ru/pages/universitet/universitet-turaly/sapa-salasyndagy-saiyasat.php>). The quality assurance policy is defined as part of the "Strategic Plan of Zhubanov University for 2020-2024" and approved by the decision of the Academic Council (Minutes No. 4 of December 22, 2020). The policy in the field of quality assurance is reflected in the regulatory documents of the ARU named after K. Zhubanov - in the Charter, the academic policy of the ARU named after K. Zhubanov, in the Internal Regulations, the Strategic Plan and other regulatory documents posted in the open information field on the university website, which is a guarantee accessibility, openness, transparency not only to employees and students, but also to employers and other interested parties.

ARU named after K. Zhubanov has official mechanisms for approval, periodic evaluation and monitoring of ongoing programs. In the General Ranking of Universities of the Republic of Kazakhstan in 2021 (NAAR RK), Zhubanov university took 4th place, and in the direction of training specialists "Pedagogical Sciences" - 2nd place, and "Natural Sciences" - 3rd place.

The mechanisms for the implementation of business processes, including the management of educational activities, are described in detail in the regulatory documents of the university, a complete list of which is given in the collection "Academic Policy of the ARU named after K. Zhubanov", posted on the university website at <http://arsu.kz/ru/pages/bilim/universitetin-akademiyalyk-sayasaty/universitetin-akademiyalyk-sayasaty.php>.

The university has compiled a "Roadmap for monitoring quality in ARU named after K. Zhubanov for the 2020-2021 academic year", approved on 09/10/2020.

In order to assess the content of the EP, analyze the state and assessment policy, the University has an Academic Quality Council, established in accordance with Order No. 177-N dated March 15, 2021 on the basis of the Academic Committee and the Quality Assurance Commission.

The management of accredited EPs regularly monitors potential risks. To achieve strategic goals in case of foreseen risks, the university has developed planned work in the areas of activity of the university for the academic year, plans for career-oriented work, and action plans are being developed to eliminate weaknesses, threats and risks. At the moment, this is the lack of Russian-speaking applicants for EP 6V01102-Psychology and Management of Bachelor's Education due to the outflow of applicants to Russian universities.

According to the results of the survey of teaching staff and students, the following answers were received to the questions:

- the involvement of teaching staff in the process of making managerial and strategic decisions - satisfactory answers of 95.1% of respondents;
- to what extent teachers can use their own educational innovations in the learning process - satisfactory answers from 99.1% of respondents;
- assessment of the accessibility of the manual for students and teaching staff - satisfactory answers of 97.45% of respondents;
- encouragement of innovative activity of teaching staff - satisfactory answers of 99.2% of respondents;
- the level of feedback from the teaching staff with the management - satisfactory

answers of 99.1% of the respondents;

- participation of teaching staff in making managerial decisions - satisfactory answers of 99.2% of respondents.

**Analytical part**

The teaching staff and students are involved in the development of EP development plans, which was confirmed in the process of interviews with teachers and representatives of students. To confirm the involvement of potential employers in the formation of EP development plans, examinations and acts on educational programs are presented, which are evidence of participation in the development of EP development plans.

The website of the university is considered both as a condition for the functioning of the university and as a tool for managing the effectiveness of the university's activities to ensure transparency in the implementation of the EP. The website of the organization ensures the availability of information on the development and implementation of EP development plans for various categories of persons, incl. subjects of the market of educational services (students, employers).

At the same time, the analysis of the components of the EP EEC accredited posted on the website notes that the sections containing the analysis of external and internal risks in the implementation of the OP, a description of measures to prevent and overcome them, are not sufficiently reflected in the development plans of the EP. The individuality and uniqueness of the existing development plans for accredited EPs is demonstrated on the basis of features, the implementation of which is largely determined by regulatory documents, including accreditation standards.

**Recommendations of the EEC for the OP "6B01102 Psychology and Management of Education":**

1. The management of the EP, by 02/01/2023, should analyze the risks of implementing the EPs declared for accreditation, assess the possibilities of managing them, and by 04/30/2023, finalize and implement ways to prevent adverse factors.

**Conclusions of the External Expert Commission:**

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

- EP "6B01102 Psychology and management of education" has 14 satisfactory positions and 1 position suggesting improvement.

**6.2. Information Management and Reporting Standard**

**Evidence**

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.

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.

The «Temirkazyk» Student Service Center was opened with the aim of developing information openness and transparency of the educational process.

To assist students and graduates in choosing the area of professional development, the Center for Professional Development and Career was opened in 2019. Since the 2021-2022 academic year, the Department of Admissions and Career Guidance has been dealing with the employment of graduates.

According to the privacy policy, in ARU them. K. Zhubanov, all students, employees and teaching staff document their consent to the processing of personal data.

To organize information support for scientific research, ensure the quality of service for

students, the university has agreements with various scientific sources of databases and funds of scientific literature (<http://neb.arsu.kz>, <http://rmebrk.kz/>; [https://elib.kz/\(17.04.2023\);](https://elib.kz/(17.04.2023);) [https://mbook.kz/\(constantly\);](https://mbook.kz/(constantly);) Open University of Kazakhstan <https://openu.kz/kz> (for free); Kazneb <http://kazneb.kz/> (for free); Aknurpress [https://aknurpress.kz/\(16.05.2020-16.05.2023\);](https://aknurpress.kz/(16.05.2020-16.05.2023);) [http://zan.kz/\(31.12.2022\);](http://zan.kz/(31.12.2022);) Smart Kitap <https://web.smart-kitap.kz/>; Web of Science [http://apps.webofknowledge.com\(бесплатно\);](http://apps.webofknowledge.com(бесплатно);) Science Direct [https://www.sciencedirect.com/\(бесплатно\);](https://www.sciencedirect.com/(бесплатно);) Scopus <https://www.scopus.com> (for free); Polpred [https://polpred.com/\(бесплатно\);](https://polpred.com/(бесплатно);)

The library provides information and reference and bibliographic services: every month the "Information Bulletin of New Acquisitions" is published, which is posted on the library's web resource <https://library.arsu.kz/> and sent to the e-mail addresses of the faculties.

