



«АККРЕДИТЕУ ЖӘНЕ РЕЙТИНГТІҢ
ТӘУЕЛСІЗ АГЕНТТІГІ» КЕМ

НУ «НЕЗАВИСИМОЕ АГЕНТСТВО
АККРЕДИТАЦИИ И РЕЙТИНГА»

INDEPENDENT AGENCY FOR
ACCREDITATION AND RATING

REPORT

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

6B04106 - Public service and local government,
6B04107 - Economics and business, 6B04108 - Accounting and audit,
6B04110 - Finance and credit, 7M04133 - Economics

NSEI "Kazakhstan University of Innovative and
Telecommunication Systems"

in the period from 22 to 24 May 2023

INDEPENDENT AGENCY FOR ACCREDITATION AND RATING
External expert commission

*Addressed to
Accreditation
Council of the IAAR*



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Uralsk, 2023

(I) LIST OF SYMBOLS AND ABBREVIATIONS

AIS	Automated information system
EEC	External expert commission
SAC	State Attestation Commission
GEP	Group of educational programs
UNT	Unified National Testing
WKR	West-Kazakhstan region
IC	Individual curriculum
KazUITS	Kazakhstan University of Innovative and Telecommunication Systems
CCES	Committee for Control in Education and Science
CT	Comprehensive testing
CED	Catalog of elective disciplines
MSHE RK	Ministry of Science and Higher Education of the Republic of Kazakhstan
IAAR	Independent agency of accreditation and rating
RW	Research work
NQF	National Qualifications Framework
SRW	Student research work
RC	Research Center
NSEI	Non-state educational institution
EP	Educational program
MD	Major disciplines
TS	Teaching staff
WC	Working Curriculum
RF	Russian Federation
IWS	Independent work of the student
IWST	Independent work of the student with the teacher
LLP	Limited Liability Partnership
MC	Model Curriculum
EMC	Educational and Methodological Council
EMW	Educational and methodical work
EMCD	Educational-methodical complex of the discipline
EMCS	Educational and methodological complex of specialties

(II) INTRODUCTION

In accordance with the order No. 98-23-OD dated March 27, 2023 General Director of the Independent Agency for Accreditation and Rating from May 22 to May 24, 2023, an external expert commission assessed the conformity of educational programs 6B04106 - Public service and local government, 6B04107 - Economics and business, 6B04108 - Accounting and audit, 6B04110 - Finance and credit, 7M04133 - Economics (Uralsk) to the standards of specialized accreditation of the educational program for the organization of higher and postgraduate education of the IAAR (No. 57-20-OD of June 16, 2020, sixth 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.

The composition of the EEC:

Chairman of the EEC– Aldungarova Aliya Kairatovna, PhD, Associate Professor, East Kazakhstan Technical University named after D. Serikabaeva (Ust-Kamenogorsk, Republic of Kazakhstan);

Foreign expert IAAR– Fartunova Maria Atanasovna, Associate Professor, Doctor, Mining and Geological University named after St. John of Rilski (Sofia, Bulgaria);

IAAR expert– Zhumazhanov Serik Karataevich, Candidate of Technical Sciences, Kazakh Agrotechnological University named after S.Seifullin (Astana, Republic of Kazakhstan);

IAAR expert– Khamraev Sheripidin Itakhunovich, Candidate of Technical Sciences, Associate Professor, Kazakh National Pedagogical University named after Abai (Almaty, Republic of Kazakhstan);

IAAR expert– Zeinullina Aigul Zhumagalievna, Candidate of Economic Sciences, Associate Professor, Head of the Department of Economics and Finance named after Shakarim University (Semey, Republic of Kazakhstan);

IAAR expert– Tusaeva Aliya Kuanyshovna, Candidate of Economic Sciences, Associate Professor, Head of the Department of Business Administration, Turan University (Almaty, Republic of Kazakhstan);

IAAR expert– Tatarinov Danila Vladimirovich, candidate of legal sciences, Kazakh National University named after Al-Farabi (Almaty, Republic of Kazakhstan);

Employer– Sarsimbekov Berik Kudaibergenovich, International Mediation Center (Astana, Republic of Kazakhstan);

IAAR student– Tynymbaeva Aruzhan Muratkyzy, 2nd year undergraduate student of the EP “Translation Studies”, Eurasian National University named after L.N. Gumilyov (Astana, Republic of Kazakhstan);

IAAR student– Seilbekov Zhandos, 4th year student of the EP “Computer Engineering and Software”, Humanitarian and Technical Academy (Kokshetau, RK);

IAAR student– Sisenova Tolganai, 1st year undergraduate student of the EP “Management”, Turan University (Almaty, Republic of Kazakhstan);

IAAR student– Akhmetova Asylzhan, 2nd year undergraduate, Eurasian National University named after L. N. Gumilyov (Astana, Republic of Kazakhstan);

IAAR student– Zhakenova Rabiga, 2nd year undergraduate, Kazakh National Pedagogical University named after Abai (Almaty, Republic of Kazakhstan);

IAAR Coordinator– Bekenova Dinara Kairbekovna, Head of the project for accreditation of organizations of technical and vocational education of the Independent Agency for Accreditation and Rating (Astana, Republic of Kazakhstan).

(III) REPRESENTATION OF THE EDUCATIONAL ORGANIZATION

The non-state educational institution "Kazakhstan University of Innovative and Telecommunication Systems" has been carrying out educational activities as an independent higher educational institution since September 2015 on the basis of the state license No. KZ33LAA00005815 issued on September 29, 2015 by the CCES of the Ministry of Education and Science of the Republic of Kazakhstan.

In general, the university has a 20-year history of educational activity and was one of the first private universities in the western region: a branch of the Kazakhstan Institute of Information Technology and Management (Almaty) (1998); Institute of Innovative and Telecommunication Systems (2005); West Kazakhstan Engineering and Humanities University (2008) formed by associations of 5 private universities in Uralsk.

The choice of strategic directions for the development of the University until 2025 is determined by its mission, vision and development priorities outlined in the Strategic Development Plan of the Kazakhstan University of Innovative and Telecommunication Systems for 2022-2025.

The mission of the University is to train competitive personnel in order to ensure the industrial, innovative and sustainable development of the region and the country, contributing to the formation of an intellectual nation.

The vision of the University lies in the educational activities of the university aimed at the close integration of education, science and production, ensuring high quality of educational and professional training of graduates, as well as the development of the national innovation system.

University rating, accreditation. In 2020, Kazakhstan University of Innovative and Telecommunication Systems took 12th place in the overall rating of educational programs conducted by the Independent Agency for Accreditation and Rating (IAAR), in particular, the following places were occupied:

- 1st place - GEP "Economics";
- 2nd place - GEP "Law", "Information Technology";

In the rating of educational programs of universities in 2021, according to the assessment of the National Chamber of Entrepreneurs of the Republic of Kazakhstan "Atameken", the top 10 EP included:

- EP " Manufacturing of construction materials, products and structures " (bachelor's degree) – 5th place out of 7;
- EP "Cadaster" (bachelor's degree) – 4th place out of 8;
- EP "Assessment" (bachelor's degree) – 2nd place out of 2.

The structure of the university. According to the university's website, the university structure includes: 6 departments: the Department of Technical Disciplines, the Department of General Technical Disciplines, the Department of Economics and Management, the Department of "Ecology and Life Safety", the Department of Jurisprudence, the Department of Rukhani Zhangyru (<https://kazuits.edu.kz/ru/1036>), specialized training laboratories and classrooms.

Brief description of accredited EP 3 clusters.

The educational programs of the 3 clusters undergo the procedure of specialized accreditation.

The training of specialists of the EP 3 cluster of the Kazakhstan University of Innovative and Telecommunication Systems (hereinafter referred to as KazUITS) is carried out according to License No. KZ33LA00005815, the State Mandatory Standard of Higher and Postgraduate Education, approved by Order No. 2 of the Minister of Science and Higher Education of the Republic of Kazakhstan dated July 20, 2022.

Preparation of bachelors of educational programs of cluster 3 is carried out by the Department of Economics and Management in credit technology. Personnel training in accredited EP 3 clusters 6B04107 – Economics and Business, 6B04108 – Accounting and Audit, 6B04110 – Finance and credit is carried out at the level of 6NQF – Bachelor's degree in full-time education. Duration of

training: 4 years.

Personnel training in the accredited EP 7M04133 – Economics is carried out at the level of 7NQF – Master's degree in full-time education. Duration of training: 2 years. Classes are held in the state and Russian languages.

Modular educational programs:

6B04106 - "Public service and local government" belongs to the group of the field of education - 6B04 Business, management and law, the direction of training - 6B041 Business and management, the group of educational programs - B044 Management and management. The license number for the training direction is KZ33LAA00005815. The OP was approved by the decision of the Academic Council of the university on 28.03.2019, the update in the register of the OP is 25.05.2023.;

6B04107 – "Economics and business" belongs to the group of the field of education - 6B04 Business, management and law, the direction of training - 6B041 Business and management, the group of educational programs - B046 Finance, economics, banking and insurance. The license number for the training direction is KZ33LAA00005815. The OP was approved by the decision of the Academic Council of the university on 28.03.2019, the update in the register of the OP is 17.05.2023.;

6B04108 – "Accounting and audit" belongs to the group of the field of education - 6B04 Business, management and law, the direction of training - 6B041 Business and management, the group of educational programs - B045 Audit and taxation. The license number for the training direction is KZ33LAA00005815. The OP was approved by the decision of the Academic Council of the university on 28.03.2019, the update in the register of the OP is 17.05.2023.;

6B04110 – "Finance and credit" belongs to the group of the field of education - 6B04 Business, management and law, the direction of training - 6B041 Business and management, the group of educational programs - B046 Finance, economics, banking and insurance. The license number for the training direction is KZ33LAA00005815. The OP was approved by the decision of the Academic Council of the university on 28.03.2019, the update in the register of the OP is 17.05.2023.;

7M04133 – "Economics" belongs to the group of the field of education - 7M04 Business, management and law, the direction of training - 7M041 Business and management, the group of educational programs - M070 Economics. The license number for the training direction is KZ33LAA00005815. The OP was approved by the decision of the Academic Council of the university on 28.03.2019, the update in the register of the OP is 11.02.2022.

The purpose of the educational program 6B04106 "Public Service and local government" is to form students' skills and abilities aimed at acquiring professional competencies necessary for professional activity in the field of state and local government to increase its efficiency, effectiveness and transparency.

The purpose of the educational program 6B04107 – Economics and business: Training of highly qualified economists, professional analysts with a high level of readiness to implement basic professional abilities in the context of globalization and integration of the economy into the world economic space, freely oriented in innovative technologies of economics and business.

The purpose of the educational program 6B04108 Accounting and audit: Training of highly educated, competitive, competent professional personnel in the field of accounting and auditing, capable of becoming leaders in their chosen field of professional activity and competitive in the labor market. Formation of a specialist capable of solving organizational and managerial, production and technological, calculation and design, analytical tasks and problems in the field of accounting, audit, analysis and taxation in the modern economy.

The purpose of the educational program 6B04110 – Finance and credit: Training of highly qualified competent specialists (graduates) in the field of financial activity, who should be able to

manage funds, be aware of all financial news, be able to apply modern information technologies that can quickly adapt to the rapidly changing socio-economic conditions of Kazakhstan and the world economy.

The purpose of the educational program 7M04133 – Economics: Training of highly qualified modern economists for leading Kazakhstan and foreign companies, government agencies, research centers and universities.

(IV) DESCRIPTION OF THE PREVIOUS ACCREDITATION PROCEDURE

The non-state educational institution "Kazakhstan University of Innovative and Telecommunication Systems" passed the procedure of specialized accreditation in the "Independent Agency of Accreditation and Rating" (hereinafter NAAR/IAAR) on May 17-19, 2018, having received a certificate with a validity period of 5 years.

Based on the results of specialized accreditation (May 17-19, 2018), an external expert commission formed 34 recommendations on the standards of specialized accreditation of Cluster 1, in particular "5B050600 - Economics", "6M050600 - Economics", "5B0505800 - Accounting and Audit", "5B050900 – Finance", "5B051000 – State and local government", "5B030100- Jurisprudence". The university was issued an accreditation certificate of EP 1 cluster for a period of 5 years.

Educational programs 6B04106 – Public Service and Local Government, 6B04107 – Economics and Business, 6B04108 – Accounting and Audit, 6B04110 – Finance and Credit, 7M04133 – Economics On February 3, 2023 were postmonitoring IAAR.

According to the results of post-accreditation monitoring, 26 recommendations out of 34 recommendations were fulfilled by more than 50%, which is 76.47% of the total implementation.

1. Develop a procedure for forecasting, identifying and managing risks in the implementation of the EP. Conclusions: The recommendation has been implemented (100%).
2. Develop a procedure for interaction on the EP with scientific organizations and educational organizations implementing similar educational programs. Conclusions: The recommendation is under implementation (70%).
3. Regularly post information on the site about the activities and specifics of the EP using external links and citations. Conclusions: The recommendation is under implementation (30%).
4. Consider the inclusion of interdisciplinary modules in the accredited specialties, including disciplines such as environmental law, digital marketing, innovative entrepreneurship, etc. Conclusions: Recommendation at the implementation stage (60%).
5. Provide for the possibility of developing practice-oriented disciplines harmonized with the certification program in the areas of activity of accredited specialties. Conclusions: The recommendation is under implementation (60%).
6. Consider the possibility of implementing joint educational programs in the short term. Conclusions: Recommendation at the implementation stage (70%).
7. Combine forms of assessment of the level of learning development, including, along with tests, oral exams and written papers, taking into account the specifics of the disciplines of the accredited specialties of the cluster. Conclusions: The recommendation is under implementation (70%).
8. To continue attracting practitioners to assess the practical readiness of students through guidance, reviewing graduation papers, as well as inclusion in the composition of examination commissions. Conclusions: Recommendation at the implementation stage (70%).
9. Develop a program to attract students to scientific research directly within the framework of research of accredited specialties. Conclusions: The recommendation is under implementation (60%).
10. To increase the level of cooperation with universities and national ENIC/NARIC centers in order to ensure comparable recognition of qualifications (50%).
11. Consider the possibility of professional certification of students. Conclusions: The recommendation is under implementation (40%).
12. Consider the inclusion of additional educational trajectories in the EP in accordance with the CFA, ACCA programs for the specialties Finance, Economics, PSLG, Accounting and Audit. Conclusions: The recommendation is under implementation (60%).
13. Ensure that students are informed about the possibility of participating in international programs, grant competitions. Conclusions: The recommendation is under implementation (50%).
14. Formalize the process of students' participation in the development of the IEP of accredited specialties. Conclusions: The recommendation is being implemented sufficiently (90%).
15. Carry out systematic work to ensure that information about teaching staff, including teaching staff catalogs, is available to the general public, and questionnaires are posted on the University's website. Conclusions: The recommendation is under implementation (50%).
16. To involve well-known domestic and foreign scientists in the implementation of the EP. Conclusions: Recommendation at the implementation stage (70%).
17. Consider the possibility of participation of teaching staff in the implementation of scientific projects funded by the Ministry of Education and Science of the Republic of Kazakhstan and other funds. Conclusions: The recommendation is under implementation (40%).

18. Continue work on the development of academic mobility of teaching staff. Conclusions: Recommendation at the implementation stage (60%).

19. Create conditions and a system of motivation for the participation of teaching staff and employees in academic mobility programs in international Erasmus+ programs, etc. Conclusions: Recommendation at the implementation stage (70%).

20. Update the functional responsibilities of the head of the EP. The recommendation has been implemented (100%).

21. To improve teaching foreign languages to teaching staff in order to participate in international training and internship programs at top foreign universities (70%) Conclusions: The recommendation is under implementation.

22. To provide methodological seminars and advanced training of teaching staff on active methods of teaching and assessment of the level of mastering disciplines. Conclusions: Recommendation at the implementation stage (50%).

23. Develop and implement interactive resources for using e-learning methods that provide remote access to the learning portal. Conclusions: The recommendation is under implementation (30%).

24. Provide for the possibility of developing interactive training courses, such as IOOCs, etc. Conclusions: Recommendation at the implementation stage (50%).

25. Systematize the system of reporting on the provision of educational and scientific literature in the profile disciplines in the context of the languages of instruction. Conclusions: The recommendation is under implementation (80%).

26. To ensure the updating of information about the EP of accredited specialties. Conclusions: The recommendation is under implementation (30%).

27. In order to enhance transparency, post information on the formation of EP development plans for interested parties on the website. Conclusions: Recommendation at the implementation stage (30%).

28. Systematically update the university's website with information reflecting all aspects of the University's life in three languages. Conclusions: Recommendation at the implementation stage (30%).

29. To conduct training seminars on the use of international databases such as Springer, Scopus, Elsevier. Conclusions: The recommendation is under implementation (50%).

