

INDEPENDENT AGENCY FOR ACCREDITATION AND RATING
External Expert Commission

Addressed to
To the IAAR Accreditation Council



REPORT

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

7M04144 State and local government

6B04103 Accounting and audit

6B04107 State and local government

**JSC «K. KULAZHANOV KAZAKH UNIVERSITY OF TECHNOLOGY AND
BUSINESS»**

in the period from March 12 to March 14, 2025

2025 year

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(I) LIST OF DESIGNATIONS AND ABBREVIATIONS

AC – Academic calendar
JSC – Joint-stock company
BD – Basic disciplines
HEI – Higher educational institution
MRS – Military registration specialties
EEC – External expert commission
SAC – State attestation commission
SLG – State local government
SCES – State compulsory education standard
DET – Distance educational technologies
UNT – Unified national testing
EHEA – European Higher Education Area
ECTS – European Credit Transfer System
ILC – Information and library complex
ICT – Information and communication technologies
IEP – Individual educational plan
KazUTB – K. Kulazhanov Kazakh University of Technology and Business
EC – Elective component
CYA – Committee on youth affairs
CT – Comprehensive testing
CTE – Credit technology of education
QAC – Quality Assessment Commission
CED – Catalog of elective disciplines
ME of RK – Ministry of Education and Science of the Republic of Kazakhstan
MEP – Modular educational programs
IAAR – Independent Agency for Accreditation and Rating
RW – Research work
RWS – Research work of students
RWMS – Research work of master's students
CC – Compulsory component
EO – Educational organization
GED – General education disciplines
SEN – Special educational needs
EP – Educational programs
MD – Main disciplines
PTS – Professor-Teaching staff
RIEL – Republican interuniversity electronic library
RK – Republic of Kazakhstan
WC – Working curriculum
QMS – Quality management system
IWSGT – Independent work of students under the guidance of a teacher
EMC – Educational and methodological complexes
EMD – Educational and methodological department
EMW – Educational and methodological work
SSC – Student Service Center

(II) INTRODUCTION

In accordance with order No. 22-25-OD dated 19.02.2025 of the Independent Agency for Accreditation and Rating, from March 12 to 14, 2025, an external expert commission assessed the compliance of educational programs 7M04144 Public and Local Government, 6B04103 Accounting and Audit, 6B04107 Public and Local Government) of JSC "Kazakh University of Technology and Business named after K. Kulazhanov" with the standards of specialized accreditation of IAAR (dated "16" June 2020 No. 57-20-OD, as amended and supplemented by order No. 189-23-OD dated 04.12.2023, sixth edition).

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

Composition of the EEC:

1) **Chairman of the IAAR Commission** - Tamyarov Andrey Valerievich, PhD in Engineering, Associate Professor, Head of the Department of Licensing, Accreditation and Quality Control of Education, Associate Professor of the Department of Measuring and Computing Complexes of the Federal State Budgetary Educational Institution of Higher Education "Ulyanovsk State Technical University" (Russian Federation) Off-line participation

2) **IAAR Expert** - Babajanov Davron Dadojanovich, Vice-Rector for Science and Innovation, Doctor of Economics, Professor, Tajik State University of Law, Business and Politics (Republic of Tajikistan) Online participation

3) **IAAR Expert** - Ivashov Arslan Amanbaevich, PhD in Philosophy, Associate Professor of the School of Law and Public Administration of the University "Narxoz" (Republic of Kazakhstan) Off-line participation

4) **IAAR Expert** - Ryvkina Natalya Valentinovna, Master, Senior Lecturer of the Department of "Construction", Eurasian National University named after L.N. L.N. Gumileva (Republic of Kazakhstan) Off-line participation

5) **IAAR Expert** – Valishina Galiya Lutfullaevna, PhD, Associate Professor, Astana Methodological Center (Republic of Kazakhstan) Off-line participation

6) **IAAR Expert** – Tattibaeva Damira Bakhtiyarovna, PhD, Head of the Department of "Technology and Technology of Food Production", International University of Engineering and Technology (Republic of Kazakhstan) Off-line participation

7) **IAAR Expert** – Kalganbayev Nurlan Adilovich, PhD, Professor of the Department of "International Tourism Management" of KazUMO and WL named after Abylaikhan (Republic of Kazakhstan) Off-line participation

8) **IAAR Expert** – Aktymbayeva Aliya Sagyndykovna, PhD in Geography, Associate Professor, Department of Recreational Geography and Tourism, Al-Farabi Kazakh National University. Al-Farabi (Republic of Kazakhstan) Off-line participation

9) **IAAR Expert, employer** – Bekenov Erlan Khamzenovich, Deputy Director of Orta Invest LLP, Master (Republic of Kazakhstan) Off-line participation

10) **IAAR Expert, employer** – Madiyev Temirlan Khaleluly, leading expert of the investment projects support department of the Chamber of Entrepreneurs of Almaty (Republic of Kazakhstan) Online participation

11) **IAAR Expert, student** – Tynymbaeva Aruzhan Muratkyzy, Member of the Students' Alliance of Kazakhstan, Eurasian National University named after L.N. Gumilyov (Republic of Kazakhstan) Off-line participation

12) **IAAR Expert, student** - Sailau Adilet, 4th year student of the program "Information Security Systems" of the Kazakh National University named after Al-Farabi, Member of the Alliance of Students of Kazakhstan (Republic of Kazakhstan) Off-line participation

13) **IAAR Expert, student** - Akkainanova Nazira Albertkyzy, 3rd year student of the program "State and Local Government", Member of the Alliance of Students of Kazakhstan, University "Turan-Astana" (Republic of Kazakhstan) Off-line participation

14) **IAAR Expert, student** - Sygambekova Diana Ardakovna, student of the program "Standardization and Certification (by Industry)", Member of the Alliance of Students of Kazakhstan, Karaganda Technical University named after Abylkas Saginov (Republic of Kazakhstan) Off-line participation

15) **IAAR Expert, student** - Turdiyeva Kamilla Takhirovna, student of the program "Tourism", Turan University, Member of the Alliance of Students of Kazakhstan (Republic of Kazakhstan) Offline participation

16) **IAAR Coordinator** – Saidulaeva Malika Akhyadovna, Project Manager of the Independent Agency for Accreditation and Rating (Republic of Kazakhstan) Offline participation

(III) PRESENTATION OF THE EDUCATIONAL ORGANIZATION

Joint Stock Company "Kazakh University of Technology and Business" was established on June 12, 2003 on the basis of the branch of Almaty University of Technology and Business in Astana. Since the 2003-2004 academic year, it has been functioning as an independent university under the name "Akmola University of Technology and Business". On March 26, 2008, it was renamed into Kazakh University of Technology and Business.

Joint Stock Company "Kazakh University of Technology and Business named after K.Kulazhanov" has:

- state license for the right to conduct educational activities No. KZ49LAA00036082 dated January 18, 2024

- certificate of accreditation as a subject of scientific and scientific-technical activities MK No. 000540 dated April 24, 2024;

- certificate of state re-registration of a legal entity in the Department of Justice of Astana dated March 26, 2008 No. 13284-1901-AO (series B No. 0285325);

- certificate of state re-registration of a legal entity in the Registration Department of the branch of the non-profit joint-stock company "State Corporation "Government for Citizens in Astana" dated December 27, 2023 at JSC "KazUTB named after K. Kulazhanov".

The university provides training in the state, Russian and English languages in 51 educational programs, including 31 bachelor's degrees and 20 master's degrees (scientific and pedagogical and specialized directions).

The structure of KazUTB includes 2 faculties: "Technological" and "Economics and Service", which include 8 departments, as well as the KazUTB college.

The university has 3 academic buildings with a total area of 26,615.6 sq.m., 44 computer labs, a public catering facility with an area of 10,032 sq.m., a dormitory "House of Students" for 680 people with an area of 3,335 sq.m., a canteen with 50 seats.

In accordance with the order of the Minister of Defense of the Republic of Kazakhstan No. 111 dated February 9, 2024, a military department was created at JSC "Kazakh University of Technology and Business named after K. Kulazhanov", which provides military training in 15 (fifteen) military registration specialties: 9 (nine) military specialties for reserve officers and 6 (six) military specialties for reserve sergeants. At the beginning of this academic year, students were selected to study at the military department under the programs "Reserve Officer" and "Reserve Sergeant". JSC KazUTB named after K.Kulazhanov implements a multi-level system of training specialists: technical and vocational education (college) - higher education (bachelor's degree), postgraduate education (master's degree). In 2024, in the General Rating "TOP-20" (NU "NAAR") among universities of the Republic of Kazakhstan, the university took 17th place in the republic. (<https://iaar.agency/rating/1/0/2024>). In the same year, it took 13th place in the National Ranking of Leading Technical Universities of Kazakhstan. (<https://www.iqaa-ranking.kz/rejting-vuzov/natsionalnyj-rejting-vedushchikh-vuzov-kazakhstana-2024/natsionalnyj-rejting-vedushchikh-tekhnicheskikh-vuzov-kazakhstana>). The competitive advantages of the university are an effective motivation system for teachers, including material incentives in the form of competitive wages and bonuses for achievements in teaching, research and innovation, as well as non-material incentives such as opportunities for professional growth, participation in international projects, support for scientific initiatives and the creation of a comfortable working environment.

The university carries out scientific activities on the basis of the Certificate of Accreditation as a subject of scientific and (or) scientific and technical activity (certificate Series MK No. 000540 dated April 24, 2024) issued by the Committee for Quality in Education and Science.

OP 6B04107 / 7M04144-Public and Local Government is implemented at the Department of Economics and Management. The teaching staff of this department is working on the implementation of grant financing programs of the Ministry of Higher Education of the Republic of Kazakhstan. Head of the Department, PhD in Economics, Assoc. Professor Baktymbet A.S. is the head of the 2023-2025 grant project on the topic "Assessment and development of a mechanism

for the development of human capital based on differences in social generations in the Republic of Kazakhstan" (Grant amount is 70,420,124 tenge). Kusainov H.Kh. was the executor of the topic "Development and improvement of integrated systems for the protection of fruit, vegetable, grain, forage, legumes and plant quarantine" within the framework of program-targeted financing for 2021-2023 (S.Seifullin Kazakh Agrarian and Technical University). OP 6B04103-Accounting and Audit is implemented at the Finance and Accounting Department. Head of the Department, PhD, Assoc. Professor Mukushev A.B. is the executor of the topic "Assessment and development of a mechanism for the development of human capital based on differences in social generations in the Republic of Kazakhstan" within the framework of grant funding for 2023-2025.

The contingent of OP 6B04107 Public and Local Government is 193 students, for OP 7M04144 "Public and Local Government" - 20 master's students. The contingent of OP 6B04103 Accounting and Auditing is 68 students.

The winners of the republican competition "Best University Teacher" in the accredited educational programs are 6 teachers. Among them are Doctor of Economics, Professor, Academician of the National Academy of Sciences of the Higher School of Economics, Academician of the International Economic Academy "Eurasia" Dugalova G.N., PhD, Associate Professor Yusupov U.B., PhD, Associate Professor Mukushev A.B., PhD, Associate Professor Zhumataeva B.A., PhD, Associate Professor Tusibaeva G.S., Candidate of Economics, Associate Professor Sagindykova G.M.

(IV) DESCRIPTION OF THE PREVIOUS ACCREDITATION PROCEDURE

In accordance with the order No. 33-20-OD dated April 27, 2020 of the Independent Agency for Accreditation and Rating (IAAR), from May 25 to May 27, 2020, an external expert commission assessed the compliance of the university's activities with the requirements of the IAAR specialized accreditation standards (dated February 24, 2017, No. 10-17-OD, fifth edition) at JSC Kazakh University of Technology and Business named after K. Kulazhanov (2020).

1) Chairman of the commission - Gulvira Sovetbekovna Akybayeva, Ph.D. in Economics, Astana IT University (Nur-Sultan);

2) Expert - Sultanova Zamzagul Khamitovna, PhD in Economics, Acting Associate Professor, West Kazakhstan Agrarian and Technical University named after Zhangir Khan (Uralsk);

3) Expert - Zharkenova Svetlana Bakhytovna, PhD in Law, Associate Professor, L.N. Gumilyov Eurasian National University (Nur-Sultan);

4) Expert - Aldungarova Aliya Kairatovna, PhD, Pavlodar State University named after S. Toraigyrov (Pavlodar);

5) Expert – Elena Anatolyevna Abenova, Ph.D., Associate Professor, Narxoz University (Almaty)

6) Expert – Shaikenova Kymbat Khamitovna, candidate of agricultural sciences, Kazakh Agrotechnical University named after S. Seifullin (Nur-Sultan);

7) Expert - Bulashev Berdibek Kabkenovich, candidate of agricultural sciences, associate professor, expert of the Department of Technical Regulation of NPP RK "Atameken" (Nur-Sultan);

8) Expert – Kulziya Akrashevna Kalymova, PhD, Eurasian National University. L.N. Gumilyov (Nur-Sultan);

9) Expert – Dmitry Yuryevich Pak, Ph.D., Associate Professor, Karaganda State Technical University (Karaganda);

10) Employer – Makasheva Zhumagul Zhamansarovna, business coach of NPP “Atameken” (Nur-Sultan);

11) Student – Bazarbek Amre, member of the Alliance of Students of Kazakhstan, 4th year student of the OP “Automation and Control”, Eurasian National University named after L.N. Gumilyov (Nur-Sultan);

12) Observer from the Agency - Nurgul Alimovna Kydyrmina, Project Manager of the IAAR/IAAR (Nur-Sultan).

Recommendations to the university within the framework of the previous accreditation procedure for educational programs 6B04103 - Accounting and audit 6B04107 - Public and local government 7M04142 - Public and local government (2020):

STANDARD "EDUCATIONAL PROGRAM MANAGEMENT"

1. Continue work on posting full information about the EP and its implementation on the official website of the university
2. Ensure innovation management within the EP, including analysis and implementation of innovative proposals.
3. Consider the issue of amending the EP development plan form in order to include the "planned result" criterion.

STANDARD INFORMATION MANAGEMENT AND REPORTING

Ensure a survey of students in order to determine their satisfaction with the implementation of the EP and the quality of education in the context of the accredited educational programs.

STANDARD "DEVELOPMENT AND APPROVAL OF AN EDUCATIONAL PROGRAM"

1. Develop a graduate model that includes learning outcomes and personal qualities for all accredited educational programs.
2. Develop criteria for assessing students' competencies in the content of professional internship programs.
3. Develop a system of joint/double-degree education, since this area of work is planned in the university strategy and educational program development plans.

STANDARD "CONTINUOUS MONITORING AND PERIODIC EVALUATION OF EDUCATIONAL PROGRAMS"

1. Carry out corrective actions in relation to the internal document "Regulations on the development of educational and methodological complexes of specialties and disciplines" (PD 10-06.131-2019) in terms of improving the system for assessing students' achievements by developing assessment criteria;
2. Update and update the educational and methodological complexes of the EP disciplines by introducing criteria for assessing students' achievements into their content (for example, how to determine the level of knowledge for grade A from the level of knowledge for grade B, etc.);
3. Improve informing stakeholders about any planned or taken actions in relation to the EP, promptly publish all changes made to the EP on the university website.
4. Regulate the mechanism for publishing changes made to the EP in accordance with the requirements of the QMS.
5. Ensure the implementation of the provisions of the "Agreement on the joint training of bachelors, masters, on the implementation of the "double diploma" program, as well as conducting joint scientific research" dated March 5, 2019.

STANDARD "STUDENT-CENTERED LEARNING, TEACHING AND ASSESSMENT OF ACADEMIC PERFORMANCE"

1. Regularly publish on the university website the criteria and methods for assessing the planned learning outcomes for the accredited EPs.
2. Strengthen the provision of the AIS "Platonus" with relevant educational and methodological materials to inform and provide students with information sources.

STANDARD "STUDENTS"

1. Ensure improved participation rates of students in academic mobility programs at foreign universities, including through external grants.
2. Strengthen interaction with graduates of the educational program within the framework of the Alumni Association.

STANDARD "FACULTY OF TEACHING STAFF"

1. Improve the degree of involvement of industry representatives and persons with an academic degree and practical experience in the educational and scientific processes of the educational program.

2. Increase the indicators of involvement of the teaching staff in academic mobility programs.

STANDARD "EDUCATIONAL RESOURCES AND STUDENT SUPPORT SYSTEMS"

1. Strengthen the work on equipping educational programs with specialized software aimed at developing skills in business modeling, economic data analysis and project management.

2. Continue work on increasing the coverage area and Internet bandwidth. indicators of the involvement of the faculty in academic mobility programs.

STANDARD "INFORMING THE PUBLIC"

1. Ensure that the page of the graduating department is filled with information about the faculty of the department.

STANDARD "STANDARDS IN THE SECTION OF INDIVIDUAL SPECIALTIES"

1. Continue to develop in the accredited educational programs the teaching of disciplines based on the latest achievements of world science and practice in the field of specialization, as well as using modern and advanced teaching methods.

2. More effectively analyze the labor market for the purpose of successful employment of graduates.

3. Increase the practical focus of the content of academic disciplines, ensuring the development of relevant competencies.

4. Strengthen interaction with the Atameken National Chamber of Entrepreneurs in terms of additional training for students for the subsequent implementation of their business initiatives

5. Intensify work on launching start-up projects

6. Systematize the work of the educational program management on analyzing the labor market and implementing a set of measures aimed at the successful employment of graduates in the profile of the educational program and postgraduate support.

On June 9, 2020, by the decision of the Accreditation Council of the IAAR, educational programs 6B04103 - Accounting and Audit, 6B04107 - Public and Local Administration, 7M04142 - Public and Local Administration, implemented by JSC "Kazakh University of Technology and Business named after K. Kulazhanov" were accredited for 5 years.

To implement the recommendations, the university developed an action plan. The results of the planned activities are reflected in the interim reports of JSC "Kazakh University of Technology and Business named after K. Kulazhanov".

Post-accreditation monitoring of the activities of JSC "Kazakh University of Technology and Business named after K. Kulazhanov" was carried out within the framework of the action plan for the implementation of the recommendations of the EEC and was carried out in accordance with the requirements of the regulation on post-accreditation monitoring.

Post-accreditation monitoring of the activities of JSC "Kazakh University of Technology and Business named after K. Kulazhanov" K. Kulazhanova" showed that, in general, the recommendations of the EEC are being implemented, with the exception of some recommendations.

At the same time, the members of the EEC who conducted re-accreditation from March 12 to 14, 2025, established that the following work was carried out according to the recommendations of the previous EEC:

Full information on educational programs and their implementation is posted on the official website of the university (<https://www.kaztbu.edu.kz/ru/kafedra-ekonomika-uchet-i-audit>); (<https://www.kaztbu.edu.kz/ru/kafedra-uchet-i-finansy>). Innovation management within the framework of the EP is ensured, including the analysis and implementation of innovative proposals. A survey of students is conducted to assess their satisfaction with the implementation of the EP and the quality of education. The graduate model is integrated into the system of learning outcomes. The content of professional internship programs includes criteria for assessing the

competencies of students. The University is actively developing international cooperation and is negotiating with foreign universities on concluding agreements on dual-degree education. In particular, an agreement is being discussed on the implementation of a dual-degree bachelor's degree program in cooperation with the University of Grenoble Alpes (Université Grenoble Alpes, France), the Faculty of Economics of Grenoble. At present, agreements have already been concluded on the implementation of joint educational programs with a number of partner universities, including Amur State University, Eskisehir Osmangazi University (Turkey), M. Ryskulbekov Research University, Russian State Social University, Karshi Engineering and Economics Institute (Republic of Uzbekistan), Kim International University in Tashkent (Republic of Uzbekistan), Altai State University and Omsk Humanitarian Academy. The syllabi of the EP disciplines have been updated and actualized, taking into account the criteria for assessing the level of knowledge of students for all types of assessments. Interested parties are regularly informed about planned and implemented changes in the EP.

