



«АККРЕДИТТЕУ ЖӘНЕ РЕЙТИНГТІҢ  
ТӘУЕЛСІЗ АГЕНТТІГІ» КЕМ

НУ «НЕЗАВИСИМОЕ АГЕНТСТВО  
АККРЕДИТАЦИИ И РЕЙТИНГА»

INDEPENDENT AGENCY FOR  
ACCREDITATION AND RATING

# REPORT

"Korkyt Ata Kyzylorda University"KEJSC

6B02336 – “Kazakh Philology”

external expert commission to assess the compliance of the educational  
program with the requirements of specialized accreditation standards  
about the results of their work

ACCOUNT

February 25-27, 2025

**INDEPENDENT ACCREDITATION AND RATING AGENCY**  
**External expert committee**

**BACK**  
**To the Accreditation Council**  
**sent**



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## (I)LIST OF SYMBOLS AND ABBREVIATIONS

IS – information system  
 AC – academic calendar  
 ICT – information and communication technology  
 BU – educational program  
 Media – mass media  
 BP – basic subjects  
 R&D – scientific research work  
 General education subjects - general education subjects  
 University - higher education institution  
 KABIS – Kazakhstan Automated Library and Information System  
 KazNEB – Kazakh National Electronic Library  
 KPSC - Scientific Council on Complex Problems  
 CP – vocational subjects  
 CT – a comprehensive test  
 QS – professional standard  
 RK – Republic of Kazakhstan  
 KSU – Kyzylorda State University  
 PRC – People's Republic of China  
 GAC - State Attestation Commission  
 MK is a mandatory component  
 MCA - final state certification  
 State General Compulsory Education Standard (SGES)  
 Public service standard (PSS)  
 Civil service – civil service  
 MOEC - educational and methodological complex of the specialty  
 MBB – modular educational program  
 OSS – educational and methodological work  
 CEC - educational and methodological complex  
 Faculty – teaching staff  
 POAK - educational and methodological complex of the subject  
 RMEB – Republican Interuniversity Library  
 SSC - Student Service Center  
 SBSH – Industry Qualification Framework  
 SIS – student's own work  
 SSIS – student's independent work with a teacher  
 SJO - Student Youth Union  
 STOD – development of critical thinking  
 QMS – quality management system  
 TC – selection component  
 TOZ – typical curriculum  
 NBS – national education system  
 UNT - National Unified Testing  
 NQF – National Qualifications Framework  
 Experimental research work (ERW)  
 EPC – Elective Subject Catalog  
 GPA – Grade Point Average (the arithmetic average of all courses taken, taking into account the total time spent)  
 ECTC – European Credit Transfer and Accumulation System  
 ISO – International Organization for Standardization

## **(II) INTRODUCTION**

In accordance with the order of the Director General of the Independent Agency for Accreditation and Rating No. 17-25-ОД dated 5.02.2025, an external expert commission will conduct an audit of the "Korkyt Ata Kyzylorda University" JSC "6B02336" from February 25 to 27, 2025. The Bachelor of Education program in the Kazakh Philology educational program was assessed for compliance with the quality assessment standards.

The report of the External Expert Commission (EEC) assesses the compliance of the activities with the ARTA criteria within the framework of specialized accreditation and contains recommendations from the EEC for further improvement of the parameters of the specialized profile.

External expert commission for assessing the quality of educational programs to assess compliance with specialized accreditation standards of the Kyzylorda University named after Korkyt Ata.

### **Composition of the external expert committee:**

1. Chairman of the IAAR Commission–Burbekova Saule Zhorabekovna, Candidate of Philological Sciences, Associate Professor of Astana IT University (Astana); Off-line participation;

2. *IAAR foreign expert*–Andrey Aleksandrovich Bratsikhin, Doctor of Technical Sciences, "Izhevsk State Agricultural Academy "FMBM" Rector (Izhevsk, Udmurt Republic, Russian Federation); On-line participation;

3. *IAAR expert*–Kairova Meruert Kaliyevna, Candidate of Philological Sciences, Associate Professor, Pavlodar Pedagogical University named after Alkey Margulan (Pavlodar); Off-line participation;

4. *IAAR expert* –Kadyrova Aigul Keulimkosovna, 1st year student of the Faculty of Kazakh Philology, NAO "Kostanay Regional University named after Akhmet Baitursynuly" (Kostanay city); Online participation;

5. *IAAR expert* –Taeva Aigul Maratovna, Doctor of Technical Sciences, Associate Professor, Almaty Technological University (Almaty); Online participation;

6. *IAAR expert* –Beknazar Raushan Rakhimovna, International University of Engineering and Technology, "Food production technology and engineering» 2nd year undergraduate student of the Faculty of Economics (Almaty); Online participation;

7. *IAAR expert* –Aldungarova Aliya Kairatovna, PhD, Associate Professor, Kokshetau University named after Shokan Ualikhanov (Kokshetau city); Off-line participation;

8. *IAAR expert, employer* –Kenetbayev Bolat Sabitkanovich, "Executive Director of ULBATEKHTSENTR LLP (Ust-Kamenogorsk); Online participation;

9. *IAAR expert* –Zhairbayeva Gulnaz Askarovna, 2nd year doctoral student of the "Construction" BBU, L. N. Gumilyov Eurasian National University (Astana); Online participation.

### **(III) INTRODUCTION OF THE EDUCATIONAL ORGANIZATION**

Non-profit Joint Stock Company "Korkyt Ata Kyzylorda University" (hereinafter referred to as "Korkyt Ata KU") was established on the basis of the Korkyt Ata Kyzylorda Humanitarian University and the Y. Zhakayev Kyzylorda Polytechnic Institute (Resolution of the Government of the Republic of Kazakhstan No. 256 dated March 24, 1998).

The history of the university begins in 1937, when the Kyzylorda Pedagogical Institute was opened on the basis of the Far Eastern Korean Pedagogical Institute.

Based on the Resolution of the Government of the Republic of Kazakhstan No. 752 dated October 11, 2019 "On some issues of the higher education institution of the Ministry of Education and Science of the Republic of Kazakhstan", and the Order of the Chairman of the State Property and Privatization Committee of the Ministry of Education of the Republic of Kazakhstan dated May 25, 2020 No. 315 dated July 1, 2020 "On the establishment of the non-commercial joint-stock company Korkyt Ata Kyzylorda University", the republican state enterprise with the right of economic management "Korkyt Ata Kyzylorda State University" was reorganized into the non-commercial joint-stock company Korkyt Ata Kyzylorda University".

The university is ranked among the top 1400+ universities in the world according to the QS World University Rankings-2024.

According to the QS Asia ranking agency, the university was ranked TOP-541-560 among universities on the Asian continent in 2024.

According to the results of the national demand rating of universities conducted by the Independent Agency for Accreditation and Rating (IAAR), the university is among the top 10 higher education institutions in the Republic of Kazakhstan, taking 7th place.

Educational services at Korkyt Ata University for bachelor's, master's and PhD programs are carried out on the basis of a license (No. KZ 67LAA00018492) issued on July 28, 2020 by the Committee for Quality Assurance in Education and Science of the Ministry of Education and Science of the Republic of Kazakhstan.

Personnel training is carried out on the basis of 5 institutes in 66 bachelor's, 34 master's, and 13 doctoral (PhD) educational programs.

The university's material and technical base includes 10 educational buildings, 5 dormitories, a student palace, 8 student canteens, the "Seyhun" sports and recreation complex, a training and military training ground, and a library with 6 reading rooms.

Currently, the contingent of students is 10,512 people, including: 9,888 undergraduate students, 548 master's students, 76 doctoral students in PhD. The educational process is carried out by 474 full-time teachers, including 18 doctors of science, 48 PhDs, and 182 candidates of science.

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

The implementation of the recommendations of the SSC is being carried out on the basis of the "Action Plan for the Implementation of the Recommendations of the ARTA/IAAR SSC for Assessing Compliance with the Requirements of Specialized Accreditation Standards for the Educational Programs "6B02336 - Kazakh Philology", "7M02336 - Philology" of the Korkyt Ata Kyzylorda University" (approved on 16.09.2020) for the accredited BBE. The "Risk Prevention Action Plan" for the BBE "6B02336 - Kazakh Philology" for the 2021-2022 and 2022-2023 academic years has been prepared and approved.

In addition, starting from the 2022-2023 academic year, additional training trajectories have been introduced into the working curriculum of the BAE "6B02336 - Kazakh Philology". In particular, trajectory 1: "Literary analysis of a work of art", "Children's literature", "Kazakh



literature abroad", etc. in literary studies, trajectory 2: "Linguistic analysis of the text", "History of Kazakh writing", "Psycholinguistics", etc. in linguistics.

Conclusion: The proposal for the educational programs "6B02336 - Kazakh Philology", "7M02336 - Philology" is being implemented in stages. The degree of implementation is 90%.

According to the recommendations of the SSC, the following can be indicated as mechanisms for measuring the degree of satisfaction of the needs of teachers, staff and students: in order to provide quality training programs in the subject, the licensed modules "Tasks" and "Online Proctoring System" were purchased in the Platonus information system. An electronic lesson schedule was compiled and posted on the university website; Involvement of students, staff, and teaching staff in the processes of collecting and analyzing information is carried out by conducting online surveys, the results of the survey are reported at staff meetings, meetings of the scientific council, sent to departments and structural divisions for discussion, and appropriate measures are taken. For example, according to the results of the social survey "Satisfaction of students with social and living conditions", the working hours of the reading room and computer classes in dormitories were extended, new equipment was purchased, and the prices of meals in university canteens were reduced.

The university's educational buildings and dormitories are equipped with libraries and reading rooms for the quality use of educational services. The university has 5 reading rooms with a capacity of 900 seats, 4 electronic reading rooms with more than 70 computers, as well as a university computer park connected to the Internet.

Conclusion: The proposal for the educational programs "6B02336 - Kazakh Philology", "7M02336 - Philology" is being implemented in stages. The degree of implementation is 90%.

The professional practice of the

In order to increase their preparation opportunities for professional certification in the field of "6B02336 - Kazakh Philology" in the 2023-2024 academic year, students are participating in Coursera courses on the specified topics and improving their knowledge.

Conclusion: The proposal for the educational programs "6B02336 - Kazakh Philology", "7M02336 - Philology" is being implemented in stages. The degree of implementation is 90%.

## **(V) DESCRIPTION OF THE ARRIVAL OF THE SSC**

SSC workThe visit program of the expert commission for specialized accreditation at the Non-Profit Joint-Stock Company "Korkyt Ata Kyzylorda University" was carried out from February 25 to 27, 2025.

In order to coordinate the work of the SSC, an organizational meeting was held on February 24, 2025, at which powers were distributed among the commission members, the travel schedule 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, educational organization and the entire infrastructure of the university, and to clarify the content of self-assessment reports, meetings were organized with the Chairman of the Board, Deputy Chairmen, heads of structural divisions, teachers and trainees. A total of 57 representatives participated.

**Table 1 – Information about the staff and listeners who attended the meeting with the ARTA SSC**

<b>Participant category</b>	<b>Number</b>
Chairman of the Board - Rector	1
Vice-rectors	4
Heads of structural divisions	18
Institute directors	3

Heads of the BU	3
Faculty (1 cluster)	14
Students (1 cluster)	9
Graduates (1 cluster)	3
Employers, representatives of internship bases (1 cluster)	2
<b>Everything</b>	<b>57</b>

During the excursion, the members of the SSC got acquainted with the condition of the material and technical base, "Korkyt Ata Kyzylorda University" JSC. He paid attention to the work of laboratories, libraries, classrooms and practice bases. "Korkyt Ata Kyzylorda University" JSC. During the meeting with the target groups, the mechanisms for implementing the university's policy and the information provided in the self-assessment report were clarified. To confirm the information provided in the self-assessment report, external experts requested and analyzed the working documentation of the higher education institution. During the accreditation period, work was carried out according to the plan and in accordance with the regulations.

Within the framework of the planned program "Korkyt Ata Kyzylorda University Public Joint Stock Company" Proposals for improving the educational organization were presented at a meeting with management on February 27, 2025.





## **(VI) COMPLIANCE WITH SPECIALIZED ACCREDITATION STANDARDS**

### **6.1. Standard "Educational Program Management"**

*The university should demonstrate the development of the goal and strategy for the development of the university based on the analysis of external and internal factors, with the broad involvement of various stakeholders.*

*The quality assurance policy should reflect the relationship between research, teaching and learning.*

*The university demonstrates the development of a quality assurance culture*

*The obligation to ensure quality should be attributed to any services performed by contractors and partners (outsourcing), including when implementing joint/double degree education and academic mobility.*

*The management of the HEI ensures transparency in the development of the HEI development plan based on an analysis of its functioning, the specific location of the HEI, and the orientation of its activities to meeting the needs of students, the state, employers, and other stakeholders.*

*The management of the educational institution shall regularly review the formation of the educational institution development plan and monitor its implementation, assess the achievement of learning objectives, ensure compliance with the needs of learners, employers and society, and demonstrate the functioning of decision-making mechanisms aimed at continuous improvement of the educational institution.*

*The management of the university should involve representatives of interested groups, including employers, students and teachers, in the formation of the university development plan.*

*The management of the educational institution must demonstrate the individuality and uniqueness of the educational institution's development plan, its consistency with national development priorities and the development strategy of the educational institution.*

*Within the framework of the university's business plan, it should clearly identify those responsible for business processes, divide the duties of personnel, and distinguish the functions of collegial bodies.*

*The management of the BU ensures the coordination of the activities of all persons involved in the development and management of the BU and its continuous implementation, and also involves all interested parties in this process.*

*The management of the organization must ensure the transparency of the management system, its design, management and monitoring, and the functioning of the internal quality assurance system, which includes appropriate decision-making.*

*The management of the BU must implement risk management*

*The management of the educational institution must ensure the participation of representatives of interested parties (employers, teaching staff, students) in the composition of the collegiate bodies of the educational program management, as well as their representation in making decisions on issues of educational program management.*

*The university must demonstrate innovation management within the framework of the UB, including the analysis and implementation of innovative proposals.*

*The management of the BU must demonstrate its openness and accessibility to the PSU students, employers and other interested parties.*

*The management of the BU confirms that it has completed training in educational management programs*

*The management of the organization should strive to take into account the progress made since the last external quality assurance procedure in preparation for the next procedure.*

#### ***Evidence section***

The educational programs of the Korkyt Ata Kyzylorda University are aimed at training highly qualified personnel in accordance with the needs of various industries, based on the social needs of society and the requirements of employers.

Improving the quality of education based on the educational program is one of the main goals of the university. The development plan of the Higher Education Institution and the ways of its implementation are constantly under review. The plan is reviewed in accordance with the approved deadlines. Monitoring of the implementation of the Higher Education Institution development plan is carried out in several directions: students, teaching staff. Its results are determined by the Department of Strategic Planning and Quality Assurance. In order to improve the quality of Higher Education Institutions and train competitive specialists, the Department of Strategic Planning and Quality Assurance of the university has made it a tradition to conduct systematic comprehensive social surveys among students, university graduates and employers annually. The results of the surveys are analyzed and an analysis is made. The opinions of the respondents are taken into account and improvement measures are taken.

The systematic development of the BSU takes into account the regional economy, modern requirements in the education system, and the experience of universities in developed countries. The opinions of stakeholders are taken into account when forming and developing a BSU development plan.

The development plan of the Higher Education Institution is developed in accordance with the trends of the market and business communities and the strategic documents of the university. In accordance with this educational policy of the university, the compliance of the development plan of the Higher Education Institution with the educational strategy and national development priorities is constantly monitored. The opinions of stakeholders are taken into account in the development and formation of the development plan of the Higher Education Institution.

Faculty members, students, as well as partner universities and various industry departments and employers in the region participate in improving the quality of education.

The educational program "6B02336-Kazakh Philology" is aimed at meeting the needs of employers. The compliance of the educational program with the development of national priorities is analyzed by conducting a survey among employers, graduates, and students.

In order to determine the quality of the implementation of the VET program at the university, the personnel preferences of employers, and the requirements for the level of training of young specialists, a systematic comprehensive social survey is conducted annually among employers.

The interaction between the BBE and employers and the business community is carried out through the implementation of scientific projects through the BBE's PB economic accounting, supervision of the scientific work of school students, and judging of students' subject Olympiads, literary and cultural competitions and events.

The main goal of the Korkyt Ata Kyzylorda University in improving the quality of education is to conduct fundamental and applied scientific research and introduce their results into the educational process.

Students have access to information about decisions made by collegial bodies regarding the responsibilities of university leaders and supervisors.

Information about collective decisions made at the university is available on the university's official website <https://korkyt.edu.kz/>, will be published in the regional newspapers "Syr Boyi" and "Kyzylordinskie Vesti".

All university documents for the development of educational programs are available in the "Internal Document Structure" section of the university website <https://korkyt.edu.kz/page/69>.

The university's quality assurance policy reflects the relationship between research, teaching and learning, and also takes into account the national and intra-university context. Thus, one of the goals of quality assurance is to increase the contribution of the university's research and innovative development to the socio-economic development of society.

In order to ensure the quality of education and achieve its high level, the university is systematically and diligently working to form a quality culture: values and principles are defined, a behavioral pattern is formed in which all members of the team understand the issues of quality assurance in the same way, adhere to quality guidelines, and feel the quality around them.