30. Update information on the site about the specifics of educational programs, including existing support systems, learning outcomes and assigned professional qualifications. Conclusions: Recommendation at the implementation stage (30%).

31. Update adequate and objective information about teaching staff of accredited specialties. Conclusions: The recommendation is at the implementation stage (50%).

32. To attract successful graduates to the educational process, for the organization of practice and employment of graduates. Conclusions: The recommendation is under implementation (60%).

33. To develop a system of motivation for teachers' participation in research and consulting activities. Conclusions: Recommendation at the implementation stage (60%).

34. When conducting research and development of teaching staff and students, use modern and up-to-date data (statistics, news, scientific results) in the field of specialization of international databases such as Springer, Scopus, Elsevier. Conclusions: The recommendation is under implementation (50%).

(V) DESCRIPTION OF THE EEC VISIT

The work of the EEC was carried out on the basis of the approved Program of the visit of the expert commission on specialized accreditation of educational programs in the NSEI "KazUITS" in

the period from May 22 to 24, 2023.

In order to coordinate the work of the EEC, an introductory meeting was held on 05/21/2023, during which powers were distributed among the members of the commission, the schedule of the visit was clarified, and an agreement was reached on the choice of examination methods.

In order to obtain objective information about the quality of educational programs and the entire infrastructure of the university, clarification of the content of self-assessment reports was held with the Rector, vice-rectors in areas of activity, heads of structural divisions, heads of departments, heads of EP, members of academic committees, teachers, students, graduates. A total of 159 representatives took part in the meetings (Table 1).

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

Category of participants	quantity
Rector	1
Vice-rectors in the areas of activity	3
Heads of structural divisions	13
Heads of departments, heads of EP, members of the Academic Committee	20
Teachers	31
Students	41
Graduates	31
Employers, representatives from practice bases	19
Total	159

During the tour, 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 EP 3 clusters, the places of operation of support services for the educational, scientific, social and educational process.

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

At the time of accreditation, the attendance of classes did not take place, since the educational process was completed.

The EEC experts reviewed the practice bases of «IT Group Kazakhstan» LLP, Uralsk Employment Center, Uralsk City Court, and also asked questions to the heads of organizations: the Department of Ecology for the West Kazakhstan Region, the Association of Environmental Organizations of the West Kazakhstan Region, the National Center for Expertise and Certification, RSE "KazStandart", the Specialized Fire Department of Uralsk, the Police Department WKR, Court Administrator for WKR, Department for the Penal Enforcement System of WKR, Office of the Prosecutor's Office for WKR, LLP "TORUS.KZ ", JSC "Jusan Mobile", JSC "Ural signaling and Communication distance", LLP "StroyGazProm", NBA telekom LLP, «IT Group Kazakhstan» LLP, «Uralsk Transformer Plant» LLP.

In accordance with the accreditation procedure, an online survey was conducted of 19 teachers, 57 students.

In order to confirm the information provided in the Self-assessment Report, external experts requested and analyzed the working documentation of the university. Along with this, the experts studied the Internet positioning of the university through the official website of the university (<http://kazuits.edu.kz/>).

As part of the planned program, recommendations for improving accredited educational programs of the Kazakhstan University of Innovative and Telecommunication Systems, developed

by the EEC based on the results of the examination, were presented at a meeting with the management on 05/24/2022.



(VI) COMPLIANCE WITH SPECIALIZED ACCREDITATION STANDARDS

6.1. Standard "Educational Program Management"

The evidentiary part

The educational activity of the university is regulated by the Charter of the University, the Academic Policy of the University, the Strategic Development Plan of the Kazakhstan University of Innovative and Telecommunication Systems for 2022-2025. The university has a strategic planning system: the Strategic Development Plan of the University for 2022-2025 is in effect (approved by the decision of the Academic Council of the University on 01.10.2020, Protocol No. 2, with amendments and additions on 29.10.2021, Protocol No. 3, https://drive.google.com/file/d/1f_I7L6SLmf1eNJDtAsAPsAf-jw16iJIU/view).

The mission, main goals, strategic directions of development and objectives of accredited educational programs are defined on the basis of the strategic document of the university "Strategic Development Plan of the Kazakhstan University of Innovative and Telecommunication Systems" for 2022-2025.

The development strategy has been developed taking into account time interval planning and achievement of indicators, *however, the university management needs to identify the indicators of these indicators and identify the risks in the implementation of the Development Plans of the EP 3 cluster, which was not observed at the time of accreditation.*

The quality assurance policy of the university is described in the documented procedure "Quality Policy" (approved by the AC Decision of 31.01.2019, Protocol No. 5, as amended on 01.10.2020, Protocol No. 2), which reflects the relationship between scientific research, teaching and learning.

The quality policy provides the basis for the development and analysis of quality objectives. Quality objectives are consistent with a commitment to continuous improvement of all processes defined at the University, *However, the management of the university needs to annually determine quality goals that will have a positive impact on the quality of educational services, work efficiency and financial indicators and, consequently, on the satisfaction and trust of stakeholders.*

The quality assurance culture at the university is supported by documenting the implementation of the main processes and procedures, passing accreditation by rating agencies. An example of documenting quality assurance procedures are the main regulatory documents defining the Quality Policy, documents that establish uniform requirements for the quality of professional duties performed by teachers and university staff.

Research projects of the teaching staff and students (students and undergraduates) under the scientific guidance are recognized not only on behalf of educational organizations of various levels, but also on behalf of business communities represented by the PA "CCI Shabyt", the National Chamber of Entrepreneurs of the Republic of Kazakhstan "Atameken", which are the organizers of competitions of innovative projects. Involvement in scientific and practical work allows employees to more accurately determine the scope of their scientific interests, to implement professional development issues with great effect, which directly affects the quality of the implementation of the educational program.

The university has an extensive management structure, which is posted on the university's website, job descriptions and Regulations of the activities of structural units are presented, however, experts note some inconsistencies in the existing structure and documented procedures of the university. For example, there was no clear designation for accredited EP: responsibility for the implementation of business processes is distributed among the heads of EP or heads of departments?

The management of the EP did not confirm the existence of a mechanism for strategic and operational management of the EP, which includes an annual review of the content and structure of

the EP data by informing employers, graduates and other interested parties about the upcoming revision of the EP and the format of the discussion. Mainly the implementation of this mechanism through a round table, which is subsequently accompanied by the procedure of both internal and external evaluation of the EP.

The development Plan for 2022-2026 and the Graduate Model of accredited EP are compiled according to a single format adopted for all EP. Experts note the need to make adjustments both to the Development Plan of the EP and to the Graduate Model, focusing on the specific features of accredited EP.

For the management and implementation of the EP, the necessary information, personnel, financial and logistical resources are available, as well as regulatory and legal documentation that ensure the implementation of the EP.

Analytical part

Some issues related to this standard are not fully reflected in the self-report and were not confirmed during the visit of the EEC.

Experts note that the uniqueness and advantage of the presented EP over similar EP of other universities has not been sufficiently confirmed, this opinion was confirmed both during the interviewing of the heads of the EP and during the analysis of the submitted documents.

Also, the development plans of accredited EP: 6B04106 – Public Service and local government, 6B04107 – Economics and Business, 6B04108 – Accounting and audit, 6B04110 – Finance and credit, 7M04133 – Economics do not contain an analysis of the external, internal environment, positioning of EP in the service market.

There is no systematic work on risk management in the implementation of the EP.

During the study of the materials of the self-assessment report, conversations with the management of the EP and the heads of structural units, it was not documented that the university analyzes and implements innovative proposals, links research work with the implementation of the EP 3 cluster.

The graduating department needs to monitor the effectiveness of ongoing processes more clearly by applying target indicators that allow tracking the effectiveness and efficiency of EP management.

The EEC experts note good comments from all categories of the interviewed groups about the openness and accessibility of the university management and EP managers, who are constantly in close contact with both students and teaching staff, as well as with external stakeholders involved in various business processes of the university.

EEC experts note the lack of certificates from the heads of the EP 3 cluster in the direction of management in education.

Strengths / Best practices on accredited OP:

- According to this standard, the OP has no strengths.

EEC Recommendations for EP 6B04106 – Public Service and Local Government, 6B04107 – Economics and Business, 6B04108 – Accounting and Audit, 6B04110 – Finance and Credit, 7M04133 – Economics:

1. By the beginning of the 2023-2024 academic year, the management of the EP should ensure that interested persons (external and internal stakeholders, including representatives from accredited students of the EP) are involved in the design procedure, revision of the development plans of the EP, when analyzing the 1st year of implementation of the development plans of the EP and making changes, if necessary, with the placement of the document on the web the university's resource is in open access.

2. By the beginning of the 2023-2024 academic year, the university management needs to revise the form of the EP development plan, with the mandatory inclusion of criteria indicating the timing of the start of the planned activities.

3. By the beginning of the 2023-2024 academic year, the management of the EP, in order to ensure individuality and uniqueness, to determine the advantages of accredited EP in comparison with other EP implemented in the region and the Republic of Kazakhstan, and, based on the analysis, adjust the development plans of the EP with the development strategy of the University.

4. The management of the university to analyze and systematize the impact of risks on the activities of the university. Based on the analysis, to develop a medium-term plan (for 3 years) to prevent and overcome risks in order to improve the university's activities and improve the quality of educational services and to begin its implementation from 2023-2024 academic year.

5. By the 2023-2024 academic year, all managers of the EP 3 cluster will take advanced training courses "Management in Education".

6. Develop and implement a mechanism for managing innovative ideas within the framework of Cluster 2 educational programs until 2025.

Conclusions of the EEC:

According to the standard "Educational Program Management", 17 criteria are disclosed, of which: 12 positions are satisfactory, 5 positions require improvement.

6.2. Information Management and Reporting Standard

The evidentiary part

The university provides the functioning of the information collection, analysis and management system based on modern ICT and software.

To automate the process of collecting and analyzing information, the following information collection, analysis and management systems have been implemented and are operating in KazUITS: information management within the framework of the official website of the university (<http://kazuits.edu.kz/>); management of educational and methodological information within the framework of AIS "Platonus" (<https://platonus.nnsoft.kz/>) and the e-learning portal <https://k-subject.nnsoft.kz/>. The system provides the ability to manage the academic calendar, the formation of individual plans, the placement of EMCD, the formation of examination sheets, the current testing of students in training classes, questionnaires. The integration of data by means of the Platonus AIS ensures the availability of educational resources and support systems for students, obtaining information intended for operational and strategic management of the university.

Access to information posted in public databases is provided without mandatory authorization. Access to information posted in closed databases is carried out for legitimate purposes by officials who have access to information processing, after passing mandatory authorization, within the framework necessary to perform specific job duties.

The system of informing and feedback is implemented through the work of collegial bodies, scheduled meetings of the rector with the staff, students, reception of the rector on personal and official issues; questions and answers on the rector's blog; curatorial hours; official web portal; information, mounted stands; opinion polls.

The university uses the practice of personal meetings of the rector with participants in the educational process: students, teaching staff, which confirms interviews with target groups.

The management of the EP has demonstrated the existence of a reporting system that reflects the activities within the framework of the EP, including an assessment of their performance on the EMW and RW.

The EEC experts demonstrated the procedure for collecting, processing, storing and using personal data of students and teaching staff of the university (the Regulation on the protection of personal data of employees of the Kazakhstan University of Innovative and Telecommunication Systems), as well as the availability of communication mechanisms with students, employees and other interested parties, including conflict resolution.

The university has organized information support for scientific research through access to Kazakh and foreign electronic courses. The electronic library has been represented in the automated information system "Platonus" and in the Republican Interuniversity Electronic Library (RIEL) since its creation. RIEL unites electronic, educational and scientific resources of universities of Kazakhstan and works within the framework of the Association of Universities of the Republic of Kazakhstan.

Analytical part

The management of the EP did not demonstrate the existence of a systematic use of processed, adequate information to improve the internal quality assurance system. The internal quality assurance system of the EP at the university is based on the fundamental documents of the QMS and management decisions, however, their successful functioning and effective management within the framework of the implementation of the EP is not everywhere observed. The management of the EP needs to pay attention to the close relationship in the processes: design – development – monitoring - improvement. The EEC experts observe the design and development, but the issues of monitoring and improving the processes have remained unsolved.

Teaching staff, students, and employers are involved in the processes of collecting and analyzing information through questionnaires and interviews. The responsible department forms questionnaires, assigns them to a group of respondents (students, teachers, employees). Respondents are interviewed twice a year at the end of the semester. The results of the survey are considered at the meetings of the departments. However, further actions on the questionnaire procedure have not been demonstrated to the EEC experts. Corrective action plans and reports on their implementation have not been presented, and a system for informing respondents about the implementation of corrective and preventive action plans has not been demonstrated.

Monitoring of the implementation of the EP is carried out by analyzing and evaluating the quality of educational services (external and internal audit), conducting questionnaires and surveys of students and representatives of practice bases. Quality assurance of the implementation of the OP is achieved on the basis of internal regulatory documentation: "Academic Policy", "Quality Policy", documented procedures for conducting internal audits, etc.

However, it should be noted that there are insufficient actions on the part of the university management and the management of the OP to determine the effectiveness and efficiency of the implementation of the EP.

Collection, monitoring, analysis, exchange of current information, formation of statistical and reference reports on the contingent of students in the context of specialties and forms of training, formation of orders on the movement of the contingent of students is carried out by the registration department. The information collected and analyzed by the university within the framework of the EP takes into account the level of academic performance, student achievements and expulsion (annual statistical reports in the Ministry of Education and Science of the Republic of Kazakhstan), students' satisfaction with the implementation of the EP and the quality of education at the university (questionnaire of students), employment and career growth of graduates (reports on the activities of the career and employment center). However, the EEC experts note the lack of targeted actions on the part of the university management and the EP management to analyze key performance indicators (KPIs of teaching staff).

The survey of students conducted during the visit of the EEC IAAR showed that satisfaction with:

- the content and information content of the website of the educational organization in general and the school in particular is 75.4% (fully satisfied), 21.1% (partially), 1.8% (difficult to answer);
- information support and explanation before entering the university of the rules of admission and the strategy of the educational program (specialty) is 82.5% (fully satisfied), 12.3% (partially), 1.8% (difficult to answer);
- informing the requirements in order to successfully complete this educational program (specialty) – 78.9% (fully satisfied), 15.8% (partially), 1.8% (difficult to answer);
- informing students about courses, educational programs and academic degree received – 78.9% (fully satisfied), 15.8% (partially), 1.8% (difficult to answer);
- clarity of procedures for taking disciplinary measures – 73.7% (fully satisfied), 17.5% (partially), 7% (I find it difficult to answer).

The EEC notes that the university conducts a survey of students, employers and, based on the results of their survey / interviewing, appropriate measures are taken to eliminate deficiencies. However, during the visit of the EEC, insufficient awareness of structural units, teaching staff and students about the existence of a mechanism for working out the identified issues was revealed. In this connection, the management of the EP needs to organize the coherence of work on the evaluation of the management of the EP and other issues on the evaluation of effectiveness and efficiency.

Strengths / Best practices on accredited EP:

- According to this standard, the EP has no strengths.

EEC Recommendations for EP 6B04106 – Public Service and Local Government, 6B04107 – Economics and Business, 6B04108 – Accounting and Audit, 6B04110 – Finance and Credit, 7M04133 – Economics:

1. The management of the university, by the beginning of the 2023-2024 academic year, it is necessary to determine the responsibility of the structural unit or staff unit for the developed model of the quality management system of the university, on which job responsibilities will be transferred for the successful functioning and improvement of the internal quality assurance system for each implemented process of the university (educational, methodological, research, innovative development, financial social and educational, etc.), including quality assurance monitoring, decision-making based on the conducted analyses, supervising the development and implementation of corrective and preventive actions.

2. Starting from the 2023-2024 academic year, the responsible structural unit should keep records of the detected deficiencies in the process of conducting various types of sociological surveys, questionnaires and other types of feedback with consumers of educational services, starting with the design of corrective and preventive action plans, ending with reporting on their implementation and posting information about the work done with the detected deficiencies to the public. in the public domain.

3. From 2023-2024, the University management will analyze the existing documented procedures for the implementation of the mechanism for evaluating the effectiveness and efficiency of the OP for their relevance and compliance with the actual implementation, indicating the results of the analysis in the minutes of the meeting of the collegial body.

4. Starting from the 2023-2024 academic year, the responsible structural unit will keep records of the detected deficiencies in the process of conducting various types of sociological surveys,

questionnaires and other types of feedback with consumers of educational services, starting with the design of corrective and preventive action plans, ending with reporting on their implementation and posting information about the work done with the detected deficiencies to the public in open access. Questions on the system of measuring the degree of satisfaction of employers, students and teaching staff, in turn, should be included in the agenda of meetings of collegial governing bodies for the new 2023-2024 academic year.