All updates are promptly published on the university website. AIS "Platonus" is provided with up-to-date educational and methodological materials, which contributes to the timely informing of students and access to the necessary information sources. Work is underway with graduates of the EP within the framework of the activities of the Alumni Association. Representatives of business and production, as well as specialists with an academic degree and practical work experience, are actively involved in the educational and scientific processes of the EP. The EEC experts received confirmation that teachers representing various industries and heading key organizations are actively involved in the educational process, combining academic teaching with the transfer of real professional experience. Nurseitov Azamat Aitkalievich, Head of the Office of JSC National Company KAZAKH INVEST, shares practical knowledge in the field of strategic management and the labor market with students, teaching the disciplines "Management in Logistics" and "Economics of the Labor Market", and also providing the opportunity to undergo an internship in his organization. Absemetova Aliya Maratovna, Deputy Akim of Nura District in Astana, reveals to students the basics of image policy and socio-economic development of the region, teaching the courses "Imageology" and "Aleumettik sala ekonomikasy". Baigotanova Aigerim Erentayevna, Director of DaulInvest LLP (TrustMe), teaches students the basics of entrepreneurship, strategic planning and business management, teaching the discipline "Organization of Business". Bisegulov Aslan Gabdrakhmanovich, Head of the Production and Technical Department of the State Institution "Apparatus of Akim of Almaty District" of Astana, introduces students to the basics of economic security of the state, teaching the course "Memlekettin ekonomikalyk kauipsizdigi". The involvement of specialists of this level not only enhances the practical focus of training, but also creates opportunities for the professional growth of students, allowing them to apply the knowledge gained in real conditions. The teaching staff participates in academic mobility programs. As part of the academic mobility program, PhD in Economics, Assoc. Professor Baktymbet A.S. was invited as a lecturer to the M. Ryskulbekov Scientific Research Kyrgyz University of Economics. Also, as part of academic mobility, PhD in Economics, Assoc. Professor Karimbaeva taught the subject "Macroeconomics" at the Kyrgyz State Law University (Bishkek). High coverage area and bandwidth of the Internet network are provided. The pages of the graduating departments are supplemented with up-to-date information about the teaching staff. During the visit of the EEC, the experts were convinced that in order to ensure transparency of the educational process and accessibility of information, information about the teaching staff of the departments, including their qualifications, professional achievements and resumes, is published on the official website of the university. This allows students, applicants and interested parties to receive up-to-date data on teachers, their research and teaching activities, which helps to strengthen trust in the university's educational programs (<https://kaztbu.edu.kz/ru/kafedra-ekonomika-uchet-i-audit>). The university's website also contains portfolios of the teaching staff (<https://kaztbu.edu.kz/ru/kafedra-ekonomika-uchet-i-audit>). The AIS "Platonus" has a database of teachers containing portfolios, scientific and methodological works, patents and copyright certificates, information on advanced training and other professional

achievements of the teaching staff. The data posted in the database make it possible to monitor the professional development of teachers and track their academic rating in the context of educational, methodological and research activities. Information about the teaching staff is regularly updated in the university's information systems, personnel documentation, on official websites and in reporting documents to ensure data accuracy and effective management of the educational process. Teaching of disciplines in accredited educational institutions is carried out on the basis of modern achievements of world science and practice in the relevant fields, as well as using advanced teaching methods. The practical focus of the content of academic disciplines has been strengthened to develop the professional competencies of students.

(V) DESCRIPTION OF THE VISIT OF THE EEC

The work of the EEC was carried out on the basis of the approved Program of the visit of the expert commission for specialized accreditation of educational programs of JSC "Kazakh University of Technology and Business named after K. Kulazhanov" from March 12 to March 14, 2025.

In order to coordinate the work of the EEC, an online kick-off meeting was held on March 10, 2025, during which powers were distributed among the commission members, the visit schedule was clarified, and an agreement was reached on the selection of examination methods.

In order to obtain objective information on the quality of educational programs and the entire infrastructure of the university, and to clarify the content of self-assessment reports, meetings were held with the rector, vice-rectors of the university in areas of activity, heads of structural divisions, deans, heads of departments, teachers, students, graduates, and employers. A total of 146 representatives took part in the meetings (Table 1).

Table 1 – Information about the staff and students who took part in the meetings with the NAAR EEC:

Category of participants	Quantity
Rector	1
Vice-rector's office	4
Heads of structural divisions	17
Deans	2
Heads of departments	6
Teachers	30
Students, master's students, doctoral students	50
Graduates	29
Employers	7
Total	146

During the visual inspection, the EEC members got acquainted with the state of the material and technical base, visited the library; specialized offices of OP 6B04103-Accounting and audit 2/512, 2/513; for OP 6B04107/7M04144-State and Local Government specialized rooms 2/504, 2/507, 2/515, 2/511, scientific laboratory 2/505, specialized audience "Green Economy".

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

The EEC members visited the practice bases of the accredited programs: JSC "Institute of Economic Research", the Akim's Office of the Nura District of Astana, LLP "AST Group".

As part of the visit, the external expert commission attended classes on a number of disciplines reflecting a practice-oriented approach to training. The experts attended a class on the discipline "Introduction to Accounting and History of Accounting", where the topic "Development of Accounting in the Late 18th - Early 19th Century" was discussed. The lesson was conducted by K. B. Baidairova, Senior Lecturer of the Finance and Accounting Department, in room 2/515. The lesson used the case method, analysis of scientists' contribution to accounting practice, as well as virtual tours of accounting museums, which allowed students to study the evolution of accounting in depth. The experts also attended a lesson on the subject of Microeconomics, conducted by Master's student, Senior Lecturer G. T. Takhanova in room 3/211 on the topic of "Costs and Profit". In addition, a practical lesson on "Production Costs and Profit" was attended, conducted by Candidate of Economic Sciences, Assistant Professor G. Zh. Karimbaeva in room 2/511. As part of the lesson, students solved practical problems, received grades and actively discussed the solutions. The teacher guided the discussions, promoting the development of analytical and critical

thinking, as well as the formation of reasoned conclusions, which emphasizes the high degree of involvement of students in the educational process.

In accordance with the accreditation procedure, a survey was conducted among 65 teachers, 71 students, including junior and senior students.

In order to confirm the information presented in the Self-Assessment Report, external experts requested and analyzed the university's working documentation. Along with this, the experts studied the university's online positioning through the official website of the university <https://www.kaztbu.edu.kz/ru>.

As part of the planned program, recommendations for improving the accredited educational programs of JSC "Kazakh University of Technology and Business named after K. Kulazhanov", developed by the EEC based on the results of the examination, were presented at a meeting with the management on March 14, 2025.

(VI) COMPLIANCE WITH SPECIALISED ACCREDITATION STANDARDS

6.1. Standard "Educational Programme Management"

- ☐ The university must demonstrate the development of the goal and strategy for the development of the educational programme based on the analysis of external and internal factors with the wide involvement of various stakeholders.
- ☐ The quality assurance policy must reflect the connection between scientific research, teaching and learning.
- ☐ The university demonstrates the development of a quality assurance culture.
- ☐ Commitment to quality assurance must apply to any activities carried out by contractors and partners (outsourcing), including the implementation of joint/dual diploma education and academic mobility.
- ☐ The management of the educational programme ensures the transparency of the development plan for the educational programme based on the analysis of its functioning, the real positioning of the university and the focus of its activities on meeting the needs of students, the state, employers and other stakeholders.
- ☐ The management of the educational program demonstrates the functioning of mechanisms for the formation and regular revision of the educational program development plan and monitoring of its implementation, assessment of the achievement of learning objectives, compliance with the needs of students, employers and society, decision-making aimed at continuous improvement of the educational program.
- ☐ The management of the educational program should involve representatives of stakeholder groups, including employers, students and teaching staff, in the formation of the educational program development plan.
- ☐ The management of the educational program should demonstrate the individuality and uniqueness of the educational program development plan, its consistency with national development priorities and the development strategy of the educational organization.
- ☐ The university should demonstrate a clear definition of those responsible for business processes within the educational program, the distribution of job responsibilities of personnel, and the delineation of the functions of collegial bodies.
- ☐ The management of the educational program ensures the coordination of the activities of all persons participating in the development and management of the educational program, and its continuous implementation, and also involves all stakeholders in this process.
- ☐ The management of the educational program must ensure the transparency of the management system, the functioning of the internal quality assurance system, including its design, management and monitoring, and the adoption of appropriate decisions.
- ☐ The management of the educational program must implement risk management.
- ☐ The management of the educational program must ensure the participation of representatives of stakeholders (employers, faculty, students) in the collegial bodies governing the educational program, as well as their representativeness in making decisions on educational program management issues.
- ☐ The university must demonstrate innovation management within the educational program, including the analysis and implementation of innovative proposals.
- ☐ The management of the educational program must demonstrate its openness and accessibility to students, faculty, employers and other stakeholders.
- ☐ The management of the educational program confirms the completion of training in educational management programs.
- ☐ The management of the educational program must strive to ensure that the progress achieved since the last external quality assurance procedure is taken into account when preparing for the next procedure.

Evidence

KazUTB named after K. Kulazhanov JSC (hereinafter referred to as KazUTB) has developed a development program for 2024-2029, approved by the decision of the Board of Directors dated September 10, 2024, protocol No. 6-1. This document demonstrates and develops the goals, strategic directions for the development of the university based on the analysis of external and internal factors (<https://www.kaztbu.edu.kz/storage/app/media/strategy....2016.09.24.pdf>).

KazUTB has a published Quality Policy supported by the academic and scientific community of the University. The Policy defines the goals, areas of activity and obligations of the University and management in the field of quality, taking into account the degree of customer satisfaction, compliance of the quality management system with the requirements of ISO 9001, ST RK ISO 14001, ST RK ISO 45001, Standards and directives for quality assurance of higher education in the European area (E8C1).

The quality policy is formed and periodically reviewed every three years based on the following components: KazUTB Development Program, current results of the analysis of customer satisfaction and other stakeholders with the educational service; information on the results of the quality management system for previous periods.

The quality assurance policy for education is integrated into the development strategy of the university and is publicly available on the official website, i.e. in accessible places to ensure familiarization with the documents of all employees and students of KazUTB (<https://kaztbu.edu.kz/storage/app/media/uploaded-files/.pdf>).

The internal quality assurance policy reflects the interconnection between scientific research, teaching, and learning, while taking into account both national and institutional contexts. The policy provides for consideration of the needs and expectations of external and internal stakeholders, and their active involvement in quality assurance and enhancement activities. This ensures close collaboration among the academic community, faculty members, and students.

Outsourcing activities within the accredited educational programs are implemented through the organization of industrial, teaching, and research internships based at partner organizations. The main requirements for partners include the improvement of high-quality practical training for future specialists and familiarizing them with conducting scientific research. These requirements are documented in bilateral agreements with the respective organizations. The outcomes of the internships are reflected in the reports of students and master's degree candidates.

With regard to the development of a quality assurance culture, the following aspects can be highlighted:

- enhancement of the university's regulatory framework (development and documented implementation of the quality policy and quality management system);
- close interaction with stakeholders (involvement of employers and all interested parties – students, graduates, and academic staff – in the development and evaluation of educational programs, as well as in the assessment of the effectiveness of their implementation);
- establishment of a system for assessment and monitoring of students' training quality at different stages of education (entrance, knowledge testing upon completion of academic disciplines, ongoing, interim, and final assessments);
- development of internal auditing within the quality assurance system of specialist training in the educational institution, to evaluate the effectiveness of structural units.

The uniqueness of the educational program (EP) development plan lies in its focus on national and global challenges, a practice-oriented approach, digitalization of the educational process, and close integration with stakeholder demands. These features make the program competitive both nationally and internationally and enable the preparation of specialists who meet the requirements of the modern world. The individuality and uniqueness of the EP development plan are also evident in the involvement of industry practitioners in the fields of public administration, accounting, taxation, and auditing, as well as in the organization of student internships at partner enterprises.

The university demonstrates a clear definition of those responsible for business processes, a distribution of staff responsibilities, and a delineation of functions among collegial bodies. The Quality Management System (QMS) is viewed as an essential tool for ensuring educational quality. Job descriptions for departmental staff (heads, professors, associate professors, senior lecturers, and laboratory assistants) have been developed and made available to all full-time employees. Responsibility for business processes within the EP, as well as functional distribution of duties, lies with the graduating departments of “Economics and Management” and “Finance and Accounting.” The EP leadership and teaching staff of these departments actively participate in meetings, department sessions, and curriculum committees in alignment with the goals and development plan of the EP.

The EP management implements a transparent governance system based on clear procedures for program design, monitoring, and decision-making, as well as access to information for all stakeholders. This includes the participation of all interested parties (faculty, students, and employers) in the development and approval stages of the educational program.

Risk management is given significant attention at the university. The “Development Program of KazUTB named after K. Kulazhanov for 2024–2029” and the “Regulation on Risk Management” (Minutes of the Academic Council No. 7 dated 29.02.2024) have been developed.

(<https://kaztbu.edu.kz/storage/app/media/SMK/Polozheniye/OOKIA/2%D0%BA24%20%D0%BF%D0%B4%20%D0%BE%D0%B1%20%D1%83%D0%BF%D1%80%D0%B0%D0%B2%D0%BB%D0%B5%D0%BD%D0%B8%D0%B8%20%D1%80%D0%B8%D1%81%D0%BA%D0%B0%D0%BC%D0%B8.pdf>), где предусмотрено управление рисками, а именно, мониторинг рисков и анализ результативности мероприятий по устранению рисков.

Analytical part

The Department of Economics and Management has developed a development plan for OP 6B04107/7M04144 - "State and Local Government" and the Department of Finance and Accounting has developed a development plan for OP 6B04103 - "Accounting and Audit" that meets the needs and opportunities for training (<https://kaztbu.edu.kz/ru/kafedra-uchet-i-finansy>). A public discussion is underway with representatives of all interested parties, based on whose proposals and amendments the authorized collegial body of the university makes changes to the project. The development plans of the accredited EPs correspond to the national priorities and strategy of the university. They take into account the specifics of state and local authorities, as well as modern challenges associated with digitalization, requirements for accounting and audit specialists for professional activities in all sectors of the national economy and economic entities of all organizational and legal forms, regardless of the form of ownership and type of financing. Despite the fact that the development plans of the accredited educational programs have been developed, many of the tasks and activities in them are identical, although the educational programs are different and each of them has its own specifics. In addition, the tasks and activities presented in the Plan are general in nature, there are no specific measurable indicators. For example, to implement the task of training digital skills and creating educational content for all employees, it is planned for the faculty to take advanced training courses in ICT skills. It would be possible to list the specific number of teachers who plan training by year. In addition, the university did not provide evidence of regular revision of the educational program development plans, monitoring of its implementation.

In the self-assessment report, as well as during the interview with the dean and heads of the educational program, the clear uniqueness of the accredited educational programs was not indicated. Thus, the uniqueness was presented in general for all accredited educational programs.

Each accredited educational program has different specifics: goals, objectives, results, and the scope of activity also differs. For example, if within the framework of the EP "State and Local Government" specialists are trained only for the civil service, then within the framework of the EP "Accounting and Audit" they can work, for example, in the business environment, in organizations and institutions of different forms of ownership. Consequently, based on this, each program is unique, has its own competitive advantages and the university needs to present it more clearly.

Analysis of documents, interviews with the heads of structural divisions, the dean, heads of EPs of the accredited EPs showed that at the university the main burden of planning and implementing educational programs is assigned to the departments, which causes their workload. In this regard, there is a need to conduct a functional analysis and review all job descriptions of employees of various structural divisions, the dean's office, departments for an even distribution of official powers and optimal workload.

Risk management is included in the development plans of the accredited EPs and contain measures to implement the planned tasks. Analysis of documents and interviews with the university management, heads of structural divisions, the dean, heads of EPs showed that qualitative and quantitative risk analysis is not carried out. Innovations within the EP are implemented through proposals from interested parties. For example, within the framework of the EP implementation, the program "IC: Accounting" is used. But at the same time, during interviews with employers, graduates and students, it was noted that in connection with the active introduction of digital technologies in various areas of activity, there is a need to develop additional digital skills in this area. For example, consider the possibility of acquiring modern software, for example, on project management, since this approach is currently widely used both in public administration and in business structures. This will contribute to the training of specialists more adapted to the market environment.

Strengths/best practices for the standard "Educational Program Management" for OP 6B04107, OP 7M04144 - "State and Local Government", OP 6B04103 - "Accounting and Audit":
Not identified.

Recommendations for the standard "Educational Program Management" for OP 6B04107, OP 7M04144 - "State and Local Government", OP 6B04103 - "Accounting and Audit":

1. The university management, together with the heads of the accredited EPs, should ensure a review of the development procedure and a review of the EP development plans in terms of the criterial achievable parameters for the development of the EP with a mandatory annual discussion of the achieved indicators and recommended changes (Deadline: 01.09.2025).

2. The heads of the educational programs shall hold events with all stakeholders to develop unique features of the accredited educational programs and include them in each educational program separately: OP 6B04103 - Accounting and Auditing, OP 6B04107 - State and Local Government, OP 7M04144 - State and Local Government (Deadline: 01.01.2026).

3. The university management shall conduct a functional analysis of the activities of structural divisions for compliance with the strategic goals of the university, a clear and even distribution of job responsibilities between them and, if necessary, make changes to the organizational and managerial structure of the university (Deadline: 01.09.2026).

4. The university management shall conduct a comprehensive risk management analysis with the development of a procedure for quantitative and qualitative risk analysis for OP 6B04103 - Accounting and Audit, OP 6B04107 - Public and Local Government, OP 7M04144 - Public and Local Government. Based on the analysis, develop a Risk Map for each OP with its annual review by the collegial body and updating (Deadline: 01.09.2025, then at least once a year).

Conclusions of the EEC on the criteria:

According to the standard "Educational Program Management", the educational programs OP 6B04107/7M04144 - "Public and Local Government" have, OP 6B04103 - "Accounting and Audit": 17 satisfactory positions.

6.2. Standard "Information Management and Reporting"

□The university must ensure the functioning of the system of collecting, analyzing and managing information based on modern information and communication technologies and software.

☐The management of the EP demonstrates the systematic use of processed, adequate information to improve the internal quality assurance system.

☐The management of the EP demonstrates the existence of a reporting system reflecting the activities of all structural divisions and departments within the EP, including an assessment of their effectiveness.

☐The university must determine the frequency, forms and methods of assessing the management of the EP, the activities of collegial bodies and structural divisions, and senior management.

☐The university must demonstrate a mechanism for ensuring information security, including determining the persons responsible for the reliability and timeliness of information analysis and data provision.

☐The university demonstrates the involvement of students, employees and faculty in the processes of collecting and analyzing information, as well as making decisions based on them.

☐The management of the EP must demonstrate the existence of mechanisms for communicating with students, employees and other stakeholders, including conflict resolution.

☐The university must ensure that the degree of satisfaction of the needs of the faculty, staff and students within the EP is measured and demonstrate evidence of the elimination of the identified deficiencies.

☐The university must evaluate the effectiveness and efficiency of activities in the context of the EP.

☐The information collected and analyzed by the university within the EP must take into account:

☐key performance indicators;

☐dynamics of the student body in terms of forms and types;

☐level of academic performance, student achievements and expulsion;

☐satisfaction of students with the implementation of the EP and the quality of education at the university;

☐availability of educational resources and support systems for students;

☐employment and career growth of graduates.

☐Students, staff and faculty must document their consent to the processing of personal data.

☐The management of the EP must facilitate the provision of all necessary information in the relevant fields of science.

Evidence

Information management at KazUTB is carried out in accordance with the regulation "Internal Quality Assurance System". The educational institution has a developed information and computer infrastructure. Complete and up-to-date information on the activities of KazUTB is posted on the official website of the university (<https://kaztbu.edu.kz/>), which has an expanded structure of information pages and is the entry point to the internal portal. The internal portal contains announcements, organizational and legal documents, plans and reports of the university, which are updated in a timely manner.

On the KazUTB website, information on the results of the accreditation carried out, ratings of the NCE "Atameken" is published for general access (<https://www.kaztbu.edu.kz/ru/akkreditaciya-i-rejtingi>). Vice-rectors and heads of structural divisions are responsible for the internal information processes. The rector of KazUTB bears full responsibility for the awareness of the staff. Employers and social partners take part in the examination of the educational program, based on the results of which changes are made (exclusion of unclaimed disciplines and trajectories from the educational program, introduction of practice-oriented courses, etc.). A survey of graduates and employers is conducted. The results are discussed at the departments and appropriate decisions are made.