To automate the management, accounting, analysis and monitoring of information related to the research activities of the teaching staff of the university, a database was created (articles, monographs, dissertations, etc.) SCIENCE.ARSU.KZ.

### ***Analytical part***

The university demonstrated the presence and evidence of the use of a reporting system in the management processes of the EP, reflecting the activities of all structural units and departments within the EP, including the assessment of their activities, based on an analysis of the methods and forms of collecting, processing, using and evaluating information, decisions of collegial bodies and management, survey of information resources of the university, interviewing all subjects of the market of educational services.

The system of information provision of students allows to determine the degree of their satisfaction with the learning process and provides feedback through the IPC "Univer". However, interviews conducted by the EEC with students revealed an insufficient level of functioning of the institutional environment. Information about the changes made in the EP and/or ongoing activities is not promptly delivered to the parties interested in it.

### ***Strengths/best practice:***

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### ***Recommendations of the EEC for the EP "6B01102 Psychology and Management of Education":***

1. In the period up to 01.02.2023, develop, implement in practice and further maintain up to date the procedure for collecting and analyzing the availability of educational resources and student support systems.

### ***Conclusions of the External Expert Commission:***

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

- EP "6B01102 Psychology and Management of Education" has 15 satisfactory positions and 1 position suggesting improvement.

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

#### ***Evidence***

The management of educational programs developed and defined the models of the graduate of EP 6B01102-Psychology and Management of Education (Protocol No. 1 of 08/31/2021). The modular educational program EP 6B01102-Psychology and management of education is based on the Dublin descriptors.

Reference and information resources for accredited EPs are: the website of the university <http://ef.arsu.kz/?p=2429&lang=ru>, the Smart-arsu mobile application (freely available on the Play market), «Univer» IPK, Reference Guide, social pages of the Faculty of Economics and Law [https://www.instagram.com/arsu\\_econlaw/?hl=ru](https://www.instagram.com/arsu_econlaw/?hl=ru).

Students, employers and teachers participate in the formation of the catalog of elective modules. The catalog of elective modules can be found at the following link



[http://pf.arsu.kz/?page\\_id=3159&lang=ru](http://pf.arsu.kz/?page_id=3159&lang=ru).

The organization and conduct of professional practice is regulated by the Regulations on the organization and conduct of professional practice and the definition of the organization as the bases for students' practice (Academic policy of the ARU named after K. Zhubanov, protocol No. 6 of 12.02.2020).

The university has developed a plan for the professional certification of graduates in the community of employers, which will be supplemented and put into practice as the regulatory framework is developed by the Ministry of Education and Science of the Republic of Kazakhstan. The professional certification work plan provides for joint activities of departments with employers to conduct training courses for graduates.

The results of the survey of teaching staff showed that they were satisfied with:

- the needs of the teaching staff with the content of OP - 97.6%;
- attention of the management of the educational institution to the content of the EP - 99.2%;
- compliance of students' knowledge obtained at this university with the realities of the requirements of the modern labor market - 96.7%;
- the formation of educational programs for the organization of education for students with the ability and skills to analyze situations and make forecasts - 97.6%.

Students assessed how much they agree that the material taught is relevant: 68.6% - fully agree, 21.7% - agree, 8.5% - partially agree.

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

According to the developed EP, which provides for the possibility of building an individual educational trajectory, taking into account the personal needs and capabilities of students, there are models of graduates that include knowledge, skills, competencies, and personal qualities. The Aktobe Regional University graduate model is presented on the university website. Analysis of the EP showed that the content of academic disciplines and learning outcomes correspond to each other and to the level of education. The management of the EP demonstrated evidence of the participation of students, teaching staff and other stakeholders in the development of the EP.

An analysis of the internationalization process shows that the leadership of the EP focuses on the organizational issues of double-degree education, but there is insufficient use of the integration potential (the presence of memorandums of cooperation in the field of science and education with leading universities in the near and far abroad) for the development of a double-degree EP and / or joint EP "6B01102 Psychology and management of education" with foreign universities.

#### **Recommendations of the EEC for the OP "6B01102 Psychology and Management of Education":**

1. The management of the EP, by 31.08.2023, consider the possibility of developing joint educational programs with domestic and foreign educational organizations and enrolling students in them.

#### ***Conclusions of the External Expert Commission:***

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

- OP "6B01102 Psychology and management of education" has 12 satisfactory positions.

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

##### ***Evidence***

Quality monitoring at the university is carried out in order to identify weaknesses and monitor the quality of the academic activities of the university, the Roadmap is approved

annually (24.09.2021). It reflects all business processes that are subject to verification. In particular, it indicates such a goal as "Identification of weaknesses and risks." To implement the Roadmap at the faculties, Quality Assessment Commissions have been formed since 2022. This Commission draws up a work plan for the current academic year in accordance with the Roadmap.

When developing EP of 6B01102-Psychology and Management of Education for discipline and practice, the objectives of training, structure, and evaluation criteria are indicated. For example, Ph.D., Professor Turebaeva K.Zh. the textbook "Psychology kenes berudin theoryly zhane adistemelik negizderi" (2017), PhD, senior lecturer of the department Ramzanova D.Zh. the textbook "Methodological foundations for the formation of the educational culture of the future teacher in the educational process of the university" (2020) was released.

In the "Univer" system of the site ARU named K. Zhubanov, the personal growth and development of the student in the process of mastering the program is monitored, and the results are recorded here.

During the reporting period, at the university level, together with the department, a sociological survey of students, teachers and employers is conducted. Based on the results of the survey, reports and recommendations are generated to improve student satisfaction with the quality of educational services. As the survey in the specialty shows, more than 90% of students and employers are satisfied with the quality of training at the ARU named K. Zhubanova.