5. The university management should continue to work on the implementation of the KPI system for collecting and analyzing information on the effectiveness of the activities of teaching staff and structural units of the university, updating and finalizing all the provisions concerning KPI.

Conclusions of the EEC:

According to the Information Management and Reporting standard, 17 criteria have been disclosed, of which 15 positions have a satisfactory position, 2 positions require improvement.

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

The evidentiary part

The EP submitted for accreditation is focused on the implementation of a competence-based approach in teaching in accordance with the Dublin Descriptors, the European Qualifications Framework and is aimed at the development and formation of professional and social competencies of students. The content and structure of educational programs comply with state standards of higher and postgraduate professional education and are implemented through working curricula and working curricula (syllabus), uniform for all forms of education, based on educational and methodological complexes of specialty and disciplines.

When determining the goals of the EP, learning outcomes and competencies, the needs of stakeholders, the results of the survey of students and employers are taken into account. Students, teaching staff, graduates, and employers are involved in the development of the EP.

An educational program, a graduate model, has been developed for each accredited EP, which is aimed at the formation of appropriate competencies that allow achieving results in the professional field of activity of the appropriate level of education.

Various types of practices play an important role in the training of specialists, namely in the formation of their professional competencies. At the university, upon completion of the internship, students submit reports signed by the head of the practice database.

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

- the needs of teaching staff with the content of the educational program – 100 %;
- paying appropriate attention to the content of the educational program by the management of the educational institution – 100 %;
- compliance of students' knowledge obtained at this university with the realities of the requirements of the modern labor market – 100 %;
- formation of educational programs for the organization of education for students with the ability and skills to analyze situations and make forecasts – 100 %;

Students assessed how much they agree that the taught material is relevant: 61.4% – full agreement, 28.1% – agree.

Analytical part

In accordance with the main directions of the national policy in the field of education and the requirements of the Bologna Convention, the university carries out a modular construction of educational programs aimed at improving and implementing competence-based education.

The university has defined and documented the procedure for assessing the quality of the EP, developed the structure of the EP. The conditions of the organization and conduct of professional practice are demonstrated. Taking into account modern professional requirements, the needs of the labor market and the employers' proposals, the content of the EP is being revised, however, clear regulations and the frequency of external review of the OP are required.

As a positive point, the EEC Commission notes the clarity and logic of the process of forming the EP, the involvement of students, teaching staff, employers and all interested persons. Changes to the content of the EP are made after a survey of all parties and an analysis of its results, taking into account the proposals of employers, the wishes of students and teaching staff.

The management of the EP conducts an external examination, with the participation of representatives of employers. The following positive reviews are available for the evaluated EP: 6B04106 "Public Service and local Government" from Shegelskaya A.Yu. – Director of «Kazkomprescompany» LLP, 6B04108 "Accounting and audit" from Bulany E.V. – Director of «SUNDRILLING» LLP, 6B04110 "Finance and credit" from Nursultan Z.N. – director of «Orda Zholdary» LLP, 7M04133 "Economics" from Babenkov V.D. – Director of "WAAREEKAZAKHSTAN" LLP.

The complex of disciplines of the EP and CED accredited by the EP demonstrated orientation to the goals and results of training. The topics of the diploma projects reflect the research direction of the scientific activity of the department, the scientists of the OP and the university as a whole.

At the same time, the commission notes that there is no possibility of additional certification for students of EP 6B04107 – Economics and Business, 6B04108 – Accounting and Audit, 6B04110 – Finance and Credit, 7M04133 – Economics. It is necessary to find the possibility of additional certification of students. Accordingly, studying in more detail the modern needs of the labor market, the demands of society and the state, it is necessary to determine the uniqueness of the OP 3 cluster to increase competitiveness in the market of educational services. EEC experts note the need for targeted actions on the part of the management of EP 6B04106 – Public Service and local government, 6B04107 – Economics and Business, 6B04108 – Accounting and audit, 6B04110 – Finance and Credit, 7M04133 – Economics for positioning the program in the educational market, both inside the Republic of Kazakhstan and abroad. It is necessary to pay attention to the design of the educational program in such a way that its internal content has its own uniqueness and difference from similar MOS implemented in the Republic of Kazakhstan.

According to the criteria of this standard, there is a need to match and harmonize the content of accredited EP with similar programs of leading universities of the country and universities of foreign countries for the purpose of cooperation, exchange of experience, educational integration, high-quality training of specialists, which the management of EP 3 cluster has not demonstrated. At the same time, it should be noted that despite the existence of a cooperation agreement and a two-degree educational program in the direction of 38.04.01 Economics: Accounting and internal control and 7M04133 "Economics" dated 25.02.2022. purposeful actions are not carried out in the field of development of the direction "implementation of joint EP".

In addition, the EEC notes the need to introduce a more active practice of implementing dual training in the implementation of EP 3 cluster, which was also noted by groups of students, graduates, employers, heads of practice bases when meeting with the EEC. It was noted that the university, in general, is ready both morally and according to documented procedures to begin purposeful work on large-scale practice-oriented training. It is necessary to bring not only summer professional practices to the bases of practices, branches of departments, but also to conduct practical, laboratory and lecture classes within the framework of full-fledged disciplines, with the preparation of official schedules at the bases of enterprises (not only guest or excursion classes).

Strengths / Best practices on accredited EP:

- According to this standard, the EP has no strengths.

EEC Recommendations for EP 6B04106 – Public Service and Local Government, 6B04107 – Economics and Business, 6B04108 – Accounting and Audit, 6B04110 – Finance and Credit, 7M04133 – Economics:

1. From 2023-24, the management of the EP will analyze the existing EP with the determination of their competitive advantages and development opportunities in the educational market of the region. When developing an EP, ensure its internal content is unique and distinctive from similar EP in the region and the Republic of Kazakhstan.

2. From 2023-24 to the management of the EP, to carry out purposeful work on the organization of training of students for professional certification (ACCA / CIMA, CFA, PM).

3. The management of the EP should annually analyze the content of educational programs for the harmonization of modules with the EP of foreign and Kazakh partner universities, include in the development plans of the EP a section corresponding to the Development Strategy of the university until 2025 for the implementation of a double diploma, JEP, with the development of a roadmap, and begin its implementation by 2025.

Conclusions of the EEC:

According to the Information Management and Reporting standard, 12 criteria have been disclosed, of which 10 positions have a satisfactory position, 2 positions require improvement.

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

The evidentiary part

The processes of continuous monitoring and periodic evaluation of programs are regulated by the "Regulation on monitoring the quality of education".

The satisfaction of participants in the educational process is revealed during regular questionnaires. The results of the survey are discussed at meetings of collegial bodies.

The content of the curricula is constantly reviewed to ensure the relevance of the disciplines taught.

The analysis, revision and amendments to the curricula of the disciplines of the EP, the practice program, intermediate control and certification were carried out at the meetings of the department in accordance with the requirements:

- a standard curriculum of a mandatory discipline;
- professional orientation of elective disciplines in the cycle of basic and specialized disciplines;
- compliance with the relationship of the discipline of choice in the cycle of the studied basic and specialized disciplines with the disciplines of other cycles;
- lack of repetition in the content of the discipline;
- to the content of IWST and IWS.

Monitoring of students' IC shows that the procedure for recording, registration of IC is observed: all components of the curriculum defined for the current course of the student for the academic year are included, the name of the discipline, the discipline code, the number of credits, the type of classes, the full name of the teacher, the number of hours and the form of control.

The content of the programs is being reviewed to ensure the relevance of the disciplines taught. When reviewing the EP, the opinions of employers and students are taken into account. The disciplines included in the CED reflect the current directions of the studied area, are compiled taking into account the logical sequence of their study. The CED includes disciplines aimed at the development of a creative personality and forming the professional competencies of students.

The systems for recording the progress and movement of students are ESUVO and Platonus, which contain the corresponding modules.

The assessment of students' academic achievements is carried out in accordance with the assessment scale adopted at the university. The regulation of the process is carried out by the regulation "Academic Policy".

Monitoring of satisfaction based on the results of the practice is carried out in two directions: assessment of the satisfaction of practice managers with the quality of training of students and a survey of students at the stage of defending practice reports and during the final conferences.

All measures to control the quality of the educational process carried out at different levels are recorded in the form of records, certificates, certificates, reports, etc., and are discussed at meetings of departments, educational and methodological commissions, the EMC and the Academic Council of the University.

The workload, academic performance and graduation of students comply with regulatory requirements and SMSE.

According to the data of constant monitoring, a report on the results of the sessions is analyzed and formed. This issue is periodically considered at meetings of departments, EMC, the Academic Council of the university to take the necessary measures to improve academic performance and achieve the desired results.

A student who does not agree with the results of the assessment on the exam has the right to appeal. In some cases (due to illness, family circumstances, or other objective reasons), the director of the Institute may allow the student to take an individual examination session.

Analytical part

Monitoring and periodic evaluation of the accredited EP includes various activities: expertise at the department, university level; analysis of labor market trends, requirements for graduates from employers; survey of stakeholders, etc. However, the management of the EP did not demonstrate measures for monitoring and periodic evaluation of the EP, analysis of monitoring results and targeted actions to eliminate comments on the results of the analysis regarding the effectiveness of evaluation procedures for students.

The survey of students conducted during the visit of the EEC IAAR showed that satisfaction with:

- The quality of examination materials (tests and examination questions, etc.) is 82.5% (fully satisfied), 10.3% (partially), 5.3% (partially dissatisfied) and 1.8% (difficult to answer);
- The objectivity of the assessment of knowledge, skills and other educational achievements is 77.2% (fully satisfied), 17.5% (partially), 3.5% (partially dissatisfied) and 1.8% (difficult to answer).

To the question "The system of evaluation of academic achievements (seminars, tests, questionnaires, etc.) reflects the content of the course," 61.4% fully agree, 26.3% agree and 12.3% partially agree.

59.6% fully agree to the question "The evaluation criteria used by the teacher are clear and accessible", 31.6% agree and 8.8% of respondents partially agree.

During the work of the EEC and the study of syllabuses of the Department of Economics and Management ("Aimaktyk ekonomika zhane baskaru", "Commercialyk banktegi bihgalterlik yesep zhane yeseptilik", "Ekonomikany akshalai nesielik retteu", "Tabys zhane zhalaki sayasaty") the absence of evaluation criteria of educational achievements of students was revealed. Also, the Commission of the EEC notes the need for constant monitoring of the quality of examination materials.

During the work of the EEC and conducting interviews with target groups, it was revealed that testing is the main method of evaluating the learning outcomes of students. In order to improve the

educational achievements of students of EP 6B04106 – Public service and local government, 6B04107 – Economics and Business, 6B04108 – Accounting and audit, 6B04110 – Finance and Credit, 7M04133 – Economics, the management of EP needs to revise the list of evaluation funds depending on the specifics of the study of disciplines. The EP management needs to include alternative types of evaluation tools in the list, for example, the implementation and protection of a business/analytical project (individually or in a team), the solution (and protection) of situational tasks/ case stages, etc.

Strengths / Best practices on accredited EP:

- According to this standard, the EP has no strengths.

EEC Recommendations for EP 6B04106 – Public Service and Local Government, 6B04107 – Economics and Business, 6B04108 – Accounting and Audit, 6B04110 – Finance and Credit, 7M04133 – Economics:

1. The management of the EP by the beginning of the 2023-2024 academic year, in addition to test funds, add alternative funds of evaluation funds to the list.

2. The management of the Educational institution needs to monitor the quality of the evaluation system of academic achievements on an ongoing basis and discuss the results at the meetings of the department and the EMC of the University.

Conclusions of the EEC:

According to the standard "Continuous monitoring and periodic evaluation of educational programs", 10 criteria are disclosed, of which: 9 - have a satisfactory position, 1 position – requires improvement.

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

The evidentiary part

At the University, student-centered learning is implemented by following the following provisions:

1) The student, with the help of an adviser, forms his individual curriculum for each academic period, using a standard curriculum and a CED. The choice of an individual educational trajectory is carried out on the basis of IEP, in which, in addition to general education, basic disciplines of the mandatory component, elective courses and practices are included, which are aimed at ensuring professional competencies.

2) A student has the right to study academic mobility at other universities both in the Republic of Kazakhstan and abroad, with the subsequent transfer of the studied disciplines at the university and their inclusion in the transcript.

3) A student, being in another university within the framework of academic mobility, in the absence of the opportunity to study some disciplines there, has the right to study these disciplines using distance learning technologies.

4) To meet the need for additional or repeated study of disciplines, a summer semester is held annually at the university.

During the academic year, the hours of IWST are fixed in the schedule, there are schedules of consultations of teaching staff at the departments, additional information is provided in syllabuses for disciplines, the student can also contact the teacher by e-mail.

Training is combined with professional practice, branches of departments in production are used for conducting classes.

Ensuring equal opportunities for students is achieved by developing educational, methodological, organizational, methodological and informational support for the educational process in two languages of instruction: Kazakh and Russian.

The necessary conditions are created for students to choose an individual educational trajectory, which include:

- the ability to choose the language of instruction, elective disciplines, teachers;
- the possibility of choosing a discipline;
- formation of an individual curriculum;
- organization of an additional semester for repeated or additional study of disciplines;
- familiarization with personal results of educational achievements;
- the possibility of studying within the framework of academic mobility;
- the ability to use the educational portal;
- the possibility of using the electronic library of the university, the Republican interuniversity electronic library;
- for conducting laboratory and practical work, students can use specialized laboratories and conditions for obtaining practical skills at branches of departments.

The university monitors the effectiveness of the educational services provided by systematically conducting surveys of students on various standardized questionnaires.

The university has formed a system for reviewing student complaints. The main methods of periodic evaluation of educational activities include questionnaires, interviews and surveys; internal audits; analysis of the rector's blog, "complaints and suggestions box"; media content analysis, etc.

In the course of training, a criterion generally accepted in world practice is used on a scale of alphabetic and numeric designations, reflecting the mechanism for implementing credit transfer based on the ECTS credit system. In accordance with this scale, grades are given on oral and written exams.

When implementing a student-centered approach, the feedback process takes into account the wishes and needs of students and makes decisions that are taken into account when compiling the EP. Feedback with the student is carried out through the definition of an individual login and password, which creates the possibility of forming a two-way communication between the subjects of the educational process. Access to the necessary educational materials can also be obtained through the "Educational Portal" of the university's website.

Analytical part

During the accreditation procedure, visits to classes, conversations with teaching staff and students, the EEC experts came to the conclusion that the university management needs to carry out purposeful work to ensure the teaching of IEP courses based on modern achievements of world science and practice in the field of training. During the visit, there was no use of various modern teaching methods and evaluation of learning outcomes that ensure the achievement of the goals of the EP, including competencies.

No work has been demonstrated to improve the qualifications of teaching staff implementing EP 3 clusters in the field of studying modern methods of evaluating learning outcomes. Accordingly, there is also no demonstration of a feedback system for the use of various teaching methods and evaluation of learning outcomes.

Teaching staff implementing EP 3 clusters have various certificates of completion of courses, however, the application of the results of the courses, their implementation in the educational process has not been demonstrated.

With a fairly good experience of both production and scientific and pedagogical activities of teaching staff implementing EP 3 clusters, there is no lack of their own research in the field of teaching methods of EP disciplines.

The survey of students conducted during the visit of the EEC IAAR showed that satisfaction with:

- The teaching methods as a whole are 71.9% (fully satisfied), 21.1% (partially), 5.3% (partially dissatisfied) and 1.8% (difficult to answer);

- The quality of teaching as a whole is 78.9% (fully satisfied), 15.8% (partially), 1.8% (partially dissatisfied) and 3.5% (I find it difficult to answer).

57.9% fully agree to the question "The teacher uses effective teaching methods", 24.6% agree and 17.5% of respondents partially agree.

56.1% fully agree to the question "The teacher presents the material in an interesting form", 31.6% agree, 10.5% partially agree, 1.8% disagree.

On the question of the objectivity of the assessment of knowledge, skills and other educational achievements, 61.4% fully agree, 29.8% agree and 8.8% partially agree.

On the question of the timeliness of assessing students' academic achievements, 54.4% fully agree, 33.3% agree and 12.3% partially agree.

Strengths / Best practices on accredited EP:

- According to this standard, the EP has no strengths.

EEC Recommendations on EP 6B04106 – Public Service and Local Government, 6B04107 – Economics and Business, 6B04108 – Accounting and Audit, 6B04110 – Finance and Credit, 7M04133 – Economics:

1. To the management of EP 6B04106 – Public service and local government, 6B04107 – Economics and business, 6B04108 – Accounting and audit, 6B04110 – Finance and credit, 7M04133 – Economics, the development plans of EP include measures to improve the qualifications of teaching staff in the field of application of modern methods of assessing the achievements of students, and begin their implementation, starting with 2023-2024 academic years.