In order to study the interests of employers, meetings and round tables with the participation of interested parties and individuals are regularly held during the academic year. Taking into account the interests of employers and deepening the professional training of bachelors,

appropriate elective disciplines are introduced. When developing educational programs, the departments take into account the wishes of employers, which is confirmed by an annual questionnaire survey of leading employers in the city of Astana and the region, as well as a discussion of topical issues of the educational process at annual round tables of the departments with the participation of representatives of economic entities.

In order to identify the degree of satisfaction of the teaching staff, personnel and students with the management system, meetings are periodically held with the rector, vice-rectors for areas of activity, heads of structural divisions. Surveys are systematically conducted on issues related to the development of the social and everyday sphere, educational activities, organization of leisure outside of school hours, salaries of employees and financial support for students.

Feedback on the internship of students indirectly includes information on the satisfaction of the organization in which the internship took place, the training of students. Any complaints and comments of consumers and other identified stakeholders are considered, resolved, analyzed and taken into account when assessing satisfaction. The collected information on consumer satisfaction is summarized and used in data analysis and analysis by management.

Complaints and claims of students and postgraduates received as a result of an anonymous survey and during meetings with the management of KazUTB are necessarily registered, and the information is analyzed at various levels of the university (advisers - department - vice-rector - rector), after which appropriate decisions are made.

One of the criteria for determining the quality of education at KazUTB is monitoring the academic performance and quality of knowledge of students. Monitoring of students' knowledge at the university is a continuous process that includes different types of control: current control, midterm control and midterm assessment (session).

At KazUTB, the process of obtaining consent for the processing of personal data from students, teachers and employees is carried out in strict accordance with the legislation of the Republic of Kazakhstan, in particular, with the Law of the Republic of Kazakhstan "On personal data and their protection".

All students, teachers and employees upon admission to the university or when applying for a job fill out a special consent form for the processing of personal data. The consent form contains: a list of personal data processed, the purposes of data processing, the data storage periods and confirmation of the person's right to revoke consent at any time. All documents are protected and stored in accordance with internal policies for the protection of personal data in accordance with the "Regulation on the protection of personal data of employees of JSC KazUTB named after K. Kulazhanov".

The teaching staff of the departments publish the results of their scientific activities in various scientific publications and participate in conferences, both national and international.

Analytical part

For the accredited OP 6B04107/7M04144 - "State and Local Government", OP 6B04103 - "Accounting and Audit" the commission notes the following: the university has an information management and reporting system. The database is stored in electronic and paper format in accordance with the nomenclature. During the interview it was noted that the university plans to develop a program for maintaining electronic document management. In this regard, it is necessary to continue work in this direction in order to improve the process of information management and reporting

In addition, as noted in the previous standard, during the interviews, stakeholders expressed their wishes for the active implementation of digital technologies and modern software at the stage of implementing the EP.

Analysis of documents, interviews with employers, graduates showed that the information supposed to be collected and analyzed within the EP does not sufficiently take into account key performance indicators. In this regard, it is necessary to clearly define the criteria and measurable indicators of evaluation.

Strengths/best practices for the standard "Information Management and Reporting" for OP 6B04107, OP 7M04144 - "State and Local Government", OP 6B04103 - "Accounting and Audit"
Not developed

Recommendations for the standard "Information Management and Reporting" for OP 6B04107, OP 7M04144 - "State and Local Government", OP 6B04103 - "Accounting and Audit":

1. Develop a long-term plan (at least five years) for the digitalization of business processes for EP management both at the university level and as part of their implementation (Deadline: 01.09.2025).

2. Introduce clear and measurable performance indicators into the procedure for collecting and analyzing information within the accredited educational programs with an annual discussion of the analysis results at the faculty and university level (Deadline: 01.01.2026).

Conclusions of the EEC by criteria:

According to the standard "Educational Program Management", educational programs OP 6B04107/7M04144 - "State and Local Government", OP 6B04103 - "Accounting and Audit" have: 17 satisfactory positions.

6.3. Standard "Development and Approval of the Educational Program"

☐ The university must demonstrate the availability of a documented procedure for developing the educational program and its approval at the institutional level.

☐ The university must demonstrate the compliance of the developed educational program with the established goals and planned learning outcomes.

☐ The management of the educational program must determine the influence of disciplines and professional practices on the formation of learning outcomes.

☐ The university can demonstrate the presence of a graduate model of the EP, describing the learning outcomes and personal qualities.

☐ The qualification awarded upon completion of the EP must be clearly defined, explained and correspond to a certain level of the NSC, QF-EHEA.

☐ The EP management must demonstrate the modular structure of the program based on the European Credit Transfer and Accumulation System (ECTS), ensure that the EP and its modules (in terms of content and structure) correspond to the set goals with a focus on achieving the planned learning outcomes.

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

☐ The EP management must demonstrate that external examinations of the EP have been conducted.

☐ The EP management must provide evidence of the participation of students, faculty and other stakeholders in the development of the EP, ensuring their quality.

☐ The management of the educational program must demonstrate the positioning of the educational program in the educational market (regional/national/international), its uniqueness.

☐ An important factor is the possibility of preparing students for professional certification.

☐ An important factor is the presence of a double-degree educational program and/or joint educational programs with foreign universities.

The evidentiary part of OP 6B04107/7M04144 – GMU, implemented by the Department of Economics and Management and OP 6B04103 – M&A, implemented by the Department of Finance and Accounting, is consistent with the strategy, mission, vision and values of the university. The content and form of the EP, decisions taken by the department management on EP

management are consistent with the strategic documents of the university (<https://www.kaztbu.edu.kz/ru/strategiya-razvitiya>).

The accredited EPs have been developed in accordance with the requirements of the State Compulsory Standard of Higher and Postgraduate Education, approved by the order of the Minister of Science and Higher Education of the Republic of Kazakhstan dated July 20, 2022 No. 2, as well as on the basis of professional standards "Activities in the field of planning and analysis of firm resources" dated December 26, 2019, No. 263, "Project Management" dated December 26, 2019, No. 263.

The accredited EPs comply with regulatory legal acts governing professional activities: NQF, ORQ, correspond to learning outcomes, labor functions. The developers of the EP have built a matrix of compliance of competencies and components parts of the EP, in which the set of graduate competencies for the entire period of study is distributed according to the elements of the curriculum. The EP includes a set of competency passports containing the formulation of each specific competency, its structure in the form of "knowledge", "skills", "masteries" and learning outcomes, as well as the specified levels of formed competence in the graduating student.

EPs are updated and adjusted annually by the departments of "Finance and Accounting" and "Economics and Management" in terms of the composition of the disciplines (modules) of the curriculum established by the educational unit, as well as the content of the work programs of the disciplines and final certification. The updating and adjustment of the EP is carried out taking into account the development of science, technology, culture, economics, technology and the social sphere, as well as taking into account the opinions of employers and students.

Developed EPs are discussed at department meetings and, upon their decision, sent to a meeting of the faculty's QC for analysis and decision-making. In case of a positive decision, the faculty's QC recommends the EP for consideration and approval at a meeting of the Quality Assurance Council KazUTB. In case of a positive decision, the Quality Assurance Council forwards the EP for consideration by the Academic Council of the University. The final approval of the EP is carried out by the Academic Council of JSC KazUTB named after K. Kulazhanov.

To conduct professional internship, the university, on a contractual basis, determines enterprises as internship bases, approves programs and calendar schedules for its completion agreed upon with them.

The content and basis of professional internship are determined in accordance with the profile of the specialty and the content of the educational program. The program and guidelines for completing all types of internships (educational, industrial, pre-graduation, research) are discussed and approved at department meetings. The procedure for conducting all types of internships for students is regulated by the relevant regulation "On Professional Practice" (<https://kaztbu.edu.kz/ru/akkreditaciya-i-rejtingi>).

At KazUTB, a Graduate Model is formed for each bachelor's degree educational program. At the same time, the graduate's qualification level is determined by standard curricula and qualification requirements reflected in the graduate model, taking into account knowledge, abilities, skills and competencies, personal qualities and expected results depending on the level of training. The graduate's competency model reflects the implementation of the educational program in accordance with the goal of the program, determines its specifics, characteristics of groups of students and the final learning outcomes they receive. The graduate model for OP 6B04107 / 7M04144 - GMU, 6B04103 - UiA is reflected in the educational programs. For bachelor's and master's degrees, it has the following competencies: Behavioral skills and personal qualities (Soft skills); Digital competencies (Digital skills); Professional competencies (Hard skills). The model of the graduate of the EP was developed by a working group based on the State Educational Standard and discussed with employers at a department meeting (Minutes No. 3 dated 12/19/2022. Meeting of the Committee of Experts).

When forming the EP, a modular-competency approach is used. The adjustment of the goals and objectives of training, quality assessment and examination of the educational program is carried out through feedback, taking into account questionnaires, surveys and recommendations

of stakeholders. Every year, the University conducts an audit of the Educational Program in accordance with the Regulation on the audit of educational programs.

In order to improve the quality, an external examination of the EP is carried out, there is an expert opinion on the EP, which assesses the compliance of the content of the EP with the current level of development of economic sectors, the achievements of modern science, the requests and needs of employers. Its external examination - reviewing - is of great importance for the implementation of the EP. In the 2024-2025 academic year, the EP review was carried out by employers, including: Head of the State Institution "Apparatus of the Akim of the Yesil District of Astana" Zhunisbekov B., Head of the State Institution "Communications Service of Astana" Sarsenyev O., Director of LLP "Kazakhstan Institute of Industrial Development" M. M. Idrisov, Head of the Apparatus of JSC NC "KAZAKH INVEST" A. Nurseitov, Director of LLP "Nur-Kan Kurylys" T. Urinbasarov.

The developed EPs take into account the opinions of students, as well as the proposals and needs of stakeholders. Stakeholder reviews confirm that the content and set of disciplines ensure the achievement of the set goals, are focused on the formation of the necessary competencies and contribute to the successful adaptation of graduates to professional activities.

Analytical part

Despite the fact that the university regularly holds guest lectures, master classes and trainings with experienced business trainers and speakers to prepare for professional certification, it is necessary to consider the possibility of creating conditions for obtaining certificates, for example, in project management, Kaizen technology, 1C: Accounting, etc.

During interviews with employers, graduates and students, it was noted that the disciplines are insufficiently practice-oriented.

The report noted that in order to develop the professional competencies of students of OP 6B04103 - "Accounting and Audit", branches of the department are used in the educational process. However, the interview showed that there are no such branches based on enterprises. Their creation, on the one hand, would strengthen the practice-oriented nature of the disciplines, and on the other hand, would provide opportunities for preparing for professional certification or, for example, for tests for admission to the civil service.

During the interview it was established that the university has concluded memorandums on joint activities with a number of universities, but the stage of harmonizing educational programs for the implementation of double-degree/joint programs has not been completed.

Strengths/best practices for the standard "Development and approval of the educational program" for OP 6B04107, OP 7M04144 - "State and local government", OP 6B04103 - "Accounting and audit":

Not identified.

Recommendations for the standard "Development and approval of the educational program" for OP 6B04107, OP 7M04144 - "State and local government", OP 6B04103 - "Accounting and audit":

1. Consider the possibility of creating branches of departments on the basis of specific enterprises, organizations and government agencies in order to strengthen the practice-oriented nature of disciplines and preparation for professional certification (deadline: 01.06.2026).

2. Develop a plan for the development of joint/dual-degree education together with partner universities from near and far abroad, as well as leading national universities (Deadline: 01.06.2025).

Conclusions of the EEC on the criteria:

According to the standard "Development and approval of the educational program", the educational programs OP 6B04107 / OP 7M04144 - "State and local government", OP 6B04103 - "Accounting and audit" have: 10 satisfactory positions, 2 positions suggest improvement.

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

- ☐ The university must ensure a revision of the content and structure of the EP taking into account changes in the labor market, employers' requirements and social demand of society.
- ☐ The university must demonstrate the availability of a documented procedure for monitoring and periodic assessment to achieve the goal of the EP and continuous improvement of the EP.
 - ☐ Monitoring and periodic evaluation of the EP should consider:
 - ☐ the content of the programs in the context of the latest achievements of science and technology in a particular discipline;
 - ☐ changes in the needs of society and the professional environment;
 - ☐ workload, academic performance and graduation of students;
 - ☐ effectiveness of student assessment procedures;
 - ☐ needs and level of satisfaction of students;
 - ☐ conformity of the educational environment and the activities of support services with the objectives of the EP.
 - ☐ The management of the EP should publish information about changes to the EP, inform stakeholders about any planned or undertaken actions within the EP.
 - ☐ Support services should identify the needs of different groups of students and the degree of their satisfaction with the organization of training, teaching, assessment, mastering the EP as a whole.

Evidential part

The self-assessment report of the university presents the necessary information on issues of ongoing monitoring and periodic evaluation of the educational programs of the accredited cluster. The process of assessing learning outcomes as an indicator of the organization of student-centered learning is implemented through the office-registrar system. Additionally, this process is supported by the teaching staff, heads of departments, and the department of academic work. The registration and mobility sector keeps records of students' academic achievements throughout the entire period of study, which is reflected in the transcript. Assessment of students' knowledge, skills and abilities is carried out through ongoing monitoring, midterm and final certification. The procedure for monitoring and periodic assessment of the EP at KazUTB is carried out on the basis of internal regulatory documents (<https://kaztbu.edu.kz/ru/akkreditaciya-i-rejtingi>): Regulation on the procedure for developing a plan for the development of the educational program and monitoring its implementation; Academic policy; Regulations on planning, organizing and monitoring the educational process for the EP; Rules for educational and methodological support of the discipline; Rules for the design of the working curriculum of the discipline (syllabus); PD on the activities of the quality assurance council of JSC "KazUTB im. K. Kulazhanova" and commissions for quality assurance of faculties; PD on monitoring the quality of education; Regulation on the procedure for developing educational programs; Regulation on professional practice (bachelor's degree); PD on the professional practice of master's students.

The main objective of the assessment is to systematically identify the degree of satisfaction of students and graduates with the quality of educational services.

Monitoring is carried out in the following areas: the effectiveness of educational programs, the activities of the teaching staff and the effectiveness of teaching, students and conditions for their personal development, research activities of the teaching staff and its effectiveness, material and technical, library and information resources.

When changing the content of the program, current trends in the labor market, as well as the latest achievements in science and technology, are taken into account.

Thus, in connection with the strengthening of the role of artificial intelligence, the module "Artificial Intelligence in Public Administration" was introduced within the framework of the discipline "Economic Forecasting and Social Design in the System of State and Regional Administration".

Monitoring of students' academic performance is carried out taking into account the summer semester, after recalculating the GPA, they are transferred to the next year. Assessment of students' assimilation of the discipline material is carried out by levels in accordance with the point-rating system in the AIS "Platonus". During the semester, all teachers conduct current control activities that assess the knowledge and achievements of students on individual topics, indicating the assessment criteria.

The Departments of Economics and Management and Finance and Accounting monitor, periodically evaluate, and revise the content and structure of educational programs, taking into account changes in the educational services market, employers' requirements, social demands of society, and other challenges. Changes to the developed educational programs are made as necessary in accordance with the requirements of legislative and regulatory documents of the Republic of Kazakhstan in the field of higher professional education, modern needs for the development of society and the educational services market.

OP 6B04107/7M04144 - GMU, 6B04103 - UiA undergo public discussion with representatives of all interested parties, based on whose proposals and amendments the authorized collegial body of the university makes changes to the project. Based on the results of monitoring the satisfaction of employers' needs, changes are formed in the OP aimed at their improvement. The quality of the programs of the proposed elective disciplines is ensured by a systematic examination conducted by employers with their subsequent recommendation for implementation in the educational process. At the end of the academic year, at department meetings with the participation of all interested parties, a self-assessment of the EP is carried out, taking into account the changes made, the achieved results, effectiveness and efficiency of the program implementation are discussed. The analysis of the compliance of the name and content of disciplines with current areas of scientific development is carried out by reviewing educational programs and catalogs of elective disciplines by employers.

The dean's office of the faculty monitors the progress of the educational process, analyzes class attendance and the results of current and midterm control. In accordance with the approved plan, the quality of the educational process and research work on the EP, as well as the activities of the department and individual teachers, is reviewed.

On the issues under consideration, decisions are made by the faculty council with the development of corrective actions, if necessary.

The university has created and operates academic support services for students: the registrar's office (OR), the institute of advisers. The OR registers the entire history of students' academic achievements, organizes all types of knowledge control, and calculates the academic rating of students.

KazUTB has a Student Service Center that provides all necessary services for transferring and reinstating students, submitting documents for the procedure of nostrification of educational documents, obtaining various certificates, transcripts, etc.

Analytical part

The main method of analyzing stakeholder satisfaction is a questionnaire. However, according to the members of the EEC, the analysis conducted based on the results of the questionnaire is not effective enough. It is necessary to work out in more detail the content and focus of the study, as well as conduct an analysis not only on the basis of quantitative data, but also identifying the causes of the processes taking place. This will allow timely prevention of possible problems.

EEC experts note the lack of feedback on the implementation of improvements in OP 6B04107/7M04144 - "State and Local Government" and 6B04103 - "Accounting and Audit", as well as insufficient provision of ongoing monitoring and self-analysis procedures. In addition, the process of participation of students in the development of programs 6B04107/7M04144 - GMU, 6B04103 - UiA, as well as in the formation of individual learning paths was not fully demonstrated. This circumstance was confirmed by students during the interview. Also, during the visit, the members of the EEC did not receive unambiguous confirmation that students (bachelor's degree) participate in collegial management bodies in the education

Strengths/best practices for the standard "Continuous monitoring and periodic evaluation of educational programs" for OP 6B04107, OP 7M04144 - "State and local government", OP 6B04103 - "Accounting and audit":

Not identified.

Recommendations for the standard "Continuous monitoring and periodic evaluation of educational programs" for OP 6B04107, OP 7M04144 - "State and local government", OP 6B04103 - "Accounting and audit":

1. Conduct an analysis and adjustment of the structure and methodological materials (including syllabuses) of special disciplines in terms of practice-orientedness, increasing the share of the practical component, as well as the possibility of using dual training together with leading employers (Deadline: 01.09.2026).

Conclusions of the VEC on the criteria:

According to the standard "Continuous monitoring and periodic assessment of educational programs", the educational programs OP 6B04107, OP 7M04144 - "State and local government", OP 6B04103 - "Accounting and audit" have: 9 satisfactory positions, 1 position suggests improvement.

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

☐ The management of the EP must ensure respect and attention to various groups of students and their needs, providing them with flexible learning paths.

☐ The management of the EP must ensure teaching based on modern achievements of world science and practice in the field of training, the use of various modern teaching methods and assessment of learning outcomes, ensuring the achievement of the goals of the EP, including competencies, skills in performing scientific work at the required level.

☐ The management of the EP should determine the mechanisms for distributing the students' academic workload between theory and practice within the EP, ensuring that each graduate masters the content and achieves the EP's goals

☐ An important factor is the availability of its own research in the field of teaching methods for the EP's disciplines

☐ The university should ensure that the learning outcomes assessment procedures correspond to the planned results and goals of the EP

☐ The university should ensure consistency, transparency and objectivity of the mechanism for assessing the learning outcomes of the EP. The criteria and methods for assessing learning outcomes should be published in advance

☐ Evaluators should be proficient in modern methods of assessing learning outcomes and regularly improve their skills in this area

☐ The management of the EP should demonstrate the presence of a feedback system on the use of various teaching methods and assessing learning outcomes

☐ The management of the EP should demonstrate support for the autonomy of students with simultaneous guidance and assistance from the teacher

☐ The management of the EP should demonstrate the presence of a procedure for responding to student complaints

Evidential part

The educational activities of KazUTB are based on the principle of student-centered learning. The interests of students, which are aimed at developing their creative potential, individuality, achieving integrity, personal and professional growth, independence and self-esteem, are at the forefront of the implementation of accredited educational programs.

KazUTB provides equal opportunities for students, regardless of the language of instruction, to form an individual educational program aimed at developing professional competence.

The management of OP 6B04107/7M04144 - "State and Local Government", OP 6B04103 - "Accounting and Audit" ensure the harmonious development of students, taking into account their intellectual development and individual characteristics.