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

Informing about changes in the EP is carried out at all levels of management, at the educational and methodological councils, the Academic Council of the university.

Based on the monitoring results, decisions are made on the further development of educational programs, the expansion of the activities of the Department for the formation of the contingent.

The management of the EP is focused on ensuring the transparency of the EP management system, brings all the information and management decisions made to students and interested parties. For these purposes, the management of the EP uses all communication channels: advisory hours, curatorial hours, information stands, the university website, the educational portal of the university, the social network Facebook.

However, the EEC commission notes the absence of a mechanism for informing all interested parties about any planned or undertaken actions in relation to accredited EPs on the website of the university. The university does not publish information about the changes made to the EP.

#### **Recommendations of the EEC for the OP "6B01102 Psychology and Management of Education":**

1. The management of the EP, by 01.02.2023, to develop, implement and further keep up to date the procedure for informing stakeholders about the changes accredited by the EP, including determining the most effective mechanisms for informing.

#### ***Conclusions of the External Expert Commission:***

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

*- EP "6B01102 Psychology and management of education" has 9 satisfactory positions, 1 position, suggesting improvement.*

#### ***6.5. «Student-Centered Learning, Teaching and Assessment» Standard***

##### ***Evidence***

Informing students is carried out through the IPC Univer, the guidebook, the website of

the university and the SmartARSU application, science.arsu.kz.

The academic policy of the university is aimed at meeting the needs of various categories of students. The university has the following groups of students: working youth; student-athletes; students who take an active part in the activities of public organizations; students with special educational needs; foreign students.

For students from socially vulnerable families, it is possible to register in the computer classes of the university, and all students of the university through the Smart-ARSU application have access to the sections: education, payments, «Temirkazyk» Student Service Center, polyclinic.

The authors of scientific projects introduced the results of the following scientific research into the educational process: Doctor of Pedagogical Sciences, Professor Turebaeva K.Zh. "Organization of socialization and development of children with disabilities within the framework of inclusive education", candidate of pedagogical sciences, associate professor Doszhanova S.E., "Scientific research in the professional psychological and pedagogical direction" (minutes of the meeting of the department No. 6 dated 12.01.2021), PhD, senior lecturer Imanchiev Zh.E., "Development of professionally significant qualities of a master student", Kusametova G.K. "Psychological features of the formation of the teacher's image" (minutes of the meeting of the department No. 6 of 01/12/2021), Ph.D., associate professor Sautenkova M.Yu. "Formation of the emotional intelligence of the individual" (minutes of the meeting of the department No. 6 of 12.01.2021), senior lecturer Kereimaganbetova Zh.N. "Development of the emotional intelligence of students-psychologists" (minutes of the meeting of the department No. 6 of 01/12/2021),

Feedback with students is carried out through the definition of an individual login and password, which creates the possibility of forming a two-way connection between the subjects of the educational process. Communication between the student and the teacher is also provided through the electronic journal of the teacher.

Also, in order to provide feedback with students on the use of various teaching methods and the assessment of learning outcomes, a survey "The quality of the educational process" is conducted. For example, from December 19 to December 23, 2019 for students of 2-5 courses. the survey was conducted on the Smart-Arsu platform, the data is given below.

Rector's blog [www.arsu.kz](http://www.arsu.kz). provides an opportunity for feedback on complaints from students.

In all buildings of the university, including building No. 1, there is a "Confidence Box", where students can send their complaints and wishes, which are considered and discussed at the Faculty Council. You can also place virtual complaints on the university website [www.arsu.kz](http://www.arsu.kz).

To consider controversial issues that arise during the interim attestation, the order of the rector of the university determined the composition of the members of the appeal commission for all specialties (order "On the establishment of the appeal commission"). This procedure is regulated by the provisions "On the ongoing monitoring of progress and intermediate certification (examination session) of students" and "On the final certification" (Academic policy of the ARU named after K. Zhubanov, protocol No. 6 of February 12, 2020).

Students have the opportunity to study Chinese at the Confucius Institute at the university. In addition, in order to organize academic mobility, language training is carried out in Polish, Korean, and Turkish.

The university has developed a Code of Academic Integrity for students, teachers and staff (approved on 03/05/2019) in accordance with the Law "On Education", the regulatory documents of the Ministry of Education and Science of the Republic of Kazakhstan, the Charter of the Aktobe Regional University named after K. Zhubanov. The purpose of the code is to build open, honest relations at the university between all stakeholders.

***Analytical part Expand according to the criteria of the standard***

The university carries out systematic work to monitor the academic achievements of students, since the assessment of learning outcomes is a procedure for determining the compliance of individual educational achievements, students and graduates of professional education with the requirements of consumers of educational services. Monitoring of educational achievements is mainly carried out in two directions: quality control of classroom work and quality control of the student's independent work.

The authors of scientific projects incorporate the results of their own research into the teaching process in the field of methodological teaching of OP disciplines (Turebayeva K.Zh. "Organization of socialization and development of children with disabilities within the framework of inclusive education", Doszhanova S.E., "Scientific research in professional psychological-pedagogical direction" Imanchieva J.E., "Development of professionally significant qualities of a master's student", Kusametova G.K. "Psychological features of the formation of a teacher's image" and others).

The monitoring methods can be traditional and modern methods for assessing educational achievements, namely: survey, observation of activities, testing, analysis of the results of educational activities (essays, abstracts), educational projects, reflective methods, authentic (for example, portfolio) and formative methods. estimates. Practice-oriented tasks and technologies are used (case studies, business games, educational tasks, round tables, educational conferences, etc.). This is especially important, since they form the competence of future psychologists and are reflected in the relevant educational methodological complex of disciplines.

***Strengths/best practice:***

EEC notes the high level of its own research in the field of teaching methods for EP disciplines.