All stakeholders (faculty, administrative and management staff, students, employers) are involved in quality assurance processes by being included in working groups to develop, review and monitor their compliance with internal quality assurance standards.

Measures aimed at controlling the quality of the educational process are recorded in the form of notes, acts, certificates, reports, etc. and are discussed at the meeting of the Academic Board, the Academic Quality Committee of the institute. Based on the analysis and assessment of control indicators, preventive and corrective measures are developed.

The Strategic Planning and Quality Assurance Department organizes and conducts surveys of students, faculty, and university staff.

One of the main forms of assessment of the activities of educational programs is their annual reports. The report on the Academic Council is analyzed and discussed at the Academic

Council meetings. The Institute's report is prepared on the basis of the Academic Council reports. The general university report is formed on the basis of the Institute's annual reports.

In accordance with the mission of the Higher Educational Service "6B02336-Kazakh Philology", the development plan of the Higher Educational Service "6B02336-Kazakh Philology" is being developed in accordance with national priorities. It trains qualified specialists in the fields of pedagogical, humanitarian and social sciences who are competitive and able to meet modern requirements, studying the literary, cultural and linguistic features of the region and contributing to its scientific value, while mastering advanced practices in education.

The results of research work are presented in the catalog of elective subjects of the educational program "6B02336-Kazakh Philology".

When developing educational programs under the BBE, the recommendations of employers, business structures, and the scientific community are taken into account, and the catalog of elective choices is updated annually. Based on the recommendation of the "Center for Language Teaching of the Kyzylorda Region", the subject "Theory and Practice of Academic Writing" was included in the working curriculum of the Phil-24-1 study group under the educational program "6B02336-Kazakh Philology".

In order to comprehensively consider the content of the "6B02336-Kazakh Philology" BBL, reports are made, master classes and trainings are organized at scientific, educational and methodological seminars. "The Kyzylorda period of A. Baitursynuly's socio-political and scientific-educational activity and the subject of Akhmetology" (master class), "The problem of the Kazakh language in the Kazakh group of non-linguistic specialties of universities" (panoramic lesson), "The problem of Kazakh writing and spelling" (video lesson).

"6B02336-Kazakh Philology" BBB has established scientific relations with Professor of the Department of Turkish Language and Literature, PhD Doctor Hulya Kasapoglu Çengel, Hacı Bayram Vali University, Ankara, Republic of Turkey. In the 1st academic period of the 2023-2024 academic year (October 30 - November 24), within the framework of the Ministry's program to invite foreign scientists to give lectures, she gave lectures on the topics "History of Turkic Languages" and "Methodology of Scientific Research" to students, undergraduates and doctoral students.

The modernization of the "6B02336-Kazakh Philology" BBE at the university and the formation of its innovative model are carried out through a study of the labor market and the needs of employers. For this purpose, BBE branches have been opened in institutions and organizations. The opening of BBE branches will also serve as a basis for joint work between the university and enterprises in the training of competitive specialists. Students will have the opportunity to gain comprehensive experience in BBE branches.

Currently, Korkyt Ata Kyzylorda University uses the corporate network of the information and telecommunications system of the KeJSC. It allows for the effective use of a number of necessary information resources, databases, and the development of new teaching technologies. Each academic building and all dormitories of Korkyt Ata Kyzylorda University have libraries and reading rooms, which makes it convenient to receive educational services. The library consists of 4 electronic reading rooms with 4 subscribers and more than 70 computers connected to the Internet, and OpenSpace - an effective open workspace for university employees and students. The teaching staff and students are provided with printed documents in the traditional mode, electronic information resources, and online services.

To implement the educational process in the specialty "6B02336-Kazakh Philology", there is a sufficient stock of teaching aids, monographs and scientific literature. The lecture halls are equipped with LSD projectors, interactive whiteboards and modern classrooms, as well as an educational television studio.

Proof of this "*6B02336-Kazakh Philology*" achievements:

- In 2023, a scientific project entitled "Kazakh toponymic legends abroad (Russia, China, Mongolia): typology, genetics and poetic features" (leader: G. Tuyakbayev), implemented with



grant funding from the Science Committee of the Ministry of Culture and Tourism of the Republic of Kazakhstan, was implemented;

- In the 2022-2023 academic year, the subject "Kazakh Literature Abroad" was introduced at the Higher Educational Service. This course was lectured by Professor of the Higher Educational Service, Candidate of Philological Sciences G.A. Tuyakbayev;

- In the 1st academic period of the 2023-2024 academic year (October 30 - November 24), as part of the ministry's program to invite foreign scientists to give lectures, students, master's and doctoral students will be given lectures on the topics "History of Turkic Languages" and "Methodology of Scientific Research" PhD Dr. Hulya Kasapoglu Çengel gave lectures

- Memorandums have been signed and cooperation is being carried out with the Kyzylorda Oblast Language Learning Center, "Syr-Media" LLP, educational institutions of the district and Kyzylorda city, the Kyzylorda Oblast Professional Development Institute, a branch of the "Orleu" BANO JSC, and other employer organizations;

- The teaching staff of the department regularly undergo advanced training courses, and the management of the Department of Educational Management has attended courses on educational management programs. For example, from 30.03.2023 to 11.04.2023. a professional development course was organized on the program "Organization of pedagogical design work in higher education institutions" and from 16.05.2023 to 06.06.2023. a professional development course was organized on the program "Pedagogical management: innovations in the management of the educational process". Course participants received information on strategic management, leadership, risk management and the realities of new times.

- An agreement is being implemented on the implementation of the dual training system. Students are given a great opportunity to improve the quality of the educational program and comprehensively develop their competencies through practical and laboratory classes.

- Graduates of accredited BBAs are in demand in the labor market, their employment rate is 93%.

### ***Analytical department***

Based on the study of the submitted documents and meetings with target groups of members of the SSC, the following were identified. Educational programs of Korkyt Ata Kyzylorda University are developed in accordance with the classification of areas of training of personnel with higher and postgraduate education, in accordance with the requirements of the State Standard for Higher and Postgraduate Education, regulatory legal acts in the field of higher and postgraduate education, and the academic policy of the university.

As experts note, quality assurance has a profound impact on the mission, policy, practice, stakeholder engagement, and academic culture of the university. High quality education means compliance with the requirements for the quality of personnel training and the needs of students and employers. The concept of quality is considered both from the perspective of the consumer (student, employer), who indicates the compliance with the goal, and from the perspective of the use or consumption of educational services (products). Students set requirements for high quality of the educational program (content reflecting the interests and needs of the student), the educational environment (infrastructure) and the educational process (organization, technology). The implementation of these requirements is ensured by the membership of students in academic committees and other collegial bodies for the development of educational programs. The transformation of qualitative changes is an obligatory participant in the educational process of the student. Employers set requirements for high quality of the educational program (content in terms of the presence of the necessary competencies required in the labor market) and qualitative characteristics. Required information for the university <https://korkyt.edu.kz/page/69> located on the website.

The reporting period has seen the successful development of a quality assurance culture and a high level of commitment to its maintenance.

The university adheres to quality standards that cover all activities, including work with partners and outsourcing organizations. The main mechanisms for ensuring quality in universities are:

- control at the contract level - introduction of quality criteria into agreements with partners, monitoring of the fulfillment of obligations, sanctions for non-compliance;
- audit and monitoring system - regular peer audits, evaluation of dual degree programs and academic mobility, analysis of results from student satisfaction surveys;
- participation in the development of integration programs into the educational processes of partners, certification of teachers, joint certification of students;
- compliance with international standards - accreditation of programs by international agencies, adherence to ESG in higher education, participation in global consortia;
- transparency and accountability - publishing quality data, open reports, and adjusting policies based on feedback.

The university ensures a clear division of responsibility for the main business processes of the BBU, including development, implementation, monitoring and development. For effective management, the university develops business process maps, job descriptions and regulations for departments, ensuring a clear separation of functions. The main categories of business processes and responsible persons are:

- academic management - development of curricula, quality control (director of the institute, head of the academic unit, departments);
- administrative management - coordination of the work of the PSU, monitoring of the educational process (head of the BU, departments);
- interaction with partners - cooperation with employers, scientific organizations (management, PSU);
- work with students - advising, support, progress monitoring (PTO, curator-advisors).
- finance - economic activities - budgeting, financing, grants (management, economics and finance department).

The management of educational programs is carried out through collegiate bodies that provide strategic guidance, quality control and methodological support. The main collegiate bodies and their role in the management of the BU:

- The Academic Council approves the strategy of the university, makes changes to the Academic Regulations, and makes key decisions in the field of science and education;
- The Disciplinary Council monitors compliance with ethical standards, academic integrity and fairness;
- Academic Committee - approves curricula, analyzes the implementation of the curriculum and makes proposals for their improvement;
- Academic Quality Committee - monitors the quality of education, evaluates the work of teachers and students;
- Alumni Association - analyzes the needs of graduates, provides support to students, and makes recommendations for improving the University.

To ensure effective interaction, the university develops regulations on collegial bodies, keeps records of decisions, and includes students and employers in the composition of the commissions, thus ensuring transparency of management.

To ensure the transparency of the management system and the effective functioning of the internal quality assurance system, the management of the BBU: ensures documentation of processes (<https://korkyt.edu.kz/ru/page/69>), continuous monitoring and auditing (internal audit, management of non-conforming products, corrective and preventive actions, data analysis, continuous improvement of the effectiveness of the quality management system); transparency in decision-making; feedback and employee participation in processes; personnel training and development; use of indicators and reporting systems; information systems to support quality management.

The university is implementing a comprehensive approach to risk management aimed at increasing stability and reducing risks (Regulations on Risk Management of the Korkyt Ata Kyzylorda University NJSC. To prevent corruption risks and create a culture of continuous improvement, the university operates an anti-corruption compliance service (<https://korkyt.edu.kz/ru/page/154>).

Experts note the implementation of the following key stages:

- risk identification - analysis of internal and external factors (human resources, financial, organizational, legislative, economic and technological);
- risk assessment - identification of potential threats to the educational process, science, financial stability, and reputation of the higher education institution.
- development of strategies - risk reduction and prevention measures.

In addition, at this stage, further stages of implementing the risk management procedure within the framework of the HEI are not fully presented, namely:

- monitoring and control - constant analysis and adjustment of the risk management strategy within the framework of the BU;
- personnel training - increasing awareness and involvement of the UB's PB in risk management processes;
- decision-making and planning - development of specific risk management actions within the framework of the BU and documentation of the developed actions.

In addition, experts noted that the development plan of the Higher Educational Institution "6B02336-Kazakh Philology" does not reflect its individuality and uniqueness, and does not agree with the national development priorities and development strategy of the university.

In order to implement strategic directions, goals, target indicators and tasks for their achievement, the Development Program of the Kyzylorda University named after Korkyt Ata for 2023-2029 was adopted. It provides for ensuring the quality of training competitive specialists, improving the content of higher and postgraduate education in accordance with modern requirements, forming an effective system of higher education institution management, and developing infrastructure. On this basis, the experts note the implementation of the following main stages:

- risk identification - analysis of internal and external factors (human resources, financial, organizational, legislative, economic and technological);
- risk assessment - identification of potential threats to the educational process, science, financial stability, and reputation of the higher education institution;
- development of strategies - risk reduction and prevention measures.

In addition, at this stage, further stages of implementing the risk management procedure within the framework of the Higher Education Institution's Risk Management System have not been fully presented, namely:

However, based on the analysis of the information provided and the results of meetings with target groups, the experts noted that the management of the accredited educational program should conduct an analysis of the risks to the development of the VET.

For this, the following measures should be taken:

- regular analysis and adjustment of the risk management strategy within the framework of monitoring and control-IB;
- personnel training - increasing awareness and involvement of the BUH PTO in risk management processes;
- decision-making and planning - development of specific risk management measures within the framework of the EMP and documentation of the developed actions.

The results of the PTA survey showed that the management of the educational institution pays attention to the content of the educational program: very good - 16 people (72.7%), good - 6 people (27.3%); PTA participation in the process of making managerial and strategic decisions:



very good–14 people (63.6%), Good–7 people (31.8%); stimulation of innovative activity: very good–14 people (63.6%), Good–7 people (31.8%); the educational program in terms of content and quality of implementation meets the expectations of the labor market and employers: very good–12 people (54.5%), good–10 people (45.5%); how well does the education received by students at this university meet the requirements of the current labor market: very good–14 people (63.6%), good–8 people (36.4%).

***Strengths / best practices:***

- At Korkyt Ata Kyzylorda University, the development of a quality assurance culture is being demonstrated at a high level.

***SSC proposal:***

1. Based on the University Strategy, the management of the Higher Education Institution should revise the structure and content of the development plans of the Higher Education Institution "Kazakh Philology" in order to reflect their individuality and uniqueness, align them with the national priorities and development strategy for the development of the educational organization, and link them to specific national programs. The deadline is the 2025-2026 academic year;

2. The management of the Kazakh Philology Department must implement risk management, provide an analysis of risks and measures to prevent and mitigate potential risks in the development of the Department. The deadline is the 2025-2026 academic year.

***The criteria on which the SSC is based are:***

*Strong – 1*

*Satisfaction – 14*

*Includes improvement – 2*

*Unsatisfactory – 0*

***SSC results:***

*According to the "Educational Program Management" standard, 17 criteria were identified, including: 1 criterion is strong, 14 criteria have a satisfactory position, 2 criteria – requires improvement.*

## **6.2. Standard "Information Management and Reporting"**

*The university must ensure the functioning of the information collection, analysis and management system based on modern information and communication technologies and software tools.*

*The QA manual demonstrates the systematic use of processed, adequate information to improve the internal quality assurance system.*

*The management of the BU demonstrates the existence of a reporting system that reflects the activities of all structural divisions and departments within the BU, including an assessment of their performance.*

*The university should determine the periodicity, forms and methods of evaluating the management of the university's academic staff, the activities of collegiate bodies and structural divisions, and senior management.*

*The university must ensure information protection, including identifying persons responsible for the accuracy and timeliness of information analysis and indicating a mechanism for data submission.*

*The university demonstrates the involvement of students, staff and faculty in the processes of collecting and analyzing information, as well as making decisions based on it.*

*The management of the institution should demonstrate that there are mechanisms for communicating with students, staff and other stakeholders, including conflict resolution.*

*Within the framework of the HEI, the university must ensure that the needs of the teaching staff, staff and students are met and provide evidence of the elimination of identified shortcomings.*

*The university should evaluate the effectiveness and efficiency of its activities, including in the area of academic performance.*

*The information collected and analyzed by the university within the framework of the UB should take into account the following:*

*key performance indicators*

*Dynamics of the student contingent by facilities and types*

*performance level, student achievement and dropout*

*Student satisfaction with the implementation of the UB and the quality of higher education*

*accessibility of educational resources and support systems for learners*

*Graduate employment and career growth*

*Students, employees and teaching staff must provide documented consent to the processing of personal data.*

*The management of the UB should contribute to the provision of all necessary information in relevant fields of science.*

### ***Evidence section***

The educational process at Korkyt Ata KU is carried out in accordance with the University's Regulations on the "Academic Policy of Korkyt Ata KU", adopted on October 29, 2021.

The Department of Strategic Planning and Quality Assurance is a structural unit of the university, the purpose of which is to develop the University's Development Program, constantly improve it based on the analysis of internal and external factors, and manage the quality of the university's educational services.

Quality Assurance Policy: Develops the Development Program of the "Korkyt Ata Kyzylorda University" Public Joint Stock Company, organizes the accreditation of educational programs, monitors the implementation of the recommendations of external experts of accreditation agencies by the structural divisions of the university (post-accreditation monitoring), organizes a system of measures for participation in national and international ratings, and organizes social research on topical issues of the life of the university, institutes, and students.

The university operates a system for collecting, analyzing, and managing personal information based on modern information and communication technologies.

In order to ensure that employers are satisfied with the quality of the implementation of the VET program, the university conducts a systematic comprehensive social survey among students, university graduates, and employers every year.

An operational plan has been developed for the implementation of the Development Program of the Higher Educational Institution "6B02336-Kazakh Philology" for 2023-2029.

It lists measures to achieve target indicators in the strategic areas of innovative provision and internationalization of educational services, development of science and international cooperation, modernization of infrastructure and digitalization.

In the implementation of the development plan of the university and the Humanitarian-Pedagogical Institute, the scientific research works (monographs and textbooks, teaching aids) of the professors and teachers of the Higher Educational Institution "6B02336-Kazakh Philology" are effectively used in the teaching process.

In order to conduct high-quality training sessions in the Platonus information system, the following license module "Tasks" and "Online Proctoring System" were purchased. An electronic schedule of classes was created, which is posted on the university website. <https://korkyt.edu.kz/ru/staticpages/119>

To ensure the security of the university's information systems, the server system of the university's information infrastructure was migrated to the latest WindowsServer and LinuxUbuntu operating systems. For the convenience of working with users of application and server services, a unified registration of users in the activedirectory server was introduced. Using the Exchangeserver 2016 email server, university employees can use the internal corporate network and access the external environment through corporate mail @korkyt.kz.