2. The University management at the institutional level to identify and approve feedback mechanisms on the use of various teaching methods and evaluation of learning outcomes, and to begin implementing the mechanism from 2024.

3. The management of EP 6B04106 – Public Service and local government, 6B04107 – Economics and Business, 6B04108 – Accounting and Audit, 6B04110 – Finance and Credit, 7M04133 – Economics annually conduct additional questionnaires of students to identify shortcomings or positive aspects of teaching methods used in the educational process of teaching teaching staff within specific disciplines.

4. The management of EP 6B04106 – Public Service and local Government, 6B04107 – Economics and Business, 6B04108 – Accounting and Audit, 6B04110 – Finance and Credit, 7M04133 – Economics annually monitor the applied teaching methods of specialized disciplines in order to improve the quality of teaching; by September 1, 2023-24 academic year, to include in the development plan of EP activities for the development and implementation of the teaching staff's own research in the field of teaching methods of academic disciplines in the educational process. Proposals for the introduction of new teaching methods should be reflected in the minutes of the department's meetings, as well as regularly ensure the dissemination of information about the results of their own research on the university's web resource.

Conclusions of the EEC:

According to the standard "Student-centered learning, teaching and assessment of academic performance", 10 criteria are disclosed, of which: 8 criteria are satisfactory, 2 criteria require improvement.

6.6. Standard "Students"

The evidentiary part

When forming a contingent of students, the University is guided by the current legislation, the regulatory framework, Standard Rules for admission to training. The policy of forming a contingent of students at the University consists in admitting persons to the number of students who are the most prepared to study at the university, who have scored the required number of points according to the results of the UNT graduates of general secondary schools, UNT graduates of secondary specialized educational institutions on a fee basis, as well as specialists with diplomas for obtaining a second IN on the basis of an interview.

The draft plan for the admission of a contingent of students for the next academic year is reviewed and discussed at the meetings of departments, EMC, AC and approved by the order of the Rector of the University. Career guidance work is planned and includes informing students of schools and colleges about the University's EP, its competitive advantages, the demand for graduates in the labor market; conducting advertising campaigns as part of Open Days, Career Days, field meetings with students of schools and colleges in the region; opening branches of departments at enterprises; conducting subject Olympiads, conferences and excursions for schoolchildren at the University; posting information in the media; timely correction of Internet information about the University on the official website of the University (<http://kazuits.edu.kz>).

On the university's website (section "Applicants", <http://kazuits.edu.kz/ru/1266>) information materials on admission to the university are posted: standard rules, brief information on the list of documents, admission deadlines for all stages: testing, exams in specialized disciplines, a competition for awarding state educational grants, enrollment.

The contingent of students in the context of educational programs is shown in Table 2:

Table 2 – Contingent of students accredited by the EP 3 cluster

Academic year	Form of study	Number of students
B04106 – Государственная служба и местное управление		
2020-2021	full - time	140
2021-2022	full - time	267
2022-2023	full - time	291
6B04107 – Экономика и бизнес		
2020-2021	full - time	169
2021-2022	full - time	274
2022-2023	full - time	281
6B04108 – Бухгалтерский учет и аудит		
2020-2021	full - time	536
2021-2022	full - time	564
2022-2023	full - time	603
6B04110 – Финансы и кредит		
2020-2021	full - time	313
2021-2022	full - time	300
2022-2023	full - time	325

The analysis of the undergraduate contingent of accredited EP 3 clusters shows the stability of recruitment in the whole group of educational programs. The contingent of the magistracy **was not represented**.

In addition, the university carries out procedures for the admission of students from other universities, recognition and crediting of credits acquired as a result of training.

The transfer of mastered credits is carried out on the basis of a comparison of the OP, the content of the list of mastered disciplines, their volumes, acquired knowledge, skills, skills and competencies, as well as learning outcomes. For students who have academic debts in disciplines, a difference in curricula, additional training is organized during the summer trimester (when transferring from university to university, from specialty to specialty, from one form of study to another) (<http://kazuits.edu.kz/ru/4562/uchebno-metodicheskaya-rabota/dokumenty-po-umr>).

At the university, the issues of adaptation and support of foreign students are regulated by the "Program for the adaptation of foreign students to the conditions and requirements of the educational process, where the process of adaptation of foreign students is considered as a multifactorial process of entry, development and formation of the personality of a foreign student into the educational space of the university.

The rapid adaptation of students in the educational environment of the university is facilitated by the student's reference guide, developed in accordance with the requirements of the credit technology of training at KAZUITS and containing systematized brief information about the internal regulations of the university, organizational and procedural norms.

Individual assistance and counseling of students on issues of the educational process are provided by advisors.

A student who has fully fulfilled the requirements of the curriculum, scored the appropriate number of credits and the established GPA score, is transferred to the next course by order of the rector of KAZUITS. If the student's GPA score is lower than the established transfer score, then he is enrolled for re-study of disciplines in the summer semester.

Student self-government at the university is a special form of initiative, independent, responsible social activity of students aimed at solving important issues of the life of students, the development of their social activity. The university administration strongly supports student self-government (<http://kazuits.edu.kz/ru/025896>).

Within the university, the Center for Graduate Employment and Professional Practice deals with the issues of graduate employment.

Analytical part

Academic mobility of students is one of the important areas of international activity. The basis for the transfer of loans to KAZUITS is the Provision on the system of transfer of loans by ECTS. Memoranda have been signed and contracts have been drawn up for the development of interaction between internal and external mobility. The University has concluded contracts with organizations, enterprises, institutions defined within the framework of academic mobility and as practice bases for various periods (from one to five years), covering all accredited educational institutions, but mainly with universities of the Russian Federation and Kazakhstan. However, according to the results of interviews with students, the EEC experts note the need to expand the geography of countries of international cooperation within the framework of outgoing (internal and external) academic mobility and finding ways and instruments of financing to help students, including on a contractual basis, to participate in these programs. Also, the management of the university and the management of the EP should pay special attention to the criterion of incoming (external and internal) academic mobility, since the university has conditions for accepting both foreign students and students of the Republic of Kazakhstan to study.

EEC experts note a good opportunity at the university to develop extracurricular corporate student culture more purposefully. There is a very promising and active head of the university (Vice-Rector for SWB) who is a graduate of this university and is not indifferent to its development, there is a good set of students, students confirmed their desire to attend various clubs, sports clubs, etc., if certain conditions are created for this. Accordingly, the university needs to develop more detailed programs to encourage students to self-education and development outside the main

program (extracurricular activities, for example, interest clubs, clubs, coworking centers, etc.), including financial and material incentives. To support gifted and talented students at the university, a "Regulation on working with gifted students" has been developed. However, the EEC experts note that the existing "Position" with a very abstract and generalized content is recommended to be reworked, supplementing it with clearer criteria for stimulating gifted students.

The management of accredited educational institutions organizes scientific circles and events in order to prepare students for professional activity, increase students' interest in future professions, and arouse students' interest in learning. However, during the study of the EP self-assessment report, low student involvement was revealed. The total number of participants in 4 scientific circles is no more than 16. Also, during the interviews with students, there was a low awareness of the scientific circles of the department. The management of the EP needs to correlate the activities of the circles and the research and development of the department, include key indicators of the results of the activities of scientific circles in the department's development plan and raise awareness about the activities of scientific circles in social networks and on the University's website.

Based on employment data (<http://kazuits.edu.kz/ru/123636/struktura/otdel-innovatsii-i-trudoustrojstva/trudoustrojstvo>), It should be concluded that special attention should be paid to assistance in the employment of graduates, including by updating the content of educational programs based on the needs of employers in graduates of the EP 3 cluster.

According to the educational programs 6B04107 – Economics and Business, 6B04108 – Accounting and Audit and 6B04110 – Finance and Credit for 2019-2021, there is a downward trend in the employment of graduates. Also, in the presented report on the self-assessment of the EP, low employment of graduates in the directions of the OP 3 cluster was revealed. Analysis of the employment of graduates for 2022, presented in the self-assessment report of the EP: according to EP 6B04106, 33 graduates were employed out of 107 graduates in the direction, according to EP 6B04107, Economics and Business out of 117 work in the direction of 11 graduates, according to EP 6B0108 Accounting and auditing out of 206 graduates - 42 in the direction, according to EP 6B04110 Finance and Credit, out of 108 – 22 graduates are employed in the direction.

Also, during the study of the self-assessment report of the EP, as a weak side of accredited EP in the SWOT analysis, a high assessment of the level of training of graduates by basic institutions and other state and public organizations is noted. In order to improve the quality of graduates of the EP, the management needs to constantly analyze the needs of employers in graduates of accredited EP and modernize the content of educational programs, training courses based on the needs of employers until the beginning of the 2023-2024 academic year. To monitor on an ongoing basis the employment of graduates in the direction.

Communication with graduates is organized through the activities of the university Alumni Association, the formation of a database of graduates, the annual alumni forum (<http://kazuits.edu.kz/ru/123636/struktura>). However, according to the results of interviewing graduates, the experts of the Higher Attestation Commission note that of all those who participated, none of the graduates is a member of the Association.

Strengths / Best practices on accredited EP:

- According to this standard, the EP has no strengths.

EEC Recommendations for EP 6B04106 – Public Service and Local Government, 6B04107 – Economics and Business, 6B04108 – Accounting and Audit, 6B04110 – Finance and Credit, 7M04133 – Economics:

1. In accordance with the University Development Program, the management of accredited EP 6B04106 – Public Service and Local Government, 6B04107 – Economics and Business, 6B04108 – Accounting and Audit, 6B04110 – Finance and Credit, 7M04133 – Economics to include indicative indicators in the development plans of educational programs, in the work plan of the department and

to begin with the 2023-2024 academic year the implementation of the item: "attracting students in the program "incoming and outgoing (external, internal) academic mobility" and "expanding the geography of countries of international cooperation within the framework of academic mobility".

2. The management of EP 6B04106 – Public service and local government, 6B04107 – Economics and Business, 6B04108 – Accounting and audit, 6B04110 – Finance and credit, 7M04133 – Economics in 2023 to increase the information content about the activities of scientific circles of the department and to keep in the development plan of the department key indicators of the results of scientific circles.

3. The management of EP 6B04106 – Public Service and local government, 6B04107 – Economics and Business, 6B04108 – Accounting and audit, 6B04110 – Finance and Credit, 7M04133 – Economics to analyze the needs of employers in graduates of EP and modernize the content of educational programs based on the needs of employers in graduates before the beginning of the 2023-2024 academic year. To monitor on an ongoing basis the employment of graduates in the direction.

4. The university management should take measures to improve the effectiveness of the Alumni Association, namely, to draw up a work plan for the Alumni Association, proceed with its implementation, while informing university graduates about the activities of the association through all possible informative sources from the 2023-2024 academic year.

Conclusions of the EEC:

According to the "Students" standard, 12 criteria are disclosed, of which: 10 criteria have a satisfactory position, 2 criteria require improvement.

6.7. Standard "Teaching staff"

The evidentiary part

The University implements a personnel policy regulated by the Labor Code of the Republic of Kazakhstan and internal regulatory documents, taking into account the specifics of the university's teaching staff. The personnel policy is reflected in the Charter of KazUITS, the Strategic Development Plan of KazUITS for 2022-2025. The Regulation on personnel policy defines the main goals, objectives and mechanisms for the development of the University's human resources potential for the coming period, establishes the rules for the selection, training and development of personnel.

The criteria for admission to audit work are determined by the requirements for passing the competition and job descriptions for teachers, senior teachers, associate professors, professors.

The personnel potential of the EP 3 cluster is formed in accordance with the qualification requirements for the educational activities of the Ministry of Education and Science of the Republic of Kazakhstan. The share of teaching staff with academic degrees of level 8 of the National Qualification Framework, with work experience in the field of training meets the requirements. The degree in Business and management is more than 50%.

Qualitative indicators of cluster teaching staff in the context of educational programs 6B04106 – Public Service and local government, 6B04107 – Economics and Business, 7M04133 – Economics, 6B04108 - Accounting and Audit, 6B04110 – Finance and Credit are presented in Table 3.

Table 3 - Quality indicators of teaching staff 3 clusters

№	Educational programs	Total teaching staff					
		Total	The	% share of	The	% of	Number/%

	(Bachelor's degree)	teaching staff serving specials	number of teachers for whom the main place of work is the licensee, total	teachers for whom the main place of work is a licensee from the entire teaching staff	number of teachers with academic degrees for whom the main place of work is a licensee, total	teachers with academic degrees for whom the main place of work is a licensee	of teachers with a master's degree, for whom the main place of work is a licensee, out of the total number of teachers, total
1	6B04106 – Public Service and Local Government	46	39	84,7%	25	56%	15/38%
2	6B04107 – Economics and Business, 7M04133 - Economics,	46	39	84,7%	25	56%	15/38%
3	6B04108- Accounting and Audit	46	39	84,7%	25	56%	15/38%
4	6B04110 – Finance and Credit	46	39	84,7%	25	56%	15/38%

Advanced training of teaching staff involves the study of advanced training programs at least once every 5 years. Upon completion of advanced training, documents confirming training (certificates) are submitted to the department, and the Academic Council hears a report on the passage of the CAT, including the courses held at KAZUITS.

Experts have found that the university grants teachers the right to free access to the book collection and electronic resources.

To motivate the activities of young teachers, the university uses various forms of incentives: bonuses for significant dates, awarding diplomas, sending for an internship at the expense of the organization, solving social issues – providing departmental apartments, improving working conditions, etc.

Analytical part

Having studied the personnel composition, the commission of the EEC notes that the university provides an opportunity for career growth and professional development of teaching staff, including young teachers. The university employs representatives from the university management who have passed all stages of "professional growth", starting from the lyceum bench of the university – college students – university students – master's degree – teaching activities and have reached the level of the university management, for example, Vice-Rector for ESW Khamzin Z.U., Director of the Center for Information Technology Officers S.O.

To maintain labor discipline and motivation of teaching staff and university staff, a system of incentives is provided: awards, diplomas and letters of thanks from management, badges, corporate awards. However, during the interviewing of the teaching staff, the members of the commission made sure that there were no motivation mechanisms in the research activities of students, teaching staff and other internal stakeholders, including participation in grant programs, filing applications for patents and copyright certificates, publications of teaching staff in highly rated journals, etc.

Having studied the university's website and based on the results of interviews with teaching staff, it can be noted that the site contains links to the MOOC of other organizations, but their use has not been proven for the educational process. As part of the development of distance learning technologies, the teaching staff of the department needs to continue to develop skills in the use of information and communication technologies, the development of mass open online courses, practice the study of professional courses on the Coursera platform.

The development of academic mobility at the university is carried out in accordance with the "Regulations on academic mobility of students and teachers of the Kazakhstan University of Innovative and Telecommunication Systems", as well as orders, instructional letters of the Ministry of Internal Affairs of the Republic of Kazakhstan. In order to improve the quality of education and the development of academic mobility of teaching staff, agreements (memoranda) have been concluded with the Dubna State University, Moscow, Almeteyevsk State Petroleum Institute, Penza State University, St. Petersburg National Research University of Information Technologies, Mechanics and Optics. However, the EEC Commission notes that the presence and dynamics of academic mobility of teaching staff are not traced within the accredited EP. Teachers who implement the EP do not use the opportunity to exchange experience within the framework of the academic mobility program both in universities of Kazakhstan and abroad. The fact of inviting foreign teaching staff to implement specialized courses accredited by the EP 3 cluster has not been demonstrated.

EEC experts note the inactivity of teaching staff implementing accredited EP in participating in grant programs, including international ones, as well as in publication activity in rating journals.

Strengths / Best practices on accredited EP:

- The university demonstrated the possibility of career growth and professional development of teaching staff, including young teachers on the example of a representative from the university's management staff.

EEC Recommendations for EP 6B04106 – Public Service and Local Government, 6B04107 – Economics and Business, 6B04108 – Accounting and Audit, 6B04110 – Finance and Credit, 7M04133 – Economics:

1. By January 30, 2023-24, the University management will conduct training seminars for structural units and teaching staff on student-centered learning and teaching.

2. The management of the university from 2023-24 to implement a KPI system for collecting and analyzing information on the effectiveness of the activities of teaching staff and structural units of the university, updating and finalizing all the provisions concerning KPI.

3. From 2023-24, the university management will include points in the system of rating indicators of teaching staff for achieving the results of the introduction of innovative teaching methods, including for the development and application of mass open online courses, the results obtained in research (publication of articles in rating journals, development and participation in various grant and international programs, participation in the program "academic mobility of teaching staff" and so on.).