***Conclusions of the External Expert Commission:***

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

*- EP "6B01102 Psychology and management of education" have 1 strong and 9 satisfactory positions.*

***6.6. Standard "Students"******Evidence***

The policy of forming a contingent of students is documented and published on the official website of the university, based on the principles of transparency and openness. It consists in admission to the number of students who are the most prepared for training and is carried out according to the Model Rules for Admission to Education in Educational Organizations Implementing Educational Programs of Postgraduate Education, approved by the Decree of the Government of the Republic of Kazakhstan by order of October 31, 2018 No. 600.

In order to support gifted students, the university has created a system of flexible payment terms and a wide system of incentives. The University has a Regulation on grants and benefits provided to students and undergraduates (<http://zhubanov.edu.kz/media-files/ru/molodezhnaya-politika/documenty/12-ru.pdf>).

The adaptation program for foreign students is supervised by the Center for International Cooperation.

Since 2017, the University has been operating the Center for Socialization "Senim", since 2021 a center for mental health and well-being, which deal with the problem of adaptation of 1-year students and foreign students, as well as providing psychological assistance to students.

Students of accredited EPs have the opportunity to develop diverse interests by participating in the work of clubs, projects organized on the basis of the university: "English club FM", debate club "Zaman bizdiki", club of young writers and poets, psychological center

“Senim”, media center ARSU, psychological circle "Sana", park of innovative technologies, TV and radio studio, museum, Coworking zone, scientific and creative association "Ghibrat", choir, dombra orchestra, dance groups "Big fam" and "ARSU STARS", theater "Zhubanov zhastary", intellectual debate clubs "Shabyt" and "Kobylandy", volunteer club "Zhubanov Zhyluy", "Sanaly Urpak", club "Poliglott", football field, youth alley with LED screen, alley named after. N. Baiganina.

Students, if they wish, can study at the Mansap Public Service School, organized on the basis of the Faculty of Economics and Law.

Students are given the opportunity to study Chinese on the basis of the Confucius Institute, which is a structural unit of the university. In addition, in order to organize academic mobility, language training is carried out in Polish, Korean, and Turkish.

The survey showed that students positively (fully and partially satisfied) evaluate:

- the quality of the educational program as a whole - 98.2%
- the quality of study programs in the EP - 97.2%;
- teaching methods in general - 98.3%;
- the speed of response to feedback from teachers on the educational process - 97.7%;
- the quality of teaching in general - 98.0%;
- academic load / requirements for the student - 97.1%;
- requirements of teaching staff to the student - 95.9%;
- objectivity of assessment of knowledge, skills and other educational achievements – 97%.

#### ***Analytical part Expand according to the criteria of the standard***

In ARU named after K. Zhubanov, conditions have been created for external and internal mobility of students of the EP. To develop the interaction of internal and external mobility, memorandums were concluded and agreements were drawn up with partner universities. After the conclusion of an agreement with the university, a coordinator for academic mobility is appointed, who provides advisory assistance to students in determining the list of disciplines for studying and filling out an application.

At the same time, the self-assessment report on accredited EPs, conducted by the EEC during the visit, interviews with the management of the EP and students showed that in 2021-2022 the implementation of outgoing academic mobility programs for students is episodic.

The leadership of the EP demonstrated its readiness to conduct special adaptation and support programs for newly enrolled and foreign students.

Members of the EEC made a visit to the places of practice (Aktobe City Department of Education MM No. 39, 40, 51 of the general education school of KMM) for students.

According to the self-assessment report for accredited EPs and interviews with students conducted by members of the EEC, it showed that their stimulation for self-education and development outside the main EP is associated with the functioning of the psychological circle "Sana". At the same time, the involvement of the contingent of students in accredited EPs in the work of the circle is not great.

#### ***Recommendations of the EEC for the OP "6B01102 Psychology and Management of Education":***

1. In the period up to 04/30/2023, develop, and from 09/01/2023 to introduce into the practice of organizing the educational process for accredited EPs, alternative models for organizing external and internal mobility of students, taking into account their real opportunities for studying in other educational organizations of the country. For example, using a combination of various forms: e-learning at a partner university, distance learning technologies, face-to-face attendance, summer trimesters and their other technologies that comply with applicable law.

2. In the period up to 02/01/2023, develop and implement a program to encourage students to self-education and development outside the main EP, having determined the criteria

and planned levels of indicator values correlated with the strategic development goals of the university for the period up to 2025.

***Conclusions of the External Expert Commission:***

*According to the standard "Students":*

*- EP "6B01102-Psychology and Management of Education" has 11 satisfactory positions and 1 position, suggesting improvement.*

*6.7. Standard "Teaching Staff"*

***Evidence***

Personnel policy of the university, incl. the process of recruitment and recruitment of personnel is based on the Labor Code of the Republic of Kazakhstan, the Law of the Republic of Kazakhstan "On Education" and a number of internal documents of the ARU named K. Zhubanova. The personnel policy is implemented in accordance with the Strategic Plan for the Development of the ARU named K. Zhubanov for 2022-2025, and is an integral part of the university policy, including a holistic and objectively determined strategy for working with personnel.

In order to support the university's strategy aimed at improving the quality of training of specialists at the university, the "Code of Academic Integrity" was introduced <http://zhubanov.edu.kz/ru/pages/bilim/universitettin-akademiya-lyk-sayasaty/akademiya-lyk-adaldyk-erezhesi.php>. Since the 2021-2022 academic year, the ARU named after K. Zhubanov is a member of the League of Integrity.

At the Department of Psychological-Pedagogical and Special Education, the educational process of EP 6B01102-Psychology and Management of Education serves the teaching staff in the amount of 12 full-time teachers. Including: 1 Doctor of Science, 4 Candidates of Science, 1 PhD, 4 Masters. The degree of EP is 60%.