The University Library provides access to electronic information resources through its website, the library's website. <https://korkyt-nb.kz/> Also, the main IS for the university is the "Platonus" IS, which allowed the automation of the following processes.

The university uses the ZOOM meetings video conferencing system to organize online conferences, meetings, or other meetings via the Internet. The university uses this system on a monthly basis on a subscription to the ZOOM platform.

The "Personnel" IS, developed by the employees of the software department at the university, includes thirty parameters (personal data, information on education, work, benefits, vacations, incentives, awards, charges, position held, workload to be performed, number of the order on employment, term of employment contract, position category, additional payments and allowances, form of employment contract for university teaching staff and employees, additional agreement to the employment contract). All of the above data on personnel are entered into the database of this program based on available information. All types of reports on personnel are made on the basis of AEO in Excel, WORD.

In accordance with the Information Security Regulations at the university, information system users, models of potential attackers, information protection tools and measures, as well as information security requirements have been identified. <https://www.calameo.com/read/00708139052c0f309e3ea>

The proceedings at the university are carried out in accordance with the approved instructions and are accompanied by a nomenclature of cases. <https://korkyt.edu.kz/page/69> The internal document register section of the university section of the website ensures the storage and archiving of documents.

The periodicity, forms and methods of evaluating the activities of the Higher Education Institution, collegial bodies and the activities of the Higher Education Institution are determined by the Regulations on the development and approval of educational programs at Korkyt Ata Kyzylorda University. <https://www.calameo.com/read/0074313086ec174255a06>.

The University's activities are carried out through the Information Systems ("Platonus", "E-UNIVER"), which are aimed at collecting information content and purposeful monitoring of the state of the university's educational activities and decision-making. Data entered into the Information Systems are maintained by all structural divisions of the university.

In order to evaluate the performance of the management, the Department of Strategic Planning and Quality Assurance annually conducts a social survey on the topic "Satisfaction of students, teaching staff and staff with the activities of the university management." <https://docs.google.com/forms/d/1NsD9PWPVvSLGIO3xFXnHzDvGeULesFMPf4UT2NOI1Z4/edit>

Every year, measures are taken to address the issue of graduate employment, including sending graduates to institutions and organizations that require industrial and diploma practice; organizing meetings with heads of institutions; holding job fairs, establishing regular contact with city and regional employment agencies; informing graduates about vacancies, etc.

The university provides other mechanisms for communicating with students, teaching staff, support staff, and employers through advisory hours, information stands, the "Platonus" system, the university website, the university's educational portal, the Rector's blog, etc.

According to the results of the study of students' satisfaction with the quality of the educational process within the framework of the Higher Educational Institution "6B02336-Kazakh Philology", it can be concluded that the quality of educational services in general is assessed positively. The majority of students who participated in the survey gave a high rating to the reputation of their university and the Higher Educational Institution. The majority of respondents assessed the general professional level of teachers as high. The results of the survey confirm the satisfaction of accredited students with the quality of professional training.

### ***Analytical department***

Based on the study of the submitted documents and meetings of the external expert commission members with the target groups, it was determined that Korkyt Ata Kyzylorda University has the necessary mechanisms and information systems for collecting, analyzing and managing information for internal use and communication, as well as for informatization and communication with the external environment. Information systems have sufficient mechanisms for protecting and storing information.

The university actively uses modern automated systems for collecting, analyzing and managing information, which contributes to improving the quality of the educational process and management services. Key achievements:

- process automation - "Platonus" and "Univer" MIS, modules for managing schedules, dormitories, testing, document flow (Salemoffice.kz) and personnel accounting ("Kadrlar");
- development of digital resources - access to the "MegaPro" electronic library, domestic and international databases (Scopus, Springer, Elsevier, RMEB, etc.) has been provided;
- monitoring the quality of education - internal audit, conducting surveys of students and teaching staff, analyzing educational programs, monitoring student satisfaction;
- scientific research activity—a council of young scientists operates, scientific research competitions and scientific and practical conferences are held, and the magazine "Bulletin of the Korkyt Ata University" is published;
- a feedback and communication-survey system, boxes for complaints and suggestions, a hotline, e-mail of managers, the Rector's blog are operational, and events (fairs, exhibitions, open days) are actively used;
- ensuring information security - data protection measures, ESEDO Integration, compliance with the Personal Data Legislation has been implemented.

An integrated approach to digitalization, automation and quality control at the university contributes to increasing the efficiency of the educational process, scientific activity and management. The implemented systems ensure transparency, speed and convenience of interaction between students, teaching staff and administration, and also contribute to the further development of the university.

*The results of the student survey indicate that students are fully satisfied with the information provided about courses and educational programs for their academic degrees: 49 people (81.7%) are fully satisfied, 11 people (18.3%) are partially satisfied, which indicates a high level of awareness and satisfaction among students.*

### ***Strengths / best practices:***

- No strengths have been identified for this standard.



**SSC proposal:**

1. There are no recommendations for this standard.

***The criteria on which the SSC is based are:***

*Strong – 0*

*Satisfaction – 17*

*Includes improvement – 0*

*Unsatisfactory – 0*

**SSC results:**

*"Information management and reporting» 17 criteria were revealed under the standard, including: 17 positions are also satisfactory.*

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

*The university must demonstrate the existence of a documented procedure for developing a CU and its approval at the institutional level.*

*The university must demonstrate compliance with the developed curriculum with the established goals and planned learning outcomes.*

*The management of the BU should determine the impact of disciplines and professional practices on the formation of learning outcomes.*

*The university can demonstrate the existence of a model of a BU graduate that includes learning outcomes and personal qualities.*

*The qualification awarded upon completion of the VET should be clearly defined, specified and correspond to a specific level of the QF-EHEA SQF.*

*The management of the university should demonstrate the modular structure of the program based on the European Credit Transfer and Accumulation System (ECTS), and ensure that its modules (in terms of content and structure) meet the set goals, focusing on achieving the intended learning outcomes.*

*The management of the university must ensure that the content and learning outcomes of academic disciplines correspond to each other and to the level of study (bachelor's, master's, doctoral studies).*

*The management of the BU should demonstrate the conduct of external reviews of the BU*

*The management of the BU must provide evidence of the participation of learners, teaching staff and other stakeholders in the development of the BU and their quality assurance.*

*The management of the educational institution should demonstrate the positioning of the educational institution in the educational market (regional/national/international), its uniqueness.*

*The ability to prepare students for professional certification is an important factor*

*The presence of joint and/or double degree(s) with foreign universities is an important factor.*

***Evidence section***

The development and approval of educational programs of Korkyt Ata Kyzylorda University is based on the Regulations on Educational Programs. <https://korkyt.edu.kz/staticpages/246>.

Educational programs are consistent with the mission of the university, meet the needs of employers. The description of the expected learning outcomes includes a set of criteria expressed in terms of levels of competence agreed with the Dublin descriptors.

The requirements for the level of student preparation are determined on the basis of the Dublin descriptors and reflect the acquired competencies reflected in the achieved learning outcomes. The quality assessment of the BBE is carried out on the basis of the rules for assessing the quality of the implementation of university educational programs. <https://ru.calameo.com/read/0070813904808f4fd4401>.

The purpose of the Bachelor of Arts in the field of philology "6B02336-Kazakh Philology" is to train professionals who have mastered fundamental knowledge in the field of philology, have a deep understanding of modern scientific concepts in linguistics, have studied the development of national literature and artistic and aesthetic issues. In connection with changes in the labor market, the requirements of employers and the social needs of society, the necessary

changes are made to the goals and results of the Bachelor of Arts in the field of education and are updated in the register of educational programs.

The logic of creating a sequence of disciplines and organizing professional practice is based on the principles of gradual deepening of knowledge, skills, and experience, as well as taking into account the specifics of the subject area and the needs of students.

The graduate competency model is a set of competencies required for this level of education that can be achieved after graduating from a higher educational institution. The graduate competency model was developed based on the results of a survey of higher education institutions and employers on the "State General Obligatory Standards for 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, as amended and supplemented by Order No. 66 dated February 20, 2023.

Based on the individual curriculum of students, the specialty-issuing BBL develops a curriculum for the specialty for the academic year, which is coordinated with the member of the board for academic affairs - vice-rector, director of the department for academic affairs, head of the department for management of educational programs, head of the department for organization of the educational process and dispatching services, director of the Humanitarian-Pedagogical Institute and head of the BBL "6B02336-Kazakh Philology" and is approved by the decision of the minutes of the meeting of the Academic Council of Korkyt Ata Kyzylorda University.

Educational and methodological materials of subjects, a catalog of elective subjects are placed in the university's "Platonus" program and are available to students. The catalog of elective subjects of specialties is created taking into account the educational trajectories of students' choices.

Elective subjects proposed by employers are discussed at methodological seminars and meetings of the Kazakh language and literature and journalism department. Representatives of employers and practice bases, students, and teachers are involved in the formation of the educational program.

In order to determine the quality of the implementation of the educational service at the university, a systematic comprehensive social survey is conducted annually among students. In order to determine and further improve the level of student satisfaction with the quality of educational services provided by the university, a survey was conducted based on the results of the 2023-2024 academic year.

The majority of respondents expressed their satisfaction with the level of educational and methodological support of classes, the qualification level of the teaching staff, the organization of practically oriented classes, the organization of independent work of students, the organization of industrial practice, the organization of scientific and research work of students, the opportunity to acquire entrepreneurial thinking skills at the university, and the organization of the policy of assessing and monitoring the knowledge of students.

### ***Analytical department***

The standard "Development and approval of educational programs" complies with the requirements of the ARTA. Korkyt Ata Kyzylorda University has its own procedures for the development and revision of educational programs.

The Bachelor's degree program "6B02336-Kazakh Philology" submitted for accreditation was developed in accordance with the provisions of regulatory legal acts in the field of higher and postgraduate education, the National Qualifications Framework, the Sectoral Qualifications Framework, professional standards, employer orders, and is coordinated with the Dublin Descriptors and the European Qualifications Framework, as well as the academic policy of the university.



It was revealed that the development of this educational program involved the participation of the department's teaching staff, representatives of employers and students. There are written assessments from employers.

Based on the study of the submitted documents, it was determined that the Graduate Competency Model for the accredited educational program is designed for all levels of general education and that the learning outcomes are the same.

"6B02336-Kazakh Philology" B The development of the model of a bachelor's degree is based on the document "Competency Model of a University Graduate". However, in its current form, there is no clear connection with the requirements of the professional community and the labor market, which reduces its practical significance. In addition, the model does not take into account the level specifics of undergraduate training.

In this regard, SSC experts noted the need to revise the document "Graduate Competency Model" to increase its relevance and compliance with modern requirements. When updating the document, it is recommended to take into account the following:

- introduction of differentiation of competencies for the specific levels of education - bachelor's, master's and doctoral studies.
- adaptation to the requirements of the labor market - ensuring the competencies required in companies, research centers, government agencies and specialized organizations;
- taking into account current industry trends—new technologies, digitalization, philologist-journalist, philologist-translator, philologist-researcher, etc., which increases the practical importance of training graduates.

Experts of the external expert commission note the lack of joint educational programs in the educational program accredited by educational organizations of the Republic of Kazakhstan. It is necessary to review the educational program in order to develop academic mobility.

In addition, during the study of the curriculum of the BAE "6B02336-Kazakh Philology", it was revealed that there are no Minor programs. In most cases, Minor courses are not separated from elective subjects. In addition, it is necessary to open courses at the university level, not limited to the BAE.

Additional courses provide students with the following opportunities;

- Expands knowledge and increases academic performance. Courses help to deepen knowledge in a particular field and fully understand the material.
- Develops "soft" skills. Courses help develop skills that can be useful not only in studies, but also in life in general: leadership qualities, communication skills, etc.
- Further education provides an opportunity to become familiar with new subjects, cultures, and fields of knowledge.

The management of the Higher Educational Institution, accredited by experts of the external expert commission, emphasizes a high level of respect and attention to different levels of students, meeting their needs, providing them with flexible learning trajectories using various learning mechanisms. In particular, the curriculum of the Higher Educational Institution "6B02336-Kazakh Philology" includes the disciplines "Methodology of Teaching the Kazakh Language" and "Methodology of Teaching Kazakh Literature", which allow graduates to carry out pedagogical activities in educational centers and colleges.

*Student survey conducted during the SSC visit:*

1. 50 people (83.3%) were fully satisfied with the quality of the general education program, as well as the quality of the educational programs in the BBE, 10 students (16.7%) were partially satisfied;

2. 49 people (81.7%) were fully satisfied with the general teaching methods, 8 people (13.3%) were partially satisfied, and 3 people (5%) were not satisfied with the students;

3. 48 people (80%) expressed complete satisfaction with the speed of response to feedback from teachers regarding the learning process, and 12 students (20%) were partially satisfied.

***Strengths / best practices:***

- The management of the educational program "6B02336-Kazakh Philology" demonstrates a high level of respect and attention to the different levels of students, meeting their needs, and offering them flexible learning trajectories using various learning mechanisms.

***SSC proposal:***

1. The management of the educational program should develop a competency model for the Graduate of the Educational Program, reflecting learning outcomes and personal qualities. The deadline is the 2025-2026 academic year.

2. Ensuring the development of joint educational programs on accredited BA jointly with universities of the Republic of Kazakhstan. The deadline is the 2025-2026 academic year.

3. "6B02336-Kazakh Philology" working curriculum of the Higher Educational Service. It is necessary to introduce and implement Minor programs. The deadline is the 2025-2026 academic year.

***The criteria on which the SSC is based are:***

*Strong – 1*

*Satisfaction – 10*

*Includes improvement – 1*

*Unsatisfactory – 0*

***SSC results:***

"Development and approval of the educational program» 12 criteria were revealed under the standard, including: 1 criterion – *strong*, 10 – *satisfactory*, 1 criterion – *requires improvement*.

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

*Universities should ensure that the content and structure of the curriculum are reviewed, taking into account changes in the labor market, the requirements of employers, and the social needs of society.*

*The university must demonstrate that there is a documented procedure for monitoring and periodic evaluation of the quality assurance system to achieve the quality assurance objectives and continuously improve the quality assurance system.*

*Monitoring and periodic evaluation of the BD should be considered:*

*the content of programs in the context of the latest achievements in science and technology in a particular subject;*

*changing needs of society and the professional environment;*

*student workload, progress, and graduation;*

*effectiveness of student assessment procedures;*

*needs and level of satisfaction of learners;*

*Compliance of the educational environment and support services with the goals of the BU*

*The management of the BU must publish information about changes to the BU, inform stakeholders about any planned or taken actions within the BU.*

*Support services should identify the needs of different groups of learners and their level of satisfaction with the organization of learning, teaching, assessment, and learning outcomes.*

***Evidence section***

The revision of the BOP is regulated by the Regulation "Development and Approval of the BOP" <https://ru.calameo.com/read/0070813904808f4fd4401>.

The recommendations of employers, students, and teachers are determined during annual social surveys, roundtables, and meetings with employers.

Continuous monitoring and periodic evaluation of the "6B02336-Kazakh Philology" BBE is aimed at fully forming the planned results of education. The implementation of the accredited

BBE is aimed at forming professional competence in future graduates in accordance with their academic degree and meeting the needs of the labor market.

The university has approved a procedure for reviewing, analyzing, and monitoring the BSC.

Monitoring and periodic evaluation of the educational program are aimed at achieving the goals of the educational program and fulfilling all planned learning outcomes. The university complies with the requirements for the format of monitoring and periodic evaluation contained in the Regulation on the quality assessment of the implementation of educational programs. <https://ru.calameo.com/read/0070813904808f4fd4401>.

The university conducts various scientific and practical seminars to improve the professional competence of its employees. The university administration plays a leading role in this process.

Planning for improvement of the quality management system is carried out using quality management tools. Training specialists in accordance with the required quality is carried out using modern educational technologies.

"6B02336-Kazakh Philology"BBBThe comments, opinions, and suggestions of employers and chairmen of the MAK are taken into account when creating a catalog of elective subjects, approving the topics of diploma theses, and undergoing pedagogical and industrial practice.

Monitoring and continuous evaluation of the BSPat educational program meetingsis being considered.

The management of the Higher Education Institution ensures the revision of the content and structure of the Higher Education Institution, taking into account changes in the labor market and the requirements of employers. This process is carried out by introducing elective subjects into the educational process that reflect the latest achievements of science, market requirements and recommendations of employers. Feedback for the improvement of elective courses is carried out on the basis of systematic collection, analysis and supplementation with preliminary information with the participation of students, employees and employers, and based on the results of which elective courses are revised to ensure relevance.

Based on the updated educational content in secondary schools, suggestions and opinions of employers in state institutions and educational organizations, the catalog of elective subjects of the BBE is reviewed and updated annually at the meetings of the Academic Committee for Quality. All information about changes in the BBE is published on the university website, the department's page, and social networks.

In order to find out the views of students regarding the specialty "6B02336-Kazakh Philology", their interest in the specialty, and their satisfaction, a survey is conducted among all students every semester through the university's "Strategic Planning and Quality Assurance" department.