Conclusions of the EEC:

According to the standard "Teaching staff and teaching effectiveness", 10 criteria are disclosed, of which: 1 position is strong, 8 positions are satisfactory, 1 position requires improvement.

6.8. Standard "Educational resources and student support systems"

The evidentiary part

The University ensures the availability of sufficient, accessible and relevant educational resources and student support services. When allocating, planning and providing educational resources, the university takes into account the needs of various groups of students.

The University has 7 own multi-storey academic buildings: 4-storey academic building No. 1 with a total area of 1295.6 sq.m.; 10-storey academic building No. 2 with a total area of 9087 sq.m., 4-storey academic building No. 3 with a total area of 1385 sq.m., 4-storey academic building No. 4 with a total area of 1,708 sq.m., 6-storey academic building No. 5 with a total area of 1,969 sq.m., 2-storey academic building No. 6 with a total area of 1,214 sq.m., 4-storey academic building No. 7 with a total area of 833 sq.m. In general, the total area of all academic buildings is 23492 sq.m. Additionally, the construction of a 6-storey academic building with a sports complex with a total area of 2500 sq.m is being carried out. The training areas comply with current sanitary standards, fire safety requirements and qualification requirements for the organization of educational activities.

The buildings are equipped with Wi-Fi zones that provide wireless Internet access at a speed of 100 MB/s.

KazUITS provides full academic support to students by providing them with information, reference and methodological materials necessary for mastering the EP: reference guides, ED catalogs, syllabuses, methodological recommendations for writing term papers, theses and master's theses.

The content of information and reference and methodological materials meet the requirements of the EP, is determined by the teaching staff and is considered at a meeting of departments.

Departments of the organization and monitoring of the educational process, Digitalization and distance learning technologies in accordance with the regulations on the introduction and organization of the educational process with the use of distance learning technologies within 2 weeks from the beginning of the academic year, educational materials, syllabuses on electronic media (flash cards) or via e-mail, WhatsApp for self-study are issued. Within 2 months from the beginning of the academic year, teaching materials are uploaded to the AIS "Platonus".

All students are provided with access to the library's book collection, which includes educational, methodological and scientific literature in Kazakh, Russian and English, as well as foreign and domestic periodicals.

The cluster of the educational program is provided with educational literature used in the process of preparing students in the areas of these educational programs, with a total volume of 205940 copies, of which educational, methodical, scientific literature - 187760 copies (91%), electronic publications – 951 (0.46%). The formation of the library fund meets the established

requirements. There are professional practice bases on the profile of preparation of the cluster of the educational program.

The book fund of educational and methodical literature on the cycle of general education disciplines is 75011 units; on the cycle of basic disciplines – 110425 units; scientific literature – 13534 units; scientific periodicals on the profile of implemented educational programs – 42 units.

The library is actively creating its own electronic fund. The range of materials on electronic and magnetic media is presented in the following formats: audio-video cassettes, CD-ROM and DVD discs, server databases, including Internet databases, electronic versions of textbooks and teaching materials, syllabuses, scientific journals, conference collections of teaching staff and students, etc.

The educational process is managed in the AIS "Platonus", which has integration with the NOBD.

Information and reference and methodological materials are available in the public domain, posted on the university's website: <http://kazuits.edu.kz/> available to users in Russian, Kazakh. The university's website is aimed at applicants, students, business partners of the university, and also contains all the information reflecting the activities, achievements and prospects of the university's development. The editorial office of the university newspaper publishes articles – interviews with university graduates who, after graduating from the NUO "KazUITS", successfully grow up the career ladder.

Using the potential of this network, students have the opportunity to design laboratory and practical work in electronic form and provide them to teachers via an internal e-mail system, use the resources of an electronic library and use the Internet from any computer connected to the network.

An automated information system has been introduced at the university, which allows complex automation of learning processes. The system has a centralized database that reflects all the real events and processes of the university.

Information on students' academic performance is traced, starting from the points on the certificate to the issuance of an extract from the diploma for all control points for each semester of study. A system of comparative analysis of assessments on various parameters of the educational process has been developed in order to identify weaknesses in the educational process.

The database data is taken into account when calculating the cathedral workload, scheduling classroom classes and computer exams during the session.

Several categories of user pages are implemented on the site: student page, teacher page, department page. Each user authenticates and gets to his personal page.

The student's page <http://kazuits.edu.kz/> contains such sections as: general information about the student, the student's electronic office (schedule, academic performance, individual plan, adviser, registrars, exam schedule) and an electronic department (electronic materials on academic disciplines, teachers' schedules, curricula, individual plan for the next year, student questionnaires). The teacher's page <http://kazuits.edu.kz/> contains general information about the teacher, a link to electronic materials, the schedule and statements of this teacher. The department's page <http://kazuits.edu.kz/> consists of the following sections: information about the department, the composition of the department, schedule, curricula, academic load for the current year, academic load for the next year, exam schedule, summary sheets, research work, international cooperation.

Advising students on the educational process is carried out by the adviser and teachers of the Department of "General Technical Disciplines". The adviser provides tutoring assistance to students in drawing up an individual curriculum. For students studying under bachelor's degree programs, an adviser is appointed by a teacher from among the faculty of the department, who conducts organizational, methodological and consulting work during the registration period for disciplines.

To determine the academic load of teaching staff for the academic year, the registrar's office department organizes the registration of students for academic disciplines, according to the

documented procedure for recording for an academic discipline, which describes the procedure and recommendations for organizing and conducting events.

There is a "Council of Curators" for advising students. The student can contact the curator of the group at any time to get an answer to his question. A curator is assigned to each group. The curator of the student group is appointed by a teacher from among the teaching staff of the graduating departments. Control over the work of the curator is carried out by the head of the department, responsible for educational work at the department. Coordinates the work of curators at the department responsible for educational work.

To transfer from course to course, there is a system of transferable points (GPA) in the context of courses for the credit system of training.

Registration for academic disciplines is carried out by collecting applications for registration of elective disciplines. When the disciplines of the compulsory component and elective courses are fully formed, an individual student's curriculum is compiled.

According to the results of the survey, 100% are satisfied with the level of accessibility of library resources, and 100% of students are satisfied with the quality of services provided in libraries and reading rooms.

The survey of students showed positive data on the provision of educational materials in the learning process (100%), the existing educational resources of the university (95.8%).

In addition, 90.5% of teachers sometimes face inconvenient schedules, 95.2% sometimes face inappropriate conditions for classes in classrooms, 85.7% sometimes face lack of Internet access/weak Internet.

Analytical part

The EEC experts got acquainted with the equipment of the material and technical base for the implementation of accredited EP, analyzed the results of interviews and questionnaires of teaching staff and students and came to the conclusions described below.

Each student is provided with a network of access to the following information educational resources during the entire training period:

- 1) official website of the university;
- 2) scientific library;
- 3) electronic library;
- 4) student's personal account;
- 5) global databases;
- 6) open sources of information on the Internet.

Logistics planning begins with the collection of applications from all departments of the university. Consideration of applications of divisions is carried out at the university administration, the final list and the volume of acquisition of necessary material assets is agreed with the heads of departments.

However, conversations with teaching staff, students and other target groups showed the need to make decisions and reports on the implementation of corrective and preventive actions developed based on the results of the analysis of the results of social surveys conducted at the university, including on the subject of satisfaction with the material and technical base of the university, as well as social and material-stimulating conditions for educational and research activities of teaching staff, university staff and students.

The EEC experts got acquainted with the equipment of the material and technical base for the implementation of accredited EP 3 clusters, and, in general, the infrastructure of the university, as a result of which it was revealed that the MTB for the implementation of EP 6B04106 - Public Service and local Government, 6B04107 – Economics and Business, 6B04108 – Accounting and Audit, 6B04110 – Finance and credit, 7M04133 – The economy is insufficient. For the presented EP,

purposeful work on financial planning and the purchase of necessary equipment and software (laboratory facilities for conducting specialized subjects, licensed software (MS Project, etc.) is necessary, since when participating in the excursion, interviews with students, employers, graduates, representatives from the practice bases showed the insufficiency of MTB for the implementation of these EP.

EEC experts note a good opportunity for the development of additional professional competencies (certification) of students of accredited EP. To do this, the management of the EP needs to continue measures to develop and modernize the laboratory base and upgrade equipment in accordance with current trends in the development of science, including courses in the content of the EP that allow for preliminary professional training for further certification of students of cluster 3, concluding contracts with accredited training centers conducting this training.

The interview of the EEC with students and graduates of the university showed the need for this category of persons to provide additional places for extracurricular activities, scientific, creative, to create various coworking zones, platforms for informal meetings with the provision of ICT, since the very name of the university disposes that the university and all participants in the processes taking place at the university we must strive for 100% digitalization.

The university management and the responsible structural unit need to develop a roadmap (1-2-3 year) for the preparation of target groups ready to apply for grant funding and meeting all the requirements of the tender documentation from the funded parties (settling down, the presence of the Hirsch index, knowledge of foreign languages, the availability of publications in databases recommended by the authorized body, in databases of peer-reviewed foreign magazines, etc.). To do this, it is necessary to determine the main priority scientific directions of the university correlating with the current directions of competitions for awarding grants, analyze the available resource of teaching staff and equipment for conducting research, analyze the necessary targeted financial investments in target groups (payment for articles in journals, purchase of equipment, advanced training of teaching staff in the missing areas of directions, invitation of foreign and Kazakhstani scientists in the target groups, etc.). Due to the purposeful investment and the work done, the university will have only advantages (competitive target groups for participation in competitions for grant funding, increasing ratings in various accreditation agencies, increasing the QS rating, increasing the status of the university as having excellent research potential, etc.).

Strengths / Best practices on accredited EP:

- According to this standard, the EP has no strengths.

EEC Recommendations for EP 6B04106 – Public Service and Local Government, 6B04107 – Economics and Business, 6B04108 – Accounting and Audit, 6B04110 – Finance and Credit, 7M04133 – Economics:

1. By the beginning of the 2023-2024 academic year, the management of the EP 3 cluster needs to analyze the need to equip classrooms with multimedia tools (interactive panel, interactive whiteboard, multimedia department, etc.) in order to improve the quality of teaching and learning efficiency, consider the possibility of funding to improve the MTB for the implementation of OP 2 cluster until 2025.

2. The university management should consider allocating funding for the purchase of relevant software products necessary to improve the quality of educational services provided during the implementation of EP 3 cluster until 2025.

3. The university management should consider the possibility of organizing zones in the university for informal meetings of students (in addition to the zone on the 10th floor) until 2025.

Conclusions of the EEC:

According to the standard "Educational resources and student support systems", 13 criteria are disclosed, of which: 11 – satisfactory, 2 - require improvement.

6.9 Standard "Informing the public"

The evidentiary part

The main and main source of information about the activities of the university is the university's website (<http://kazuits.edu.kz/>), in which the mission, vision and strategies of the university are published, information in the context of the blocks: "About the university", "Training", "Departments", "Applicants", "Student life", "News", "Science", "Login to mail".

In addition to the official website, the university has a newspaper "Kazakhstan University of Innovative and Telecommunication Systems" and a scientific journal "News of Engineering Science and Education of Western Kazakhstan".

Since the founding of the newspaper (December 2010, certificate - No. 11305-G) 148 issues have been published, the newspaper is published twice a month. The main thematic focus of the publication is informational and educational, scientific and methodological, and the newspaper also publishes information about educational programs, science news, innovations, patriotic and educational work, students' creativity: poems and stories, articles by teachers and university staff on educational topics.

The scientific journal "News of Engineering Science and Education of Western Kazakhstan" has been published since 2013, the frequency of 4 issues per year. Certificate of registration of the periodical publication No. 12160 – Zh. E-mail address: nauka-kaziitu@mail.ru, novosty.engin@mail.ru.

Information about training, assessment procedures, information about passing scores and educational opportunities provided to students are reflected in the Academic Policy, the Regulation on the point-rating system for assessing students' knowledge, the Regulation on the organization of the educational process on credit technology of training, the Regulation on the introduction and organization of the educational process of full-time department using distance learning technologies posted on the website university, in the "Training" section (<http://kazuits.edu.kz/ru/4562/uchebno-metodicheskaya-rabota/dokumenty-po-umr>).

An effective method of assessing the quality and effectiveness of educational programs is the level of employment of graduates and the survey of employers. Information on employment is provided on the website page (<http://kazuits.edu.kz/>). It also provides information on employment in the context of specialties for the last 3 years (<http://kazuits.edu.kz/ru/123636/struktura/otdel-innovatsii-i-trudoustrojstva/trudoustrojstvo>). Photos and videos of famous graduates are posted on the Graduates tab of the website (<http://kazuits.edu.kz/ru/1036/kafedra-obshchetekhnicheskikh-distiplin/vypuskniki>). Information is also provided about the university's practice bases, which provide students with employment opportunities if they successfully complete an internship.

The placement of students' resumes on the university's website has been organized (<http://kazuits.edu.kz/ru/123636/struktura/otdel-innovatsii-i-trudoustrojstva/rezyume-vypuschnikov>).

Certificates of all accredited EP and the license of the university and EP are placed in the section "About the University", in the subsections "License" and "Achievements of the university (Accreditation, rating)" <http://kazuits.edu.kz/>.

The University participates in the ratings of the National Chamber of Entrepreneurs of the Republic of Kazakhstan "Atameken", an independent accreditation and rating agency.

Information about the qualifications of each teacher in the form of a portfolio is posted on the main page of the university's website (<http://kazuits.edu.kz/ru/1036/kafedra-obshchetekhnicheskikh->

distiplin). The information is available to any visitor of the site. Information about the position, academic degree of the teacher, the list of his educational and scientific publications are formed from the information systems of the university and reflects the current state of affairs. The composition of the teachers of the department and their portfolio can also be found on the page of the departments.

Analytical part

The university publishes information on various areas of activity, such as: support and explanation of the national development programs of the country and the system of higher and postgraduate education, international cooperation, results of external evaluation procedures, information for applicants, information about the structural units of the university, information for students, information about the services of the site, etc. The website contains information about the history of the university, the mission, the strategy according to which the university carries out its activities.

However, on the official website of the university, the information is not structured or the following information is missing or not up-to-date information is posted:

- on the main page "Personnel Policy" (posted in the section Documents on EMW);
- some pages in Kazakh and English are missing (information for applicants, about student life, about educational programs);
- there is no section on scientific and innovative activities;
- there is no information about the university's partner activities, academic mobility programs and other forms of cooperation with partner universities, scientific/consulting organizations, business partners, social partners;
- there is no information about the approaches of teaching, learning, as well as systems (procedures, methods and forms) of assessment within each EP.

In addition, some tabs contain not reliable or up-to-date information about the structure of the university. For example, on the website – Department for Innovation and Employment (<http://kazuits.edu.kz/ru/123636/struktura/otdel-innovatsii-i-trudoustrojstva>), in the organizational structure of the university (<http://kazuits.edu.kz/ru/123636/struktura>) – The Department of Practice and Employment, and in the self-report of the university, the Center for Graduate Employment and Professional Practice, etc.

Also, the information provided about the departments has various options. The University management needs to develop a unified classification of sections for all departments.

During the work of the EEC, it was revealed that the information on the staffing of the department does not coincide with the information on the website in the section head of the department and faculty of the department. The site does not provide up-to-date information.

The section on scientific circles of the department has superficial information. It is recommended to update and update information about scientific circles.

Also, there is no up-to-date information on the University's website in the news section. The department needs to constantly update information about planned and ongoing events of the department: guest lectures, field classes, events of scientific circles, achievements in research and development, meetings with stakeholders and other events of the department.

As a result, the management of the university needs to carry out targeted actions to improve the content of up-to-date information and the design of the official website.

Strengths / Best practices on accredited EP:

- According to this standard, the EP has no strengths.

– *Economics and Business, 6B04108 – Accounting and Audit, 6B04110 – Finance and Credit, 7M04133 – Economics:*

1. To increase competitiveness, awareness of responsibility for informing the public about educational programs implemented at the university and conditions conducive to implementation, consider the possibility of providing access to the heads of the EP, as well as heads of structural divisions, to tabs and sections on the university's website for self-content. The term is permanent.

2. The management of the university to determine the requirements for the publication on the university's website of reliable, objective, up-to-date information about teaching approaches, training, as well as systems (procedures, methods and forms) of assessment within each EP. The deadline is until 2024.

3. The university management should determine the requirements for filling out information on departments, update information on the results of external evaluation procedures and post it on the official website of the university on an ongoing basis. The term is permanent.

4. By the beginning of the 2023-2024 academic year, to revise the structure of the content of the section on the university's partner activities on the university's website, including international, with the inclusion of information on academic mobility programs and other forms of cooperation with partner universities, scientific/consulting organizations, business partners, social partners, including in the context of EP.