The university implements student-centered learning, shows attention and respect towards various groups of students and their needs when forming the EP. Also, when developing the EP, the needs of the market and employers are taken into account. The heads of the departments of Economics and Management and Finance and Accounting, who are also the heads of OP 6B04107/7M04144 – State and Local Government and OP 6B04103 – Accounting and Auditing, are responsible for implementing the requirements of the criterion related to the use of various forms and methods of teaching and learning.

The following forms of training are used: full-time, full-time with the use of distance learning technology. In the implementation of the accredited educational programs, various innovative methods of teaching students are used, in particular, these are problem-based and game technologies, technologies of collective and group activities, simulation methods of active learning, methods of analyzing specific situations, the project method, learning in cooperation, creative learning, innovative educational project activities, lecture-press conference, lecture-conversation, lecture-visualization, lecture-dispute, etc. The recommended academic workload in the academic period for students is determined in the working curricula of the university's educational programs. The effectiveness and efficiency of the implementation of innovations is reflected in the learning outcomes and final assessment of graduates of the educational program. When implementing the educational program, monitoring of independent work of students is carried out. Quality control of teaching at the university is carried out through mutual visits to classes, open classes of teachers, as well as by analyzing the attendance and academic performance of students, the results of midterm and final assessments, state final certification in the studied disciplines at the level of the department, dean's office and university.

KazUTB has developed a practice of conducting sociological surveys of students to assess their satisfaction with the quality of education in general. In addition, the educational institution plans learning indicators, which are included in the key performance cards of the employees responsible for this issue.

At the end of each academic period, a comprehensive analysis of the planned and achieved indicators is carried out, and recommendations for their improvement are developed. Other teachers always participate in examination procedures, which is agreed upon and approved in advance. In order to ensure objective assessment and effective determination of the quality of academic achievements, the main criteria and methods of assessment are discussed at meetings of the departments and the Academic Council of KazUTB. Autonomy of students of OP 6B04107/7M04144 - "State and Local Government", OP 6B04103 - "Accounting and Audit" is ensured by the readiness and ability of students to take on the organization and management of their educational activities, i.e. independent formation of the IUP.

The management of the OP ensures the availability and effectiveness of a collegial appeal mechanism, transparency of the criteria and assessment tools. In case of controversial issues regarding the results of final assessments, an appeal commission is created, which is approved at a meeting of the department. The student has the right to submit an application no later than the next day after the exam. The results of the appeal are formalized in a protocol and entered into the appeal list.

The report notes that the university has an effectively organized procedure for considering student complaints, student requests and appeals. This process is carried out through the Student Service Center on the "one-stop shop" principle, a call center, an online complaint and the rector's blog. The complaints handling procedure is implemented according to the following schemes:

1. Curators/advisers → department → dean's office → vice-rector for educational work → President-Rector. Curators/advisers forward students' complaints and suggestions to the head of the department, dean, vice-rector for academic and educational work. Complaints that the curator reports orally or in writing to the head of the department are usually resolved by the latter in a relatively short time. However, if the resolution of the complaint is not within the authority of the head of the department, they are also reported orally or in writing to the dean. In most cases, all conflicts are resolved at the level of the head of the department or the dean of the faculty.

2. Student → department for educational work.

In this case, written applications from students and teachers are registered in the relevant department (the dean's office with the deputy dean for educational work) and are considered at the level of the vice-rector for educational and social work.

If a student applies for social support, the application is submitted to the commission for social assistance to students.

3. Student → Rector.

This scheme is implemented through the rector's direct mail, the rector's blog or a reception for personal matters.

A number of complaints, such as appeals on current control, appeals on current (rating) control and midterm assessment are regulated by the office-registrar's department.

Analytical part

The self-assessment report notes that the following software products have been implemented in the educational programs: 1C: Accounting version 8.3, which allows students to independently fill out and generate financial and tax reporting under the guidance of a teacher. This, in turn, should contribute to the acquisition of practical knowledge and skills through modern teaching methods and technologies. However, during interviews with students and graduates, the fact of using these software products was not confirmed.

During the interview, it was noted that persons with disabilities are not currently studying within the accredited educational programs.

During a visual inspection of the university's material and technical base, shortcomings in creating conditions for their training were revealed. In particular, there is no specialized office and other necessary devices.

The statement about a well-organized procedure for responding to student complaints, considering student requests and appeals through the Student Service Center on the "one-stop shop" principle, a call center, an online complaint and the rector's blog was not confirmed.

For example, a week before the VEC visit, a question was sent to the rector's blog regarding the university's policy regarding gifted students (support system), but no response has been received to date.

Strengths/best practices for the standard "Student-centered learning, teaching and assessment of academic performance" for OP 6B04107, OP 7M04144 - "State and local government", OP 6B04103 - "Accounting and audit":

Not identified.

Recommendations for the standard "Student-centered learning, teaching and assessment of academic performance" for OP 6B04107, OP 7M04144 - "State and local government", OP 6B04103 - "Accounting and audit":

1. Develop a set of organizational, logistical, and methodological measures to create additional conditions for the education of individuals with disabilities (Deadline: 01.01.2027).

2. The university management shall analyze and adjust the procedure for responding to requests (complaints) from all interested parties, including in terms of response algorithms and analysis of actions taken to eliminate the cause of the complaint (Deadline: 01.09.2025).

Conclusions of the EEC on the criteria:

According to the standard "Student-centered learning, teaching and assessment of academic performance", the educational programs OP 6B04107/7M04144 - "State and local government", OP 6B04103 - "Accounting and audit" have: 9 satisfactory positions, 1 position suggests improvement.

6.6. Standard "Students"

- ☐ The university must demonstrate the policy for forming the contingent of students and ensure transparency, publication of procedures regulating the life cycle of students (from admission to completion).
- ☐ The management of the educational institution must provide for special adaptation and support programs for newly enrolled and foreign students
- ☐ The university must demonstrate compliance of its actions with the Lisbon Recognition Convention, including the availability and application of a mechanism for recognizing the results of academic mobility of students, as well as the results of additional, formal and informal learning.
- ☐ The university must provide an opportunity for external and internal academic mobility of students, as well as assist them in obtaining external grants for their studies.
- ☐ The university must actively encourage students to self-education and development outside the main program (extracurricular activities).
- ☐ An important factor is the availability of a support mechanism for gifted students.
- ☐ The university must demonstrate cooperation with other educational organizations and national centers of the "European Network of National Information Centers on Academic Recognition and Mobility/National Academic Information Centers for Recognition" ENIC/NARIC in order to ensure comparable recognition of qualifications. ☐ The university must provide students with internship places, demonstrate the procedure for facilitating the employment of graduates, and maintaining contact with them.
- ☐ The university must demonstrate the procedure for issuing graduates with documents confirming the qualifications they have received, including the learning outcomes they have achieved.
- ☐ The management of the educational program must demonstrate that graduates of the program have skills that are in demand in the labor market and that these skills are truly relevant.
- ☐ The management of the educational program must demonstrate the existence of a mechanism for monitoring the employment and professional activities of graduates.
- ☐ An important factor is the existence of an active association/union of graduates.

Evidence

KazUTB implements a clear policy for the formation of a contingent of students in accredited educational programs, ensuring the transparency of all procedures from admission to graduation. Admission and enrollment of applicants are carried out by the Admissions Committee in accordance with the current regulatory documents of the Ministry of Science and Higher Education of the Republic of Kazakhstan. The process includes career guidance work, informing stakeholders about the university's academic opportunities, social support mechanisms, and explaining to students the procedures that regulate their educational trajectory.

The rules for admission to the university are set out in the "Admission" section on the official KazUTB website (<https://kaztbu.edu.kz/ru/pravila-priema>), and are also presented in brochures,

booklets, and posters. These materials are available to a wide audience and are distributed as part of campaigns and career guidance organized by the Admissions Committee.

For newly admitted students, an orientation week is held, including introductory lectures that cover the main aspects of studying using the credit technology, including calculating GPA points, rules for transferring from one course to another, and the specifics of holding a summer session.

Work on adapting students begins with the information and organizational stage. Group curators conduct excursions, survey students, the results of which determine the level of adaptation and satisfaction of students. The university creates favorable conditions for conducting classes, independent work, physical education and sports, leisure, artistic and scientific creativity, which contributes to the successful adaptation of students. Familiarization with the living conditions in the hostel is carried out. Students receive information on admission rules, transfer from one course to another, transfer from other universities, the procedure for transferring credits earned in other educational institutions, expulsion rules, as well as explanations on issues related to educational activities, during consultations with advisers and curators, as well as at meetings with department heads and the dean. The university also has a reference guide for students (<https://www.kaztbu.edu.kz/ru/spravochnik-putevoditel>). The reference guide presents the rules for students' stay at the university, the organization of the educational process, provides an academic calendar, a knowledge assessment system, information on grants, scholarships and tuition fees, information on the organization of the summer semester. The reference guide provides information on academic assistance to students (transfer from one course to another, reinstatement, transfer from another university, elimination of academic differences and debts, final certification, calculation of GPA points). Recommendations are given on working with educational and methodological literature issued by departments. All information provided in the manual is available on the corporate website of the university (<http://www.kaztbu.kz>).

KazUTB has created favorable conditions for extracurricular development of students. The coordination and organization of educational work is carried out by the vice-rector for educational and social work, who, together with the Committee for Youth Affairs, actively implements youth policy at the university. The Committee for Youth Affairs acts as a permanent representative and coordinating body of students, functioning on the basis of the regulations adopted by students and approved by the rector of KazUTB.

Students of the university actively participate in large-scale events dedicated to significant national dates, such as Victory Day, Day of State Symbols, Constitution Day and Independence Day. It has become a tradition for the university to hold events for the Day of the Elderly, as well as organize festive concerts for Teacher's Day and International Women's Day on March 8, which helps to strengthen civic responsibility and cultural values among students.

The University maintains close cooperation with the Bologna Process and Academic Mobility Center (hereinafter referred to as the Center). To ensure comparable recognition of qualifications, the registrar office sends a monthly report on the work done to organize external and internal academic mobility of students, and also participates in the Center's information and training seminars.

Seminars and round tables are held with the participation of faculty and students, dedicated to explaining academic mobility programs. Students are informed through social networks and the official website of the University (<https://kaztbu.edu.kz/ru/akademicheskaya-mobilnost>).

In accordance with the Regulation on the provision of educational benefits, the basic rules for motivating students have been developed and approved. For the purpose of social support for citizens of the Republic of Kazakhstan studying in all educational programs, discounts on tuition fees are provided in the amount of 10% to 30% depending on the EP, according to the order of the rector No. 07 dated 02/29/2024. (<https://kaztbu.edu.kz/ru/socialnyj-paket-dlya-obuchayushchihsya>).

KazUTB provides students with the opportunity to master the Minor program, which promotes in-depth study of additional disciplines, expansion of professional competencies and increased competitiveness in the labor market. The university has approved a catalog of the

additional educational program (Minor), including the areas of "Sustainable Business Development", "Information Systems and Business Analytics", "Food Industry", "Occupational Safety and Waste-Free Technologies", "Finance". Each area covers key disciplines aimed at developing specialized competencies that expand the professional capabilities of students. Minor disciplines are studied in the 5th, 6th and 7th semesters of the bachelor's degree and include three consecutive disciplines with a total workload of 15 academic credits. The program is integrated into the total volume of 240 credits of the main educational program and provides for a free choice of Minor by students in accordance with their individual educational trajectory. (<https://www.kaztbu.edu.kz/storage/app/media/Obrazovatelnieprogrammy/dopolnitelnaya-obrazovatel'naya-programma-minor.pdf>). The formation of the Minor program at KazUTB is an important step in the development of the university's educational environment. Continuing to expand the capabilities of this program will strengthen the training of specialists ready to face the challenges of the modern economy and society. Students of the accredited EPs have successfully completed online courses on the Coursera platform, expanding their professional competencies in various fields. They have mastered the courses "End Market" (Yale University), "Fundamentals of Statistics" (Mega University), "Financial Accounting. Fundamentals (University of Illinois), Fundamentals of Digital Marketing and E-Commerce (Coursera Project Network), Inferential Statistics (Delhi University), Improving Your Statistical Inference (Eindhoven University), Python and Statistics for Financial Analysis (Delhi University), Project Management: Fundamentals of Success (University of California), Entrepreneurship Fundamentals: Thinking and Doing (University of California), and Time Management for Personal and Professional Productivity (University of California).

These courses deepened knowledge and developed practical skills in analytics, finance, marketing, project management, and entrepreneurship.

Analytical Part

During the EEC, the university demonstrated compliance with the requirements of standard 6.6 "Students" by presenting relevant documents, procedures, and implemented practices:

The university presented a clear student recruitment policy, ensuring transparency and publication of all procedures regulating the life cycle of students - from admission to graduation. All information about the admission rules is posted on the official website and is also available in brochures and other information materials.

The management of the educational programs demonstrated the availability of special adaptation and support programs for students, including orientation weeks, mentoring hours, tours of the university and a survey to determine the level of adaptation and satisfaction of students.

The university encourages students to participate in extracurricular activities, including scientific conferences, creative competitions, sports sections and volunteer programs. Examples of initiatives aimed at developing students' personal and professional competencies were presented.

The university provides students with internships based on agreements with employers. A procedure for facilitating the employment of graduates was presented, including the work of graduating departments, the organization of job fairs and interaction with employers.

Samples of documents confirming the qualifications obtained were demonstrated, including diplomas and appendices to them indicating the achieved learning outcomes.

The management of the educational program provided evidence that graduates have relevant and in-demand competencies, confirmed by surveys of employers and an analysis of graduate employment. The university demonstrated the work of the graduate career path monitoring system, including database maintenance and regular surveys. However, the process of collecting and analyzing information needs to be more systematic: specific feedback mechanisms from employers and examples of adjusting educational programs based on the data obtained are not provided. It is recommended to strengthen the analytics of graduates' career paths and introduce tools for long-term monitoring of their professional development.

The University actively promotes academic mobility of students and has provided information on cooperation with foreign universities. However, at the moment, the coverage of students participating in mobility programs remains limited. It is necessary to strengthen informing students about academic exchange opportunities, as well as expand the list of partner universities and available grant programs.

The Alumni Association is functioning, holds events and maintains contact with alumni. However, the involvement of alumni in the activities of the Association remains at an insufficient level. It is necessary to intensify work in this area, including the development of additional forms of interaction, such as mentoring programs, online platforms for communication and exchange of experience, as well as expanding the participation of alumni in the University's career initiatives.

In general, the University successfully meets the requirements of standard 6.6 "Students", demonstrating systematic work to ensure the quality of the educational process and support for students at all stages of their academic and professional trajectory. However, for further improvement, it is recommended to expand academic mobility programs, strengthen the system for monitoring graduate employment and increase the involvement of alumni in the activities of the Association.

Strengths/best practices for OP 6B04107/7M04144 Public and Local Administration; 6B04103 Accounting and Audit:

None identified.

Recommendations for OP 6B04107/7M04144 Public and Local Administration; 6B04103 Accounting and Audit:

1. Develop a set of organizational, logistical, and methodological measures to create additional conditions for the education of individuals with disabilities (Deadline: 01.01.2027).
2. The university management should analyze and adjust the procedure for responding to requests (complaints) from all interested parties, including in terms of response algorithms and analysis of actions taken to eliminate the cause of the complaint (Deadline: 01.09.2025).

Conclusions of the EEC on the criteria:

According to the standard "Students", the accredited educational programs "6B04107/7M04144 State and Local Government; 6B04103 Accounting and Auditing" have 9 satisfactory positions, three positions require improvement.

6.7. Standard "Teaching Staff"

- ☐ The university must have an objective and transparent personnel policy in the context of the EP, including hiring (including invited teaching staff), professional growth and development of personnel, ensuring the professional competence of the entire staff.
- ☐ The university must demonstrate the compliance of the qualitative composition of the teaching staff with the established qualification requirements, the strategy of the university, and the goals of the EP.
- ☐ The management of the EP must demonstrate a change in the role of the teacher in connection with the transition to student-centered learning and teaching.
- ☐ The university must provide opportunities for career growth and professional development of the teaching staff, including young teachers.
- ☐ The university must involve specialists from relevant fields in teaching, who have professional competencies that meet the requirements of the EP.
- ☐ The university must demonstrate the availability of a mechanism for motivating the professional and personal development of the teaching staff.

- The university must demonstrate the widespread use of information and communication technologies and software by the teaching staff in the educational process (for example, online learning, e-portfolio, MOOCs, etc.).
- The university must demonstrate the focus of its activities on developing academic mobility, attracting the best foreign and domestic teachers.
- The university must demonstrate the involvement of each teacher in promoting a culture of quality and academic integrity in the university, determine the contribution of the teaching staff, including invited ones, to achieving the goals of the EP.
- An important factor is the involvement of the teaching staff in the development of the economy, education, science and culture of the region and the country.

Evidence section

The personnel policy at KazUTB is aimed at fulfilling qualification requirements for the implementation of educational programs, maintaining and developing the professional potential of the teaching staff, creating conditions for increasing professional motivation and career growth of teachers, as well as forming a positive moral and psychological climate in the team.

The system in force at the university ensures transparency of the personnel policy. The principles and objectives of the personnel policy of JSC KazUTB named after K. Kulazhanov; regulatory documents governing the procedure for hiring, promotion and functional responsibilities of employees are posted on the university website (<https://kaztbu.edu.kz/ru/akkreditaciya-i-rejtingi>).

Decisions on hiring, incentives and disciplinary sanctions are communicated to teachers by orders of the rector of the university, which can be announced at meetings of faculties, the Academic Council, the rector's office or ceremonial events.

The teaching staff has the necessary qualifications in the profile of the taught disciplines and demonstrates a high level of pedagogical skills. When hiring for the implementation of the educational program, it is mandatory to have an academic degree, basic higher or postgraduate education, and at least five years of experience in scientific and pedagogical work.

The process of hiring teachers at the university includes several stages, which are usually regulated by internal regulations and standards. The procedure begins with an announcement of vacancies, which is posted on the official website of the university, on specialized employment platforms, in professional communities and on bulletin boards. Advertisements can also be placed in scientific and educational journals, as well as through the university's social media channels. Applicants submit their applications, which include a resume, cover letter, copies of diplomas, scientific publications and other materials confirming the candidate's qualifications. After the applications are submitted, a selection committee is created, which is responsible for evaluating the candidates. It may include representatives of the department, faculty administration and other competent specialists. The committee evaluates the candidates' qualifications, teaching experience, scientific achievements, and mastery of modern educational technologies.

The university's faculty has the opportunity to promptly contact vice-rectors and heads of departments with work-related questions without the need for an appointment. There is also an option for personal contact through the rector's blog, available on the KazUTB website. This emphasizes the openness of the management and its desire to maintain effective feedback with the team.

The university conducts sociological surveys of teachers on their satisfaction with the management system and the work of faculty heads. The survey results indicate that the faculty is satisfied with the level of management and organizational conditions. In particular, teachers highly appreciate the channels available at the university for informing about decisions of collegial bodies, the Quality Policy, the accessibility of the university management; provision of modern computers, copying equipment and an Internet channel; the effectiveness of the competitive selection system for teachers. The heads of structural divisions are responsible for the process of monitoring the results of the faculty survey and taking corrective actions. They collect, analyze

and process the data from the surveys, taking measures to improve working conditions and enhance the quality of the educational process.

To ensure the availability of information for the general public, the official website of the university contains data on the faculty of the departments, including the composition of the teachers and their resumes. This contributes to the transparency of the educational process and allows students, applicants and other interested parties to familiarize themselves with the qualifications and professional achievements of teachers (<https://kaztbu.edu.kz/ru/kafedra-ekonomika-uchet-i-audit>).

The AIS "Platonus" has a database of teachers containing portfolios, scientific and methodological works, patents and copyright certificates, information on advanced training and other professional achievements of the teaching staff. The data posted in the database allows monitoring the professional development of teachers and tracking their academic rating in the context of educational, methodological and research activities.

Information on the teaching staff is regularly updated in the university's information systems, personnel documentation, on the official website and in reporting documents to ensure data accuracy and effective management of the educational process.