### ***Analytical department***

Members of the external expert commission of ARTA determined that Korkyt Ata Kyzylorda University has the necessary mechanisms for monitoring and periodic evaluation of the educational process to ensure the achievement of the goals and satisfaction of the needs of students and society. The management of the accredited educational process uses procedures for monitoring student education, periodic evaluation, and current control during the academic year, conducts surveys of students and graduates, teaching staff, and employers in order to improve and revise the content of educational programs, taking into account changes in the labor market, the requirements of employers, and the social needs of society. All activities to control the quality of the educational process are recorded and discussed at meetings of departments, educational and methodological commissions, and the academic council, developing educational process development plans.

**Strengths / best practices:**

- No strengths have been identified for this standard.

**SSC proposal:**

1. There are no recommendations for this standard.

**The criteria on which the SSC is based are:**

*Strong – 0*

*Satisfaction – 10*

*Includes improvement – 0*

*Unsatisfactory – 0*

**SSC results:**

*According to the standard "Continuous monitoring and periodic evaluation of educational programs", 10 criteria were identified, including: 10 positions - satisfactory position.*

**6.5. Standard "Student-centered education, training and assessment of learning outcomes"**

*The management of the university should ensure that respect and attention is paid to diverse groups of learners and their needs, and that flexible learning trajectories are offered to them.*

*The management of the university must ensure that training is based on modern achievements of world science and practice in the field of training, the use of various modern methods of assessment of learning and learning outcomes that ensure the achievement of the goals of the university, including the development of competencies and skills to perform scientific work at the required level.*

*The management of the BU must determine the mechanisms for distributing the educational load of students between theory and practice within the BU, ensuring that each graduate achieves and masters the content and goals of the BU.*

*The presence of one's own research in the field of teaching methods for science subjects is an important factor*

*Universities must ensure that learning outcomes assessment procedures are consistent with the intended outcomes and goals of the UB.*

*The HEI must ensure the consistency, transparency and objectivity of the learning outcomes assessment mechanism, as well as the prior publication of assessment criteria and methods.*

*Evaluators must be familiar with modern methods of assessing learning outcomes and must constantly improve their skills in this area.*

*The management of the educational institution should demonstrate the existence of a feedback system for the use of various methods of assessing teaching and learning outcomes.*

*The leadership of the BU should demonstrate support for the autonomy of students while simultaneously providing guidance and assistance from the teacher.*

*The management of the university should demonstrate the existence of a procedure for responding to student complaints.*

**Evidence section**

The goal of the Faculty of Philology is to train professionals who have mastered fundamental knowledge in the field of philology, are deeply familiar with modern scientific concepts in linguistics, and have studied the development of national literature and artistic and aesthetic issues. Student-centered teaching, which stems from this goal, plays an important role in achieving student learning outcomes.

The university creates conditions for students to choose their own educational trajectory. Students can study individual subjects in other educational institutions, including abroad. <https://www.calameo.com/read/0074313086ec174255a06>.

The management of the Higher Educational Institution uses the following educational technologies and active teaching methods, differentiated for teaching, which allow taking into account the individual abilities, interests, and desires of students when organizing the learning process: informational, information-communication, interactive, case method, associogram,



Bloom's taxonomy, project, portfolio, role-playing games, business games, trainings, seminars, problem conferences, discussions, round tables, etc. The introduction of modern teaching methods into the learning process of the PBL allows for flexible coordination of students' own cognitive activity with various sources of information, systematic interaction with the course teacher, and group work of students, and contributes to achieving the planned learning outcomes according to the educational program.

The university administration provides equal opportunities to all students who wish to master the educational program, regardless of any difficult learning problems.

The university maintains a balance between the volume of students' classroom and extracurricular workload, develops a control schedule for the IEP, etc. Much attention is paid to the independence and activity of students in mastering the specialty, their research activities, and joint creative work in solving complex tasks and problems of various levels of practical importance.

Throughout the entire period of study, students actively participate in student self-government, organize and monitor examination sessions, and participate in meetings of the university's higher bodies.

An individual trajectory is a prerequisite for credit technology of education, therefore the educational program is adjusted and necessary changes are made every academic semester. Based on the educational program, the Registration Office forms academic groups, and in case of insufficient enrollment in the subject, it informs students about the need to adjust the individual curriculum.

In the process of introducing modern teaching and learning methods according to the educational program, scientific and methodological and educational materials, teaching aids, teaching and methodological complexes, various problem articles that provide flexibility, adaptability, and variability in teaching and mastering the subject, as well as special teaching aids and training complexes dedicated to theoretical and methodological issues of philology are being developed.

At Korkyt Ata Kyzylorda University, established forms and types of control in subjects are organized into departments based on the order of the Chairman of the Board-Rector on approval of the subjects, and the system of control and assessment of students' knowledge is implemented by the registration office.

Current monitoring of students' progress is carried out in accordance with the approved schedule of training sessions. The curriculum of the subject determines various types of current monitoring of students' progress: oral questionnaires, written monitoring, mixed monitoring, presentation of homework, discussions, trainings, round tables, case studies, tests, etc. Intermediate or mid-term monitoring is carried out after passing a certain section.

Academic achievements (knowledge, skills, abilities and competences) in all types of educational tasks are assessed according to the point-rating system of knowledge assessment. Students are sent to pass the examination session on the basis of the order of the director of the institute, which is formalized taking into account the student's passing of all types of current and intermediate control. The final grade for the subject includes the passing rating and the assessment of the final control.

The registrar's office is responsible for monitoring education, which organizes and monitors current exams, records the movement of student contingents, conducts interim and final monitoring of all BBEs, compiles summary semester reports, analyzes academic performance of sessions, final certifications, and student education control sections, and determines the average passing score (GPA).

Based on the results of the intermediate and final control, analytical materials are presented using tabular and graphical forms, which are convenient for decision-making at various levels of educational process management. All results are discussed at the department meeting. Based on the results of its implementation, an action plan is developed to improve the teaching process of subjects and eliminate the identified shortcomings. Information on academic progress is available to students thanks to the "Platonus" AMS.

For the successful implementation of accredited BBE, teachers who have completed advanced training courses introduce the acquired knowledge and skills into the educational process. Accredited BBE teachers actively use portfolio methods, project-based learning, discussions, dialogic learning, case studies, the development of critical thinking through solving and solving high-complexity tasks, map intelligence, the work of gifted students, an inclusive approach to the educational process, and taking into account the age characteristics of students.

A psychological support center has been established at the university to provide psychological support to students.<https://korkyt.edu.kz/ru/page/198> The guidance and assistance provided to students by the teacher allows them to work independently.

The University ensures the existence of a system for reviewing student complaints at the level of the graduate department, institute, vice-rector for academic affairs, rector and advisors. Reception hours of the rector and vice-rectors are established. In order to regulate the processes related to the receipt, processing, consideration, resolution and feedback of complaints received from students and to organize the interaction of all parties involved in the resolution of the complaint, the University applies the Rules for Reviewing Student Complaints.<https://korkyt.edu.kz/page/69>.

### ***Analytical department***

At Korkyt Ata Kyzylorda University, the necessary mechanisms have been developed for the effective organization of student-centered learning. During meetings with the management, teachers and students, members of the ARTA external expert commission were convinced that students are the central participants in the educational process, and their interests and requests are put in the first place when implementing the BBE. Student-centered learning is provided by the selection and implementation of an individual educational trajectory of learning, summer semester training, academic mobility, the functioning of the Academic Advisor-Curator service, access to information and library resources, access to material and technical facilities, academic, social and financial support, free medical services, appeals and personal reception by managers. In addition, special attention is paid to the rapid adaptation of first-year students and students with special needs and socially disadvantaged students.

Korkyt Ata Kyzylorda University actively uses interactive teaching methods along with traditional methods. The effectiveness of teaching methods is assessed by assessing the level of knowledge acquisition (tests, exams, control works), observing students during classes, conducting surveys to determine the level of student satisfaction and their perception of teaching methods.

To determine the level of satisfaction of students' internal needs, the Strategic Planning and Quality Assurance Department conducts the following surveys for students, teachers and staff of the university during each academic period ("Through the eyes of a teacher and student", "Determining the quality of the organization of the educational process within a specific course (subject)", "Survey for graduate students", "Students' satisfaction with studying at a university", etc.).

Ensures a system for reviewing student complaints at various levels. The university has a public commission, a hotline, and a box for suggestions, comments, and requests. The rector holds meetings with students. Complaints and suggestions are reviewed through the Rector's blog.<http://e-univer.korkyt.kz/Blog.aspx>.

To assess the learning outcomes of students of the Higher Education Institution, advisory procedures have been developed and used at Korkyt Ata Kyzylorda University. Information on the current monitoring, intermediate and final certification of the education of each student for teaching staff and students is available in the "Platonus" portal, "E-Univer" is available in the Internet.

However, learning outcomes assessment courses are needed, as the syllabi developed by the PTO do not provide information on why each grade is given and on what criteria a student's work is assessed.



**Strengths / best practices:**

- No strengths have been identified for this standard.

**SSC proposal:**

1. The management of the BU should consider organizing advanced training courses for teaching staff in the field of modern methods of assessing learning outcomes. The deadline is the 2025-2026 academic year.

**The criteria on which the SSC is based are:**

*Strong – 0*

*Satisfaction – 10*

*Includes improvement – 0*

*Unsatisfactory – 0*

*10 criteria were revealed under the standard "Continuous monitoring and periodic evaluation of educational programs", including: 10 positions – satisfactory.*

**6.6. Standard "Students"**

*Universities must demonstrate a policy for the formation of student contingents and ensure transparency and publication of procedures governing the life cycle of students (from admission to graduation).*

*The management of the university should consider conducting special adaptation and support programs for newly enrolled and foreign students.*

*The university must demonstrate the compliance of its activities with the Lisbon Convention on Recognition, including the existence and application of a mechanism for the recognition of the results of academic mobility of students, as well as the results of additional, formal and non-formal learning.*

*Universities should provide opportunities for external and internal academic mobility of students, as well as assist them in obtaining external grants for their studies.*

*Universities should encourage students to engage in self-education and development outside the core curriculum (extracurricular activities).*

*The existence of a support mechanism for gifted students is an important factor*

*The higher education institution should cooperate with other educational organizations and the national centers of the European Network of National Information Centers for Academic Recognition and Mobility (ENIC/NARIC) in order to ensure the comparative recognition of qualifications.*

*Universities should provide students with internships, assist in the employment of graduates, and provide support procedures related to them.*

*Universities must provide graduates with documents confirming their qualifications, including the procedure for issuing them with certificates of achievement.*

*The management of the university must demonstrate that program graduates have skills that are in demand in the labor market and that these skills are truly relevant.*

*The management of the university must demonstrate that there is a mechanism for monitoring the employment and professional activities of graduates.*

*An important factor is the existence of an existing alumni association/association.*

**Evidence section**

Admission of students is carried out in accordance with the rules for admission of students to higher and (or) postgraduate educational programs of the Korkyt Ata Kyzylorda University.

Information about the rules and conditions of admission to the university, a list of required documents, a list of educational programs, regulatory documents, announcements and other information related to admission are posted on the official website of the university in the "Applicant" section. <https://korkyt.edu.kz/ru/staticpages/132> and at the information stands of the admissions committee, as well as on the TV channels "Syr Boy", "Kyzylordinskie Vesti", "Syr Tulegi", "Kyzylorda-Kazakhstan", "Kogam-TV".

To form a contingent of students at the university, subject Olympiads and Open Door Days are held as part of professional orientation work.

"The recruiting center carries out its activities", "MatGeoChild" and "Continue" are implementing author's video projects for applicants.

In order to increase the number of foreign students, an online essay competition on the topic "My chosen profession" will be organized among foreign applicants of Kazakh nationality, and 10 winning students will be awarded the university's "Education Grants".

In accordance with the credit technology, the principle of transferring students to the next course is applied based on the point-rating system of educational assessment and GPA (Grade Point Average) approved by the Academic Council of the university.

The priority is to create the most favorable conditions for students in order to effectively master the BBE and obtain an academic degree in accordance with its implementation. On the basis of motivating students, measures are organized to improve the effectiveness of educational activities and adapt to the learning process. In this regard, the university has introduced a program for adapting first-year students to higher education institutions into the educational process.

An orientation week is held to acclimatize first-year students, during which the director of the institute, the head of the BBU and advisors conduct an introductory lesson, where they are introduced to teachers, a reference manual, credit technology, internal regulations, dormitory rules, the Code of Academic Integrity and other internal regulatory documents. As part of this week, the university library organizes a bibliographic lesson, during which first-year students are introduced to the working mode, the instructions for reading rooms and subscription users, and the "MegaPRO" AIBS program.

Recognition of learning outcomes obtained at other Kazakhstani or foreign educational institutions is carried out in accordance with the Rules for Transfer and Readmission of Students to Korkyt Ata Kyzylorda University, as well as the Rules for Recognition and Recalculation of Results of Formal and Informal Learning Credits at Korkyt Ata Kyzylorda University.

The geography of the university's international relations is expanding every year.

There are 24 youth organizations operating at the university, including the "Student Youth Union" public association, "Jastar Ruhy" Youth Wing, "Ulagat Ulandary" pedagogical team, "Aqikat" political debate club, "Q-Kuramasy" KTK team, "Kyz Zhibek" girls' club, "Kazakhstan Students' Alliance" branch, "Korkyt Kyzdyayi" youth movement, "Dombra Duman" club, "Syr Symbaty" sports club, "Book Club" readers' club, "Dostyk" student club, "Zhaukazyn" youth theater, "Enactus" club, "Good Deed" volunteer organization, "Syrly Kala" young poets' club, "Kyran" volunteer club, "Q-crew" dance club, "Qorqyt" intellectual club, "Zerde" scientific youth society, "ArtStar" artists' club, "Q mob" mobilograph club, "Sanaly Urpak" front office, and student parliament.

The university has created the necessary conditions for students' creative development and participation in scientific research. Participation in scientific and practical conferences, seminars, round tables, competitions; publications in scientific journals and collections of conference reports, materials and abstracts. Students of the Department of Kazakh Philology "6B02336" continuously participate in the traditionally held annual student research conference.

In order to determine the satisfaction of students with their educational, educational, and personal development opportunities, the Department of Strategic Planning, Monitoring and Quality Management of the Korkyt Ata Kyzylorda University annually conducts a social survey on the topic "Students' Satisfaction with Studying at a Higher Education Institution."

The Department of Strategic Planning and Quality Management of Korkyt Ata University regularly conducts a social survey on the topic "Teachers through the Eyes of Students" in order to study the quality of teaching subjects and professional skills of teachers. During the survey, students evaluate teachers according to various characteristics.

The objective recognition of higher education qualifications, periods of study and prior learning, including the recognition of non-formal education, is an integral part of meeting the needs of students in the learning process and contributes to mobility and is implemented on the basis of the Regulation on Academic Mobility.

Students' professional practice is carried out in accordance with the academic calendar. The types, terms, volume and content of professional practice are determined by standards, model and working curricula and educational programs.

Students will be given a practical orientation conference. They will receive assignments and familiarize themselves with the deadlines for completing assignments and the procedure for maintaining documents provided for in the internship program. During the internship, students will keep a diary, write reports that will be defended at the meeting of the BSC. Protocols and reports on the results of the internship are stored in the BSC.

Employment issues are overseen by the Recruitment and Careers Department. <https://korkyt.edu.kz/ru/page/127>

To assist graduates in finding employment, the university annually holds a job fair with the participation of heads and representatives of organizations, enterprises, companies, heads of regional and city employment coordination and social programs departments, and others.

The Recruitment and Careers Department has launched a graduate renewal program to provide comprehensive support to graduates after graduation, as well as to assist them in their professional advancement.

Since 2009, the university has had an alumni association.

### ***Analytical department***

Korkyt Ata Kyzylorda University ensures transparency and publicity of the procedures for the formation of the contingent. The university has developed and approved regulatory documents regulating all stages of training.

Korkyt Ata Kyzylorda University has agreements with Kazakh and foreign universities to implement elements of the Bologna Process.

The Recruitment and Career Department, graduate departments and other structural divisions of the university constantly monitor trends and demand in the labor market, which allows us to determine the relevance of educational programs, as well as contribute to the employment of graduates of Korkyt Ata Kyzylorda University.

It should be noted that the university successfully trains foreign students. A number of adaptation activities are held for all enrolled students, including foreign citizens.

In addition, work with gifted students at the university is aimed at developing their unique abilities and increasing their creative potential. It is aimed at developing social skills by involving students in creative and research work, making presentations at conferences, and participating in public events.

Experts from the external expert commission of the ARTA note the need to expand the external and internal academic mobility program for the accredited specialty "6B02336-Kazakh Philology", including online.

### ***Strengths / best practices:***

- No strengths have been identified for this standard.

### ***SSC proposal:***

There are no recommendations for this standard.

### ***The criteria on which the SSC is based are:***

*Strong – 0*

*Satisfaction – 12*

*Includes improvement – 0*

*Unsatisfactory – 0*

12 criteria were revealed under the "Educators" standard, including: 12 positions – satisfactory.