5. It is recommended to update and supplement the available information on the website about teaching staff, scientific circles of the department, by the deadline of September 1, 2023-24 academic year. To conduct constant monitoring of the relevance of information, awareness of the activities of the department - constantly.

6. The management of the EP annually needs to publish on the University's website the audited financial statements on the EP.

Conclusions of the EEC:

According to the "Informing the Public" standard, 12 criteria have been disclosed, of which: 10 positions are satisfactory, 2 positions require improvement.

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

Strengths/Best practice on EP 6B04106 – Public Service and Local Government, 6B04107 – Economics and Business, 6B04108 – Accounting and Audit, 6B04110 – Finance and Credit, 7M04133 – Economics:

The Standard "Educational Program Management"

- According to this standard, the EP has no strengths.

Standard "Information Management and Reporting"

- According to this standard, the EP has no strengths.

Standard "Development and approval of the educational program"

- According to this standard, the EP has no strengths.

Standard "Continuous monitoring and periodic evaluation of educational programs"

- According to this standard, the EP has no strengths.

Standard "Student-centered learning, teaching and assessment of academic performance"

- According to this standard, the EP has no strengths.

Standard "Students"

- According to this standard, the EP has no strengths.

Standard "Teaching staff"

-The university demonstrated the possibility of career growth and professional development of teaching staff, including young teachers on the example of a representative from the university's management staff.

Standard "Educational resources and student support systems"

- According to this standard, the EP has no strengths.

Standard "Informing the public"

- According to this standard, the EP has no strengths.



(VIII) OVERVIEW OF THE QUALITY IMPROVEMENT RECOMMENDATIONS FOR EACH STANDARD

EEC Recommendations for EP 6B04106 – Public Service and Local Government, 6B04107 – Economics and Business, 6B04108 – Accounting and Audit, 6B04110 – Finance and Credit, 7M04133 – Economics:

Standard "Educational Program Management"

1. By the beginning of the 2023-2024 academic year, the management of the EP should ensure that interested persons (external and internal stakeholders, including representatives from accredited students of the EP) are involved in the design procedure, revision of the development plans of the EP, when analyzing the 1st year of implementation of the development plans of the EP and making changes, if necessary, with the placement of the document on the web the university's resource is in open access.

2. By the beginning of the 2023-2024 academic year, the university management needs to revise the form of the EP development plan, with the mandatory inclusion of criteria indicating the timing of the start of the planned activities.

3. By the beginning of the 2023-2024 academic year, the management of the EP, in order to ensure individuality and uniqueness, to determine the advantages of accredited EP in comparison with other EP implemented in the region and the Republic of Kazakhstan, and, based on the analysis, adjust the development plans of the EP with the development strategy of the University.

4. The management of the university to analyze and systematize the impact of risks on the activities of the university. Based on the analysis, to develop a medium-term plan (for 3 years) to prevent and overcome risks in order to improve the university's activities and improve the quality of educational services and to begin its implementation from 2023-2024 academic year.

5. By the 2023-2024 academic year, all managers of the EP 3 cluster will take advanced training courses "Management in Education".

6. Develop and implement a mechanism for managing innovative ideas within the framework of Cluster 2 educational programs until 2025.

Standard "Information Management and Reporting"

1. The management of the university, by the beginning of the 2023-2024 academic year, it is necessary to determine the responsibility of the structural unit or staff unit for the developed model of the quality management system of the university, on which job responsibilities will be transferred for the successful functioning and improvement of the internal quality assurance system for each implemented process of the university (educational, methodological, research, innovative development, financial social and educational, etc.), including quality assurance monitoring, decision-making based on the conducted analyses, supervising the development and implementation of corrective and preventive actions.

2. Starting from the 2023-2024 academic year, the responsible structural unit should keep records of the detected deficiencies in the process of conducting various types of sociological surveys, questionnaires and other types of feedback with consumers of educational services, starting with the design of corrective and preventive action plans, ending with reporting on their implementation and posting information about the work done with the detected deficiencies to the public. in the public domain.

3. From 2023-2024, the University management will analyze the existing documented procedures for the implementation of the mechanism for evaluating the effectiveness and efficiency of the OP for their relevance and compliance with the actual implementation, indicating the results of the analysis in the minutes of the meeting of the collegial body.

4. Starting from the 2023-2024 academic year, the responsible structural unit will keep records of the detected deficiencies in the process of conducting various types of sociological surveys, questionnaires and other types of feedback with consumers of educational services, starting with the design of corrective and preventive action plans, ending with reporting on their implementation and posting information about the work done with the detected deficiencies to the public in open access. Questions on the system of measuring the degree of satisfaction of employers, students and teaching staff, in turn, should be included in the agenda of meetings of collegial governing bodies for the new 2023-2024 academic year.

5. The university management should continue to work on the implementation of the KPI system for collecting and analyzing information on the effectiveness of the activities of teaching staff and structural units of the university, updating and finalizing all the provisions concerning KPI.

Standard "Development and approval of the educational program"

1. From 2023-24, the management of the EP will analyze the existing EP with the determination of their competitive advantages and development opportunities in the educational market of the region. When developing an EP, ensure its internal content is unique and distinctive from similar EP in the region and the Republic of Kazakhstan.

2. From 2023-24 to the management of the EP, to carry out purposeful work on the organization of training of students for professional certification (ACCA / CIMA, CFA, PM).

3. The management of the EP should annually analyze the content of educational programs for the harmonization of modules with the EP of foreign and Kazakh partner universities, include in the development plans of the EP a section corresponding to the Development Strategy of the university until 2025 for the implementation of a double diploma, JEP, with the development of a roadmap, and begin its implementation by 2025.

Standard "Continuous monitoring and periodic evaluation of educational programs"

1. The management of the EP by the beginning of the 2023-2024 academic year, in addition to test funds, add alternative funds of evaluation funds to the list.

2. The management of the Educational institution needs to monitor the quality of the evaluation system of academic achievements on an ongoing basis and discuss the results at the meetings of the department and the EMC of the University.

Standard "Student-centered learning, teaching and assessment of academic performance"

1. To the management of EP 6B04106 – Public service and local government, 6B04107 – Economics and business, 6B04108 – Accounting and audit, 6B04110 – Finance and credit, 7M04133 – Economics, the development plans of EP include measures to improve the qualifications of teaching staff in the field of application of modern methods of assessing the achievements of students, and begin their implementation, starting with 2023-2024 academic years.

2. The University management at the institutional level to identify and approve feedback mechanisms on the use of various teaching methods and evaluation of learning outcomes, and to begin implementing the mechanism from 2024.

3. The management of EP 6B04106 – Public Service and local government, 6B04107 – Economics and Business, 6B04108 – Accounting and Audit, 6B04110 – Finance and Credit, 7M04133 – Economics annually conduct additional questionnaires of students to identify shortcomings or positive aspects of teaching methods used in the educational process of teaching teaching staff within specific disciplines.

4. The management of EP 6B04106 – Public Service and local Government, 6B04107 – Economics and Business, 6B04108 – Accounting and Audit, 6B04110 – Finance and Credit, 7M04133 – Economics annually monitor the applied teaching methods of specialized disciplines in order to improve the quality of teaching; by September 1, 2023-24 academic year, to include in the development plan of EP activities for the development and implementation of the teaching staff's own research in the field of teaching methods of academic disciplines in the educational process. Proposals for the introduction of new teaching methods should be reflected in the minutes of the department's meetings, as well as regularly ensure the dissemination of information about the results of their own research on the university's web resource.

Standard "Students"

1. In accordance with the University Development Program, the management of accredited EP 6B04106 – Public Service and Local Government, 6B04107 – Economics and Business, 6B04108 – Accounting and Audit, 6B04110 – Finance and Credit, 7M04133 – Economics to include indicative indicators in the development plans of educational programs, in the work plan of the department and to begin with the 2023-2024 academic year the implementation of the item: "attracting students in the program "incoming and outgoing (external, internal) academic mobility" and "expanding the geography of countries of international cooperation within the framework of academic mobility".

2. The management of EP 6B04106 – Public service and local government, 6B04107 – Economics and Business, 6B04108 – Accounting and audit, 6B04110 – Finance and credit, 7M04133 – Economics in 2023 to increase the information content about the activities of scientific circles of the department and to keep in the development plan of the department key indicators of the results of scientific circles.

3. The management of EP 6B04106 – Public Service and local government, 6B04107 – Economics and Business, 6B04108 – Accounting and audit, 6B04110 – Finance and Credit, 7M04133 – Economics to analyze the needs of employers in graduates of EP and modernize the content of educational programs based on the needs of employers in graduates before the beginning of the 2023-2024 academic year. To monitor on an ongoing basis the employment of graduates in the direction.

4. The university management should take measures to improve the effectiveness of the Alumni Association, namely, to draw up a work plan for the Alumni Association, proceed with its implementation, while informing university graduates about the activities of the association through all possible informative sources from the 2023-2024 academic year.

Standard "Teaching staff"

1. By January 30, 2023-24, the University management will conduct training seminars for structural units and teaching staff on student-centered learning and teaching.

2. The management of the university from 2023-24 to implement a KPI system for collecting and analyzing information on the effectiveness of the activities of teaching staff and structural units of the university, updating and finalizing all the provisions concerning KPI.

3. From 2023-24, the university management will include points in the system of rating indicators of teaching staff for achieving the results of the introduction of innovative teaching methods, including for the development and application of mass open online courses, the results obtained in research (publication of articles in rating journals, development and participation in various grant and international programs, participation in the program "academic mobility of teaching staff" and so on.).

Standard "Educational resources and student support systems"

1. By the beginning of the 2023-2024 academic year, the management of the EP 3 cluster needs to analyze the need to equip classrooms with multimedia tools (interactive panel, interactive whiteboard, multimedia department, etc.) in order to improve the quality of teaching and learning efficiency, consider the possibility of funding to improve the MTB for the implementation of OP 2 cluster until 2025.

2. The university management should consider allocating funding for the purchase of relevant software products necessary to improve the quality of educational services provided during the implementation of EP 3 cluster until 2025.

3. The university management should consider the possibility of organizing zones in the university for informal meetings of students (in addition to the zone on the 10th floor) until 2025.

Standard "Informing the public"

1. To increase competitiveness, awareness of responsibility for informing the public about educational programs implemented at the university and conditions conducive to implementation, consider the possibility of providing access to the heads of the EP, as well as heads of structural divisions, to tabs and sections on the university's website for self-content. The term is permanent.

2. The management of the university to determine the requirements for the publication on the university's website of reliable, objective, up-to-date information about teaching approaches, training, as well as systems (procedures, methods and forms) of assessment within each EP. The deadline is until 2024.

3. The university management should determine the requirements for filling out information on departments, update information on the results of external evaluation procedures and post it on the official website of the university on an ongoing basis. The term is permanent.

4. By the beginning of the 2023-2024 academic year, to revise the structure of the content of the section on the university's partner activities on the university's website, including international, with the inclusion of information on academic mobility programs and other forms of cooperation with partner universities, scientific/consulting organizations, business partners, social partners, including in the context of EP.

5. It is recommended to update and supplement the available information on the website about teaching staff, scientific circles of the department, by the deadline of September 1, 2023-24 academic year. To conduct constant monitoring of the relevance of information, awareness of the activities of the department - constantly.

6. The management of the EP annually needs to publish on the University's website the audited financial statements on the EP.

(IX) REVIEW OF RECOMMENDATIONS FOR THE DEVELOPMENT OF THE ORGANIZATION OF EDUCATION

(X) RECOMMENDATIONS TO THE ACCREDITATION COUNCIL

The External Expert Commission made a unanimous decision to recommend to the Accreditation Council to accredit the educational programs of NSEI "Kazakhstan University of Innovative and Telecommunication Systems" 6B04106 – Public Service and Local Government, 6B04107 – Economics and Business, 6B04108 – Accounting and Audit, 6B04110 – Finance and Credit, 7M04133 – Economics - for a period of 3 (three) years.



Annex 1. Evaluation table "PARAMETERS OF A SPECIALIZED PROFILE"

**6B04106 - Public service and local government,
6B04107 - Economics and business, 6B04108 - Accounting and audit,
6B04110 - Finance and credit, 7M04133 - Economics**

No. p \ p	No. n \ n	Criteria for evaluation	Position of the educational organization			
			st ro n g	Satis facto ry	Assu mes impr ove ment	Unsa tisfac tory
Standard "Management of the educational program"						
1	1.	The university must demonstrate the development of the goal and development strategy of the EP based on the analysis of external and internal factors with the wide involvement of various stakeholders		+		
2	2.	The quality assurance policy should reflect the relationship between research, teaching and learning		+		
3	3.	The university demonstrates the development of a culture of quality assurance		+		
4	4.	Commitment to quality assurance should apply to any activity performed by contractors and partners (outsourcing), including the implementation of joint/double-degree education and academic mobility		+		
5	5.	The management of the EP ensures the transparency of the development plan for the development of the EP based on an analysis of its functioning, the real positioning of the university and the focus of its activities on meeting the needs of the state, employers, stakeholders and students			+	
6	6.	The EP management demonstrates the functioning of the mechanisms for the formation and regular revision of the EP development plan and monitoring its implementation, assessing the achievement of learning goals, meeting the needs of students, employers and society, making decisions aimed at continuous improvement of the EP			+	
7	7.	The EP management should involve representatives of stakeholder groups, including employers, students and teaching staff in the formation of the EP development plan			+	
8	8.	The EP management must demonstrate the individuality and uniqueness of the EP development plan, its consistency with national development priorities and the development strategy of the educational organization			+	
9	9.	The university must demonstrate a clear definition of those		+		

		responsible for business processes within the framework of the EP, the distribution of staff duties, and the delimitation of the functions of collegial bodies				
10	10.	The management of the EP ensures the coordination of the activities of all persons involved in the development and management of the EP, and its continuous implementation, and also involves all interested parties in this process		+		
11	11.	The EP management must ensure the transparency of the management system, the functioning of the internal quality assurance system, including its design, management and monitoring, and the adoption of appropriate decisions		+		
12	12.	The management of the EP should carry out risk management			+	
13	13.	The management of the EP should ensure the participation of representatives of interested parties (employers, teaching staff, students) in the collegiate management bodies of the educational program, as well as their representativeness in making decisions on the management of the educational program		+		
14	14.	The university must demonstrate innovation management within the EP, including the analysis and implementation of innovative proposals		+		
15	15.	The management of the EP must demonstrate its openness and accessibility for students of teaching staff, employers and other interested parties		+		
16	16.	The management of the EP confirms the completion of training in education management programs		+		
17	17.	The management of the EP should strive to ensure that the progress made since the last external quality assurance procedure is taken into account when preparing for the next procedure.		+		
Total by standard			0	12	5	0
Standard “Information Management and Reporting”						
18	1.	The university must ensure the functioning of the system for collecting, analyzing and managing information based on modern information and communication technologies and software		+		
19	2.	The EP guidance demonstrates the systematic use of processed, adequate information to improve the internal quality assurance system			+	
20	3.	The EP management demonstrates the presence of a reporting system that reflects the activities of all structural units and departments within the EP, including an assessment of their performance		+		
21	4.	The university must determine the frequency, forms and methods for assessing the management of the EP, the activities of collegial bodies and structural divisions, top			+	

		management				
22	5.	The university must demonstrate a mechanism for ensuring the protection of information, including determining the persons responsible for the reliability and timeliness of the analysis of information and the provision of data		+		
23	6.	The university demonstrates the involvement of students, employees and teaching staff in the processes of collecting and analyzing information, as well as making decisions based on them		+		
24	7.	The EP management must demonstrate the existence of communication mechanisms with students, employees and other stakeholders, including conflict resolution		+		
25	8.	The university must ensure the measurement of the degree of satisfaction with the needs of teaching staff, staff and students within the framework of the EP and demonstrate evidence of eliminating the identified shortcomings		+		
26	9.	The university must evaluate the effectiveness and efficiency of activities, including in the context of EP		+		
		The information collected and analyzed by the university within the framework of the EP should take into account:				
27	10.	key performance indicators		+		
28	11.	the dynamics of the contingent of students in the context of forms and types		+		
29	12.	academic performance, student achievement and dropout		+		
30	13.	satisfaction of students with the implementation of the EP and the quality of education at the university		+		
31	14.	availability of educational resources and support systems for students		+		
32	15.	employment and career growth of graduates		+		
33	16.	Students, employees and teaching staff must document their consent to the processing of personal data		+		
34	17.	The management of the EP should contribute to providing all the necessary information in the relevant fields of science		+		
Total by standard			0	15	2	0
Standard "Development and approval of the educational program"						
35	1.	The university must demonstrate the existence of a documented procedure for the development of the EP and its approval at the institutional level		+		
36	2.	The university must demonstrate the compliance of the developed EP with the established goals and planned learning outcomes		+		
37	3.	The EP management should determine the influence of disciplines and professional practices on the formation of learning outcomes		+		