The staffing of educational programs corresponds to the strategy of JSC "KazUTB named after K. Kulazhanov", the goals of educational programs and the qualification requirements established for higher education organizations. The selection of teaching staff is carried out in accordance with the Standard qualification characteristics of positions of teaching staff and persons equivalent to them. All teachers have the appropriate basic education, specialized training and experience in the taught disciplines, which ensures a sufficiently high quality of the educational process. The bachelor's degree program includes relevant, practice-oriented disciplines: "Budgetary financing of economic sectors", "Public private partnership", "Electronic government", "Public service and ethics of civil servants", "Public procurement and contracts", "Constitutional and administrative law", "Corruption risks in government".

The Master's program includes: "Public Administration and Sustainable Development", "Service Ethics and Conflict Management in the Civil Service", "Information Technologies in Public Administration", "Public Relations", "Commercialization of Scientific Developments". (<https://kaztbu.edu.kz/ru.obrazovatelnye-programmy>).

All teachers of the accredited programs have completed courses on the program "Inclusive Higher School - Creating a Comfortable Educational Environment for Students with Special Educational Needs" (November-December 2024).

The university has created favorable conditions to support teachers and their professional development. Teachers have the opportunity to improve their qualifications through working with scientific and educational literature in the university library, as well as enjoy free access to leading electronic libraries, including the Republican Interuniversity Electronic Library, the Kazakhstan National Electronic Library, Web of Science, Springer Link, Science Direct. In addition, the university implements programs to support the professional growth of young teachers, including referral to targeted places in doctoral programs at leading universities in the Republic of Kazakhstan, which contributes to the training of highly qualified scientific and pedagogical personnel. Thus, senior lecturer Samyeva G.T. completed the doctoral program at L.N. Gumilyov Eurasian National University, passed the pre-defense, and is currently awaiting the defense of her dissertation (<https://smart.eni.kz/api/serve?path=/general/files/01579369-f4f4-416d-8582-aec334201cbb.pdf>); teacher Oryntaeva A.E. became the head of the educational work department at KazUTB in 2024, and she also entered the doctoral program at L.N. Gumilyov Eurasian National University (winter admission 2024); Kasymova S.B. completed her doctorate in Business Management and successfully defended her doctoral dissertation in Mongolia, Asainov A.Zh. completed his doctorate there and is preparing to defend it.

Practitioners from various industries with the necessary professional competencies are actively involved in the educational process, which allows students not only to master theoretical economic knowledge, but also to acquire practical skills in demand in the labor market. Doctor of

Economics G.N. Dugalova and Doctor of Economics H.Kh. Kusainov have practical work experience, including management in the professional sphere, and highly qualified specialists from production were invited to the university to conduct practice-oriented classes on an ongoing basis, including Kazizova G.S. (2021-2022 academic year), Sadykova G.T., Zhanakova N.N., Baktymbet S.S. (2022-2025 academic years), Sydykov D.D., Birmagambetov T.B. (2023-2024 academic year), Erniyazov R.A. (2023-2025 academic years), Nurseitov A.A., Baigotanova A.E., Absemetova A.M., Bisegulov A.G. (2024-2025 academic year). Involving specialists from the real sector of the economy helps to increase the practical focus of the educational process, adapt students to the professional environment and strengthen the university's ties with employers. The teachers, at whose organizations students undergo internships, are experienced specialists in their fields and actively participate in the educational process. Nurseitov Azamat Aitkalievich, Head of the Office of JSC National Company KAZAKH INVEST, not only teaches the disciplines "Logistics Management" and "Labor Market Economics", imparting knowledge about strategic management and labor market dynamics to students, but also provides opportunities for internships in his organization, ensuring a practice-oriented approach to training. Absemetova Aliya Maratovna, Deputy Akim of the Nura district in Astana, teaches the disciplines "Imageology" and "Aleumettik sala economicasy", helping students to better understand the principles of image formation and socio-economic development of the region. Baigotanova Aigerim Erentayevna, Director of LLP "DaulInvest" (TrustMe), as part of her teaching activities, teaches the course "Business Organization", teaching students the basics of entrepreneurship, strategic planning and effective business management. Bisegulov Aslan Gabdrakhmanovich, head of the production and technical department of the State Institution "Apparatus of the Akim of Almaty District" of Astana city, teaches the discipline "Memlekettin ekonomicheskyy kauipsizdigi", providing students with knowledge about the mechanisms of ensuring the economic security of the state. The teachers of the EP conduct research work, supervise research and development, and implement research and development. The teachers of the educational institution conduct research work, manage research and development work, and work in this direction. The teaching staff participates in conducting scientific-practical and scientific-theoretical conferences, preparing scientific and educational literature for publication, conducts examination of scientific papers, and acts as reviewers. The teaching staff of the educational institution actively participates in the competition for grant funding for scientific and scientific-technical projects. Baktymbet A.S. is the head of the project on the topic "Assessment and development of a mechanism for the development of human capital based on the differences in social generations in the Republic of Kazakhstan" (competition for grant funding for 2023-2025 of the Ministry of Higher Education of the Republic of Kazakhstan), as well as the executor of the project "Assessment of problems and development of priority areas of economic sectors". Kusainov H.H. was the executor of the topic "Development and improvement of integrated systems for the protection of fruit, vegetable, grain, forage, legumes and plant quarantine" within the framework of program-targeted financing for 2021-2023. (S.Seifullin Kazakh Agrarian and Technical University). Saginova S.A. was invited as an executor of the topic "Modern challenges of public policy: integration of green economy in solving the problem of food security of the regions of Kazakhstan" for 2024-2026, IRN AP23484373 (Academician Zulkharnay Aldamzhar Kostanay Social and Technical University).

For 2020-2024, the teaching staff published 10 monographs, including 2 collective ones; 3 textbooks, including 1 recommended by RUMS; 25 teaching aids, including 6 electronic ones; 27 articles in the Scopus database; 95 articles in the list of KKSON journals; 87 articles in the materials of international conferences; 25 articles in other publications (RSCI). In order to increase the practical orientation of the faculty, the university holds a permanent scientific seminar under the guidance of Doctor of Economics, Professor Dugalova G.N., to which leading scientists, deputies and heads of state organizations are invited. Within the framework of the seminar, topical issues of socio-economic development are discussed, including "Problems and Prospects for the Development of the AIC in Kazakhstan", where the speaker was the deputy of the Mazhilis of the Republic of Kazakhstan Ashimbetov N.K. (10/05/2023), "Reforms in the system of public local

government in the Republic of Kazakhstan", presented by the head of JSC "IEI" Kusmanov A.M., "Implementation of the UN Sustainable Development Goals in Kazakhstan", "Mining Around Us", where the speaker was Ryspanov N.B., President of the National Academy of Mining Sciences of Kazakhstan (03/30/2023), "Increasing the income of the population in the context of new global challenges", considered by Zhakupova Sh.Sh., chief researcher of JSC "IEI", a meeting with politician Peruashev A.T., deputy of the Mazhilis of the Parliament of the Republic of Kazakhstan (02/15/2024), as well as "Current aspects of Kazakhstan's participation in Eurasian integration", which were presented by Kishkembayev A.B., judge of the Court of the Eurasian Economic Union (10/30/2024). The events held are covered on the departments' Instagram pages, making information available to a wide audience. Round tables are held to discuss current problems of society and public administration. On February 16, 2023, a round table "Modern global challenges for the country's economy" was held, dedicated to the 50th anniversary of Ph.D. in Economics, Associate Professor E.K. Barlykov. The following speakers spoke at the round table: Kazyken Meiram Zekeshuly - Doctor of Economics, Professor, Director of the Institute of Modern Society LLP, Zhakupova Shakhbarbanu Shormanovna, Doctor of Economics, Professor, Chief Researcher of the Institute of Economic Research JSC, Nurseitov Azamat Aitkalievich, Ph.D. in Economics, Associate Professor, Head of the Office of the National Company Kazakh Invest JSC, Akhmetov Zharas Amangeldievich - publicist.

One of the conditions for ensuring the quality of teaching and motivation at the University is the volume of the teacher's workload. The teaching load of teachers is determined in accordance with orders on the workload, the contingent of students and the number of disciplines. The uniformity of the workload distribution is confirmed by the class schedule. The plan and actual fulfillment of the workload are recorded in the individual plan of each teacher, annual reports of the faculty and department, in the reports on the fulfillment of the workload. The teaching load of teachers consists of educational, educational-methodical, research, educational types of activity, which are planned for one academic year. The annual volume of educational work of the faculty in the departments is established by the Academic Council of the University, based on the approved standard for the academic year, the staffing of the faculty and taking into account the need to perform all types of educational work arising from the curricula (Minutes No. 1 of August 28, 2024: Approval of the volume of the teaching load for the 2024-2025 academic year for teachers of departments). The volume of the teaching load is approved within the departments and faculty, and is documented in the form of a protocol with a number and date for further use and control. At the university, the volume of the annual teaching load of teachers depends on the academic degree and position held. The teaching load includes conducting classes, consultations within the framework of the SROPS, exams, midterm control and practice management. Reporting documentation, decisions of the Academic Council prove the fulfillment of the teaching load of the teaching staff of the accredited educational programs in full. All planned work of the teacher is included in his IUP, which is signed by the head of the department and approved by the vice-rector for educational and methodological work. Planning of the educational work of the teaching staff of the department is carried out by the head of the department within the limits of the teaching load of the department and the allocated staff. The distribution of the teaching load among teachers is carried out taking into account their qualifications. The total workload of a full-time teacher, taking into account the performance of educational, educational-methodical, research, organizational-methodical, educational and other types of work within five working days, in credits and depends on the position of the teacher. The quality of the workload is discussed at department meetings. The maintenance of individual documentation is based on the nomenclature of cases adopted at the University. The timeliness and correctness of maintaining individual plans for all sections is controlled by the head of the department.

Based on the results of advanced training, internships and training courses, teachers implement the acquired knowledge in the educational process, which contributes to improving the quality of teaching, introducing innovative technologies in the educational process and training qualified specialists taking into account the needs of production.

Table. Indicators for advanced training of teachers of the EP in the period from 2020 to 2024.

years	2020	2021	2022	2023	2024	total
Number of certificates received based on the results of courses	66	27	53	23	89	258

The teaching staff actively uses ICT and software in the educational process. In the context of the formation of the information and educational environment of KazUTB, the level of information and communication competence of the teaching staff is of particular importance. Methodological support for disciplines, including syllabuses, assignments for seminars, presentations, lecture notes, assignments for independent work and methodological recommendations, are uploaded to the AIS "Platonus". Students, in turn, complete assignments and post them in the system on the teacher's page, which provides a convenient format for monitoring and interaction within the educational process. (<https://platonus.kaztbu.edu.kz/>).

To use the capabilities of artificial intelligence, advanced training courses were organized with the involvement of foreign and domestic teachers. In April 2024 - the course "Using artificial intelligence in education" in the amount of 72 hours (Kibalnikov S.V., RF), in January 2025 - the course "AI Services - the secret weapon of a modern teacher".

Teachers Zhunusova G.A., Karimbaeva G.Zh. conducted an online course "Quality of professional activity in the context of education renewal (in the field of economics, State Medical University)" at the Republican Scientific and Methodological Center for the Development of Technical and Vocational Education and Assignment of Qualifications (June-July 2024). Teacher Karimbaeva G.Zh. developed an online MOOC course on the Damutek platform (2021), teacher Baktymbet A.S. developed MOOC courses on YouTube (<https://www.kaztbu.edu.kz/ru/massovye-otkrytye-onlajn-kursy>, https://damutek.kz/ru/about-course/?PRODUCT_ID=777). As part of the incoming academic mobility of the teaching staff, the following foreign teachers were invited to conduct classes for students of the educational programs:

1. Sobon Janusz - Doctor of Economics, Professor, Head of the Department of Finance and Marketing, Department of Economic and Engineering Transport (Poland), (2020-2021 academic year);
2. Selezneva Ruslana - PhD, Associate Professor, Humanitas University, (Poland), (2021-2022 academic year);
3. Shmarlovskaya Galina Aleksandrovna - Doctor of Economics, Professor, Department of International Business, Educational Institution "Belarusian State University of Economics" (Republic of Belarus), (2022-23 academic year);
4. Shtiller Marina Vladimirovna - Doctor of Economics, Professor, St. Petersburg State Economic JSC "KazUTB im. K. Kulazhanov" (Russia) (2023-2024 academic year);
5. Ibraimova Saida Maratovna - Candidate of Economic Sciences, Associate Professor of the Kyrgyz Economic JSC "KazUTB named after K. Kulazhanov" named after M. Ryskulbekov (Kyrgyzstan) (2023-2024 academic year);
6. Chukurna Olena Pavlovna - Doctor of Economics, Professor, Donetsk State University (Ukraine), (2024-2025 academic year).
7. Tumurchudur Damdinragcha - (Mongolia), (2024-2025 academic year).

Also, senior teacher Kasymova S.B. under the outgoing mobility program in the 2021-2022 academic year conducted classes at JSC "Almaty Technological University". The university has a "Regulation on Academic Honesty", a "Code of Honor for Students", and a number of provisions aimed at combating corruption (<https://kaztbu.edu.kz/ru/akkreditaciya-i-rejtingi>).

The scientific works of the teaching staff, as well as all written works of students, are checked for plagiarism using the "Strike Plagiarism" program. With the help of this program, monographs of teachers, dissertations of master's students, diploma theses and projects of students are checked.

Teacher Zhubaev S.D. regularly appears in the media, including the Khabar-24, Astana-2, Atameken TV channels, and also takes part in online broadcasts and gives interviews on social

networks YouTube, Facebook, Instagram and TikTok. As part of the advanced training of teachers of educational programs for 2022-2025, courses were taken on inclusive education, financial analysis and accounting, cash flow forecasting, investment flow analysis, the quality of professional activity in the context of the renewal of education in the field of "Economics and Finance", salary and personnel management in Kazakhstan, audit and analysis in organizations of various forms of ownership, organization and development of state audit in the Republic of Kazakhstan, accounting and tax accounting in construction, development of professional competence of teachers in teaching students with special educational needs, statistics and risk management in insurance, the use of artificial intelligence in education, as well as accounting in the industries of the real sector of the economy. Teachers of the accredited educational programs also completed advanced training courses in leading organizations, including the Institute of Professional Accountants, Spring Garden Training Center, Orta-Invest, JSC RSMC for the Development of Technical and Vocational Education and Qualification Assignment, IC Certified Training Center, Higher School Kainar, Orleu-Education, ZIAT Scientific and Methodological Center, and the Association of Professional Accountants and Auditors of Kazakhstan. These organizations provided teachers with the opportunity to deepen their knowledge in the fields of finance, accounting, auditing, inclusive education, and pedagogical innovation, which contributed to the improvement of their professional training. From November 17 to December 18, 2024, Candidate of Economic Sciences, Assistant Professor of the Department Erniyazov R.A. completed advanced training courses at the Chongqing University of Electronic Technologies and Professions (PRC, Chongqing). This course was aimed at improving the skills of middle and senior management in the field of digital trade within the framework of the new land-sea corridor in the West under the Silk Road project and was implemented under the scholarship program for foreign students provided by the Chongqing Government in 2024. At the end of 2024, KazUTB organized a unique advanced training course on "Inclusive Education and Training", which was held from November 15, 2024 to January 15, 2025 and allowed teachers to deepen their knowledge and skills in the field of an inclusive approach to education, ensuring accessibility and equal opportunities for all students. In January 2025, the entire faculty of accredited educational programs took an advanced training course on "Artificial Intelligence", which provided up-to-date knowledge and skills necessary for the use of modern technologies and methods of artificial intelligence in educational and scientific activities.

Teachers of educational programs actively participate in scientific projects, including international and national research initiatives. Professor of the department A.B. Mukushev takes part in the scientific project AP19677733 "Development of an intelligent distributed system for parallel analysis of scientific texts" as a senior research fellow, working on the development of innovative technologies for analyzing scientific texts using parallel computing and intelligent systems. At the end of 2024, a round table was organized for students with the participation of leading experts in the field of audit and taxation, at which the General Director of JSC TOO "Audit and Evaluation Center" Baltabaev B.K. and tax consultant of the Republic of Kazakhstan, professional accountant, member of the Advisory Council for the improvement of tax legislation Bekbolsynova A.S. spoke. The speakers shared their professional experience and discussed current issues in the field of taxation and audit. A scientific seminar was also held on the topic "Practical application of IFRS: what mistakes are made in financial reporting", which was conducted by B.I. Tukenova, Chairman of the Committee on International Financial Reporting Standards. At KazUTB, based on the regulatory document "Regulations on the rating system for assessing the activities of the teaching staff of the department and faculties", a rating assessment of the KPI of the teaching staff, departments and faculties was carried out, in which 88 full-time teachers took part. Based on the results of the rating assessment, in accordance with the extract from order No. 104-24-НҚ dated September 17, 2024, during the 2023-2024 academic year, a monthly salary supplement was established for 25 teachers from September 1, 2024, which motivates the teaching staff to further professional growth and improve work efficiency.

Analytical part

During the visit of the external expert commission, the university demonstrated compliance with the requirements related to the personnel policy, professional development of the teaching staff and their contribution to the implementation of educational programs.

The university presented a clear and transparent personnel policy covering the processes of hiring, professional growth and development of personnel. The policy is aimed at ensuring a high level of competence of the entire staff, including visiting teachers. The hiring procedures comply with the established requirements, which is confirmed by the submitted documents.

The quality of the teaching staff meets the qualification requirements, the strategy of the university and the goals of the educational programs. Data on the compliance of the staff with professional standards and academic requirements were presented.

The management of the educational programs demonstrated the implementation of a student-centered approach, which changed the role of the teacher. The emphasis is on creating an educational environment that stimulates independent knowledge search, development of critical thinking and interactive interaction.

The university provides teachers with ample opportunities for career growth and professional development, including advanced training programs, internships and participation in international educational projects. However, despite the existing opportunities, it is recommended to expand access to international exchange programs and research grants.

The university actively involves specialists from various industries in teaching, which promotes practice-oriented learning. Examples of the participation of experts from business, government agencies and research organizations are presented. In the future, it is recommended to strengthen the integration of industry specialists into the educational process through joint research projects and mentoring.

The university is working on the development of academic mobility. However, the participation of teachers in academic mobility programs remains limited. It is recommended to increase the number of agreements with foreign universities and expand the participation of faculty in international research projects.

University teachers are actively involved in promoting a culture of quality and academic integrity. The university presented mechanisms for monitoring and encouraging academic integrity, as well as examples of the participation of faculty in initiatives to develop ethical standards and academic transparency.

University teachers make a significant contribution to the development of the economy, education, science and culture of the region and the country. Data on scientific publications, expert activities, participation in public and private initiatives were presented. The university's teachers use digital tools in the educational process, including online learning, electronic portfolios, and distance learning platforms. However, their use remains fragmented and insufficiently systematized.

In general, according to this standard, KazUTB successfully fulfills the requirements related to personnel policy, development of the teaching staff and its involvement in the educational process. One of the strengths is an effective motivation system for teachers. At the same time, it is recommended to strengthen the digitalization of the educational process, expand the participation of the teaching staff in academic mobility and international research projects, and continue to develop mechanisms for professional growth and interaction with employers.

Strengths / best practices for the OP "6B04107 / 7M04144 Public and Local Administration; 6B04103 Accounting and Audit":

Unique mechanisms of material and non-material incentives are implemented, including competitive wages, bonuses for achievements in scientific, teaching and innovative activities, as well as support for the participation of the teaching staff in international projects.

Recommendations for the EP "6B04107/7M04144 Public and Local Administration; 6B04103 Accounting and Audit":

1. Integrate modern digital tools into the university's activities that facilitate the development and implementation of accredited EPs (including artificial intelligence methods) in all educational programs, including them in the working curricula and discipline syllabuses (Deadline: 01.01.2026).

Conclusions of the EEC by criteria:

According to the standard "Teaching Staff", the educational programs "6B04107/7M04144 Public and Local Administration; 6B04103 Accounting and Audit" have 1 strong, 9 satisfactory positions.