### **6.7. Standard "Professorial and teaching staff"**

*The university should have an objective and transparent personnel policy in the HR department, which includes hiring employees (including invited teaching staff), professional growth and development, ensuring the professional competence of the entire staff.*

*The university must demonstrate compliance of the quality of the teaching staff with the established qualification requirements, the university's strategy, and the goals of the university.*

*The leadership of the BU should reflect the changing role of the teacher due to the transition to student-centered teaching and learning.*

*The university should provide opportunities for career growth and professional development of teaching staff, including young teachers.*

*Universities should attract specialists from relevant fields with professional competencies that meet the requirements of the Higher Education Institution.*

*The university must demonstrate that it has a mechanism to encourage the professional and personal development of teaching staff.*

*The university should demonstrate the widespread use of information and communication technologies and software tools in the educational process (e.g., online learning, e-portfolios, MOOCs, etc.)*

*The university must demonstrate that its activities are aimed at developing academic mobility and attracting the best foreign and domestic teachers.*

*The university should demonstrate the involvement of each faculty member in promoting a culture of quality and academic integrity in the university, and identify the contribution of the faculty, including invited faculty, to achieving the goals of the university.*

*The involvement of the PSU in the development of the economy, education, science and culture of the region and the country is an important factor.*

#### **Evidence section**

Aimed at the professional growth and development of the teaching staff and employees, as well as social support, ensuring the professional competence of the entire staff in order to implement educational programs. The personnel policy of the Kyzylorda University named after Korkyt Ata, approved by Order No. 522-A dated December 31, 2020, is objective and transparent.

The selection and placement of scientific and pedagogical personnel is carried out on the basis of the decision of the competition commission, the approved Rules for the competitive transfer of positions of professors and teaching staff and research workers, which determine the procedure and conditions of competitive selection. <https://ru.calameo.com/read/0070813905c0cba42b3d0>.

The selection and placement of scientific and pedagogical personnel is carried out by concluding an employment contract based on the decision of the university's competitive commission.

The adequacy of the qualifications of the teaching staff is determined on the basis of the planned certification of the teaching staff of the university departments. The certification mechanism developed at the university allows for a comprehensive assessment of the activities of teachers in the context of their functional responsibilities.

A set of social support measures has been developed to create conditions for the personal development of teachers.

The university is actively developing a system of encouraging teaching staff to implement the results of scientific research. Measures to encourage teaching staff and doctoral students are carried out within the framework of the approved regulatory documents "Regulations on encouraging the publication activity of the teaching staff, scientific staff and students of the Korkyt Ata Kyzylorda University in international peer-reviewed publications". <https://ru.calameo.com/read/0070813905fd14aca1e6a>, through the KPI reward system <https://ru.calameo.com/read/007081390f0b50aae6451>, as well as various letters of appreciation and certificates.



The qualification characteristics of the employees of the Korkyt Ata Kyzylorda University were published on the university website (Order No. 522-A dated 31.12.2020), which indicate the required level of competence of the teaching staff, and on its basis, a Competency Model of the Teaching Staff was created. <https://korkyt.edu.kz/index.php?option=com>

Accredited BBE teaching staff are fully educated and understand the specifics of the subject being taught, have mastered modern teaching methods, and can effectively organize the learning process. They have student-oriented teaching skills and experience. The quality of the teaching staff corresponds to the goals of the BBE.

All procedures for recruitment and promotion, as well as termination of employment contracts of university employees, are carried out in accordance with the norms of the labor legislation of the Republic of Kazakhstan. All working conditions of employees are specified in the employment contracts.

In order to improve the quality of teaching and ensure close ties with production, it is planned to involve specialists with work experience in relevant fields and professional competencies that meet the requirements of the State Educational Service. The selection of these practitioner-teachers should be carried out in accordance with the It will be carried out on the basis of qualification requirements, job descriptions and approved staffing levels, taking into account extensive work experience in the field of activity.

The accredited training of personnel in the Bachelor of Arts "6B02336-Kazakh Philology" is carried out by the teaching staff of the Bachelor of Arts of the Kazakh Language and Literature and Journalism. The share of teaching staff in the department teaching in the Kazakh language is 100%. The scientific degree of this Bachelor of Arts The number of teachers is 18, which is 75% of the total number of teaching staff. The average age of teaching staff in accredited educational institutions is 52 years.

The main indicator of the success of the implementation of personnel policy is the improvement of the quality level of teaching staff. Information about teaching staff implementing accredited educational programs is provided on the university website. <https://korkyt.edu.kz/index.php?option=com>.

The department is assigned the functions of organizing and regulating the selection of staff structures, determining and managing the quality of the teaching staff, improving qualifications, distributing teaching staff according to educational programs, regulating staff workload, creating conditions for professional growth, monitoring, controlling and evaluating the quality of the teaching staff, and organizing labor incentives.

The management of the Higher Education Institution pays great attention to the changing role of the teacher in connection with the transition to student-centered learning and teaching. In this regard, a complex of social support measures has been developed to create conditions for the professional growth of teachers.

In implementing the BBE, the PSE pays special attention to the educational process. In particular, due to the transition to student-centered teaching, the role of professors and teachers has changed radically, and it has become clear that improving the quality of the educational process depends not only on the freedom of students to learn and their development, but also on the development and continuous professional development of teaching staff.

The goal of the accredited BBE PQR professional development is to meet the needs of employees for new knowledge and achievements in relevant fields of science and technology, as well as advanced domestic and foreign experience.

The results of scientific research carried out by the professors and teachers of the BBE within the framework of scientific topics are reflected in electronic programs, methodological manuals, which are used in the implementation of the educational program of the specialty in the teaching of a number of basic and specialized disciplines. The scientific research work of the professors and teachers is carried out in accordance with the development plan of the BBE.

The Department of Strategic Planning and Quality Assurance of Korkyt Ata University annually conducts a social survey on the topic "Satisfaction of professorial teaching staff with the higher education institution."

According to the results of the survey, the vast majority of teachers teaching at the Higher Educational Institution "6B02336-Kazakh Philology" expressed their complete satisfaction and satisfaction with the higher education institution. According to the survey data, in order to assess the satisfaction of the teaching staff of the Higher Educational Institution, it can be concluded that the working conditions at the Korkyt Ata State University meet the demands of the respondents in many aspects.

An important factor is the development of academic mobility within the framework of the Higher Education Institution, including the attraction of the best foreign and domestic teachers. Academic mobility at the Higher Education Institution is aimed at improving the quality of higher education, increasing the effectiveness of research, establishing external and internal integration ties, and using global educational resources.

Foreign and domestic scientists and teaching staff are widely involved in the implementation of educational programs. The teaching staff of the BBU, which undergoes accreditation, has sufficient opportunities to lecture at domestic universities, gain experience or improve their qualifications on the basis of academic mobility.

The work to attract domestic and foreign scientists to the university is carried out in cooperation with partner universities. Plans and projects are developed to invite foreign scientists by prior agreement and in accordance with the needs of the BSU. When inviting foreign scientists, the reputation of scientists in the international academic community and their compliance with the strategic goals and objectives of the BSU are taken into account.

The accredited faculty of the BBU constantly contributes to the development of the economy, education, science and culture of the region and the country. They participate in scientific, practical and theoretical conferences, meetings, round tables, actively participate in the implementation of the Address of the President of the Republic of Kazakhstan, state programs and articles, state language development programs, and in the public life of the city, region, and republic.

#### ***Analytical department***

Korkyt Ata Kyzylorda University operates in the HR department, which includes an open and objective personnel policy, including recruitment, professional growth and development of personnel that ensures the professional competence of the entire state.

In general, employees and students participate in the implementation of the development strategy of Korkyt Ata Kyzylorda University, which was confirmed during meetings with the heads of structural divisions, teaching staff, and students.

Korkyt Ata Kyzylorda University pays great attention to the career growth and professional development of its teaching staff. The vast majority of teachers teaching in the specialty "6B02336-Kazakh Philology" are graduates of the university who have completed postgraduate, master's and doctoral programs.

Analysis of the age structure of the department's teaching staff according to the accredited BA showed that the average age of teachers is 52 years old.

The practice of attracting teachers from industry with a large baggage of knowledge and experience is widely used.

Academic mobility of the faculty is carried out within the framework of agreements with partner universities. The program "Inviting foreign specialists to higher education institutions of the Republic of Kazakhstan" is being successfully implemented. Professors-scientists from near and far abroad are involved in the educational process.

#### ***Strengths / best practices:***

- No strengths have been identified for this standard.



**SSC proposal:**

There are no recommendations for this standard.

***The criteria on which the SSC is based are:***

*Strong – 0*

*Satisfaction – 10*

*Includes improvement – 0*

*Unsatisfactory – 0*

*"Faculty» 10 criteria were revealed under the standard, including: 10 positions – satisfactory.*

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

*The university must ensure that the infrastructure, educational resources, including material and technical resources, comply with the goals of the educational program.*

*The management of the university must demonstrate the adequacy of classrooms, laboratories and other facilities equipped with modern equipment that ensure the achievement of the university's goals.*

*The university must demonstrate the compliance of information resources with the needs of the university and the needs of the implemented IT, including in the following areas:*

*technological support for students and teaching staff in accordance with educational programs (for example, online learning, modeling, Database, data analysis programs);*

*library resources, including educational, methodological and scientific literature on general education, basic and specialized subjects in paper and electronic media, periodicals, and access to scientific databases;*

*Examination of research results, graduation theses, dissertations for plagiarism;*

*Access to educational online resources;*

*WI-Fi operation in its territory.*

*The university must demonstrate that it creates conditions for conducting scientific research, integrating science and education, and publishing the results of research work of faculty, staff, and students.*

*A higher education institution must ensure that the educational equipment and software used to deliver educational programs are similar to those used in the relevant economy.*

*The management of the university should demonstrate that there are procedures in place to support diverse groups of learners, including information and advice.*

*The management of the educational institution must demonstrate the availability of conditions for the student to progress along his/her individual educational trajectory.*

*Universities should take into account the needs of different groups of students (adults, working people, international students, as well as students with special educational needs).*

*Universities must ensure that infrastructure meets security requirements*

***Evidence section***

Students of the "6B02336-Kazakh Philology" department have full access to the university's socio-cultural and sports facilities. The Student Palace for 456 places (1900.3 m<sup>2</sup>), a dormitory for students with a total area of 7157 m<sup>2</sup>, a canteen in the educational building No. 1, the "Syr Symbaty" sports club (1190 m<sup>2</sup>), the "Seyhun" sports complex 44x25 m (1100 m<sup>2</sup>), a swimming pool 11x25 m (275 m<sup>2</sup>), a gym in the educational building No. 1, a medical center, a historical and ethnographic museum, an audio-visual recording studio, a linguistic laboratory, a scientific and technical library, the "Shokaitanu" and "Korkyttanu" scientific centers, etc. serve students.

The university has 10 academic buildings with an area of 50953.5 square meters, a gym, and well-equipped dormitories. Korkyt Ata Kyzylorda University is equipped with 5 dormitories. The university owns student dormitories No. 1 (512 beds), No. 2 (73 beds), No. 3 (260 beds), No. 5 (400 beds) and the House of Scientists No. 4 (60 apartments) and a dormitory for teachers with 59 apartments. Currently, design and estimate documents have been developed for major repairs to dormitory No. 1.

The area of the university's indoor sports fields is 6486.7 square meters, including 7 gyms and training halls, a swimming pool, the "Seyhun" sports and recreation complex, and 5 outdoor sports fields with a total area of 8411 square meters are open to students.

In addition, a medical center operates in the educational buildings, providing first aid to students and conducting preventive work.

There are specific procedures for providing information and consulting support to different groups of learners in the BBA.

Each student is provided with personal unlimited access to the following information and educational resources throughout the entire period of study: the official website of the university; the automated information system for managing the educational process "Platonus"; electronic scientific library; official accounts of social networks; "Saleoffice-AIS Sirius". Used for documentation. <https://www.mooc-korkyt.kz> used for online training of students in educational programs.

To ensure the security of the university's information systems, the server system of the university's information infrastructure was migrated to the latest WindowsServer and LinuxUbuntu operating systems.

Organizational and methodological support is provided to certain groups of students for the successful mastering of the BBE. At the same time, educational and methodological resources for distance learning students are provided electronically on the Platonus platform. All classes and forms of control are held online. Students with disabilities are provided with additional digital resources: electronic textbooks, presentations, audio and video materials on subjects.

In order to ensure the physical accessibility of the educational environment, the university's academic buildings have been equipped with ramps, and the toilets have been re-equipped in accordance with the requirements.

In order to create conditions for successful adaptation of foreign students to education, a program for adapting foreign students to educational conditions has been adopted at Korkyt Ata KU. <https://www.calameo.com/read/0070813903a9b174d5286>.

The university has an official website. <https://korkyt.edu.kz/> It includes information in Kazakh, Russian, and English about the university's history, mission, strategic development plan, quality policy, faculties and their structures, teachers, and university competitions.

Each academic building and all dormitories of Korkyt Ata Kyzylorda University have libraries and reading rooms, which are distinguished by the convenience of receiving educational services. The library consists of 4 subscriber rooms and 4 electronic reading rooms with more than 70 computers.

Accessibility of resources in remote formats is ensured by an electronic catalog operating on the basis of the "MegaPRO" automated integrated library system (AIBS) - <https://library.korkyt.kz/MegaPro/Web> (user license dated 10.12.2020 No. 201-2020). All services of the electronic library are available to users in a personal account: search, order, reservation, viewing only in "reading mode", creating annotated and bibliographic records, selecting books by topic, notification of new books by e-mail. The university provides access to the scientific databases Elsevier, Springer, Scopus. There is also the opportunity to familiarize yourself with the domestic databases RMEB, AlemBook.

The research papers and dissertations of students, master's and doctoral students are checked with plagiarism programs, and the results of the examination are provided. The university provides all conditions and opportunities for professors, researchers, foreign students and students with disabilities to conduct research.

The university has created all conditions for publishing the results of research work of teachers, staff, and students.

The university has been publishing a quarterly scientific publication, the journal "Khabarshy" since 2005. It publishes scientific articles in all fields of science.

All academic buildings and dormitories are connected to a wireless network, i.e. Wi-Fi, with a speed of 16 MB/s. To ensure the quality of the educational process, the university has

educational laboratory equipment, a 3D printer and a 3D scanner, as well as various licensed programs for work computers.

The university has sufficient educational equipment and software used to master educational programs, which meet the specifics of the Higher Educational Institution. Safety requirements in the educational process are observed. The educational process is organized in accordance with sanitary-epidemiological and fire safety norms and rules. In this regard, the university has a special department that ensures compliance with the requirements of the Labor Protection and Safety Regulations and monitors their implementation.

### ***Analytical department***

The sufficiency of the material and technical equipment of the educational process at Korkyt Ata Kyzylorda University is noted, structural divisions and departments have modern equipment, equipped with classrooms and educational and scientific literature for the implementation of educational programs.

To meet the academic, social, personal and everyday needs of students, Korkyt Ata Kyzylorda University has structural divisions and services: the Department of Academic Affairs, the Department of Social and Educational Work, departments, the Registrar's Office, the Student Service Center, the Department of International Relations, the Scientific Library, the Department of Science and other services that support students. The activities of such departments and services are regulated by internal regulations and guidance materials.

To ensure the quality of education and achieve the highest standards of quality, Korkyt Ata Kyzylorda University constantly improves and purchases material and technical equipment, library and information resources, taking into account the needs of different groups of students. Current and major repairs are carried out annually.

At Korkyt Ata Kyzylorda University, infrastructure compliance with security requirements is ensured.

*A student survey conducted during the Arta trip showed complete satisfaction:*

- *Level of accessibility of the dean's office –75% (45 people).*
- *The level of accessibility and responsibility of the university's management –88.3% (53 people).*
- *Accessibility of healthcare services –66.7% (40 people).*
- *Quality of services provided in libraries and reading rooms –88.3% (53 people).*
- *Satisfaction with the existing educational resources of the university –81.7% (49 people).*
- *Availability of computer classes –75% (45 people).*
- *Student lounge (if available) –68.3% (41 people).*

### ***Strengths / best practices:***

- No strengths have been identified for this standard.

### ***SSC proposal:***

1. There are no recommendations for this standard.

### ***The criteria on which the SSC is based are:***

*Strong – 0*

*Satisfaction – 13*

*Includes improvement – 0*

*Unsatisfactory – 0*

*13 criteria were identified under the "Educational Resources and Student Support Systems" standard, including: 13 criteria are satisfactory.*

## 6.9. Standard "Public Information"

*The university guarantees that the published information is accurate, objective, and relevant, and reflects all areas of the university's activities within the framework of the educational program.*

*Public awareness should include support and explanation of national development programs and the system of higher and postgraduate education.*

*The university administration should use various methods of disseminating information (including the media, web resources, information networks, etc.) to inform the public and interested parties.*

*The information published by a university about its educational program must be objective and relevant and include the following:*

*the purpose and intended results of the qualification;*

*system and data for assessing students' academic achievements;*

*information about academic mobility programs and other forms of cooperation with partner universities and employers;*

*information on the development of students' personal and professional competencies and employment opportunities;*

*data indicating the position of the educational institution in the market of educational services (at the regional, national, international levels);*

*Publishing reliable information about the personnel department in open resources is an important factor.*

*Universities must post information on the results of external evaluation procedures and links to external resources.*

*An important factor is the placement of information about cooperation and interaction with partners, including scientific/consulting organizations, business partners, social partners and educational organizations.*

### **Evidence section**

The university has various ways to inform the public and interested parties. The main thing is to organize career guidance activities aimed at systematically attracting prospective students to the university and increasing the contingent of students, which is carried out by the Recruitment and Careers Department.