38	4.	The university can demonstrate the presence of a model of a graduate of an EP that describes learning outcomes and personal qualities		+		
39	5.	The qualification awarded upon completion of the EP must be clearly defined, explained and correspond to a certain level of NQF, QF-EHEA		+		
40	6.	The management of the EP should demonstrate the modular structure of the program based on the European Credit Transfer and Accumulation System (ECTS), ensure that the EP, its modules (in content and structure) correspond to the set goals with a focus on achieving the planned learning outcomes		+		
41	7.	The management of the EP should ensure that the content of academic disciplines and learning outcomes correspond to each other and the level of education (bachelor's, master's, doctoral studies)		+		
42	8.	The management of the EP must demonstrate the conduct of external reviews of the EP		+		
43	9.	The management of the EP must provide evidence of the participation of students, teaching staff and other stakeholders in the development of the EP, ensuring their quality		+		
44	10.	The management of the EP must demonstrate the positioning of the EP in the educational market (regional / national / international), its uniqueness			+	
45	11.	An important factor is the possibility of preparing students for professional certification		+		
46	12.	An important factor is the presence of a two-degree EP and / or joint OP with foreign universities			+	
Total by standard			0	10	2	0
Standard "Continuous monitoring and periodic evaluation of educational programs"						
47	1.	The university must ensure the revision of the content and structure of the EP, taking into account changes in the labor market, the requirements of employers and the social demand of society		+		
48	2.	The university must demonstrate the existence of a documented procedure for monitoring and periodically evaluating the EP in order to achieve the goal of the EP. The results of these procedures are aimed at continuous improvement of the EP		+		
		Monitoring and periodic evaluation of the EP should consider				
49	3.	the content of the programs in the context of the latest achievements of science and technology in a particular discipline		+		
50	4.	changing needs of society and the professional environment		+		

51	5.	workload, performance and graduation of students		+		
52	6.	effectiveness of student assessment procedures			+	
53	7.	needs and satisfaction of students		+		
54	8.	compliance of the educational environment and the activities of support services with the goals of the EP		+		
55	9.	All stakeholders must be informed of any planned or undertaken actions in relation to the EP. All changes made to the EP must be published		+		
56	10.	Support services should identify the needs of various groups of students and the degree of their satisfaction with the organization of training, teaching, assessment, mastering the EP in general		+		
Total by standard			0	9	1	0
Standard “Student-Centered Learning, Teaching and Assessment”						
57	1.	The management of the EP should ensure respect and attention to the various groups of students and their needs, providing them with flexible learning paths		+		
58	2.	The management of the EP should ensure teaching on the basis of modern achievements of world science and practice in the field of training, the use of various modern methods of teaching and evaluating learning outcomes that ensure the achievement of the objectives of the EP, including competencies, skills to perform scientific work at the required level		+		
59	3.	The management of the EP should determine the mechanisms for distributing the teaching load of students between theory and practice within the framework of the EP, ensuring the development of the content and achievement of the objectives of the EP by each graduate		+		
60	4.	An important factor is the presence of own research in the field of teaching methods of EP disciplines		+		
61	5.	The university must ensure that the procedures for evaluating learning outcomes correspond to the planned results and goals of the EP		+		
62	6.	The university must ensure the consistency, transparency and objectivity of the mechanism for assessing the learning outcomes of the SP. Criteria and methods for evaluating learning outcomes should be published in advance		+		
63	7.	Assessors must be familiar with modern methods for assessing learning outcomes and regularly improve their skills in this area.			+	
64	8.	The management of the EP must demonstrate the existence of a feedback system on the use of various teaching methods and the assessment of learning outcomes			+	

65	9.	The management of the EP must demonstrate support for the autonomy of learners while providing guidance and assistance from the teacher.		+		
66	10.	The management of the EP must demonstrate the existence of a procedure for responding to complaints from students		+		
Total by standard			0	8	2	0
Standard "Students"						
67	1.	The university must demonstrate the policy of forming a contingent of students and ensure the transparency of its procedures. The procedures governing the life cycle of students (from admission to completion) must be defined, approved, published		+		
68	2.	The management of the EP should provide for special adaptation and support programs for newly enrolled and foreign students		+		
69	3.	The university must demonstrate the compliance of its actions with the Lisbon Recognition Convention, including the existence and application of a mechanism for recognizing the results of academic mobility of students, as well as the results of additional, formal and non-formal education		+		
70	4.	The university should provide an opportunity for external and internal academic mobility of students, as well as assist them in obtaining external grants for study		+		
71	5.	The university should actively encourage students to self-education and development outside the main program (extracurricular activities)		+		
72	6.	An important factor is the existence of a mechanism to support gifted students.		+		
73	7.	The university must demonstrate cooperation with other educational organizations and national centers of the "European Network of National Information Centers for Academic Recognition and Mobility / National Academic Recognition Information Centers" ENIC / NARIC in order to ensure comparable recognition of qualifications		+		
74	8.	The university must provide students with internship places, demonstrate the procedure for facilitating the employment of graduates, maintaining contact with them		+		
75	9.	The university must demonstrate the procedure for issuing documents to graduates confirming the qualifications received, including the achieved learning outcomes		+		
76	10.	The management of the EP must demonstrate that program graduates have skills that are in demand in the labor market and that these skills are really in demand in the labor market.		+		
77	11.	The management of the EP must demonstrate the existence of a mechanism for monitoring the employment and professional activities of graduates			+	

78	12.	An important factor is the existence of an active alumni association/union			+	
Total by standard			0	10	2	0
Standard "Teaching Staff"						
79	1.	The university must have an objective and transparent personnel policy in the context of the EP, including recruitment (including invited teaching staff), professional growth and development of staff, ensuring the professional competence of the entire staff		+		
80	2.	The university must demonstrate the compliance of the qualitative composition of the teaching staff with the established qualification requirements, the strategy of the university, and the goals of the EP		+		
81	3.	The management of the EP should demonstrate the change in the role of the teacher in connection with the transition to student-centered learning and teaching		+		
82	4.	The university should provide opportunities for career growth and professional development of teaching staff, including young teachers	+			
83	5.	The university should involve in the teaching of specialists from relevant industries with professional competencies that meet the requirements of the EP		+		
84	6.	The university must demonstrate the presence of a motivation mechanism for the professional and personal development of teaching staff		+		
85	7.	The university must demonstrate the widespread use of information and communication technologies and software in the educational process by the teaching staff (for example, on-line training, e-portfolio, MEPs, etc.)			+	
86	8.	The university must demonstrate the focus on the development of academic mobility, attracting the best foreign and domestic teachers		+		
87	9.	The university must demonstrate the involvement of each teacher in promoting a culture of quality and academic integrity at the university, determine the contribution of teaching staff, including those invited, to achieving the goals of the EP		+		
88	10.	An important factor is the involvement of teaching staff in the development of the economy, education, science and culture of the region and the country		+		
Total by standard			1	8	1	0
Standard "Educational resources and student support systems"						
89	1.	The university must guarantee the compliance of educational resources, including material and technical, and infrastructure with the goals of the educational program		+		

90	2.	The management of the EP must demonstrate the availability of classrooms, laboratories and other facilities equipped with modern equipment and ensuring the achievement of the objectives of the EP			+	
		The university must demonstrate the compliance of information resources with the needs of the university and the EPs being implemented, including in the following areas:				
91	3.	technological support for students and teaching staff in accordance with educational programs (for example, online learning, modeling, databases, data analysis programs)		+		
92	4.	library resources, including a fund of educational, methodical and scientific literature on general education, basic and major disciplines on paper and electronic media, periodicals, access to scientific databases		+		
93	5.	examination of the results of research, final works, dissertations for plagiarism		+		
94	6.	access to educational Internet resources		+		
95	7.	functioning of WI-FI in its territory		+		
96	8.	The university must demonstrate that it creates conditions for conducting scientific research, integrating science and education, publishing the results of research work of teaching staff, staff and students		+		
97	9.	The university should strive to ensure that the educational equipment and software used for the development of educational programs are similar to those used in the relevant sectors of the economy			+	
98	10.	The management of the EP must demonstrate the existence of procedures for supporting various groups of students, including information and counseling		+		
99	11.	The management of the EP should show the existence of conditions for the advancement of the student along an individual educational trajectory		+		
100	12.	The university must take into account the needs of different groups of students (adults, working, foreign students, as well as students with special educational needs)		+		
101	13	The university must ensure that the infrastructure meets the safety requirements		+		
Total by standard			0	11	2	0
Standard “Public Information”						
102	1.	The information published by the university must be accurate, objective, up-to-date and reflect all areas of the university’s activities within the framework of the educational program		+		

103	2.	Informing the public should include support and explanation of the national development programs of the country and the system of higher and postgraduate education		+		
104	3.	The university management should use a variety of ways to disseminate information (including the media, web resources, information networks, etc.) to inform the general public and interested parties		+		
		Information published by the university about the educational program must be objective and up-to-date and include				
105	4.	the purpose and planned results of the EP, the qualification to be awarded		+		
106	5.	information and the system for assessing the educational achievements of students		+		
107	6.	information about academic mobility programs and other forms of cooperation with partner universities, employers			+	
108	7.	information about the opportunities for the development of personal and professional competencies of students and employment		+		
109	8.	data reflecting the positioning of the EP in the market of educational services (at the regional, national, international levels)		+		
110	9.	An important factor is the publication on open resources of reliable information about teaching staff, in the context of personalities		+		
111	10.	The university must publish audited financial statements for the EP on its own web resource		+		
112	11.	The university must post information and links to external resources based on the results of external evaluation procedures		+		
113	12.	An important factor is the placement of information about cooperation and interaction with partners, including scientific / consulting organizations, business partners, social partners and educational organizations		+		
Total by standard			0	10	2	0
TOTAL			1	93	19	0

Annex 2. PROGRAM OF THE VISIT TO THE EDUCATIONAL INSTITUTION

AGREED
Rector

" ____ " _____ 2023



АККРЕДИТЕУ ЖӘНЕ РЕЙТИНГТИҢ
ТӘУЕЛСІЗ АГЕНТТІГІ
НЕЗАВИСИМОЕ АГЕНТСТВО
АККРЕДИТАЦИИ И РЕЙТИНГА
INDEPENDENT AGENCY FOR
ACCREDITATION AND RATING

APPROVE

Director General of the
National Institution
"Independent Agency for
Accreditation and Rating"

Zhumagulova A.B.
" ____ " _____ 2023

**PROGRAM
VISIT OF THE EXTERNAL EXPERT COMMISSION
INDEPENDENT ACCREDITATION AND RATING AGENCY (IAAR)
TO KAZAKHSTAN UNIVERSITY OF INNOVATIVE AND TELECOMMUNICATION
SYSTEMS**

STAGE 1. SPECIALIZED ACCREDITATION
Date of the visit: May 22-24, 2023, the time is indicated for Uralsk

date and time	EEC work with target groups	Position and Surname, Name, Patronymic of participants target groups	Contact form
<i>May 21st</i>			
15.00-16.00	Preliminary meeting of the EEC	<i>External IAAR experts</i>	Join a Zoom meeting https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
<i>May 21, 2023</i>			
<i>On schedule during the day</i>	Arrival of members of the External Expert Commission		
<i>20.00</i>	Dinner	<i>External IAAR experts</i>	
<i>Day 1: May 22, 2023</i>			
08.30-09.00	Transfer from the hotel to the	<i>External IAAR experts, coordinator of the university - project manager for accreditation of organizations of</i>	

	University	<i>technical and vocational education IAAR Bekenova Dinara Kairbekovna</i>	
09.00-09.15	Distribution of responsibility of experts, solution of organizational issues	<i>External IAAR experts</i>	Join a Zoom meeting https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
09.15-09.45	Interview with the rector	<i>Rector of the University Bayakhov Alibi Naukhanovich Doctor of Agricultural Sciences, Professor, Corresponding Member of NIA RK</i>	room number 209 Join a Zoom meeting https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
09.45-10.00	Technical break		
10.00-10.40	Interviews with vice-rectors	<i>Aimaganbetova Anara Mukhambetkaliyevna - vice-rector for EMW, MSc; Duskazieva Zhanar Nurlybaevna - Vice-Rector for SW and IR, Candidate of Cultural Studies; Khamzin Zakir Ulykbekovich - Vice-Rector for SEW, M.ESc.</i>	room number 209 Join a Zoom meeting https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
10.40-10.50	Technical break		
10.50-11.30	Interviews with the heads of structural divisions of the NGO	<i>Kurakbaeva Tatyana Sergeevna -Head of the Department for Academic Affairs, M.Ec.Sc.;</i> <i>Kurmasheva Layla Zhubandykovna - office-registrar, M.T.Sc.;</i> <i>Amanbaev Nartau Zholdauovich - Specialist of the Department of Science, M.Ec.Sc.;</i> <i>Ofitserov Sergey Olegovich - director of</i>	room number 209 Join a Zoom meeting https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588

		<p><i>the information technology center.</i></p> <p><i>Lauberts Kira Yurievna - Head of Practice and Employment Department;</i></p> <p><i>Dzhumakaeva Gulzhan Tulegenovna - head of the library Gusmanova Guldana Alibekovna - head of the department of career guidance, M.Ec.Sc.;</i></p> <p><i>Tastemirov Asylbek Gumarovich - chief accountant;</i></p> <p><i>Otarova Zhanat Sagynbaevna - deputy head. Bukh., M.Ec.Sc.;</i></p> <p><i>Spandiyarov Zamir Kameshovich - Head of the Department of Educational Work, M.L.Sc;</i></p> <p><i>Ayazbayeva Gulzhan Serikovna - editor of the newspaper KAZIITU;</i></p> <p><i>Baymukanov Zhastalap Lukpanovich - head of the economic department;</i></p> <p><i>Amrullina Aisulu Sembeevna - head of personnel department.</i></p>	
11.30-11.45	Exchange of views of members of the foreign expert commission		<p>room number 209</p> <p>Join a Zoom meeting</p> <p>https://us02web.zoom.us/j/6813032588</p> <p>Conference ID: 681 303 2588</p>
11.45-12.30	Interviews with heads of departments and heads of educational programs	<p><i>Analiev Azhar Urazbaevna - head of department "Technical disciplines", M.T.Sc.</i></p> <p><i>Izteleuova Gulzada Syrymovna - deputy head of the department "Technical disciplines", M.T.Sc., Head of the EP "Computer Engineering and Software"</i></p> <p><i>Urazova Gulnaz Erbolatovna - Ph.D.</i></p>	<p>room number 209</p> <p>Join a Zoom meeting</p> <p>https://us02web.zoom.us/j/6813032588</p> <p>Conference ID: 681 303 2588</p>

		<p><i>Head of the EP "Automation and Control"</i></p> <p><i>Dzhumakhmetova Liliya Kereevna Head of EP "Information Systems"</i></p> <p><i>Aksenova Dina Kuanaevna Head of the EP "Information Systems Master"</i></p> <p><i>Kubiyeva Gulzhanat Oralbekkyzy - M.T.Sc. Head of the EP "Radio Engineering, Electronics and Telecommunications"</i></p> <p><i>Sadykov Rashid Sagievich - head of the department "Ecology and Belarusian Railways", D.A.Sc</i></p> <p><i>Nurgaliyeva Balseker Muratovna - Deputy Head of the Department, M.T.Sc</i></p> <p><i>Moldaganapov Ulan Yerikovich - head of the EP from the organization.</i></p> <p><i>Muratova Elmira Muratkyzy-head. cafe "Jurisprudence", M.L.Sc.</i></p> <p><i>Amanbayeva Alfiya Maksutovna - Deputy Head of the Department, M.L.Sc.</i></p> <p><i>Cherkesov Magomed Alimovich - Senior Lecturer, Head of Educational Program "Jurisprudence", M.L.Sc.</i></p> <p><i>Rakhmetov Talgat Khasanovich - candidate of legal sciences, professor</i></p> <p><i>Dzhumabaev Aidynbek Baltabekovich – M.L.Sc., Senior Lecturer</i></p> <p><i>Mekin Madeniet Adilovich – Head of the department "Economics and Management", M.Ec.Sc.</i></p> <p><i>Makhambetova Asel Makhambetovna - Head of the EP "Finance", M.Ec.Sc..</i></p> <p><i>Baygalieva Arailym Salauatovna - Head of the Public Service and Local Government Program, M.Ec.Sc.</i></p>	
		<p><i>Kazhgalieva</i></p>	<p><i>Samal</i></p>