6.8. Standard "Educational Resources and Student Support Systems"

- ☐ The university must guarantee that educational resources, including material and technical resources, and infrastructure comply with the goals of the educational program.
- ☐ The management of the educational program must demonstrate the sufficiency of classrooms, laboratories and other facilities equipped with modern equipment to ensure the achievement of the educational program goals.
- ☐ The university must demonstrate that its information resources meet the needs of the university and the educational program being implemented, including in the following areas:
 - ☐ technological support for students and faculty in accordance with educational programs (e.g. online learning, modeling, databases, data analysis programs);
 - ☐ library resources, including a collection of educational, methodological and scientific literature on general educational, basic and specialized disciplines on paper and electronic media, periodicals, access to scientific databases;
 - ☐ examination of research results, graduate theses, dissertations for plagiarism;
 - ☐ access to educational Internet resources;
 - ☐ functioning of WI-FI on its territory.
- ☐ The university must demonstrate that it creates conditions for conducting scientific research, integrating science and education, publishing the results of scientific research work of the faculty, staff and students.
- ☐ The university must strive to ensure that the educational equipment and software used to master educational programs are similar to those used in the relevant sectors of the economy.
- ☐ The management of the educational program must demonstrate the availability of procedures for supporting various groups of students, including information and consulting.
- ☐ The management of the educational program must show the availability of conditions for the student's advancement along an individual educational trajectory.
- ☐ The university must take into account the needs of various groups of students (adults, working people, foreign students, as well as students with special educational needs).
- ☐ The university must ensure that the infrastructure meets safety requirements.

Evidence

When implementing educational activities, KazUTB provides sufficient resources for organizing the educational process that meet the requirements of the educational programs being implemented. The material and technical base, information resources and infrastructure of the university fully support the educational process, creating favorable conditions for training, scientific and practical activities of students.

Educational resources used in the implementation of accredited educational programs are available to all students and teachers, regardless of their location. The material and technical, information and library resources of the university are optimally equipped and meet the established requirements, ensuring the provision of high-quality educational services.

The university has a classroom fund equipped with modern technical teaching aids, as well as educational and scientific laboratories equipped in accordance with current requirements. All classrooms meet the needs of the educational process, as well as sanitary and epidemiological standards and established requirements, providing comfortable conditions for training and scientific research.

The university's computer support is updated annually with modern computers and includes a public local network, web resources, licensed software, as well as access to free programs. The automated information system (AIS) "Platonus" is actively used in the educational process. The university is fully provided with Wi-Fi coverage, covering 100% of the territory, which creates comfortable conditions for the use of digital technologies in educational activities.

All departments of the university have specialists providing methodological and technical support for the processes of creating electronic and scientific and educational resources.

KazUTB actively uses multimedia technologies that help improve the effectiveness of training due to clarity and a combination of logical and figurative perception of information. Multimedia classrooms are equipped with software and hardware complexes based on interactive whiteboards ACTIV board, providing modern conditions for interactive learning. High technical characteristics of the system and the functional richness of the ACTIV studio program, combining ease of learning and a wide range of possibilities, contribute to the successful use of interactive technologies in the educational process. The official website of the university has a rector's blog, where users can ask questions of interest and contact the President-Rector of KazUTB directly, as well as sign up for a personal meeting: (Blog of the President-Rector). The section "Blog of the President-Rector" allows consumers of educational services to leave their requests and receive feedback from the university management. In addition, the AIS "Platonus" provides effective communication between participants in the educational process. Communication is carried out through personal messages, chats and forums. The personal message system is similar in format to e-mail and is intended exclusively for users of the system. Incoming and outgoing messages are displayed on the work page of each user, ensuring convenient and prompt exchange of information. The table provides information on the provision of buildings and structures per 1 student of the given contingent, (sq.m.).

No	item Indicator name	Indicator	Per 1 student of the reduced contingent, sq.m.
1	Total area of buildings and structures, including	26 615,6	9,1
1.1	educational	5537,29	1,9
1.2	area of physical education facilities	864	8,4
1.3	public catering:	112	2,3
1.4	area of points	19,4/19,7	solation center 19,7
1.5	area of dormitories	10 060,2	6

The educational environment of the university, including material and technical resources, financing, scientific and educational laboratory base, library collection and information support, is fully focused on the successful implementation of accredited educational programs.

When preparing students within the framework of educational programs, the base of the Faculty of Economics and Service of KazUTB is used. The implementation of educational activities is carried out in accordance with regulatory documents establishing mandatory requirements for material and technical support and educational and laboratory base.

Table. Auditorium fund for the university

No	Name of audience	Number of audiences
1	Lecture	9
2	Special audiences	15

3	Practical audiences	38
Total:	62	

The individual educational trajectory of students is formed on the basis of educational programs and the KED. During the interviews with students, it was proven that before choosing elective disciplines, department advisers conduct explanatory talks and presentations, introducing students to the content and features of the chosen subjects.

For questions about the educational process, students can contact the adviser or the dean of the faculty, who assist in choosing elective disciplines when forming an individual curriculum, as well as in mastering the educational program. All information about the organization of the educational process is available in reference books, guides, the Platonus system, the academic calendar and class schedules. These materials are annually developed by the UMO and approved by the vice-rector for academic affairs.

The AIS Platonus contains a register of educational programs for all levels of education and the KED, which includes a list of disciplines, their brief content, key competencies, number of hours and prerequisites. After choosing elective courses, students receive an individual curriculum, formed by semesters for the current period of study. It includes disciplines of the basic component and specialized disciplines. The curriculum of disciplines, syllabuses and teaching instructions are also posted in the AIS "Platonus", providing individual access for all students and the faculty of the departments.

A student can at any time contact the mail at the addresses posted in the AIS "Platonus", where the phone numbers of specialists of the university's structural divisions are also indicated. Since the 2020 academic year, the University Service Center has been providing services and consulting students on academic issues. The main goal of the KazUTB Service Center is to provide high-quality and fast service to students. In case of problems related to the educational process, for example: passing an examination session according to an individual schedule, the student contacts the dean's office of his faculty and provides the dean of the faculty with supporting certificates (about illness, in connection with the birth of a child, with the death of close relatives, in connection with a business or educational trip). If the student has completed the course program in full, but has not received the minimum transfer score, in order to increase his grade point average (GPA), he is granted academic leave and the opportunity to re-study individual disciplines in the next academic year. In case of disagreement with the exam results, the student has the opportunity to file an appeal. An analysis of the appeal shows that most often this situation can arise when the student believes that among the correct answers there may be another correct answer, which he informs the members of the appeal committee about. Access to educational, methodological and educational and administrative information necessary for students is provided by the official website www.kaztbu.edu.kz with pages containing links to the AIS "Platonus".

In the AIS "Platonus" for monitoring the knowledge of students, the "Journal" module functions. This module is designed for daily monitoring of the knowledge of university students. The AIS "Platonus" is designed to provide effective information support for the management processes of the education system, as well as the management of the educational process.

The university has a feedback system aimed at students, employees and stakeholders, providing an opportunity to ask questions in electronic form on current topics.

One of the key areas of interaction between the university and organizations is the conclusion of contracts for students to undergo industrial and pre-graduation practices at enterprises in Astana, which contributes to the integration of theoretical training with real conditions of professional activity.

To assess the quality of the organization of the educational process and the effectiveness of student support systems, regular monitoring of student satisfaction is carried out through a survey in the AIS "Platonus". Students can also express their opinions during oral surveys and discussions with teachers, department heads and the dean of the faculty.

In order to increase the participation of students in the life of the university, to form an active civic position in them, and to assess the quality of the educational process and its individual

elements, a feedback analysis is carried out. The survey results are used to further improve the educational process and increase the level of student satisfaction.

The current feedback system of the administration and staff, the systematic "Clean Session" campaigns, the work of the anti-corruption commission, which includes students, and control by students help to avoid bribery and corruption. The university has an Anti-Corruption Program of the University.

The KazUTB library collection includes educational, educational and methodological, scientific, reference, fiction, periodicals and electronic publications. All literature available in the collection was reflected until 2009 in traditional card catalogs and since 2010 - in the electronic catalog, in the automated information system "Library Science". In order to assist in providing access to domestic library collections, the ability to view, download and read, the following agreements are presented on the university website:

- Republican Interuniversity Electronic Library - agreement (No. 39 dated 01/05/2021) for the use of RMEB resources - a single database combining electronic resources of universities in Kazakhstan and the ability to use the resources of electronic libraries of other RMEB participants (<http://www.rmeb.kz/>). Access is provided until December 31, 2025. Number of resources - 83967.

- Almaty Technological University (ATU) - cooperation agreement (No. 238 dated 09/06/2019) with Almaty Technological University <http://library.atu.kz/>. Access is provided until December 31, 2025. Number of resources – 1300.

- Astana branch of the Republican Scientific and Technical Library <https://astana.rntb.kz>. Access is provided until December 31, 2025. Book stock - 2,000,000 copies.

- Platonus information system, where electronic versions of books from the KazUTB library are presented: (<http://45.8.118.88/template.html#/welcome>). Number of resources – 2900.

Access to library resources is provided on the university website (<https://kaztbu.edu.kz/ru/>) - in the "Students" section - Information resources.

Users have unlimited access via the Internet to the electronic catalog of the university library:

- Full-text resources of the library through the Platonus information system, where electronic versions of books from the library are presented.

- Full-text resources of national and foreign companies:

Licensed access is available:

1. Republican Interuniversity Electronic Library (<https://rmebrk.kz>). Access is provided until December 31, 2025.

2. ATU Library (<http://library.atu.kz/default.asp>). Access is provided until December 31, 2025.

3. Astana branch of the Republican Scientific and Technical Library (<https://astana.rntb.kz>). Access is provided until December 31, 2025.

4. Open access:

5. "Modern Literature of Kazakhstan" (<https://doc.nlrk.kz>)

6. "Kazakh Classical Literature" (<http://classic.nlrk.kz/>)

7. "Adebiet Portals" (<http://adebiportal.kz/>)

8. Open Library of Kazakhstan (<http://www.ikitap.kz>)

9. "History of Kazakhstan" (<http://e-history.kz/kz>)

10. "Madeni Mura" (<http://www.madenimura.kz>).

Since 2010, the library has implemented the library processes automation program ABIS "Library Science". There is a certificate of state registration of an intellectual property object, registered under No. 039 dated February 6, 2007, the author is Dimukhametov O.R.

The University Library has an account on social networks:

- ☐ «Instagram» ([libkazutb](#));

- ☐ «Instagram» (<https://instagram.com/kazutb.lib?igshid=ZDdkNTZiNTM>);

- ☐ «Facebook» (<https://www.facebook.com/profile.php?id=100061342011613&mbextid=ZbWKwL>).

KazUTB carries out an examination of the results of research works and final qualifying works for plagiarism in accordance with the Regulation on the verification of diploma and dissertation works of graduates. (<https://kaztbu.edu.kz/storage/app/media/SMK/Polozheniye/Uchebno-metodicheskiy/polozhenie-o-provedenii-proverki-diplomnykh-rabotmagisterskikh-dissertatsiy-na-predmet-plagiata.pdf>). This process is aimed at ensuring academic integrity, preventing incorrect borrowing and improving the quality of scientific research. The check is carried out using specialized software that provides an objective assessment of the originality of the submitted materials.

Analytical part

During the visit of the EEC, the university demonstrated compliance with the requirements related to educational resources, infrastructure, scientific activities and support for students. The presented documents and observations allow us to draw the following conclusions:

The university guarantees that educational resources, including the material and technical base and infrastructure, meet the goals of the educational programs. Classrooms, laboratories and specialized premises are provided with the necessary equipment for high-quality education. The management of educational programs demonstrated a sufficient number of classrooms, laboratories and other facilities equipped with modern equipment. During the visit, experts noted the presence of laboratory complexes and specialized premises that meet the requirements of the training programs.

The university presented evidence that information resources fully meet the needs of students and teachers. In particular:

- Technological support for students and faculty is provided, including access to online learning, modeling, specialized databases and data analysis programs.
- There is a library with educational, methodological and scientific literature in both printed and electronic form. The university provides access to leading scientific databases and periodicals.
- The results of research papers, final qualifying papers and dissertations are checked for plagiarism.
- Access to educational Internet resources is provided.
- A Wi-Fi network operates on the university campus, providing access to digital educational materials.

The university creates conditions for conducting scientific research, ensuring the integration of science and education. The faculty, staff and students actively publish the results of research work, the university promotes participation in conferences, competitions and grant projects.

The university demonstrates a desire to ensure that the educational equipment and software used in educational programs meet the requirements of the real sector of the economy. However, in some disciplines, there is a need to update specialized software products to ensure compliance with modern labor market requirements.

The management of educational programs presented procedures for supporting various categories of students, including:

- Informing and consulting students on academic and administrative issues.
- The ability to advance students along individual educational trajectories.
- Taking into account the needs of various categories of students, including working, adults, foreign students, as well as students with special educational needs.

In general, according to this standard, KazUTB demonstrates a high level of provision of educational resources that meet the requirements of educational programs. The material and technical base, information resources and scientific activities meet modern standards. At the same time, it is necessary to pay attention to improving the infrastructure security system, which will increase the level of protection for students and university staff, as well as visitors to KazUTB.

Strengths/best practices for the OP "6B04107/7M04144 State and Local Government; 6B04103 Accounting and Audit":
Not identified

Recommendations Access is provided until October 15, 2025.

Conclusions of the EEC on the criteria:

According to the standard "Educational resources and student support systems", the educational programs "6B04107/7M04144 State and local government; 6B04103 Accounting and audit" have 12 satisfactory positions, 1 position requires improvement.

6.9. Standard "Informing the public"

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

☐ Informing the public should provide support and explanation of national development programs for the country and the system of higher and postgraduate education.

☐ The university management should use a variety of methods of disseminating information (including the media, web resources, information networks, etc.) to inform the general public and interested parties.

☐ Information about the educational program is objective, up-to-date and should include:

☐ the goal and planned results of the EP, the assigned qualification;

☐ information and the system of assessment of students' academic achievements;

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

☐ information about the opportunities for developing students' personal and professional competencies and employment;

☐ data reflecting the positioning of the EP in the educational services market (at the regional, national, international levels);

☐ An important factor is the publication of reliable information about the teaching staff, broken down by individuals, on open resources.

☐ The university must post information and links to external resources based on the results of external assessment procedures.

☐ An important factor is the publication of information on cooperation and interaction with partners, including scientific/consulting organizations, business partners, social partners and educational organizations.

Evidential part

An important task of KazUTB in general and the accredited educational programs in particular is timely, reliable and up-to-date informing the public about their activities and reputation. This process is based on the principles of transparency, openness, involvement and awareness of students, faculty, employers and stakeholders, as well as their initiative, continuous development and adaptation to changing conditions.

Informing covers key aspects: academic and research excellence, career prospects of graduates, internationalization, sustainable development, effective management and financial stability of the university.

Accredited educational programs were updated in the unified platform of higher education (<https://epvo.kz/#/>) in August 2024.

The university website provides a list of educational programs implemented by the university within the framework of training areas (<https://kaztbu.edu.kz/ru/bakalavriat-kazutb>).

The university's internal documentation is developed taking into account the country's national development programs and regulatory legal acts of the higher and postgraduate education system.

The educational portal of the JSC University provides complete information on the learning process of each student for the entire period. Academic performance in all disciplines, GPA are recorded, orders and announcements are posted. Information on each student, employee and teacher with a search system, reports on various criteria is also provided. The information on the portals is constantly updated, updated and synchronized. (<https://platonus.kaztbu.edu.kz/index?sid=e85b1f39ab14aa9550e20012fbb57ee3&returnUrl=%2Ftemplate.html%23%2Fwelcome>). In accordance with the requirements of the credit technology of education, the educational process at the department is fully provided with information and educational-methodical literature (<https://kaztbu.edu.kz/ru/biblioteka>). The disciplines of educational programs have educational-methodical support. The components of the teaching and methodological kit are developed in the corresponding languages of instruction. The content of the curricula of disciplines is annually discussed by the faculty of the department, employers and revised or supplemented taking into account the achievements of science and technology, as well as new requirements for the training of students. The changes and additions made are reviewed and approved at a meeting of the department. Detailed information on the number of educational programs, their content and description of the main competencies obtained upon completion are available on the University website. Thanks to the capabilities of the Platonus educational system, students have access to educational-methodical materials and syllabuses in electronic format. The public is informed about the activities of the faculty through the open website of the university, social networks. The university website contains information about the specifics of educational programs, describes the levels of the educational program, goals, practice bases, assigned qualifications, developed competencies, information about the teaching staff, and the educational program development plan (<https://kaztbu.edu.kz/ru/kafedra-ekonomika-uchet-i-audit>).

The departments of the accredited educational programs widely use the social network Instagram, where you can get acquainted with the main achievements of the faculty and students (https://www.instagram.com/economica_kazutb).

KazUTB publishes the scientific journal "Vestnik KazUTB", which is included in the list of publications recommended by the Committee for Quality Assurance in Science and Higher Education of the Ministry of Science and Higher Education of the Republic of Kazakhstan for publishing the main results of scientific activity in the field of "Economics, Business and Services" (order No. 694 dated 06.08.2024). The journal publishes scientific articles of the faculty (<https://vestnik.kaztbu.edu.kz/index.php/kazutb>). The university management uses various methods of disseminating information - this is the university website, briefings held by the management, open days, job fairs at KazUTB, round tables with heads of enterprises and organizations, exhibitions of achievements, demonstrations of new technologies and equipment, career guidance work. Various tools are used for prompt notification and exchange of information between employees and teachers. The main means of communication is corporate e-mail, through which mailings are sent to departments and students. Additionally, Google Drive is used for storing and jointly editing documents, as well as WhatsApp chats for quick interaction. Students and employees of the university play an important role in disseminating information. KazUTB is represented in social networks, including Instagram (@kazutb_university), Facebook, YouTube (Kazakh University of Technology and Business), Telegram (kazutblive), as well as on the official website of the university: kaztbu.edu.kz. In addition, pages of departments of accredited educational programs have been created on the Instagram social network, for example, @economica_kazutb. These resources provide complete information about the university, faculties, faculty, forms of study, educational programs and events.

The official website of the university provides detailed reference information that allows applicants, postgraduates and stakeholders to get answers to all questions of interest about educational resources and other aspects of the university.

The university website operates in Kazakh, Russian and English. Its main goal is to provide a high-quality information environment that supports educational and scientific networks, and also acts as the main information resource. The open and publicly accessible nature of the site

contributes to the formation of a positive image of the university, ensuring prompt and objective information to the public about its activities. The university website contains links to external web resources, including government websites and information portals. Assessment of satisfaction with the information provided about the university's activities and the implementation of educational programs is carried out through the rector's blog, where interested parties can ask questions, make suggestions or leave wishes.

On the KazUTB website, in the "Applicants" section, there is detailed information about the admission rules, the working hours of the admissions committee, as well as a list of educational programs for bachelor's, master's and doctoral degrees.

Information about educational programs is presented in the "Educational programs" section and includes:

- Objectives and expected learning outcomes, awarded qualifications. In order to improve the level of practical training of students, the formation of professional skills and competencies, the university has educational and research laboratories.

- Information about the system of assessing the academic achievements of students. The university uses various forms of assessment: current monitoring of academic performance, midterm and final certification. Students can find information about midterm assessment in documents such as the Student Handbook (<https://kaztbu.edu.kz/ru/spravochnik-putevoditel, file:///C:/Users/student7%202-512/Downloads/putevoditel2.pdf>).

These resources provide applicants and students with relevant information necessary for choosing an educational program and successfully completing the educational process. This reference book reflects the features of studying using credit technology - it explains how to register for elective courses, how knowledge is monitored and assessed, what GPA is and how to calculate it, how not to repeat a course, the conditions for obtaining an honors diploma, and the reasons for student expulsion.

The University is actively developing international cooperation, having concluded 31 agreements with foreign universities and organizations and 22 agreements with Kazakhstani partners in the field of science and education. Within the framework of these agreements, comprehensive work is carried out to ensure academic mobility of students and teachers.

Detailed information on academic mobility programs is available on the official website: (Academic mobility).