The main channel for informing future applicants, parents, students, graduates, employers, and the general public of Korkyt Ata Kyzylorda University [www.korkyt.kz](http://www.korkyt.kz) can also use publications on the website. Information about the educational program and qualification is available on the official website of the university, and there is a full opportunity to communicate with applicants, students, teaching staff and the head of the university through the "Rector's Blog" section of this website. In addition, the availability of information about the university's activities is assessed through surveys and feedback.

One of the main types of public relations is the systematic professional orientation work carried out by teachers implementing educational programs. Professional orientation work and the formation of a student contingent are carried out by selecting applicants based on their personal interests and abilities using scientifically based methods. Professional orientation work is directed at the customers of the educational program - educational institutions of the city, region, republic and the mass media.

In order to provide applicants with complete and accurate information when choosing a specialty, various innovative activities are organized in career guidance.

During the career guidance period, the section of the university website for applicants and graduates is regularly updated with the necessary information.

The university website contains a card index of scientific, educational and methodological works of the teaching staff, information about the library collection and services, available electronic resources and the electronic reading room. <https://library.korkyt.kz/MegaPro/Web> yes in the Available Services section of the [MegaPRO electronic library](#) located in the department.

The results of the research work of teachers and students are published in regional and republican scientific conferences and journals, as well as in G-global and online conferences.



Students studying under the educational program "6B02336-Kazakh Philology" publish about the features of the specialty and achievements in the special "Student" page of the regional newspaper "Akmeshit Zhastary".

Students studying under the educational program "6B02336-Kazakh Philology" participate in conferences, round tables and training seminars organized by the Kyzylorda Regional Language Center of the Public Development Department of the Kyzylorda Region.

The university library works with the "KABIS-2.1" program developed by the "KazSoft" company. The library has the opportunity to use the databases of Thomson Reuters, Springer, Elsevier, Scopus, electronic library systems "Lan", "Polpred" and domestic electronic libraries RMEB and KazNEB, etc.

The university website contains a card index of scientific, educational and methodological works of the teaching staff, information about the library collection and services, available electronic resources and an electronic reading room. <https://korkyt.edu.kz/page/13> can be obtained via the link.

The university conducts comprehensive work throughout the year to ensure accessibility to its mission and goals, as well as its position in the field of public relations. Today, we use multimedia, graphic alternative forms of information in new media, and mobilographic works.

### ***Analytical department***

During the accreditation process, it was determined that the objective and relevant information published on the official website of Korkyt Ata Kyzylorda University includes: information on the development plan of the educational program, the possibility of obtaining qualifications after completing the educational program, teaching, training, assessment procedures, passing scores and learning opportunities for students, and employment opportunities for graduates.

Monitoring and analysis of information about Korkyt Ata Kyzylorda University is carried out in order to assess quality, build reputation, and provide the public with open information.

Official and unofficial sources are used to collect information about Korkyt Ata Kyzylorda University: Official sources: Ministry of Science and Higher Education, National Accreditation Agencies, the university's official website, statistical data, research and reports.

The web resource contains up-to-date information on cooperation and interaction with organizations and enterprises implementing educational programs of higher education institutions, as well as with accredited foreign and (or) scientific organizations.

Social networks and the university's official website are of a standard, informational nature, aimed at publishing news, events, and career guidance activities.

*According to the results of the student survey:*

*-The content and information completeness of the websites of the educational organization and faculties (schools) were fully satisfied-49 people (81.7%), partially satisfied-9 people (15%), partially dissatisfied-2 people (3.3%).*

*- The admission rules and strategies of the educational program (specialty) were fully satisfied through informational support and explanation before entering the university-49 people (81.7%), partially satisfied-11 people (18.3%).*

*- The requirements for successful completion of the educational program (specialty) were fully met by informing-48 people (80%), partially satisfied-12 people (20%).*

*Thus, the majority of students positively assess the level of awareness of the learning process and the requirements for completing the educational program, however, there is a small proportion of students who are partially satisfied, which indicates the need for further improvement of the information system and accessibility of educational resources.*

*According to the results of the PPS survey, to the question "How often do you encounter the following problems in your work: not receiving information about events in a timely manner?":*

- Sometimes – 6 people (27.3%).
- Never – 16 people (72.7%).

*Thus, most teachers do not experience difficulties in obtaining information about events, however, 27.3% of teaching staff noted that they sometimes encounter this problem, which may indicate the need to improve the informatization system within the university.*

***Strengths / best practices:***

- No strengths have been identified for this standard.

***SSC proposal:***

The university administration should determine and begin to implement specific requirements for publishing truthful, objective, complete and up-to-date information on the university website regarding structural divisions, departments, university administration, and educational programs implemented by the Higher Education Institution. The deadline is the start of the admission campaign for the 2025-2026 academic year.

***The criteria on which the SSC is based are:***

*Strong – 0*

*Satisfaction – 11*

*Includes improvement – 0*

*Unsatisfactory – 0*

*11 criteria were identified under the "Public Information" standard, including: 11 criteria are satisfactory.*

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

**According to the standard "Educational Program Management"**

- At Korkyt Ata Kyzylorda University, the development of a quality assurance culture is being demonstrated at a high level.

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

- No strengths have been identified for this standard.

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

- The management of the educational program "6B02336-Kazakh Philology" demonstrates a high level of respect and attention to the different levels of students, meeting their needs, and offering them flexible learning trajectories using various learning mechanisms.

**According to the standard "Constant monitoring and periodic evaluation of the educational program"**

- No strengths have been identified for this standard.

**According to the standard "Student-centered education, training and assessment of models"**

- No strengths have been identified for this standard.

**"Educators" by standard**

- No strengths have been identified for this standard.

**According to the standard "Professorial and teaching staff"**

- No strengths have been identified for this standard.

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

- No strengths have been identified for this standard.

**According to the standard "Public information"**

- No strengths have been identified for this standard.



## **(VIII) REVIEW OF QUALITY IMPROVEMENT RECOMMENDATIONS**

### **"Educational Program Management" standard according to**

1. Based on the University Strategy, the management of the BU should revise the structure and content of the development plans of the BU "Kazakh Philology" in order to reflect their individuality and uniqueness, align them with the national priorities and development strategy for the development of the educational organization, and link them to specific national programs. The deadline is 01.09.2025;
2. The management of the Kazakh Philology Institute must implement risk management, provide an analysis of risks and measures to prevent and mitigate potential risks in the development of the Institute. The deadline is 01.09.2025.

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

1. There are no recommendations for this standard.

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

1. The management of the educational program must develop a competency model for the Graduate of the Educational Program, reflecting learning outcomes and personal qualities. The deadline is 01.09.2025.
2. Ensure the development of joint educational programs on accredited BA jointly with universities of the Republic of Kazakhstan. Deadline: 01.09.2025.
3. "6B02336-Kazakh Philology" working curriculum of the Higher Educational Service It is necessary to introduce and implement Minor programs. The deadline is 01.09.2025.

### **According to the standard "Constant monitoring and periodic evaluation of the educational program"**

1. There are no recommendations for this standard.

### **According to the standard "Student-centered education, training and assessment of models"**

1. The management of the BU should organize advanced training courses for teaching staff in the field of modern methods of assessing learning outcomes. The term is until 01.09.2025.

### **"Educators" by standard**

1. The management of the educational program should ensure that students participate in internal and external academic mobility programs, including online ones. The period is fixed.

### **According to the standard "Professorial and teaching staff"**

1. The management of the BU should organize advanced training courses in the field of using artificial intelligence in the educational process. The term is until 01.09.2025.

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

1. There are no recommendations for this standard.

### **According to the standard "Public information"**

1. There are no recommendations for this standard.



**(IX) PROPOSAL TO THE ACCREDITATION BOARD**

Members of the external expert committee ""Korkyt Ata Kyzylorda University" It was unanimously agreed that the educational programs "6B02336-Kazakh Philology" implemented by the KEJC can be accredited for a period of 5 years.



## APPENDIX 1. EVALUATION TABLE "PARAMETERS OF SPECIALIZED COURSES"

**Conclusion of the external expert commission on the quality assessment of the educational program "6B02336-Kazakh Philology" of the Korkyt Ata Kyzylorda University**

o. p\n	o. r\n	Evaluation criteria	The position of the educational organization			
			Strong	Satisfactory	Includes improvement	Unsatisfactory
Standard ""Educational Program Management"						
1	1.	The university should demonstrate the development of the goal and strategy for the development of the university based on the analysis of external and internal factors, with the broad 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 quality assurance culture	+			
4	4.	The obligation to ensure quality should be attributed to any services performed by contractors and partners (outsourcing), including when implementing joint/double degree education and academic mobility.		+		
5	5.	The management of the HEI ensures transparency in the development of the HEI development plan based on an analysis of its functioning, the specific location of the HEI, and the orientation of its activities to meeting the needs of students, the state, employers, and other stakeholders.		+		
6	6.	The management of the educational institution shall regularly review the formation of the educational institution development plan and monitor its implementation, assess the achievement of learning objectives, ensure compliance with the needs of learners, employers and society, and demonstrate the functioning of decision-making mechanisms aimed at continuous improvement of the educational institution.		+		
7	7.	The management of the university should involve representatives of interested groups, including employers, students and teachers, in the formation of the university development plan.		+		
8	8.	The management of the educational institution must demonstrate the individuality and uniqueness of the educational institution's development plan, its consistency with national development priorities and the development strategy of the educational institution.			+	
9	9.	Within the framework of the university's business plan, it should clearly identivy those responsible for business		+		

		processes, divide the duties of personnel, and distinguish the functions of collegial bodies.				
10	10.	The management of the BU ensures the coordination of the activities of all persons involved in the development and management of the BU and its continuous implementation, and also involves all interested parties in this process.		+		
11	11.	The management of the organization must ensure the transparency of the management system, its design, management and monitoring, and the functioning of the internal quality assurance system, which includes appropriate decision-making.		+		
12	12.	The management of the BU must implement risk management			+	
13	13.	The management of the educational institution must ensure the participation of representatives of interested parties (employers, teaching staff, students) in the composition of the collegiate bodies of the educational program management, as well as their representation in making decisions on issues of educational program management.		+		
14	14.	The university must demonstrate innovation management within the framework of the UB, including the analysis and implementation of innovative proposals.		+		
15	15.	The management of the BU must demonstrate its openness and accessibility to the PSU students, employers and other interested parties.		+		
16	16.	The management of the BU confirms that it has completed training in educational management programs		+		
17	17.	The management of the organization should strive to take into account the progress made since the last external quality assurance procedure in preparation for the next procedure.		+		
<b>Standard set</b>			<b>1</b>	<b>14</b>	<b>2</b>	<b>0</b>
<b>Standard "Information Management and Reporting"</b>						
18	1.	The university must ensure the functioning of the information collection, analysis and management system based on modern information and communication technologies and software tools.		+		
19	2.	The QA manual demonstrates the systematic use of processed, adequate information to improve the internal quality assurance system.		+		
20	3.	The management of the BU demonstrates the existence of a reporting system that reflects the activities of all structural divisions and departments within the BU, including an assessment of their performance.		+		
21	4.	The university should determine the periodicity, forms and methods of evaluating the management of the university's academic staff, the activities of collegiate bodies and structural divisions, and senior management.		+		
22	5.	The university must ensure information protection, including identifying persons responsible for the accuracy and timeliness of information analysis and indicating a mechanism for data submission.		+		
23	6.	The university demonstrates the involvement of students, staff and faculty in the processes of collecting and analyzing information, as well as making decisions based on it.		+		
24	7.	The management of the institution should demonstrate that there are mechanisms for communicating with students, staff		+		

		and other stakeholders, including conflict resolution.				
25	8.	Within the framework of the HEI, the university must ensure that the needs of the teaching staff, staff and students are met and provide evidence of the elimination of identified shortcomings.		+		
26	9.	The university should evaluate the effectiveness and efficiency of its activities, including in the area of academic performance.		+		
		The information collected and analyzed by the university within the framework of the UB should take into account the following:				
27	10.	key performance indicators		+		
28	11.	Dynamics of the student contingent by facilities and types		+		
29	12.	performance level, student achievement and dropout		+		
30	13.	Student satisfaction with the implementation of the UB and the quality of higher education		+		
31	14.	accessibility of educational resources and support systems for learners		+		
32	15.	Graduate employment and career growth		+		
33	16.	Students, employees and teaching staff must provide documented consent to the processing of personal data.		+		
34	17.	The management of the UB should contribute to the provision of all necessary information in relevant fields of science.		+		
<b>Standard set</b>			<b>0</b>	<b>17</b>	<b>0</b>	<b>0</b>
<b>Standard "Development and approval of the educational program"</b>						
35	1.	The university must demonstrate the existence of a documented procedure for developing a CU and its approval at the institutional level.		+		
36	2.	The university must demonstrate compliance with the developed curriculum with the established goals and planned learning outcomes.		+		
37	3.	The management of the BU should determine the impact of disciplines and professional practices on the formation of learning outcomes.	+			
38	4.	The university can demonstrate the existence of a model of a BU graduate that includes learning outcomes and personal qualities.			+	
39	5.	The qualification awarded upon completion of the VET should be clearly defined, specified and correspond to a specific level of the QF-EHEA SQF.		+		
40	6.	The management of the university should demonstrate the modular structure of the program based on the European Credit Transfer and Accumulation System (ECTS), and ensure that its modules (in terms of content and structure) meet the set goals, focusing on achieving the intended learning outcomes.		+		
41	7.	The management of the university must ensure that the content and learning outcomes of academic disciplines correspond to each other and to the level of study (bachelor's, master's, doctoral studies).		+		
42	8.	The management of the BU should demonstrate the conduct of external reviews of the BU		+		



43	9.	The management of the BU must provide evidence of the participation of learners, teaching staff and other stakeholders in the development of the BU and their quality assurance.		+		
44	10.	The management of the educational institution should demonstrate the positioning of the educational institution in the educational market (regional/national/international), its uniqueness.		+		
45	11.	The ability to prepare students for professional certification is an important factor		+		
46	12.	The presence of joint and/or double degree(s) with foreign universities is an important factor.		+		
<b>Standard set</b>			<b>1</b>	<b>10</b>	<b>1</b>	<b>0</b>
<b>Standard "Continuous monitoring and periodic evaluation of the educational program"</b>						
47	1.	Universities should ensure that the content and structure of the curriculum are reviewed, taking into account changes in the labor market, the requirements of employers, and the social needs of society.		+		
48	2.	The university must demonstrate that there is a documented procedure for monitoring and periodic evaluation of the quality assurance system to achieve the quality assurance objectives and continuously improve the quality assurance system.		+		
		Monitoring and periodic evaluation of the BD should be considered.:				
49	3.	the content of programs in the context of the latest achievements in science and technology in a particular subject;		+		
50	4.	changing needs of society and the professional environment;		+		
51	5.	student workload, progress, and graduation;		+		
52	6.	effectiveness of student assessment procedures;		+		
53	7.	needs and satisfaction levels of learners;		+		
54	8.	Compliance of the educational environment and support services with the goals of the BU		+		
55	9.	The management of the BU must publish information about changes to the BU, inform stakeholders about any planned or taken actions within the BU.		+		
56	10.	Support services should identify the needs of different groups of learners and their level of satisfaction with the organization of learning, teaching, assessment, and learning outcomes.		+		
<b>Standard set</b>			<b>0</b>	<b>10</b>	<b>0</b>	<b>0</b>
<b>Standard "Student-centered teaching, learning and assessment of progress"</b>						
57	1.	The management of the university should ensure that respect and attention is paid to diverse groups of learners and their needs, and that flexible learning trajectories are offered to them.		+		
58	2.	The management of the university must ensure that training is based on modern achievements of world science and practice in the field of training, the use of various modern methods of assessment of learning and learning outcomes that ensure the achievement of the goals of the university, including the		+		

		development of competencies and skills to perform scientific work at the required level.				
59	3.	The management of the BU must determine the mechanisms for distributing the educational load of students between theory and practice within the BU, ensuring that each graduate achieves and masters the content and goals of the BU.		+		
60	4.	The presence of one's own research in the field of teaching methods for science subjects is an important factor		+		
61	5.	Universities must ensure that learning outcomes assessment procedures are consistent with the intended outcomes and goals of the UB.		+		
62	6.	The HEI must ensure the consistency, transparency and objectivity of the learning outcomes assessment mechanism, as well as the prior publication of assessment criteria and methods.		+		
63	7.	Evaluators must be familiar with modern methods of assessing learning outcomes and must constantly improve their skills in this area.		+		
64	8.	The management of the educational institution should demonstrate the existence of a feedback system for the use of various methods of assessing teaching and learning outcomes.		+		
65	9.	The leadership of the BU should demonstrate support for the autonomy of students while simultaneously providing guidance and assistance from the teacher.		+		
66	10.	The management of the university should demonstrate the existence of a procedure for responding to student complaints.		+		
<b>Standard set</b>			<b>0</b>	<b>10</b>	<b>0</b>	<b>0</b>
<b>Standard "Students»</b>						
67	1.	Universities must demonstrate a policy for the formation of student contingents and ensure transparency and publication of procedures governing the life cycle of students (from admission to graduation).		+		
68	2.	The management of the university should consider conducting special adaptation and support programs for newly enrolled and foreign students.		+		
69	3.	The university must demonstrate the compliance of its activities with the Lisbon Convention on Recognition, including the existence and application of a mechanism for the recognition of the results of academic mobility of students, as well as the results of additional, formal and non-formal learning.		+		
70	4.	Universities should provide opportunities for external and internal academic mobility of students, as well as assist them in obtaining external grants for their studies.		+		
71	5.	Universities should encourage students to engage in self-education and development outside the core curriculum (extracurricular activities).		+		
72	6.	The existence of a support mechanism for gifted students is an important factor		+		
73	7.	The higher education institution should cooperate with other educational organizations and the national centers of the European Network of National Information Centers for Academic Recognition and Mobility (ENIC/NARIC) in order to ensure the comparative recognition of qualifications.		+		
74	8.	Universities should provide students with internships, assist in the employment of graduates, and provide support procedures related to them.		+		