		<p><i>Orynbasarovna - Head of the EP "Accounting and Audit", M.Ec.Sc.</i></p> <p><i>Isagaliev Saken Talgatovich - Head of the EP "Economics", M.Ec.Sc.</i></p> <p><i>Kadralieva Gulnur Malikovna Head of the EP "Economics Master", M.Ec.Sc.</i></p>	
12.30-13.00	EEC work	<i>External IAAR experts</i>	<p>room number 209</p> <p>Join a Zoom meeting</p> <p>https://us02web.zoom.us/j/6813032588</p> <p>Conference ID: 681 303 2588</p>
13.00-14.00	<i>Dinner</i>		
14.00-14.15	Exchange of views of members of the foreign expert commission		<p>room number 209</p> <p>Join a Zoom meeting</p> <p>https://us02web.zoom.us/j/6813032588</p> <p>Conference ID: 681 303 2588</p>
14.15-15.00	Interview with teaching staff EP	<p><i>Annex 1</i></p> <p><i>Cluster 1</i></p> <p><i>Cluster 2</i></p> <p><i>Cluster 3</i></p> <p><i>Cluster 4</i></p> <p><i>Cluster 5</i></p>	<p>room number 209</p> <p>Join a Zoom meeting</p> <p>https://us02web.zoom.us/j/6813032588</p> <p>Conference ID: 681 303 2588</p>
15.00-15.15	Technical break		
15.00-16.00	Questioning of teaching staff (in parallel)	<i>Annex 2</i>	The link is sent to the e-mail of the teacher personally

15.15-16.00	Interviews with EP students	<i>Annex 3</i> <i>Cluster 1</i> <i>Cluster 2</i> <i>Cluster 3</i> <i>Cluster 4</i> <i>Cluster 5</i>	room number 209 Join a Zoom meeting https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
16.00-17.00	Questionnaire of students (in parallel)	<i>Appendix 4</i>	The link is sent to the e-mail of the student personally
16.15-18.00	Visual inspection of the EP and the material, technical and educational and laboratory base	<i>Route sheet</i> <i>Appendix 5</i>	
18.00-19.00	Work of the EEC discussion of the results of the first day	<i>External IAAR experts</i>	room number 209 Join a Zoom meeting https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
19.00-20.00	Dinner		
Day 2: May 23, 2023			
08.30-09.00	Transfer from the hotel to the University	<i>External IAAR experts, coordinator of the university - project manager for accreditation of organizations of technical and vocational education IAAR Bekenova Dinara Kairbekovna</i>	
09.00-09.15	EEC work		room number 209 Join a Zoom meeting https://us02web.zoom.us/j/6813032588

			Conference ID: 681 303 2588
09.15-10.50	Selective visits to the EP practice bases	<i>External IAAR experts according to the itinerary</i> Appendix 6	
10.50-11.30	Meeting with stakeholders (representatives of practice bases and employers)	Annex 7	room number 209 Join a Zoom meeting https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
11.30-11.40	Technical break		
11.40-13.00	Work with documents (documents must be uploaded to the cloud in advance)		room number 209 Join a Zoom meeting https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
13.00-14.00	Dinner		
14.00-14.15	Technical break		
14.15-15.00	Interviews with graduates of the EP	Appendix 8	room number 209 Join a Zoom meeting https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
15.00-17.00	Selective visits to the EP practice bases	<i>External IAAR experts according to the itinerary</i> Annex 9	

17.00-17.15	Technical break		
17.00-18.00	EEC work, discussion of the results of the second day and profile parameters (recording is ongoing)		room number 209 Join a Zoom meeting https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
18.30-19.30	Dinner		
Day 3: May 24, 2023			
08.30-09.00	Transfer from the hotel to the University	<i>External IAAR experts, coordinator of the university - project manager for accreditation of organizations of technical and vocational education IAAR Bekenova Dinara Kairbekovna</i>	
09.00-10.00	The work of the EEC development and discussion of recommendations (recording)	<i>External IAAR experts</i>	room number 209 Join a Zoom meeting https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
10.00-10.20	Technical break		
10.20-12.30	The work of the EEC discussion, decision-making by voting (recorded)	<i>External IAAR experts</i>	room number 209 Join a Zoom meeting https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
12:30-13:00	Final meeting of the EEC with the leadership of the		room number 209 Join a Zoom meeting https://us02web.zoom.us/j

	university		/6813032588 Conference ID: 681 303 2588
13.00-14.00	Dinner		
14.00-15.00	Work of the EEC, Discussion of the results of the quality assessment	<i>External IAAR experts</i>	room number 209 Join a Zoom meeting https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
15.00-15.15	Technical break		
15.15-18.00	Work of the EEC, Discussion of the results of the quality assessment	<i>External IAAR experts</i>	room number 209 Join a Zoom meeting https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588

Annex 3. RESULTS OF THE TS QUESTIONNAIRE**The results of an anonymous survey of the teaching staff****Total number of profiles: 19****2. Position, %**

Professor	
Associate Professor/Associate Professor	5.3
Senior Lecturer	73.7
Teacher	15.8
Head Chair	5.3
Other	

3. Academic degree, academic title

Honored Worker	
Doctor of sciences	
Candidate of sciences	
master	84.2
PhD	5.3
Professor	
Associate Professor	5.3
No	10.5
Other	

4. Work experience in this university

Less than 1 year	
1 year - 5 years	36.8
Over 5 years	63.2
Other	

No.	Questions	Very good	Fine	Relatively bad	Badly	Very bad	Didn't answer
1	To what extent does the content of the educational program meet your scientific and professional interests and needs?	78.9	21.1				
2	How do you assess the opportunities	68.4	31.6				

	provided by the university for the professional development of teaching staff						
3	How do you assess the opportunities provided by the university for the career growth of teaching staff	57.9	42.1				
4	How do you assess the degree of academic freedom of teaching staff	68.4	31.6				
	To what extent can teachers use their own						
5	• Learning Strategies	68.4	31.6				
6	• Teaching Methods	89.5	10.5				
7	• Educational innovation	78.9	21.1				
8	How do you assess the work on the organization of medical care and disease prevention at the university?	63.2	36.8				
9	What attention is paid by the management of the educational institution to the content of the educational program?	89.5	10.5				
10	How do you assess the sufficiency and availability of the necessary scientific and educational literature in the library?	89.5	10.5				
11	Assess the level of conditions created that take into account the needs of different groups of students?	63.2	36.8				
	Evaluate the openness and accessibility of the management						
12	• Students	78.9	21.1				
13	• teachers	78.9	21.1				
14	Assess the involvement of teaching staff in the process of making managerial and strategic decisions	31.6	68.4				
15	How is the innovation activity of teaching staff encouraged?	52.6	47.4				
16	Assess the level of feedback from teaching staff with management	84.2	15.8				
17	What is the level of stimulation and involvement of young professionals in the educational process?	73.7	26.3				
18	Assess the Opportunities Created for professional and personal growth for each teacher and employee	63.2	36.8				
19	Assess the adequacy of recognition university management potential and abilities of teachers	52.6	47.4				
	How the work is delivered						

20	• For academic mobility	57.9	42.1				
21	• To improve the qualifications of teaching staff	52.6	47.4				
	Evaluate the support of the university and its management						
22	• Research initiatives of teaching staff	63.2	36.8				
23	• Development of new educational programs/academic disciplines / teaching methods	68.4	31.6				
	Assess the level of ability of teaching staff to combine teaching						
24	• With scientific research	57.9	42.1				
25	• With practical activities	73.7	26.3				
26	Assess how the knowledge of students obtained at the university corresponds to the realities of the requirements of the modern labor market	68.4	31.6				
27	How does the leadership and administration of the university perceive criticism?	31.6	68.4				
28	Assess how your workload meets your expectations and capabilities?	68.4	26.3	5.3			
29	Assess the focus of educational programs / training programs on the formation of students' skills and abilities to analyze the situation and make forecasts?	63.2	36.8				
30	Assess how the educational program in terms of content and quality of implementation meets the expectations of the labor market and employers	63.2	36.8				

Why do you work at this university?

- democracy, favorable moral climate in the team, excellent material and technical base, stability and confidence in work

- the base is good, all the necessary conditions are created for students and teachers

Due to the availability of relevant educational institutions and materials among the higher educational institutions of the region

- Mission and values of the university, high corporate culture

- Stability in everything

- I like working with a team

- Promising universities capable of meeting the requirements of the market of our region

- hello! I was offered a job at this university in 2021. In the beginning, the work itself seemed laborious, the teacher herself did not plan the work. But in our university, what I kept was my wonderful team! But now half a year, I have heard that the university provides good opportunities

for young scientists, for example, in housing. I began to report to my work with love, responsibility, and really - it's a responsibility to work, I gave my plans in the form of a one-room apartment. In addition, I fell in love with the teacher.

- I live as a private
- All conditions have been created for scientific work.
- I have more chances to improve the level of education
- Convenient working hours, near my house. I really like the training base.
- During the implementation of the project, the laboratories of the University are well closed and assistance is provided.
- Then that I legalized the technical university, the material base is good
- I graduated from a technical university, there is a good material base here
- There are many opportunities for career growth and participation in research work
- Freedom of scientific research.

32. How often are master classes and classes with the participation of practitioners?

Very Often	often	Someti mes	very rarely	never
15.8	78.9	5.3		

33. How often invitees participate in the learning process from the side teachers (domestic and foreign)?

Very Often	often	Someti mes	very rarely	never
15.8	57.9	26.3		

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

Questions	Often	Sometimes	Never	No answer
Lack of classrooms		5.3	94.7	
Unbalanced study load by semesters		10.5	89.5	
In accessibility necessary literature in library		15.8	84.2	
Overcrowding of study groups (too many students in the group)		26.3	73.7	
Inconvenient schedule		15.8	84.2	
Inappropriate conditions for classes in classrooms			100	
No internet access/poor internet		5.3	94.7	
Students' lack of interest in learning		31.6	68.4	
Untimely receipt of information about events		5.3	94.7	
Lack of technical means learning in classrooms		21.1	78.9	
Other problems	No			

	<p>Everything is fine No problem There are no problems in the educational process, at least I personally did not encounter it. everything is fine No problem No problem so far like no other If state assistance is provided during the retraining of scientists</p>
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35. There are many different sides and aspects in the life of the university, which in one way or another affect every teacher and employee. Rate how satisfied you are:

Questions	Completely satisfied (1)	Partially satisfied (2)	Not satisfied (3)	Difficult to answer (4)
The attitude of the university management towards you	94.7			5.3
Relationships with direct management	100			
Relationships with colleagues in the department	89.5	5.3	5.3	
The degree of participation in managerial decision-making	78.9	21.1		
Relations with students	100			
Recognition of your successes and achievements by the administration	89.5	10.5		
Support for your suggestions and comments	84.2	15.8		
University administration activities	89.5	10.5		
Terms of pay	52.6	42.1		5.3
Working conditions, list and quality of services provided at the university	84.2	15.8		
Occupational health and safety	84.2	15.8		
Management of	89.5	10.5		

changes in the activities of the university				
By providing social package: rest, sanatorium treatment, etc.	68.4	31.6		
Organization and quality of food at the university	84.2	10.5		5.3
Organization and quality of medical care	78.9	21.1		



Annex 4. RESULTS OF STUDENT QUESTIONNAIRE**Results of anonymous survey of students****Total number of profiles: 57****Floor:**

Male	47.4
Female	52.6

Rate how satisfied you are:

Questions	Completely satisfied	Partially satisfied	Partially dissatisfied	Not satisfied	I'm at a loss answer
1. Relations with the dean's office(school, faculty, department)	77.2	19.3	3.5		
2. The level of accessibility of the dean's office(schools, faculties, departments)	77.2	19.3	1.8		1.8
3. Management accessibility and responsiveness(university, school, faculty, department)	80.7	14	3.5		1.8
4. Availability of academic counseling	77.2	17.5	3.5		1.8
5. Support with educational materials in the learning process	73.7	21.1	3.5		1.8
6. Availability of personal counseling	68.4	22.8	3.5		5.3
7. Relationship between student and teacher	87.7	8.8	1.8		1.8
8. The activities of the financial and administrative services of the educational institution	64.9	28.1	3.5		3.5
9. Availability of health services	71.9	21.1	1.8		5.3
10. quality medical care at the university	68.4	24.6	1.8		5.3
11. The level of availability of library resources	82.5	10.5	1.8		5.3
12. The quality of services provided in libraries and reading rooms	84.2	8.8	1.8		5.3
13. Existing educational resources of the university	80.7	15.8	1.8		1.8
14. Availability of computer classes	80.7	15.8	1.8		1.8
15. Availability and quality of Internet resources	77.2	15.8	3.5	1.8	1.8

16. The content and information content of the website of educational organizations in general and faculties (schools) in particular	75.4	21.1	1.8		1.8
17. Study rooms, auditoriums for large groups	82.5	12.3	3.5		1.8
18. Lounges for students (if available)	59.6	19.3	3.5	1.8	15.8
19. Clarity of disciplinary procedures	73.7	17.5	1.8		7
20. The quality of the educational program as a whole	77.2	17.5	1.8		3.5
21. The quality of study programs in the EP	75.4	15.8	3.5		5.3
22. Teaching methods in general	71.9	21.1	5.3		1.8
23. Quick response to feedback from teachers on the educational process	86	10.5	1.8		1.8
24. Overall quality of teaching	78.9	15.8	1.8		3.5
25. Academic load / requirements for the student	84.2	12.3	1.8		1.8
26. The requirements of the teaching staff for the student	71.9	22.8	1.8		3.5
27. Information support and clarification before entering the university of the rules for admission and the strategy of the educational program (specialty)	82.5	12.3	3.5		1.8
28. Informing the requirements in order to successfully complete this educational program (specialty)	78.9	15.8	3.5		1.8
29. The quality of examination materials (tests and examination questions, etc.)	82.5	10.5	5.3		1.8
30. Objectivity in assessing knowledge, skills and other educational achievements	77.2	17.5	3.5		1.8
31. Available computer classes	78.9	17.5	1.8		1.8
32. Available scientific laboratories	64.9	28.1	1.8		5.3
33. Objectivity and fairness of teachers	80.7	14	3.5		1.8
34. Informing students about courses, educational programs and the academic degree received	78.9	15.8	3.5		1.8
35. Providing students with a hostel	63.2	21.1	3.5	3.5	8.8

How much do you agree with:

Statement	Full consent	Agree	Partially agree	Disagree	Complete disagreement	Didn't answer
36. The course program was clearly presented	56.1	28.1	15.8			
37. Course content is well structured	59.6	28.1	12.3			
38. Key terms adequately explained	61.4	22.8	15.8			
39. The material proposed by the teacher is relevant and reflects the latest	61.4	28.1	8.8	1.8		

achievements of science and practice						
40. The teacher uses effective teaching methods	57.9	24.6	17.5			
41. The teacher owns the material being taught	66.7	22.8	10.5			
42. The lecturer's presentation is clear	63.2	29.8	7			
43. The teacher presents the material in an interesting way	56.1	31.6	10.5	1.8		
44. Objectivity in assessing knowledge, skills and other educational achievements	61.4	29.8	8.8			
45. The timeliness of assessing the educational achievements of students	54.4	33.3	12.3			
46. The teacher meets your requirements and expectations for professional and personal development	63.2	26.3	10.5			
47. The teacher stimulates the activity of students	57.9	29.8	12.3			
48. The teacher stimulates the creative thinking of students	59.6	24.6	15.8			
49. Appearance and manners of the teacher are adequate	63.2	28.1	8.8			
50. The teacher has a positive attitude towards students	64.9	24.6	10.5			
51. The system for assessing educational achievements (seminars, tests, questionnaires, etc.) reflects the content of the course	61.4	26.3	12.3			
52. Evaluation criteria used by the teacher are clear and accessible	59.6	31.6	8.8			
53. The teacher objectively evaluates the achievements of students	57.9	29.8	12.3			
54. The teacher speaks a professional language	61.4	26.3	12.3			
55. The organization of education provides sufficient opportunities for sports and other leisure activities.	50.9	38.6	10.5			
56. Facilities and equipment for students are safe, comfortable and modern	59.6	28.1	10.5	1.8		
57. The library is well equipped and has a sufficient fund of scientific, educational and methodical literature	61.4	28.1	10.5			
58. Equal opportunities for mastering the EP and personal development are provided to all students	66.7	24.6	8.8			

Other concerns regarding the quality of teaching:

No

No

Not available

No

Uni is fine to arrange everything

Everything is fine, very cool!!

I want there to be benches for sitting in the corridors. There would be a boiler that drinks water.

There are no other problems

I would like to have a rest room for students, I would like to have sofas in the corridors.

I have nothing against it

All universities, of course, study at the right level, but I would completely change this education system, where they do not teach life, but only try to prove to you that you will evaluate society poorly if you conduct training. Students are not recommended the opportunity to constantly study

and work in a job with a normal salary in order to provide themselves with food and tuition fees.

I don't blame this university, I blame this ministry, where the opinion of the students themselves does not come

well at all

No