Interested parties can find full information on international cooperation and academic mobility opportunities on the website: (International cooperation). One of the areas of assistance and coordination in the employment of graduates is the posting of information on the website, the "Career" tab, <https://www.kaztbu.edu.kz/ru/centr-karery>, where information on vacancies is posted, announcements of events (master classes, trainings, Job Fair), links to invitations to seminars of successful businessmen, where graduate students are transferred accumulated experience, given instructions, and ready-made solutions are demonstrated to simplify the steps to a successful future for young people. The University actively promotes the professional development of students and their successful employment. A "Job Fair" is held annually, in which employers from various industries participate. The Career Center annually invites you to take part in the traditional Job Fair. Applicants who have registered within the framework of the "Job Fair" project have a unique opportunity to get acquainted with the list of vacancies of organizations and enterprises. As part of the annual "Job Fair", graduating students leave their resumes to employers, receive answers to their questions, and undergo interviews. Based on the results of the "Job Fair", a preliminary agreement is concluded between the employer and the university graduate. Those wishing to improve their level of education continue their studies in the Master's program. In order to facilitate the employment of graduates, the capabilities of the electronic labor exchange are used, where they can post their resumes on the www.enbek.kz platform. This is implemented on the basis of the letter of the Department of Higher and Postgraduate Education of the Ministry of Education and Science of the Republic of Kazakhstan dated February 1, 2019 No. 14-5 / 134. –

data reflecting the positioning of the EP in the educational services market (at the regional, national, international levels).

The university website provides complete information on the teaching staff (TPS) of the accredited educational programs in the context of individuals: (university departments). This section contains the CVs of teachers, their achievements, and contact information, which ensures transparency and accessibility of information for students, employers, and other interested parties.

Based on the results of external evaluation procedures for the university's activities, reports and certificates are posted on the website (<https://kaztbu.edu.kz/ru/strategiya-razvitiya>).

Information on the rules for admission of applicants is posted on the official website of the university and is distributed during career guidance work among high school students. As part of these activities, booklets are used, and information is provided during Olympiads and Open Days.

Additional information is available at the link: (Career Center).

All information about the academic calendar, including the dates of midterm assessments, examination sessions, and holidays, is available on the university website: (Class Schedule). For the convenience of students and teachers, the academic calendar is posted in the "Students" section on the kaztbu.edu.kz website, and is also available via a direct link: (Academic Calendar). The university publishes the journal "Vestnik KazUTB", which is published four times a year in Kazakh, Russian and English. The journal covers current scientific research, the results of scientific developments of teachers and students. Detailed information is available at the link: (Vestnik KazUTB).

Analytical part

During the visit of the EEC, the university demonstrated compliance with the requirements related to ensuring the accuracy, objectivity and accessibility of published information on educational programs and activities of the university.

The University guarantees that the published information is reliable, objective and up-to-date. The presented materials confirm that all areas of the University's activities within the framework of educational programs are reflected in open sources, including the official website, internal reports and information materials.

The University supports and explains the country's national development programs, as well as policies in the field of higher and postgraduate education. This is done through conferences, seminars, publication of analytical materials and the use of various information resources.

The University's management uses a wide range of means to inform the public and stakeholders, including:

- The official website of the University, which contains complete information about the University's programs and activities.

- Publications in the media, participation in educational and scientific forums.

- Information campaigns in social networks and web resources.

- Electronic and printed information booklets and brochures.

The information provided about the programs meets the requirements and includes:

- Objectives and expected learning outcomes, the qualification awarded.

- The system of assessing students' academic achievements.

- Information on opportunities for developing personal and professional competencies, employment prospects.

- Positioning of educational programs in the educational services market at the regional and national levels.

Open resources contain up-to-date and reliable information about the faculty, presented in terms of individuals. This contributes to the transparency of the educational process and increases trust on the part of students and employers.

The University publishes the results of external assessments and accreditations, but to increase transparency, it is recommended to additionally publish reports of independent

examinations of educational programs, as well as adjustment plans based on the recommendations received.

The University actively posts information on cooperation with scientific, consulting organizations, business and social partners, as well as educational institutions. This reflects the integration of the University into the professional community and confirms the practice-oriented approach to education.

The University demonstrates a high level of information openness and transparency in relation to educational programs, faculty, partnerships and other aspects of activities. However, the process of informing about academic mobility programs and cooperation with universities and employers requires more detail, regular data updates and inclusion of student feedback, which will increase the availability of these opportunities for students.

Strengths/best practices for the OP "6B04107/7M04144 Public and Local Administration; 6B04103 Accounting and Audit":

Not identified

Recommendations for the OP "6B04107/7M04144 Public and Local Administration; 6B04103 Accounting and Audit":

1. Develop a separate information section on the university website containing complete and regularly updated information about academic mobility programs, including a list of partner universities, conditions of participation, number of places, application deadlines (Deadline: 01.07.2025).

2. Add a section on the official website of the university with reviews from students who participated in mobility programs, as well as information sessions and videos about opportunities to study abroad (Deadline: 01.07.2026).

Conclusions of the EEC on the criteria:

According to the standard "Informing the public" of the educational programs "6B04107/7M04144 State and local government; 6B04103 Accounting and audit" have 10 satisfactory positions, 1 position requires improvement.

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

For OP 6B04107/7M04144 National and Local Government; 6B04103 Accounting and Audit

For the standard "Educational Program Management":
not identified.

For the standard "Information Management and Reporting":
not identified.

For the standard "Educational Program Development and Approval":
not identified.

For the standard "Continuous Monitoring and Periodic Evaluation of Basic Educational Programs":
not identified.

For the standard "Student-Centered Learning, Teaching, and Assessment of Academic Performance":
not identified.

For the standard "Students":
not identified.

According to the standard "Teaching staff":

Unique mechanisms of material and non-material incentives are implemented, including competitive wages, bonuses for achievements in scientific, teaching and innovative activities, as well as support for the participation of teaching staff in international projects.

According to the standard "Educational resources and student support system":
not identified.

According to the standard "Informing the public":
not identified.

(VIII) REVIEW OF RECOMMENDATIONS FOR IMPROVING QUALITY FOR EACH STANDARD

for OP 6B04107/7M04144 State and local government; 6B04103 Accounting and Auditing

According to the standard "Educational Program Management":

1. The university management, together with the heads of the accredited educational programs, shall ensure a review of the development procedure and a review of the educational program development plans in terms of the achievable criteria parameters for the development of the educational program with a mandatory annual discussion of the achieved indicators and recommended changes (Deadline: 01.09.2025).

2. The heads of the educational programs shall hold events with all stakeholders to develop unique features of the accredited educational programs and include them in each educational program separately: OP 6B04103 - Accounting and Auditing, OP 6B04107 - Public and Local Government, OP 7M04144 - Public and Local Government (Deadline: 01.01.2026).

3. The university management shall conduct a functional analysis of the activities of structural divisions for compliance with the strategic goals of the university, a clear and even distribution of job responsibilities between them and, if necessary, make changes to the organizational and managerial structure of the university (Deadline: 09/01/2026).

4. The university management shall conduct a comprehensive risk management analysis with the development of a procedure for quantitative and qualitative risk analysis for OP 6B04103 - Accounting and Audit, OP 6B04107 - Public and Local Government, OP 7M04144 - Public and Local Government. Based on the analysis, develop a Risk Map for each OP with its annual review by the collegial body and updating (Deadline: 09/01/2025, then at least once a year).

According to the standard "Information Management and Reporting":

1. Develop a long-term plan (at least five years) for the digitalization of business processes for EP management both at the university level and within the framework of their implementation (Deadline: 01.09.2025).

2. Introduce clear and measurable performance indicators into the procedure for collecting and analyzing information within the accredited EPs with an annual discussion of the analysis results at the faculty and university level (Deadline: 01.01.2026).

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

1. Consider the possibility of creating branches of departments on the basis of specific enterprises, organizations and government agencies in order to strengthen the practice-oriented nature of disciplines and preparation for professional certification (Deadline: 01.06.2026).

2. Develop a plan for the development of joint/dual-degree education together with partner universities from near and far abroad, as well as leading national universities (Deadline: 01.06.2025).

According to the standard "Continuous monitoring and periodic assessment of basic educational programs":

1. Conduct an analysis and adjustment of the structure and methodological materials (including syllabuses) of special disciplines in terms of practice-orientedness, increasing the share of the practical component, as well as the possibility of using dual training together with leading employers (Deadline: 01.09.2026).

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

1. Develop a set of organizational, logistical, and methodological measures to create additional conditions for the education of individuals with disabilities (Deadline: 01.01.2027).

2. The university management shall analyze and adjust the procedure for responding to requests (complaints) from all interested parties, including in terms of response algorithms and analysis of actions taken to eliminate the cause of the complaint (Deadline: 01.09.2025).

According to the standard "Students":

1. Develop a set of organizational, logistical, and methodological measures to create additional conditions for the education of individuals with disabilities (Deadline: 01.01.2027).

2. The university management shall analyze and adjust the procedure for responding to requests (complaints) from all interested parties, including in terms of response algorithms and analysis of actions taken to eliminate the cause of the complaint (Deadline: 01.09.2025).

According to the standard "Teaching staff":

1. Integrate modern digital tools into the university's activities that facilitate the development and implementation of accredited educational programs (including artificial intelligence methods) in all educational programs, including them in the working curricula and discipline syllabuses (Deadline: 01.01.2026).

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

1. Complete the survey and analysis of the university infrastructure and develop a plan for its modernization, as well as take into account the identified comments during the construction of new buildings in order to ensure the comprehensive safety of students, teaching staff and other visitors to the university (Deadline: 01.09.2025).

According to the "Public Information" standard:

1. Develop a separate information section on the university website containing complete and regularly updated information about academic mobility programs, including a list of partner universities, conditions for participation, number of places, application deadlines (Deadline: 01.07.2025).

2. Add a section on the official website of the university with reviews from students who participated in mobility programs, as well as information sessions and video materials about the opportunities for studying abroad (Deadline: 01.07.2026).

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

During the interviews, students expressed the need to increase the number of coworking centers; soft chairs and sofas in the corridors in front of the classrooms; blinds and air conditioners in all classrooms.

(X) RECOMMENDATION TO THE ACCREDITATION COUNCIL

The members of the EEC came to the unanimous opinion that OP 6B04107/7M04144 State and local government; 6B04103 Accounting and audit are recommended for accreditation for a period of 5 (five) years.

Appendix 1. Evaluation table "Conclusion of the external expert commission"

for EP 6B04107/7M04144 State and local government; 6B04103 Accounting and audit

№ п\п	№	Assessment criteria	Position of the educational organization			
	п\п		Strong	Satisfactory	Suggests improvement	Unsatisfactory
Standard "Management of the educational program"						
1	1	The university must demonstrate the development of the goal and strategy for the development of the educational program (EP) based on the analysis of external and internal factors, with broad involvement of diverse stakeholders.		+		
2	2	The quality assurance policy should reflect the connection between research, teaching, and learning.		+		
3	3	The university demonstrates the development of a quality assurance culture.		+		
4	4	Commitment to quality assurance must apply to all activities carried out by contractors and partners (outsourcing), including the implementation of joint/double degree programs and academic mobility.		+		
5	5	The management of the educational program ensures transparency in the development of the program's development plan based on the analysis of its functioning, the actual positioning of the university, and the focus of its activities on meeting the needs of the state, employers, stakeholders, and students.		+		
6	6	The management of the educational program demonstrates the functioning of mechanisms for the development and regular review of the program's development plan and the monitoring of its implementation, the assessment of learning outcomes achievement, alignment with the needs of students, employers, and society, and decision-making aimed at the continuous improvement of the program.		+		
7	7	The management of the educational program must involve representatives of stakeholder groups, including employers, students, and academic staff, in the development of the program's development plan.		+		
8	8	The management of the educational program must demonstrate the individuality and uniqueness of the program's development plan, as well as its alignment with national development priorities and the educational institution's development strategy.		+		
9	9	The university must demonstrate a clear definition of those responsible for business processes within the educational program, the distribution of staff duties, and the delineation of functions among collegial bodies.		+		

10	10	The management of the educational program ensures the coordination of all individuals involved in the development and management of the program and its continuous implementation, as well as the engagement of all stakeholders in this process.		+		
11	11	The management of the educational program must ensure the transparency of the governance system and the functioning of the internal quality assurance system, including its design, management, monitoring, and the adoption of appropriate decisions.		+		
12	12	The management of the educational program must carry out risk management.		+		
13	13	The management of the educational program must ensure the participation of representatives of stakeholders (employers, academic staff, students) in the collegial governance bodies of the educational program, as well as their representativeness in decision-making on matters related to the management of the educational program.		+		
14	14	The university must demonstrate innovation management within the educational program, including the analysis and implementation of innovative proposals.		+		
15	15	The management of the educational program must demonstrate its openness and accessibility to students, academic staff, employers, and other stakeholders.		+		
16	16	The management of the educational program confirms the completion of training in educational management programs.		+		
17	17	The management of the educational program should strive to ensure that the progress achieved since the last external quality assurance procedure is taken into account when preparing for the next procedure.		+		
Summary of the standard			0	17	0	0
Standard "Information Management and Reporting"						
18	1	The university must ensure the functioning of a system for collecting, analyzing, and managing information based on modern information and communication technologies and software tools.		+		
19	2	The management of the educational program demonstrates the systematic use of processed, relevant information to improve the internal quality assurance system.		+		
20	3	The management of the educational program demonstrates the existence of a reporting system that reflects the activities of all structural units and departments within the program, including the assessment of their performance.		+		
21	4	The university must define the frequency, forms, and methods for evaluating the management of the educational program, the activities of collegial bodies and structural units, and the top management.		+		

22	5	The university must demonstrate a mechanism for ensuring information security, including the identification of persons responsible for the accuracy and timeliness of information analysis and data provision.		+		
23	6	The university demonstrates the involvement of students, staff, and academic personnel in the processes of collecting and analyzing information, as well as in decision-making based on that information.		+		
24	7	The management of the educational program must demonstrate the existence of communication mechanisms with students, staff, and other stakeholders, including conflict resolution mechanisms.		+		
25	8	The university must ensure the measurement of the level of satisfaction of the needs of academic staff, personnel, and students within the educational program and demonstrate evidence of the elimination of identified shortcomings.		+		
26	9	The university must evaluate the effectiveness and efficiency of its activities, including at the level of individual educational programs.		+		
		The information collected and analyzed by the university within the framework of the educational program must take into account:				
27	10	key performance indicators		+		
28	11	the dynamics of the student body by forms and types of education		+		
29	12	academic performance levels, student achievements, and dropout rates		+		
30	13	student satisfaction with the implementation of the educational program and the quality of education at the university		+		
31	14	accessibility of educational resources and support systems for students		+		
32	15	employment and career advancement of graduates		+		
33	16	Students, staff, and academic personnel must provide documented consent for the processing of their personal data.		+		
34	17	The management of the educational program must facilitate the provision of all necessary information in the relevant fields of science.		+		
Summary of the standard			0	17	0	0
Standard "Development and Approval of the Educational Program"						
35	1	The university must demonstrate the existence of a documented procedure for the development of the educational program and its approval at the institutional level.		+		
36	2	The university must demonstrate that the developed educational program aligns with the established objectives and intended learning outcomes.		+		
37	3	The management of the educational program must determine the impact of courses and professional practices on the achievement of learning outcomes.		+		

38	4	The university may demonstrate the existence of a graduate profile for the educational program, describing learning outcomes and personal qualities.		+		
39	5	The qualification awarded upon completion of the educational program must be clearly defined, explained, and correspond to the appropriate level of the National Qualifications Framework (NQF) and the Qualifications Framework of the European Higher Education Area (QF-EHEA).		+		
40	6	The management of the educational program must demonstrate a modular structure of the program based on the European Credit Transfer and Accumulation System (ECTS) and ensure that the program and its modules (in terms of content and structure) align with the established objectives and are oriented toward achieving the intended learning outcomes.		+		
41	7	The management of the educational program must ensure that the content of academic courses and the learning outcomes correspond to each other and to the level of education (bachelor's, master's, doctoral).		+		
42	8	The management of the educational program must demonstrate the conduct of external reviews of the educational program.		+		
43	9	The management of the educational program must provide evidence of the participation of students, academic staff, and other stakeholders in the development of the educational program and in ensuring its quality.		+		
44	10	The management of the educational program must demonstrate the program's positioning in the educational market (regional/national/international) and its uniqueness.		+		
45	11	An important factor is the ability to prepare students for professional certification.			+	
46	12	An important factor is the availability of dual-degree programs and/or joint programs with foreign universities.			+	
Summary of the standard			0	10	2	0
Standard "Continuous Monitoring and Periodic Evaluation of Educational Programs"						
47	1	The university must ensure the review of the content and structure of the educational program taking into account changes in the labor market, employer requirements, and societal demands.		+		
48	2	The university must demonstrate the existence of a documented procedure for monitoring and periodic evaluation of the educational program to achieve the program's objectives. The results of these procedures are aimed at the continuous improvement of the educational program.		+		
		Monitoring and periodic evaluation of the educational program must consider:				
49	3	the program content in the context of the latest scientific and technological advances in the specific discipline		+		
50	4	changes in the needs of society and the professional environment		+		

51	5	workload, academic performance, and graduation of students		+		
52	6	the effectiveness of student assessment procedures		+		
53	7	the needs and satisfaction levels of students		+		
54	8	the alignment of the educational environment and support services' activities with the objectives of the educational program		+		
55	9	All stakeholders must be informed about any planned or undertaken actions concerning the educational program. All changes made to the program must be published.			+	
56	10	Support services must identify the needs of different groups of students and the level of their satisfaction with the organization of learning, teaching, assessment, and overall mastery of the educational program.		+		
Summary of the standard			0	9	1	0
Standard "Student-Centered Learning, Teaching, and Assessment"						
57	1	The management of the educational program must ensure respect and consideration for different groups of students and their needs, providing them with flexible learning pathways.		+		
58	2	The management of the educational program must ensure teaching based on the latest global scientific achievements and practices in the field of study, using various modern teaching methods and assessment techniques that guarantee the achievement of the program's objectives, including competencies and skills required for conducting scientific research at the necessary level.		+		
59	3	The management of the educational program must define mechanisms for allocating students' academic workload between theory and practice within the program, ensuring that each graduate masters the content and achieves the program's objectives.		+		
60	4	An important factor is the presence of original research in the methodology of teaching the disciplines within the educational program.		+		
61	5	The university must ensure that the procedures for assessing learning outcomes correspond to the intended outcomes and objectives of the educational program.		+		
62	6	The university must ensure consistency, transparency, and objectivity in the mechanism for assessing learning outcomes of the educational program. The criteria and methods for assessing learning outcomes must be published in advance.		+		
63	7	Evaluators must be proficient in modern methods of assessing learning outcomes and regularly update their qualifications in this area.		+		
64	8	The management of the educational program must demonstrate the existence of a feedback system regarding the use of various teaching methods and the assessment of learning outcomes.		+		

65	9	The educational program management must demonstrate support for learner autonomy while simultaneously providing guidance and assistance from the instructor.		+		
66	10	The educational program management must demonstrate the existence of a procedure for responding to student complaints.			+	
Summary according to the standard			0	9	1	0
The standard "Learners"						
67	1	The university must demonstrate a policy for student enrollment and ensure transparency of its procedures. The procedures governing the student lifecycle (from admission to completion) must be defined, approved, and published.		+		
68	2	The educational program management must provide for the implementation of special adaptation and support programs for newly admitted and international students.		+		
69	3	The university must demonstrate compliance with the Lisbon Recognition Convention, including the existence and application of a mechanism for recognizing the results of students' academic mobility, as well as the outcomes of additional, formal, and informal learning.		+		
70	4	The university must provide opportunities for both external and internal academic mobility of students, as well as assist them in obtaining external grants for their studies.			+	
71	5	The university must actively encourage students to pursue self-education and personal development beyond the core curriculum (extracurricular activities).		+		
72	6	An important factor is the presence of a support mechanism for gifted students.		+		
73	7	The university must demonstrate cooperation with other educational organizations and national centers of the "European Network of National Information Centers on Academic Recognition and Mobility" (ENIC/NARIC) to ensure comparable recognition of qualifications.		+		
74	8	The university must provide students with internship opportunities and demonstrate procedures for facilitating graduate employment and maintaining ongoing contact with alumni.		+		
75	9	The university must demonstrate the procedure for issuing graduates with documents certifying their qualifications, including the learning outcomes achieved.		+		
76	10	The educational program management must demonstrate that graduates of the program possess skills that are in demand in the labor market and that these skills are, in fact, sought after by employers.		+		
77	11	The educational program management must demonstrate the existence of a mechanism for monitoring the employment and professional activities of graduates.			+	