75	9.	Universities must provide graduates with documents confirming their qualifications, including the procedure for issuing them with certificates of achievement.		+		
76	10.	The management of the university must demonstrate that program graduates have skills that are in demand in the labor market and that these skills are truly relevant.		+		
77	11.	The management of the university must demonstrate that there is a mechanism for monitoring the employment and professional activities of graduates.		+		
78	12.	An important factor is the existence of an existing alumni association/association.		+		
<b>Standard set</b>			<b>0</b>	<b>12</b>	<b>0</b>	<b>0</b>
<b>Standard "Professor-faculty staff"</b>						
79	1.	The university should have an objective and transparent personnel policy in the HR department, which includes hiring employees (including invited teaching staff), professional growth and development, ensuring the professional competence of the entire staff.		+		
80	2.	The university must demonstrate compliance of the quality of the teaching staff with the established qualification requirements, the university's strategy, and the goals of the university.		+		
81	3.	The leadership of the BU should reflect the changing role of the teacher due to the transition to student-centered teaching and learning.		+		
82	4.	The university should provide opportunities for career growth and professional development of teaching staff, including young teachers.		+		
83	5.	Universities should attract specialists from relevant fields with professional competencies that meet the requirements of the Higher Education Institution.		+		
84	6.	The university must demonstrate that it has a mechanism to encourage the professional and personal development of teaching staff.		+		
85	7.	The university should demonstrate the widespread use of information and communication technologies and software tools in the educational process (e.g., online learning, e-portfolios, MOOCs, etc.)		+		
86	8.	The university must demonstrate that its activities are aimed at developing academic mobility and attracting the best foreign and domestic teachers.		+		
87	9.	The university should demonstrate the involvement of each faculty member in promoting a culture of quality and academic integrity in the university, and identify the contribution of the faculty, including invited faculty, to achieving the goals of the university.		+		
88	10.	The involvement of the PSU in the development of the economy, education, science and culture of the region and the country is an important factor.		+		
<b>Standard set</b>			<b>0</b>	<b>10</b>	<b>0</b>	<b>0</b>
<b>Standard "Educational Resources and Student Support Systems"</b>						
89	1.	The university must ensure that the infrastructure, educational resources, including material and technical resources, comply with the goals of the educational program.		+		

90	2.	The management of the university must demonstrate the adequacy of classrooms, laboratories and other facilities equipped with modern equipment that ensure the achievement of the university's goals.		+		
		The university must demonstrate the compliance of information resources with the needs of the university and the needs of the implemented IT, including in the following areas:				
91	3.	technological support for students and teaching staff in accordance with educational programs (for example, online learning, modeling, Database, data analysis programs);		+		
92	4.	library resources, including educational, methodological and scientific literature on general education, basic and specialized subjects in paper and electronic media, periodicals, and access to scientific databases;		+		
93	5.	Examination of research results, graduation theses, dissertations for plagiarism;		+		
94	6.	Access to educational online resources;		+		
95	7.	WI-Fi operation in its territory.		+		
96	8.	The university must demonstrate that it creates conditions for conducting scientific research, integrating science and education, and publishing the results of research work of faculty, staff, and students.		+		
97	9.	A higher education institution must ensure that the educational equipment and software used to deliver educational programs are similar to those used in the relevant economy.		+		
98	10.	The management of the university should demonstrate that there are procedures in place to support diverse groups of learners, including information and advice.		+		
99	11.	The management of the educational institution must demonstrate the availability of conditions for the student to progress along his/her individual educational trajectory.		+		
100	12.	Universities should take into account the needs of different groups of students (adults, working people, international students, as well as students with special educational needs).		+		
101	13.	Universities must ensure that infrastructure meets security requirements		+		
<b>Standard set</b>			<b>0</b>	<b>13</b>	<b>0</b>	<b>0</b>
<b>Standard "Public Information"</b>						
102	1.	The university guarantees that the published information is accurate, objective, and relevant, and reflects all areas of the university's activities within the framework of the educational program.		+		
103	2.	Public awareness should include support and explanation of national development programs and the system of higher and postgraduate education.		+		
104	3.	The university administration should use various methods of disseminating information (including the media, web resources, information networks, etc.) to inform the public and interested parties.		+		



		The information published by a university about its educational program must be objective and relevant and include the following:				
105	4.	the purpose and intended results of the qualification;		+		
106	5.	system and data for assessing students' academic achievements;		+		
107	6.	information about academic mobility programs and other forms of cooperation with partner universities and employers;		+		
108	7.	information on the development of students' personal and professional competencies and employment opportunities;		+		
109	8.	data indicating the position of the educational institution in the market of educational services (at the regional, national, international levels);		+		
110	9.	Publishing reliable information about the personnel department in open resources is an important factor.		+		
111	10.	Universities must post information on the results of external evaluation procedures and links to external resources.		+		
112	11.	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.		+		
<b>Standard set</b>			<b>0</b>	<b>11</b>	<b>0</b>	<b>0</b>
<b>Everything</b>			<b>2</b>	<b>107</b>	<b>3</b>	<b>0</b>

## APPENDIX 2. PROGRAM OF VISIT TO EDUCATIONAL ORGANIZATION



### AGREED

Chairman of the Board - rector of NAO "Kyzylorda University named after Korkyt Ata"

\_\_\_\_\_ B.S. Karimova  
"\_\_\_" \_\_\_\_\_ 2025.



### APPROVAL

General Director of NU "Independent Agency for Accreditation and Rating"

\_\_\_\_\_ Zhumagulova A.B.  
"\_\_\_" \_\_\_\_\_ 2025.

**PROGRAM**  
**VISIT VNESHNEY EXPERTNOI KOMISSII**  
**INDEPENDENT AGENCY ACCREDITATION AND RATING (IAAR)**  
**В NAO "Kyzylorda University named after Korkyt Ata"**  
**(international program accreditation)**

**Date of the visit: February 25-27, 2025**

<b>Cluster 1 (accreditation)</b>	6B02336 - Kazakh philology
<b>Cluster 2 (accreditation)</b>	6B07260 - Technology of food products
<b>Cluster 3 (accreditation)</b>	8D07365 - Construction

Date and time	Work with VEC and target groups	Position and surname, name, father's name of participants target group	Contact form
<b>February 24, 2025</b>			
<b>15.00-16.00</b>	Preliminary meeting VEC	<i>External experts IAAR</i>	Join the Zoom conference <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a>
<i>On schedule</i>	Zaezd is a member of the External Expert Commission		
<b>18.00</b>	Dinner	<i>External experts IAAR</i>	
<b>Day 1 Date: February 25, 2025.</b>			
<b>09.00-09.30</b>	Distribution of responsibility of experts, solution of organizational issues	<i>External experts IAAR</i>	Office No. 202 Join the Zoom conference <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969
<b>09.30-10.00</b>	Meeting with the Chairman of the Board-Rector	Chairman of the Board - rector - Karimova Beybitkul Sarsemkhanovna	Conference room Join the Zoom conference <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969
<b>10.00-10.15</b>	Technical break		
<b>10.15-11.00</b>	Meeting with Board Members-Vice Chancellors	Vice-rector for academic affairs - Abdrasheva Dana Meiramovna Vice-rector for academic work and international relations - Buribaeva Mainura Abiltaevna Vice-rector for social and educational work - Bazartai Zhandos Nurtaevich Vice-rector for strategic development and IT - Tomanov Makhmut Muratovich	Conference room Join the Zoom conference <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969
<b>11.00-11.10</b>	Technical break		
<b>11.10-11.50</b>	Meeting with the heads of the structural subdivisions of OO	Director of the Department of Academic Affairs - Doszhanov Bayanali Amantaevich Director of the Department of Science - Saktaganova Nargul Amanovna Director of the Department of Economics and Finance - Nurlan Zhetkergenovich Urazbayev Director of the Department of Strategy and IT - Nurmukhametov Nurbakhyt Nurbopaevich Director of the Department of Economic Work Utegenov Galymzhan Kasymovich	Conference room Join the Zoom conference <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969

		<p>Zhanna Tynyshtykbaevna, head of the strategic planning and quality assurance department</p> <p>The head of the department of coordination of educational programs and planning of the educational process - Bukharbaeva Akmaral Zhetybayevna</p> <p>Dina Muratovna Zharylgapova is the head of the organization of the educational process and dispatch service</p> <p>The head of the registrar's office is Abzhaev Marat Malikovich</p> <p>Head of digital transformation management - Tursekeev Bakhytzhon Muratbekovich</p> <p>Nurlan Sharipovich Nurmaganbetov is the head of the Department of Student Services and PPS</p> <p>Head of Human Resources Management - Zholaeva Madina Bekmoldoevna</p> <p>Abtikikov Nurkhan Boranbekovich is the head of the center for advanced training and additional education</p> <p>The head of the department of international relations is Almakhanova Gulnaziya Aitbaevna</p> <p>Director of the scientific library - Satbaeva Gulmira Alibaevna</p> <p>Head of the social and educational work department - Bimuratkyzy Zhanar</p> <p>The head of the recruitment and career department is Myrzabai Askhat Samatovich</p> <p>Head of the information and analytical work group - Maria Aliyevna Makhambetova</p>	
<b>11.50-12.00</b>	The exchange of opinions is external expert commission		<p>Office No. 202</p> <p>Join the Zoom conference</p> <p><a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a></p> <p>Conference ID: 464 173 2969</p>
<b>12.00-12.40</b>	Meeting with the dean of accredited OP	<p>Director of humanitarian and pedagogical institute - Taiman Sagat Tamshibaevich</p> <p>Director of the engineering and technological institute - Abzhalelov Bakhytbek Baydosovich</p> <p>Director of the Institute of Pedagogy and Traditional Art - Mirmanov Naku Bahautdinovich</p>	<p>Conference room</p> <p>Join the Zoom conference</p> <p><a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a></p> <p>Conference ID: 464 173 2969</p>
<b>12.40-13.00</b>	Work of the VEC	<i>External experts IAAR</i>	
<b>13.00-14.00</b>	<b>Lunch</b>		



<b>14.00-14.15</b>	Work of the VEC		
<b>14.15-15.00</b>	Meeting with department heads and OP leaders	Head of the OP "Design and Technologies" - Smailova Zhuldyz Zholdasovna Head of OP "Kazakh language, literature and journalism" - Almayutova Asiya Bazarbaykyzy Head of OP "Architecture and construction production" - Zhakapbayeva Gulnaz Absadykovna	Conference room Join the Zoom conference <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969
<b>15.00-15.10</b>	Technical break		Office No. 202 Join the Zoom conference <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969
<b>15.10-16.00</b>	Meeting with the PPS OP	<i>Appendix 1</i>	Conference room Join the Zoom conference <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969
<b>16.00-17.00</b>	Questionnaire PPS (parallel)	<i>Appendix 2</i>	The link is sent to the e-mail of the teacher personally
<b>16.00-16.10</b>	The exchange of opinions is external expert commission		Office No. 202 Join the Zoom conference <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969
<b>16.10-17.00</b>	Meeting with OP students	<i>Appendix 3</i>	Conference room Join the Zoom conference <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969
<b>17.00-18.00</b>	Student survey (in parallel)	<i>Appendix 4</i>	The link is sent to the student's personal e-mail
<b>17.00-17.50</b>	Visual inspection of OP and material-technical and educational-laboratory base only objects of accredited OP	<i>Appendix 5</i>	<i>Along the route</i>
<b>17.50-18.00</b>	Работа VEK discussion of the results of the first day	<i>External experts IAAR</i>	Office No. 202 Join the Zoom conference

			<a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969
<b>18.00-19.00</b>	Dinner	<i>External experts IAAR</i>	
<b>Day 2: February 26, 2025.</b>			
<b>09.00-09.30</b>	Work of the VEC	<i>External experts IAAR</i>	Office No. 202 Join the Zoom conference <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969
<b>09.30-11.30</b>	Выборочное обочените баз практик ОП	<i>External experts IAAR according to the route list</i> <b>Appendix 6</b>	
<b>11.30-13.00</b>	Work with department documents (documents must be uploaded to the cloud in clusters in advance, if necessary, department heads will be invited to the Zoom online room) and attendance at PPS classes according to the schedule	<b>Appendix 7</b> Head of the OP "Design and Technologies" - Smailova Zhuldyz Zholdasovna Head of OP "Kazakh language, literature and journalism" - Almayutova Asiya Bazarbaykyzy Head of OP "Architecture and construction production" - Zhakapbayeva Gulnaz Absadykovna	
<b>13.00-14.00</b>	<b>Lunch</b>		
<b>14.00-14.20</b>	The exchange of opinions is external expert commission	<i>External experts IAAR</i>	Office No. 202 Join the Zoom conference <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969
<b>14.20-15.10</b>	Meeting with stakeholders (representatives of basic practitioners and employers) (hybrid)	<b>Appendix 8</b>	Conference room Join the Zoom conference <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969
<b>15.10-15.30</b>	Technical break		
<b>15.30-16.10</b>	Meeting with OP graduates (hybrid)	<b>Appendix 9</b>	Conference room Join the Zoom conference <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969

<b>16.10-16.30</b>	Technical break	<i>External experts IAAR</i>	
<b>16.30-19.00</b>	Work of the VEC, discussion of the results of the second day and profile parameters (recorded)	<i>External experts IAAR</i>	Office No. 202 Join the Zoom conference <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969
<b>19.00-20.00</b>	Dinner	<i>External experts IAAR</i>	
<b>Day 3: February 26, 2025.</b>			
<b>09.00-11.30</b>	Work of VEC, development and discussion of recommendations	<i>External experts IAAR</i>	Office No. 202 Join the Zoom conference <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969
<b>11.30-11.40</b>	Technical break		
<b>11.40-12.30</b>	Work VEC development and discussion of recommendations (recorded)	<i>External experts IAAR</i>	Office No. 202 Join the Zoom conference <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969
<b>12.30-13.00</b>	Work of the VEC	<i>External experts IAAR</i>	
<b>13.00-14.00</b>	Lunch		
<b>14.00-16.00</b>	Work VEC discussion, adoption of decisions by voting		Office No. 202 Join the Zoom conference <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969
<b>16.00-16.30</b>	Работа БЕК, Обсуждение итогов оценки качества	<i>External experts IAAR</i>	Office No. 202 Join the Zoom conference <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969
<b>16.30-17.00</b>	The final meeting with the leadership of the VEC		Conference room Join the Zoom conference <a href="https://us02web.zoom.us/j/4641732969">https://us02web.zoom.us/j/4641732969</a> Conference ID: 464 173 2969
<b>18.00-19.00</b>	Dinner	<i>External experts IAAR</i>	

## ANNEX 3. RESULTS OF THE POQ QUESTIONNAIRE

### Questionnaire PPS

**Total number of questionnaires: 22**

#### Position:

Associate Professor	6 (27.3%)
Senior Lecturer (Senior Lecturer)	13 (59.1%)
Teacher (Teacher)	3 (13.6%)

#### Academic degree, academic title:

Honored deatel RK	0 (0%)
Doctor of Science	1 (4.5%)
Candidate of Sciences	13 (59.1%)
Master	5 (22.7%)
PhD	3 (13.6%)
Professor	0 (0%)
Associate Professor	1 (4.5%)
No	0 (0%)

#### Work experience at this university:

Less than 1 year	1 (4.5%)
1 year - 5 years	3 (13.6%)
Over 5 years	18 (81.8%)

Questions	Very good	Good	Relatively bad	Bad	Very bad
Does the content of the educational program meet your scientific and professional interests and needs?	19 (86.4%)	3 (13.6%)	0 (0%)	0 (0%)	0 (0%)
Do you evaluate the opportunities provided by the University for the professional development of PPS?	16 (72.7%)	6 (27.3%)	0 (0%)	0 (0%)	0 (0%)
Do you evaluate the opportunities provided by the University for career growth at PPS?	17 (77.3%)	5 (22.7%)	0 (0%)	0 (0%)	0 (0%)
Do you estimate the degree of academic freedom of PPS?	14 (63.6%)	8 (36.4%)	0 (0%)	0 (0%)	0 (0%)
Can many teachers can use their own teaching strategies	17 (77.3%)	4 (18.2%)	1 (4.5%)	0 (0%)	0 (0%)
Can many teachers can use their own teaching methods?	18 (81.8%)	4 (18.2%)	0 (0%)	0 (0%)	0 (0%)
Can many teachers can use educational innovations?	18 (81.8%)	4 (18.2%)	0 (0%)	0 (0%)	0 (0%)
Do you evaluate the work on the organization of medical care and disease prevention at the university?	11 (50%)	8 (36.4%)	1 (4.5%)	1 (4.5%)	1 (4.5%)
Does the management of the educational institution pay attention to the content of the educational program?	16 (72.7%)	6 (27.3%)	0 (0%)	0 (0%)	0 (0%)