ARU named after K. Zhubanov is responsible for its employees, provides them with favorable working conditions. The activities of the university in this direction are reflected in the Charter of the ARU named after K. Zhubanov, in the social package for employees of the ARU named after K. Zhubanov, and in the wage system. The university portal provides complete information about the teachers of the departments in the section "Teaching Staff Profile". The official website of the faculty of the university is available at the domain name <http://pps.arsu.kz/ru>.

Also, the university has a Regulation on the rating system for evaluating the activities of the teaching staff of the university, based on this regulatory document, differentiated remuneration is carried out. At the moment, the implementation of KPI is being considered.

EEC notes that the adaptation of existing innovations, methods of teaching methods occurs through educational and methodological seminars organized by the department. For example, for the educational process of EP 6B01102-Psychology and Education Management, the following employers and leaders of the practice bases of BP 6B01102-Psychology and Education Management invited Zhusupov B.T. - Deputy Head of the KSU "For Religious Affairs and Public Relations" State Institution "Department of Internal Policy under the Akimat of Aktobe".

EEC notes the internship abroad of the teaching staff of the Department of Psychological-Pedagogical and Special Education. For example, teachers Zhubatyrova B.T., Orazova Zh.O. in 2019, they underwent a foreign internship at the Academy of Special Pedagogy named after Maria Grzegorzewska (Warsaw, Poland); Ramazanova D.Zh. passed a scientific internship at Akdeniz University (Antalya, Turkey, 2019); Baltymova M.R. passed a scientific internship at the Belarusian State Pedagogical University named after M. Akmulla (Ufa, RF, 2019).

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

- degree of academic freedom of teaching staff: very good - 60.7%; good - 37.7%;

- the level of stimulation and involvement of young professionals in the educational process: very good - 60.7%; good - 37.7%;
- professional development work: very good - 59%; good - 39.3%;
- work on academic mobility: very good - 61.5%; good - 37.7%.

### ***Analytical part***

During the interview, the teaching staff expressed their satisfaction with the current personnel policy at the university, demonstrated their awareness of the procedure for the current personnel management system, and confirmed the fact that a competition for vacancies was held directly by the rector of the university. Young teachers are also satisfied with the working conditions.

The staffing and skill level of the teaching staff of the department of vocational training correspond to the profile of the accredited EP. The EEC was convinced that the state of the moral and psychological climate in the Department of Educational Programs is characterized by stability, a creative attitude towards the performance of their functional and professional duties.

The EEC notes that within the framework of accredited EPs, measures are being taken to develop the academic mobility of teaching staff, to attract foreign and domestic teachers. This activity is implemented, among other things, in the course of advanced training and internships for teaching staff. At the same time, there is a need to introduce into practice the organization of the educational process for accredited EPs of alternative models for organizing outgoing internal academic mobility of teaching staff, including through the use of a combination of various forms: virtual internships at a partner university, distance learning technologies for conducting classes, full-time presence corresponding to the current legislation.

### ***Strengths/best practice:***

The EEC states the objectivity and transparency of the personnel policy, including the recruitment of teaching staff, the design and control of professional growth and development of personnel.

### ***Recommendations of the EEC for the EP "6B01102 Psychology and Management of Education":***

1. In the period up to 04/30/2023, develop, and from 09/01/2023 to introduce into the practice of organizing the educational process for accredited EPs, alternative models of organization, outgoing internal academic mobility of teaching staff, including through the use of a combination of various forms: virtual internships at a partner university, remote educational technologies for conducting classes, full-time presence, in accordance with applicable law.

### ***Conclusions of the External Expert Commission:***

*According to the standard "Teaching staff":*

- EP "6B01102-Psychology and Management of Education": they have 1 strong and 8 satisfactory positions.

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

### ***Evidence***

In the course of its work, the EEC made sure that the necessary infrastructure was created in the ARU named after K. Zhubanov, the university has sufficient material and technical, information support, library, including electronic resources that are used in the education and upbringing of students and undergraduates, to achieve the goals and goals of the university. When distributing, planning and providing educational resources for accredited EPs, the university takes into account the needs of various groups of students.

In the course of a visual inspection of the educational base of the university, information was confirmed about the presence of an auditorium fund, educational laboratories, computer classes, language laboratories, a sports base, premises for medical care, catering areas, rooms

for group work and other facilities equipped with equipment and providing conditions for achieving EP goals. Office premises are equipped with appropriate computer and office equipment.

In the educational process (during the period of pedagogical, industrial practice), the software of basic organizations is used - specialized rooms and centers such as: the Center for Socialization "Senim", the office of psychological and pedagogical counseling "Sana". In the 2019-2020 academic year, a specialized room for Inclusive Education and an Applied Psychology Laboratory were opened; equipment "Chris", Wexler's Methods for adults and children, Luscher's test, metaphorical cards.

The university has a mobile application "Smart ARSU" that provides convenient provision of all (information, transactional and interactive) services to the users of the system: services of the student service center "Temirkazyk", library fund services, polyclinic services, services of the educational process and many other services.

To ensure conditions for inclusive education at the university, the Center for Advanced Studies of the Institute of Continuing Education of the Aktobe Regional State University named after K.Zhubanova, who coordinates the work on the implementation of inclusive education at the university, regularly conducts consultations, training methodological seminars, including programs aimed at gaining knowledge about the psychophysiological characteristics of persons with special educational needs, the specifics of the reception and transmission of educational information, the use of special technical teaching aids.

All university buildings have ramps, and the main building has an elevator. Nonresident students have the opportunity to live in dormitories equipped with the necessary equipment.

***Analytical part***

Based on the results of a visual inspection of the EEC infrastructure and facilities, we note that to ensure the educational process of accredited EPs, the university has the necessary basic educational and material resources. Classrooms and laboratories, the equipment placed in them corresponds to the objectives of the EP and creates acceptable conditions for learning. Premises for educational and supporting purposes meet sanitary and hygienic requirements, fire safety requirements.