Do you assess the sufficiency and availability of necessary scientific and educational literature in the library?	17 (77.3%)	5 (22.7%)	0 (0%)	0 (0%)	0 (0%)
Rate the level of created conditions that take into account the needs of different groups of students?	14 (63.6%)	8 (36.4%)	0 (0%)	0 (0%)	0 (0%)
Rate the openness and accessibility of the guide to students	19 (86.4%)	3 (13.6%)	0 (0%)	0 (0%)	0 (0%)
Rate the openness and accessibility of the guidance to teachers	18 (81.8%)	3 (13.6%)	0 (0%)	1 (4.5%)	0 (0%)
Rate the involvement of PPS in the process of making administrative and strategic decisions	14 (63.6%)	7 (31.8%)	0 (0%)	1 (4.5%)	0 (0%)
Rate the innovative activity of PPS encouraged?	14 (63.6%)	7 (31.8%)	1 (4.5%)	0 (0%)	0 (0%)
Rate the level of feedback from PPS management	16 (72.7%)	6 (27.3%)	0 (0%)	0 (0%)	0 (0%)
Rate the level of stimulation and attraction of young specialists to the educational process?	14 (63.6%)	8 (36.4%)	0 (0%)	0 (0%)	0 (0%)
Rate the opportunities created for professional and personal growth for each teacher and employee	16 (72.7%)	5 (22.7%)	1 (4.5%)	0 (0%)	0 (0%)
Rate the adequacy of recognition of the potential and abilities of teachers	17 (77.3%)	4 (18.2%)	0 (0%)	1 (4.5%)	0 (0%)
Rate the work on academic mobility done?	15 (68.2%)	7 (31.8%)	0 (0%)	0 (0%)	0 (0%)
Rate the work on improving the qualifications of PPS?	17 (77.3%)	5 (22.7%)	0 (0%)	0 (0%)	0 (0%)
Rate the support of the university and its management of scientific research initiatives of PPS	17 (77.3%)	5 (22.7%)	0 (0%)	0 (0%)	0 (0%)
Rate the development of new educational programs/educational disciplines/methodical training	15 (68.2%)	6 (27.3%)	1 (4.5%)	0 (0%)	0 (0%)
Rate the opportunities at PPS to combine teaching with scientific research	15 (68.2%)	7 (31.8%)	0 (0%)	0 (0%)	0 (0%)
Rate the possibility of PPS to combine teaching with practical activities	19 (86.4%)	3 (13.6%)	0 (0%)	0 (0%)	0 (0%)
Rate how well the students' knowledge obtained at this university corresponds to the realities of the requirements of the modern labor market	14 (63.6%)	8 (36.4%)	0 (0%)	0 (0%)	0 (0%)
Rate how much your educational load meets your expectations and possibilities?	13 (59.1%)	8 (36.4%)	1 (4.5%)	0 (0%)	0 (0%)
Rate how much the orientation of educational programs/training programs to the formation of students' skills and abilities to analyze the situation and make forecasts?	15 (68.2%)	7 (31.8%)	0 (0%)	0 (0%)	0 (0%)
Rate how much the educational program meets the expectations of the labor market and employers in terms of content and quality of implementation	12(54.5%)	10 (45.5%)	0 (0%)	0 (0%)	0 (0%)

### Why do you work at this university?

It suits me.

To contribute to the spiritual development of our country and the upbringing of an educated generation

Because young teachers are provided with excellent conditions

Because of the high level of support for teachers

One of the leading educational institutions

I chose it in order to raise relevant issues in the production sector in my region and to contribute to education and science at the university, support young people, as well as to help the university reach a world-class level, and receive support from the government through various programs.

Because this university provides many opportunities for young students. Powerful support from management.

As a leading educational institution in the region that trains comprehensively qualified specialists who combine science and education,

Once the qualification is met

I came on a trip.

I am a graduate of this university

I am a graduate of this university, I am satisfied with all the conditions provided for teachers.

There is also an opportunity to realize yourself as a management manager. Обновляется мат. база, stable salary, it is possible to engage in scientific activity.

For opening up all my possibilities in science. A university with great scientific potential

Firstly, I am a native of this Kyzylorda region. Secondly, the requirements proposed by the university meet my requirements.

After university

I like to improve my education. I like teaching.

I want to apply my knowledge, skills, and practical experience to the development and formation of potential human capital in the Kyzylorda region

My professional development as a result of the knowledge I have acquired

I am a graduate of my university, and if given the choice, I would choose it again.

This is because Korkyt Ata Kyzylorda University is the largest educational institution in the Kyzylorda region, aimed at creating new knowledge and increasing the intellectual potential of the region.

Meets modern requirements

Approval	Very often	Often	Sometimes	Very rarely	Never	They didn't answer.
As part of your course, how often are master classes and lectures with the participation of specialists-practitioners?	9 (40.9%)	10 (45.5%)	3 (13.6%)	0 (0%)	0 (0%)	0 (0%)
How often do foreign teachers (domestic and foreign) participate in the training process?	6 (27.3%)	13 (59.1%)	3 (13.6%)	0 (0%)	0 (0%)	0 (0%)

### How often do you face the following problems in your work:

Approval	Often	Sometimes	Never
How often do you face the following problems in your work: Lack of classrooms	0 (0%)	6 (27.3%)	16 (72.7%)
Unbalanced study load by semester	0 (0%)	5(22.7%)	17 (77.3%)
Non-availability of necessary books in the library	0 (0%)	5(22.7%)	17 (77.3%)
<b>Overcrowding of study groups (too many students in a group)</b>	0 (0%)	8(36.4%)	14 (63.6%)
Inconvenient schedule	0 (0%)	3 (13.6%)	18 (81.8%)
Inappropriate conditions for classes in classrooms	0 (0%)	3 (13.6%)	19 (86.4%)
<b>No Internet access/weak Internet</b>	0 (0%)	8 (36.4%)	14 (63.6%)
<b>Absence of students' interest in learning</b>	0 (0%)	9 (40.9%)	13 (59.1%)

Getting information about events in a timely manner	0 (0%)	6 (27.3%)	16 (72.7%)
<b>Absence of technical means in classrooms</b>	0 (0%)	<b>10 (45.5%)</b>	12 (54.5%)

**Other problems (if any). Please indicate which:**

No problem.

Everything is correct.

When the internet is slow

Approval	Completely satisfied	Partially satisfied	What is satisfied?	I'm having trouble answering
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:	18 (81.8%)	3 (13.6%)	1 (4.5%)	0 (0%)
My relationship with my direct management	21 (95.5%)	1 (4.5%)	0 (0%)	0 (0%)
Relations with colleagues at the department	20 (90.9%)	1 (4.5%)	1 (4.5%)	0 (0%)
Degree of participation in making management decisions	18 (81.8%)	4 (18.2%)	0 (0%)	0 (0%)
My relationship is with students	22 (100%)	0 (0%)	0 (0%)	0 (0%)
Recognition of your successes and achievements from the administration	18 (81.8%)	4 (18.2%)	0 (0%)	0 (0%)
In support of your suggestions and comments	18 (81.8%)	4 (18.2%)	0 (0%)	0 (0%)
University of activity administration	19 (86.4%)	3 (13.6%)	0 (0%)	0 (0%)
Terms of payment	20 (90.9%)	2 (9.1%)	0 (0%)	0 (0%)
Conditions of work, list and quality of services provided at the university	20 (90.9%)	2 (9.1%)	0 (0%)	0 (0%)
Work protection and ego safety	21 (95.5%)	1 (4.5%)	0 (0%)	0 (0%)
Management of changes in the activities of the university	19 (86.4%)	3 (13.6%)	0 (0%)	0 (0%)
Provision of a social package: rest, sanatorium treatment, etc.	15 (68.2%)	7 (31.8%)	0 (0%)	0 (0%)
Organization and quality of food at the university	17 (77.3%)	5 (22.7%)	0 (0%)	0 (0%)
Organization and quality of medical care	17 (77.3%)	4 (18.2%)	1 (4.5%)	0 (0%)

## APPENDIX 4. STUDENT SURVEY RESULTS

### *Questionnaire for students*

**Total number of questionnaires: 60**

**Educational program (specialty):**

6B02336 Kazakh philology	4 (6.7%)
6B07260 Technology of food products	53 (88.4%)
8D07365 Construction	3 (5%)

**Floor:**

Male	9 (15%)
Female	51 (85%)

**Rate how satisfied you are:**

Questions	Fully satisfied	Partially satisfied	Partially satisfied	What is satisfied?	I'm having trouble to answer
Relations with the dean's office(school, faculty, department)	45 (75%)	15 (25%)	0 (0%)	0 (0%)	0 (0%)
Availability level of the dean's office(school, faculty, department)	45 (75%)	14 (23.3%)	1 (1.7%)	0 (0%)	0 (0%)
Level of availability and responsiveness of management(university, school, faculty, department)	53(88.3%)	7 (11.7%)	0 (0%)	0 (0%)	0 (0%)
Availability of academic consulting	51 (85%)	7 (11.7%)	2 (3.3%)	0 (0%)	0 (0%)
Supporting educational materials during the training process	52 (86.7%)	8 (13.3%)	0 (0%)	0 (0%)	0 (0%)
Availability of counseling for personal problems	49(81.7%)	9 (15%)	2 (3.3%)	0 (0%)	0 (0%)
Relations between the student and the teacher	49 (81.7%)	10 (16.7%)	1 (1.7%)	0 (0%)	0 (0%)
Social and administrative services of the educational institution	52 (86.7%)	7 (11.7%)	1 (1.7%)	0 (0%)	0 (0%)
Availability of healthcare services	40 (66.7%)	12 (20%)	6 (10%)	1 (1.7%)	1 (1.7%)
Psychomedical service at the university	42 (70%)	10 (16.7%)	7 (11.7%)	0 (0%)	1 (1.7%)
Availability level of library resources	52 (86.7%)	8 (13.3%)	0 (0%)	0 (0%)	0 (0%)
Quality of services rendered in libraries and reading rooms	53(88.3%)	7 (11.7%)	0 (0%)	0 (0%)	0 (0%)
Interaction with the existing educational resources of the university	49 (81.7%)	11 (18.3%)	0 (0%)	0 (0%)	0 (0%)
Availability of computer classes	45 (75%)	13 (21.7%)	2 (3.3%)	0 (0%)	0 (0%)
Availability and quality of Internet resources	43 (71.7%)	14 (23.3%)	3 (5%)	0 (0%)	0 (0%)
Content and information content of the website of	49	9 (15%)	2 (3.3%)	0 (0%)	0 (0%)



educational organizations in general and faculties (schools) in particular	(81.7%)				
rooms, classrooms for large groups	45 (75%)	13 (21.7%)	2 (3.3%)	0 (0%)	0 (0%)
itory rooms for students (if available)	41 (68.3%)	9 (15%)	6 (10%)	1 (1.7%)	3 (5%)
y of procedures for the adoption of disciplinary measures	49 (81.7%)	11 (18.3%)	0 (0%)	0 (0%)	0 (0%)
uality of the educational program as a whole	50 (83.3%)	10 (16.7%)	0 (0%)	0 (0%)	0 (0%)
uality of educational programs in OP	49 (81.7%)	10 (16.7%)	1 (1.7%)	0 (0%)	0 (0%)
ing methods as a whole	49 (81.7%)	8 (13.3%)	3 (5%)	0 (0%)	0 (0%)
esponse to feedback from teachers regarding the educational process	48 (80%)	12 (20%)	0 (0%)	0 (0%)	0 (0%)
uality of teaching as a whole	50 (83.3%)	10 (16.7%)	0 (0%)	0 (0%)	0 (0%)
emic load/requirements for students	49 (81.7%)	9 (15%)	2 (3.3%)	0 (0%)	0 (0%)
vaniyami PPS k studentu	49 (81.7%)	9 (15%)	2 (3.3%)	0 (0%)	0 (0%)
national support and explanation before entering the university, admission rules and strategies of the educational program (specialty)	49 (81.7%)	11 (18.3%)	0 (0%)	0 (0%)	0 (0%)
nation about the requirements for successfully completing this educational program (specialty)	48 (80%)	12 (20%)	0 (0%)	0 (0%)	0 (0%)
29. (The quality of examination materials (tests and examination questions, etc.)	51 (85%)	7 (11.7%)	2 (3.3%)	0 (0%)	0 (0%)
30. Objective assessment of knowledge, skills and other educational achievements	49 (81.7%)	11 (18.3%)	0 (0%)	0 (0%)	0 (0%)
31. Available computer classes	48 (80%)	9 (15%)	3 (5%)	0 (0%)	0 (0%)
Available scientific laboratories	46 (76.7%)	9 (15%)	3 (5%)	1 (1.7%)	1 (1.7%)
Objectivity and fairness of teachers	47 (78.3%)	12 (20%)	1 (1.7%)	0 (0%)	0 (0%)
Informing students about courses, educational programs and academic degrees	49 (81.7%)	11 (18.3%)	0 (0%)	0 (0%)	0 (0%)
Provision of student dormitory	48 (80%)	9 (15%)	2 (3.3%)	1 (1.7%)	0 (0%)

**Rate how much you agree:**

Approval	Full consent	I agree.	Partially agree	I agree.	Full disagreement	They didn't answer.
The program course was clearly presented	53 (88.3%)	7 (11.7%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
The content of the course is well structured	50 (83.3%)	9 (15%)	1 (1.7%)	0 (0%)	0 (0%)	0 (0%)
The term key is explained enough	51 (85%)	9 (15%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
The material proposed by the teacher is	51	8	1	0 (0%)	0 (0%)	0 (0%)

relevant and reflects the latest achievements in science and practice	(85%)	(13.3%)	(1.7%)			
The teacher uses effective teaching methods	50 (83.3%)	9 (15%)	1 (1.7%)	0 (0%)	0 (0%)	0 (0%)
The teacher is in control of the taught material	51 (85%)	9 (15%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
The presentation is clear to the teacher	53 (88.3%)	7 (11.7%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
The teacher presents the material in an interesting way	49 (81.7%)	10 (16.7%)	1 (1.7%)	0 (0%)	0 (0%)	0 (0%)
Objective evaluation of knowledge, skills and other educational achievements	47 (78.3%)	10 (16.7%)	3 (5%)	0 (0%)	0 (0%)	0 (0%)
Timely assessment of students' academic achievements	48 (80%)	9 (15%)	3 (5%)	0 (0%)	0 (0%)	0 (0%)
The teacher satisfies my requirements for personal development and professional formation	50 (83.3%)	9 (15%)	1 (1.7%)	0 (0%)	0 (0%)	0 (0%)
The teacher stimulates the activity of students	49 (81.7%)	9 (15%)	2 (3.3%)	0 (0%)	0 (0%)	0 (0%)
The teacher stimulates creative thinking of students	49 (81.7%)	10 (16.7%)	1 (1.7%)	0 (0%)	0 (0%)	0 (0%)
The appearance and manner of the teacher are adequate	51 (85%)	9 (15%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
The teacher shows a positive attitude towards students	51 (85%)	9 (15%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
The system of evaluation of educational achievements (seminar, test, questionnaire, etc.) reflects the content of the course	51 (85%)	9 (15%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
The evaluation criteria used by the teacher are clear	50 (83.3%)	10 (16.7%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
The teacher objectively evaluates the achievements of students	51 (85%)	9 (15%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
The teacher speaks professional language	50 (83.3%)	10 (16.7%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
The educational organization provides sufficient opportunities for sports and other leisure activities	49 (81.7%)	9 (15%)	2 (3.3%)	0 (0%)	0 (0%)	0 (0%)
The facilities and equipment for students are safe, comfortable and modern	47 (78.3%)	9 (15%)	4 (6.7%)	0 (0%)	0 (0%)	0 (0%)
The library is well equipped and has a fairly good collection of books	51 (85%)	8 (13.3%)	1 (1.7%)	0 (0%)	0 (0%)	0 (0%)
Equal opportunities are provided to all students	48 (80%)	11 (18.3%)	1 (1.7%)	0 (0%)	0 (0%)	0 (0%)

### Other problems regarding the quality of teaching:

No problem.

Everything is fine, I am happy.

No problems at all, I am satisfied with the quality of teaching.

No problem. Everything is insured.

At a very high level

I agree.

**I wish the internet quality would be even higher in every classroom, even if there is an interactive whiteboard.**

**Not enough audiences**

It meets all my requirements. Teachers, senior lecturers, using professional language, are able to convey all the information to us in an understandable language. They were able to awaken my interest in learning. We can get all the information related to the specialty from the library and conduct our lessons there via the Internet. Therefore, I have no complaints about the teaching and its quality.

Educational materials should be presented in a clear and interesting way.