The library has a significant number of titles and copies of educational and scientific literature: official, socio-political and popular science periodicals, specialized publications (inclusive library), reference and bibliographic publications, including encyclopedias, encyclopedic dictionaries, dictionaries and reference books, including including in foreign languages, manuals, providing access to them for all categories of library users.

EEC confirms the availability of technological support systems for students, undergraduates and teaching staff, including access to educational Internet resources of the university. At the same time, during the excursion, visual inspection of educational buildings and interviews with students, it was revealed that access to the Internet via Wi-Fi on the territory of educational buildings and dormitories is not fully provided.

The survey showed that students positively (fully and partially satisfied) assess the availability of library resources (97%), the quality of services provided in libraries and reading rooms (96.4%), satisfaction with the existing educational resources of the university (97.3%), available computer classrooms (89.3%), accessibility and quality of Internet services (93.4%), classrooms and classrooms for large groups (95%).

***Strengths/best practice:***

The EEC notes a good level of provision of EPs with educational equipment and software similar to those used in the relevant sectors of the economy.

***Recommendations of the EEC for the OP "6B01102 Psychology and Management of Education":***

1. In the period up to 12/31/2022, develop and implement a plan to increase the indicators



of territorial coverage and speed of connection to the Internet information and telecommunications network through WI-FI networks operating on the territory of educational buildings.

***Conclusions of the External Expert Commission:***

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

*- EP "6B01102-Psychology and Management of Education" have 1 strong position, 7 satisfactory positions and 1 position suggesting improvement.*

***6.9. «Public Information» Standard***

***Evidence***

The university implements various ways of disseminating information to inform the public. The main resources for informing the public about the activities of the university are the official website of the university (<http://arsu.kz>), the media, information networks, web resources (official pages on Instagram, Facebook, Vkontakte, YouTube channel Zhubanov-universit), etc. Monthly the university newspaper "Zhubanov University" is published. With a frequency of 1 time per quarter, the journal "Bulletin of the University" is published.

Information about the specifics of educational programs is diverse. Every year, in order to inform the population about the activities and specialties of the ARU named after K. Zhubanov, the Rector of the University approves a career guidance plan.

In May 2022, the accredited EP 6B01102-Psychology and Education Management was sent to the ranking of educational programs of universities, conducted by the Ministry of Education and Science of the Republic of Kazakhstan and the National Chamber of Entrepreneurs "Atameken" together with EP 6B01101-Pedagogy and Psychology (<https://atameken.kz/>) The available information resources and systems, as well as software, to the extent necessary, can ensure the high-quality implementation of the processes of collecting, analyzing and managing information at all stages of the organization's activities.

***Analytical part***

Official website of ARU named after K. Zhubanov contains key information about accredited educational programs in a form that is easy to understand. The information posted on the official website objectively reflects the activities of the university within the framework of accredited EPs, including information on financial statements, personal information about managers and teaching staff, web links and scanned copies of documents reflecting the results of external assessment of the quality of education.

Information about EPs being implemented at the university is posted in special sections of the website. Information about accredited EPs includes a description of the objectives of the EP, areas of professional activity and learning outcomes. The EP also provides information on the qualifications awarded upon completion of training, a description of the system for assessing the educational achievements of students, data on academic mobility programs, opportunities and directions for the development of personal and professional competencies of students and employment.

At the same time, the analysis of the site by members of the EEC made it possible to establish that certain information posted on the site has lost its relevance. So information about individual elements of the EP has changed in the main documents, which is not reflected on the organization's website.

***Recommendations of the EEC for the OP "6B01102 Psychology and Management of Education":***

1. The management of the EP, before February 1, 2023, should analyze the relevance of the information posted on the official website and, if necessary, make changes aimed at eliminating

inconsistencies. Next, keep the information up to date in the key sections of the official website of the organization, including by providing for a monitoring procedure.

***Conclusions of the External Expert Commission:***

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

- EP "6B01102-Psychology and Management of Education": they have 9 satisfactory positions and 1 position suggesting improvement.

**OVERVIEW OF STRENGTHS / BEST PRACTICE FOR EACH STANDARD**

***1. According to the standard "Management of the educational program"***

-

***2. According to the standard "Information Management and Reporting"***

-

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

-

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

-

***5. According to the standard "Student-Centered Learning, Teaching and Assessment":***  
EEC notes the high level of its own research in the field of teaching methods for EP disciplines.

***6. According to the standard "Students"***

-

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

The EEC states the objectivity and transparency of the personnel policy, including the recruitment of teaching staff, the design and control of professional growth and development of personnel.

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

The EEC notes a good level of provision of EPs with educational equipment and software similar to those used in the relevant sectors of the economy.

***9. According to the standard "Informing the public"***

-

**OVERVIEW RECOMMENDATIONS FOR IMPROVING QUALITY FOR EACH STANDARD**

***1. According to the standard "Management of the educational program"***

***Recommendations of the EEC on the EP "6B01102-Psychology and Management of Education":***

1. The management of the EP, by 02/01/2023, should analyze the risks of implementing the EPs declared for accreditation, assess the possibilities of managing them, and by 04/30/2023,

finalize and implement ways to prevent adverse factors.

**2. According to the standard "Information Management and Reporting"**

***Recommendations of the EEC on the EP "6B01102-Psychology and Management of Education":***

1. In the period up to 01.02.2023, develop, implement in practice and further maintain up to date the procedure for collecting and analyzing the availability of educational resources and student support systems.

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

***Recommendations of the EEC on the EP "6B01102-Psychology and Management of Education":***

1. The management of the EP, by 31.08.2023, consider the possibility of developing joint educational programs with domestic and foreign educational organizations and enrolling students in them.

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

***Recommendations of the EEC on the EP "6B01102-Psychology and Management of Education":***

1. The management of the EP, by 01.02.2023, to develop, implement and further keep up to date the procedure for informing stakeholders about the changes accredited by the EP, including determining the most effective mechanisms for informing.

**5. According to the standard "Student-Centered Learning, Teaching and Assessment"**

***Recommendations of the EEC on the EP "6B01102-Psychology and Management of Education":***

**6. According to the standard "Students"**

***Recommendations of the EEC on the EP "6B01102-Psychology and Management of Education":***

1. In the period up to 04/30/2023, develop, and from 09/01/2023 to introduce into the practice of organizing the educational process for accredited EPs, alternative models for organizing external and internal mobility of students, taking into account their real opportunities for studying in other educational organizations of the country. For example, using a combination of various forms: e-learning at a partner university, distance learning technologies, face-to-face attendance, summer trimesters and their other technologies that comply with applicable law.

2. In the period up to 02/01/2023, develop and implement a program to encourage students to self-education and development outside the main EP, having determined the criteria and planned levels of indicator values correlated with the strategic development goals of the university for the period up to 2025.

**7. According to the standard "Teaching staff"**

***Recommendations of the EEC on the EP "6B01102-Psychology and Management of Education":***

1. In the period up to 04/30/2023, develop, and from 09/01/2023 to introduce into the

practice of organizing the educational process for accredited EPs, alternative models of organization, outgoing internal academic mobility of teaching staff, including through the use of a combination of various forms: virtual internships at a partner university, remote educational technologies for conducting classes, full-time presence, in accordance with applicable law.

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

***Recommendations of the EEC on the EP "6B01102-Psychology and Management of Education":***

1. In the period up to 12/31/2022, develop and implement a plan to increase the indicators of territorial coverage and speed of connection to the Internet information and telecommunications network through WI-FI networks operating on the territory of educational buildings.

**9. According to the standard "Informing the public"**

***Recommendations of the EEC on the EP "6B01102-Psychology and Management of Education":***

1. The management of the EP, before February 1, 2023, should analyze the relevance of the information posted on the official website and, if necessary, make changes aimed at eliminating inconsistencies. Next, keep the information up to date in the key sections of the official website of the organization, including by providing for a monitoring procedure.

**OVERVIEW OF RECOMMENDATIONS FOR THE DEVELOPMENT OF EDUCATIONAL ORGANIZATION**

There are no recommendations.

**RECOMMENDATION TO THE ACCREDITATION BOARD**

**Appendix 1. Evaluation table "PARAMETERS OF THE SPECIALIZED PROFILE (EX-ANTE)"**

№ п/п	№ п/ п	Evaluation criteria	Conformity assesment			
			Strong	Satisfactory	Assumes улучшение	Unsatisfactory
<b>1. Standard "Educational Program Management"</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 development plan of the EP based on an analysis of its functioning, the real positioning of the EP and the orientation of its activities to meet the needs of the state, employers, stakeholders. The plan should contain the timing of the start of the implementation of the EP		+		
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 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		+		
7	7.	The management of the EP should involve representatives of groups of interested persons, including employers, students and teaching staff in the formation of the development plan of the EP		+		
8	8.	The management of the EP must demonstrate the individuality and uniqueness of the development plan of the EP, its consistency with national development priorities and the development strategy of the organization of higher and (or) postgraduate education		+		
9	9.	The management of the EP must provide evidence of the transparency of the EP management system		+		
10	10.	The organization of higher and (or) postgraduate education must demonstrate a clear definition of those responsible for business processes, within the framework of the EP, an unambiguous distribution of staff duties, differentiation of functions of collegial bodies		+		
11	11.	The management of the EP must provide evidence of the transparency of the EP management system			+	
12	12.	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		+		
13	13.	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		+		

14	14.	The management of the EP must demonstrate evidence of openness and accessibility for students, teaching staff, employers and other interested persons		+		
15	15.	The management of the educational institution should ensure the participation of representatives of employers, teaching staff, students and other interested persons (as part of the collegial management bodies of the educational program, as well as their representativeness in making decisions on the management of the educational institution		+		
<b>Total according to the standard</b>			<b>0</b>	<b>14</b>	<b>1</b>	
<b>2. “Information Management and Reporting” Standard</b>						
16	1.	An educational organization must demonstrate the availability 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 and in the context of 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.	Within the framework of the EP, there should be 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		+		
20	5.	The educational organization should establish the frequency, forms and methods of management evaluation of EP, activities of collegial bodies and structural divisions, senior management, implementation of scientific projects		+		
21	6.	The educational organization should establish the frequency, forms and methods of management evaluation of EP, activities of collegial bodies and structural divisions, senior management, implementation of scientific projects		+		
22	7.	The educational organization 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 information analysis and data presentation		+		
23	8.	The management of the EP should demonstrate the existence of a mechanism for communication with students, employees and other stakeholders, including the existence of conflict resolution mechanisms		+		
24	9.	An important factor is the involvement of students, employees and teaching staff in the processes of collecting and analyzing information, as well as making decisions based on them		+		
25	10.	The management of the EP should demonstrate the existence of a mechanism for communication with students, employees and other stakeholders, including the existence of conflict resolution mechanisms		+		
		The educational organization 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		+		
26	11.	An educational organization should provide for an assessment of the effectiveness and efficiency of its activities, including in the context of EP		+		
27	12.	The information that is supposed to be collected and analyzed within the framework of the EP should take into account:		+		
28	13.	key performance indicators		+		
29	14.	dynamics of the contingent of students in the context of forms and types;		+		
30	15.	academic performance, student achievements and expulsion;				+
31	16.	satisfaction of students with the implementation of the EP and the quality of education at the university;		+		

<b>Total according to the standard</b>			<b>0</b>	<b>15</b>	<b>1</b>	
<b>3. Standard "Development and approval of the educational program"</b>						
32	1.	The educational organization should define and document the procedures for the development of 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 ensure the availability of developed models of the graduate of the EP, describing the learning outcomes and personal qualities		+		
35	4.	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		+		
36	5.	The qualifications obtained upon completion of the EP should be clearly defined, explained and correspond to a certain level of the NSC		+		
37	6.	The management of the EP should determine the influence of disciplines and professional practices on the formation of learning outcomes		+		
38	7.	An important factor is the possibility of preparing students for professional certification		+		
30	8.	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		+		
40	9.	The labor intensity of the EP should be clearly defined in Kazakhstan loans and ECTS		+		
41	10.	The management of the EP should provide the content of academic disciplines and learning outcomes to the level of study (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 the standard</b>			<b>0</b>	<b>12</b>	<b>0</b>	
<b>4. The standard "Continuous monitoring and periodic evaluation of EP"</b>						
44	1.	The educational organization should define mechanisms for monitoring and periodic evaluation of the EP in order to ensure the achievement of the goal and meet the needs of students and society. The results of these processes should be aimed at 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 achievements of science 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, academic performance and graduation of students		+		
48	5.	Effectiveness of student assessment procedures:		+		
49	6.	Expectations, needs and satisfaction of students with training in EP		+		
50	7.	The educational environment and support services, and their compliance with the goals of the EP		+		
51	8.	Management should demonstrate a systematic approach to monitoring and periodic evaluation of the quality of the EP		+		
52	9.	The educational organization, the management of the EP should determine 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 the standard</b>			<b>0</b>	<b>9</b>	<b>1</b>	

<b>5. The 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, providing them with flexible learning paths.		+		
55	2.	The management of the EP should ensure the use of various forms and methods of teaching learning.		+		
56	3.	The management of the EP should ensure the use of various forms and methods of teaching learning.	+			
57	4.	An important factor is the availability of own research in the field of teaching methods of educational disciplines.		+		
58	5.	The management of the EP should demonstrate the existence of a feedback system for the use of various teaching methods and evaluation of learning outcomes		+		
59	6.	The management of the EP should demonstrate support for the autonomy of students with simultaneous guidance and assistance from the teacher.		+		
60	7.	The management of the EP must demonstrate the existence of a procedure for responding to complaints from students.		+		
61	8.	The EP should ensure the consistency, transparency and objectivity of the learning outcomes assessment mechanism for each EP, including the appeal.		+		
62	9.	The EP 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. Criteria and evaluation methods within the framework of the EP should be published in advance.		+		
63	10.	The EP should define mechanisms to ensure that each graduate of the EP achieves learning outcomes and ensures the completeness of their formation.		+		
<b>Total according to the standard</b>			<b>1</b>	<b>9</b>	<b>0</b>	
<b>6. The "Students" standard</b>						
64	1.	The university should demonstrate the policy of forming a contingent of students in the context of the EP from admission to graduation and ensure transparency of its procedures. The procedures governing the life cycle of students (from admission to completion) must be defined, approved and published.		+		
		<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 provision of places in the dormitory.		+		
70	7.	The management of the educational program should demonstrate readiness to conduct special adaptation and support programs for newly enrolled and foreign students		+		
71	8.	The educational organization 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 educational organization should cooperate with other educational organizations and national centers "European Network of National Academic Recognition and Mobility Information Centers/National Academic Recognition Information Centers" ENIC/NARIC in order to ensure comparable recognition of qualifications		+		



73	10.	The educational organization should provide an opportunity for external and internal mobility of students, EP, as well as 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 educational organization should provide for the possibility of providing graduates with documents confirming their qualifications, 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 the standard</b>			<b>0</b>	<b>11</b>	<b>1</b>	
<b>7. Standard "Teaching staff"</b>						
76	1.	An educational organization 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 management of the EP to demonstrate the compliance of the personnel potential of the teaching staff with the development strategy of the university and 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 educational organization should determine the contribution of the teaching staff of the EP to the implementation of the development strategy of the educational organization, and other strategic documents.			+	
81	6.	An educational organization should provide opportunities for career growth and professional development of teaching staff.			+	
82	7.	The management of the EP should demonstrate readiness to involve practitioners of relevant industries in teaching.			+	
83	8.	The educational organization must demonstrate the motivation of the professional and personal development of the teachers of the educational program, including the encouragement of both the integration of scientific activity and education, and 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 the standard</b>			<b>1</b>	<b>8</b>	<b>0</b>	
<b>8. Standard "Educational resources and student support systems"</b>						
85	1.	The educational organization must demonstrate the sufficiency of the number of educational resources and student support services that meet the goals of the EP.			+	
86	2.	The EP 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)			+	
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 must demonstrate compliance of information resources with the specifics of the EP, including:</i>			+	
		technological support of students and teaching staff in accordance with the EP (for example, online training, modeling, databases, data analysis programs);			+	
88	4.	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;			+	
89	5.	examination of research results, graduation papers, dissertations for plagiarism;			+	

90	6.	Access to educational Internet resources;		+		
91	7.	Functioning of WI-FI on the territory of the educational organization.		+		
92	8.	An educational organization should strive to ensure that the educational equipment and software intended for use in the development of educational programs are similar to those in the relevant industries.			+	
93	9.	The educational organization must demonstrate the sufficiency of the number of educational resources and student support services that meet the goals of the EP.	+			
<b>Total according to the standard</b>			<b>1</b>	<b>7</b>	<b>1</b>	
<b>9. The standard "Informing the public"</b>						
		The EP must publish reliable, objective, up-to-date information about the EP and its specifics, which should include:				
94	1.	expected learning outcomes of the implemented EP.		+		
95	2.	qualification and (or) qualifications that will be assigned upon completion of the EP;		+		
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 educational organization must demonstrate the reflection on the web resource of information characterizing the university as a whole and in the context of the EP.		+		
102	9.	An important factor is the availability of adequate and objective information about the teaching staff of 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 the standard</b>			<b>0</b>	<b>9</b>	<b>1</b>	
<b>IN TOTAL</b>			<b>3</b>	<b>94</b>	<b>6</b>	