78	12	An important factor is the presence of an active alumni association or network.			+	
Summary according to the standard:			0	9	3	0
Standard "Academic Staff"						
79	1	The university must have an objective and transparent staffing policy within the framework of the educational program, which includes hiring (including invited faculty members), professional growth, and staff development, ensuring the professional competence of the entire staff.		+		
80	2	The university must demonstrate that the quality of the academic staff meets the established qualification requirements, aligns with the university's strategy, and supports the goals of the educational program.		+		
81	3	The educational program management must demonstrate the changing role of the instructor in response to the shift towards student-centered learning and teaching.		+		
82	4	The university must provide opportunities for career advancement and professional development for academic staff, including young faculty members.		+		
83	5	The university must engage specialists from relevant industries as instructors, ensuring they possess professional competencies that meet the requirements of the educational program.		+		
84	6	The university must demonstrate the existence of a mechanism for motivating the professional and personal development of academic staff.	+			
85	7	The university must demonstrate the widespread use of information and communication technologies (ICT) and software tools by academic staff in the educational process (e.g., online learning, e-portfolios, MOOCs, etc.).		+		
86	8	The university must demonstrate a focus on developing academic mobility and attracting the best foreign and domestic faculty members.		+		
87	9	The university must demonstrate the involvement of each faculty member in promoting a culture of quality and academic integrity within the institution. It should also define the contribution of the academic staff, including invited faculty, to achieving the goals of the educational program.		+		
88	10	An important factor is the involvement of the academic staff in the development of the economy, education, science, and culture of the region and the country.		+		
Summary according to the standard			1	9	0	0
Standard "Educational Resources and Student Support Systems"						
89	1	The university must guarantee that its educational resources, including material and technical infrastructure, align with the objectives of the educational program.		+		

90	2	The educational program management must demonstrate the availability of classrooms, laboratories, and other facilities equipped with modern equipment that ensures the achievement of the program's objectives.		+		
		The university must demonstrate that its information resources meet the needs of the institution and the educational programs being implemented, including the following areas:				
91	3	technological support for students and academic staff in accordance with the educational programs (e.g., online learning, simulations, databases, data analysis programs)		+		
92	4	library resources, including collections of educational, methodological, and scientific literature on general, foundational, and specialized subjects in both print and electronic formats, periodicals, and access to scientific databases		+		
93	5	expertise of research results, thesis papers, and dissertations for plagiarism		+		
94	6	access to educational online resources		+		
95	7	operation of Wi-Fi on the university's premises		+		
96	8	The university must demonstrate that it creates conditions for conducting scientific research, integrating science and education, and publishing the research results of academic staff, employees, and students.		+		
97	9	The university must strive to ensure that the educational equipment and software used for delivering educational programs are similar to those used in the corresponding sectors of the economy.		+		
98	10	The educational program management must demonstrate the existence of procedures for supporting various groups of students, including information dissemination and counseling services.		+		
99	11	The educational program management must demonstrate the existence of conditions for advancing students along individualized educational paths.		+		
100	12	The university must take into account the needs of different groups of students (adult learners, working students, international students, as well as students with special educational needs).		+		
101	13	The university must ensure that its infrastructure complies with safety requirements.			+	
Summary according to the standard			0	12	1	0
Standard "Public Information"						
102	1	The information published by the university must be accurate, objective, up-to-date, and reflect all areas of the university's activities within the framework of the educational program.		+		
103	2	Public information should include support for and clarification of national development programs, as well as the country's higher education and postgraduate education system.		+		

104	3	University management must use various methods of disseminating information (including media, web resources, information networks, etc.) to inform the general public and interested parties.		+		
		The information published by the university about the educational program must be objective and up-to-date, and should include:				
105	4	The goal and planned outcomes of the educational program, along with the qualification awarded, should include:		+		
106	5	Information on the system 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 about opportunities for the development of personal and professional competencies of students and employment opportunities.		+		
109	8	Data reflecting the positioning of the educational program in the education services market (at regional, national, and international levels).		+		
110	9	An important factor is the publication of reliable information about the academic staff on open platforms, including details about individual faculty members.		+		
111	11	The university must publish information and provide links to external resources regarding the results of external evaluation procedures.		+		
112	12	An important factor is the publication of information about collaboration and interaction with partners, including scientific/consulting organizations, business partners, social partners, and educational institutions.		+		
Summary of the "Public Information" Standard:			0	10	1	0
Overall:			1	102	9	0

Appendix 2. PROGRAM OF A VISIT TO AN EDUCATIONAL ORGANIZATION



APPROVED
by the Rector of JSC "K. Kulazhanov Kazakh University
of Technology and Business"

_____ Baibolova L. K.
" ____ " _____ 2025 year



APPROVED
General Director
Independent Agency for
Accreditation and Rating "

_____ Zhumagulova A. B.
" ____ " _____ 2025 of the year

PROGRAM

**VISIT OF THE EXTERNAL EXPERT COMMISSION OF THE INDEPENDENT AGENCY FOR ACCREDITATION AND RATING (IAAR) IN JSC " K.
KULAZHANOV KAZAKH UNIVERSITY OF TECHNOLOGY AND BUSINESS"
(international specialized accreditation)**

Date of the visit: March 12-14, 2025

***By Astana city time**

Cluster 1	1) 7M07188 Automation and Management (primary accreditation)
Cluster 2	2) 7M04144 State and Local Administration 3) 6B04103 Accounting and Audit 4) 6B04107 State and Local Administration
Cluster 3	5) 6B11230 Life safety and Environmental protection 6) 6B05213 Ecology
Cluster 4	7) 6B07223 Processing Industry technology (by industry) 8) 6B07525 Standardization and certification (by industry) 9) 6B07220 Food technology (by industry)
Cluster 5	10) 6B11127 Tourism 11) 6B11126 Restaurant and hotel business
Cluster 6	12) 6B11130 Sports tourism and excursion and recreational activities (primary accreditation)

Date and time	HEC work with target groups	Surname, first name, patronymic and position of target group participants	Venue, Contact form
March 10, 2025			
16.00-17.00	HEC Preliminary meeting IAAR	<i>External experts</i>	Connect to Zoom conference https://us02web.zoom.us/j/3892931765 <u>Conference</u> ID: 389 293 1765 (<i>VEC only</i>)
Day 1: March 12, 2025			
10.00 am-	10.30 Distribution of expert responsibilities, solution of organizational issues	<i>IAAR External experts</i>	Block 1, 7th floor, Academic Hall 1/700 Join the Zoom conference https://us02web.zoom.us/j/3892931765 https://us02web.zoom.us/j/3892931765 Conference ID: 389 293 1765 (<i>VEC only</i>)
10.30-11.00	Meeting with Rector	Baibolova Lyazzat Kemberbekovna - the Rector of JSC "Kazakh University of technology and business name K. Kulazhanov"	Unit 1, 7th floor, Office 1/700 Scale to connect to the conference Zoom https://us02web.zoom.us/j/3892931765 the conference ID: 389 293 1765
11.00-11.15	Technical break	<i>External experts of the IAAR</i>	Unit 1, 7th floor, Scientist hall 1/700 scale
11.15-12.00	meeting with the rectors	1) of Askarbekov Eric Berlakovich - Vice-Rector for educational and methodical work 2) of Abeldinov ELaman kanatovich - Vice-Rector for research and external relations 3) Berdal Sayat - Vice-Rector for educational and social work 4) Zhanzakov Zhandarbek Sabovic – Rector on military and civil defence	Unit 1, 7th floor, room 1/700 scale Scientist to join the Zoom conference https://us02web.zoom.us/j/3892931765 the conference ID: 389 293 1765
12.00-12.15	Technical break	<i>External experts of the IAAR</i>	Unit 1, 7th floor, Scientist hall 1/700 scale
12.15-13.00	Meeting with heads of structural divisions	1) Bayuzakov Altynai Sexindian - the Department of legal support 2) ShaIrby Meiramkul Amenity - division of accounting and reporting 3) Bayadilova Bakyt Melisovna - teaching Metodicheskies Department	Block 1, floor 7, Scientist hall 1/700 scale

		4) abdykarimova Safira Saitbekova - <i>Department for international relations and AM</i> 5) Tleuova Aru Amangeldievna - <i>Department of personnel management</i> 6) Madina Ospanova Kabdrakhmanova - <i>the editorial and publishing Department</i> 7) Espanol Mr Sarsenbaevich - <i>marketing management admissions</i> 8) of Safwani Zhanar Esenli – <i>the Registrar's office</i> 9) Aytmaganbetov Aset Likovic - <i>Department of technical maintenance and digitalization</i> 10) Oryntayeva Akbota Adilovna - <i>Department of educational and social work</i> 11) Raushan Omarova Jumajanova - <i>the head of the library</i> 12) of the Orazbekov Erkebulan Yerzhanovich – <i>administrative management</i> 13) Abdinov Rauan Karimbaevich - <i>Department of science and commercialization</i> 14) of Safira abdykarimova Saitbekova - <i>Department for international relations and academic mobility</i> 15) Suleimen Yerlan Mislil - <i>specialist Technopark</i>	to connect to the conference Zoom https://us02web.zoom.us/j/3892931765 the conference ID: 389 293 1765
13.00-14.00	lunch Break	<i>External experts of the IAAR</i>	
14.00-14.50	Meeting with the deans	1) Mustafayev rope Seidametova – <i>Dean of the faculty of "Economics and service"</i> 2) Zhunuosova Gulzat Skendirovna - <i>Dean of the Faculty of Technology.</i>	Unit 1, 7th floor, room 1/700 scale Scientist to join the Zoom conference https://us02web.zoom.us/j/3892931765 the conference ID: 389 293 1765
14.50-15.00	Working VAC	<i>External experts of the IAAR</i>	Unit 1, 7th floor, room 1/700 scale Scientist to join the Zoom conference https://us02web.zoom.us/j/3892931765 the conference ID: 389 293 1765 (<i>only for WEC</i>)
15.00-15.50	Meeting with leaders OP	1) <i>the Head of the Department "Information technologies"</i> - Serimbetov Bulat Abutalibova 2) <i>Head of the Department "Tourism and service"</i> - Zhunuosova Aliya Baranova 3) <i>Head of the Department "Chemistry, chemical technology and the environment"</i> - Nrty Zhadyra Tastanbek 4) <i>Head of the Department "Technology and standardization"</i> - Baitukenov Saule Baidildaeva 5) <i>Head of the Department "Economics and management"</i> - Batime ASEM Serikkyzy 6) <i>Head of the Department "Finance and accounting"</i> - Mukushev Abzal Batyrbekovich	Unit 1, 7th floor, room 1/700 scale Scientist to join the Zoom conference https://us02web.zoom.us/j/3892931765 the conference ID: 389 293 1765
15.50-	Technical break	<i>External experts of the IAAR</i>	Unit 1, 7th floor, room 1/700 scale

16.00			Scientist to join the Zoom conference https://us02web.zoom.us/j/3892931765 the conference ID: 389 293 1765
16.00-16.45	Meeting with PPP	1 cluster (Appendix 1) 2 cluster (Appendix 2) 3 cluster (Appendix 3)	Offices / RM No. 3/515 to connect to the conference Zoom https://us02web.zoom.us/j/3892931765 the conference ID: 389 293 1765
		4 cluster (Attachment # 4) 5 cluster (Appendix No. 5) 6 cluster (Appendix 6)	Classrooms / RM No. 1/502 to connect to the conference Zoom https://us02web.zoom.us/j/9623882483 the conference ID: 962 388 2483
16.45-17.45	a Survey of faculty (parallel)	Appendix 7 (list with current e-mail addresses)	<i>The link is sent to the teacher's email address personally 5 minutes before the start of the survey</i>
16.45-18.0.00	Visual inspection of the public organization	Appendix 8 (Route through clusters with responsible people)	Follow the route to Connect to the Zoom conference https://us02web.zoom.us/j/3892931765 Conference ID: 389 293 1765
18.0.00-18. 30	Work of the HEC (discussion of results and summing up the results of 1 day)	IAAR External Experts	Block 1, 7th Floor, Academic Hall 1/700 Connect to Zoom Conference https://us02web.zoom.us/j/3892931765 Conference ID: 389 293 1765
19.00-20.00	Dinner	IAAR External Experts Day	

2: March 13, 2025			
10.00-10.3030	Work of the HEC (discussion of organizational issues)	IAAR External Experts	Block 1, 7th Floor, Academic Hall 1/700 Connect to Zoom <u>Conference</u> https://us02web.zoom.us/j/3892931765 Conference ID: 389 293 1765
10.30-11.10	Meeting with students	1 Cluster (Appendix #9) 2 cluster (Appendix #10) 3 cluster (Appendix #11)	Classrooms / Aud # 3/515 Connect to the Zoom conference https://us02web.zoom.us/j/3892931765 Conference ID: 389 293 1765
		4 cluster (Appendix #12) 5 cluster (Appendix #13) 6 Cluster (Appendix #14)	Offices / Aud # 1/502 Connect to Zoom conference https://us02web.zoom.us/j/9623882483 https://us02web.zoom.us/j/9623882483 Conference ID: 962 388 2483
11.10-12.10	Student survey (in parallel)	Appendix No. 15 (list with current e-mail addresses)	The link is sent to the student's email address in person 5 minutes before the start of the survey
11.10-11.25	Technical break	IAAR External experts	Block 1, 7th floor, Academic Hall 1/700
11.25-13.00	Working with department documents (<i>documents must be uploaded to the cloud by cluster in advance, if necessary, department heads will be invited to the Zoom online room</i>) and attendance of scheduled teaching staff classes (Appendix 16)	1) Head of the Department of "Information Technologies" - Bulat Serimbetov 2) Head of the Department of "Tourism and Service" - Aliya Zhunusova 3) Head of the Department of "Chemistry, Chemical Technology and Ecology" - N.urtay Zhadyra Tastenbekkyzy 4) Head of the Department of "Technology and Standardization" - Saule Baitukenova 5) Head of the Department of "Economics and Management" - B.aktymbet Asem Serikkyzy 6) Head Department of Finance and Accounting- Abzal Bazarbekovich Mukushev	Block 1, 7th floor, Academic Hall 1/700 Join the Zoom <u>conference</u> https://us02web.zoom.us/j/3892931765 Conference ID: 389 293 1765

13.00-14.00	Lunch break	<i>IAAR External experts</i>	
14.00-14.30	Work of the HEC (exchange of views)	<i>IAAR External Experts</i>	Block 1, 7th Floor, Academic Hall 1/700 Connect to Zoom <u>Conference</u> https://us02web.zoom.us/j/3892931765 Conference ID: 389 293 1765
14.30-15.20	Visiting OP practice bases (in parallel across clusters)	<i>Appendix # 17 (route by cluster)</i>	On the route
15.30-15.40	Technical break	<i>IAAR External experts</i>	Block 1, 7th floor, Academic Hall 1/700
15.40-16.20	Meeting with employers OP	<i>Appendix No. 18 (list for each cluster)</i>	Block 1, 7th floor, Academic Hall 1/700 Office 3/515, 1/502 Connect to <u>the Zoom conference</u> https://us02web.zoom.us/j/3892931765 Conference ID: 389 293 1765
16.20-16.30	Technical break	<i>IAAR External Experts</i>	Block 1, 7th floor, Academic Hall 1/700
16.30-17.15	Meeting with graduates	<i>Appendix No. 19 (list for each cluster)</i>	Block 1, 7th floor, Academic Hall 1/700 Office 3/515, 1/502 Connect to <u>the Zoom conference</u> https://us02web.zoom.us/j/3892931765 Conference ID: 389 293 1765
17.10-19.00	Work of the EC, discussion of the results of the second day and profile parameters	<i>IAAR External Experts</i>	Block 1, 7th Floor, Academic Hall 1/700

	(recorded)		Connect to Zoom <u>Conference</u> https://us02web.zoom.us/j/3892931765 Conference ID: 389 293 1765
19.00-20.00	Dinner	<i>IAAR External Experts Day</i>	
3: March 14, 2025			
10.00-11.30	Work of the HEC (development and discussion of recommendations) (recorded)	<i>IAAR External Experts</i>	Block 1, 7th Floor, Academic Hall 1/700 Connect to Zoom <u>Conference</u> https://us02web.zoom.us/j/3892931765 Conference ID: 389 293 1765
11.30-11.40	Technical break	<i>IAAR External Experts</i>	Block 1, 7th floor, Academic Hall 1/700
11.40-13.00	HEC work, Development and discussion of recommendations	<i>IAAR External experts</i>	Block 1, 7th floor, Academic Hall 1/700 (Individual expert work offline)
13.00-14.00	Lunch break	<i>IAAR External Experts</i>	
14.00-16.15.15	Work of the HEC, discussion, decision-making by voting (recorded)	<i>IAAR External Experts</i>	Block 1, 7th Floor, Academic Hall 1/700 Connect to Zoom <u>Conference</u> https://us02web.zoom.us/j/3892931765 Conference ID: 389 293 1765
16.15-16.30	Technical break	<i>IAAR External Experts</i>	Block 1, 7th floor, Academic Hall 1/700
16.30-	Final meeting of the HEC	<i>Heads of the University and its structural divisions</i>	Block 1, 7th floor, Academic Hall

17.0.00	with the university management		1/700 Connect to Zoom <u>Conference</u> https://us02web.zoom.us/j/3892931765 Conference ID: 389 293 1765
18.00-19.00.00	<i>Dinner</i>	<i>IAAR External Experts</i>	

Appendix 3. RESULTS OF THE TEACHING STAFF SURVEY

Results of an anonymous survey of faculty members

K. Kulazhanov Kazakh University of Technology and Business (KazUTB)

1. Total number of questionnaires: 65

2. Your department:

Faculty of Economics and Service	37	56.9%
Faculty of Applied Sciences»	28	43.1%

3. Position

Professor	10	15.4%
Associate Professor	22	33.8%
Senior Lecturer	25	38.5%
Lecturer	4	6.2%
Head of Department	2	3.1%
Associate Professor	1	1.5%
Assistant Professor	1	1.5%

4. Academic degree, academic title

Honored Worker of the Republic of Kazakhstan	0 pers.	0%
Doctor of Sciences	4 pers.	6,2%
Candidate of Sciences	17 pers	. 26, 2%
Master	27 pers	. 41, 5%
PhD	13 pers	. 20%
Professor	4 pers	. 6, 2%
Associate Professor	2 pers	. 3, 1%
No	2 persons	3.1%
DBA	0 persons	0%

5. Work experience 3

Less than 1 year	10 people	15.4%
1 year – 5 years	27 people	41.5%
Over 5	28 people	43.1%

№	Questions	Very good	Good	Relatively bad	Bad	Very bad	Not answered
6	To what extent does the content of the educational program meet your scientific and professional interests and needs?	51 people (78.5%)	14 people (21.5%)	0 people (0%)	0 people (0%)	0 people (0%)	-7
7	How do you assess the opportunities provided by the University for the professional development of teaching	staff 37 people (56.9%)	27 hours of eating. (41.5%)	1 person (1.5%)	0 people (0%)	0 people (0%)	-8
8	How do you assess the opportunities provided by the University for career growth of teaching staff	27 people (41.5%)	36 hours of eating. (55.4%)	2 people (3.1%)	0 people (0%)	0 people (0%)	-9
9	How do you assess the degree of academic freedom of teaching	staff 24 people (36.9%)	37 people (56.9%)	3 people (4.6%)	1 person (1.5%)	0 people (0%)	-
	How much teachers can use their own						
10	• Strategies	32 people (49.2%)	31 hours of training (47.7%)	2 people (3.1%)	0 people (0%)	0 people (0%)	-11
11	• Methods	41	24	0 people	0 people	0 people	-12

		people (63.1%)	people (36.9%)	(0%)	(0%)	(0%)	
12	• Innovations in the learning process	40 people (61.5%)	25 people (38.5%)	0 people (0%)	0 people (0%)	0 people (0%)	-13
13	How do you assess the work on the organization of medical care and disease prevention at the university?	22 people (33.8%)	37 people (56.9%)	5 people (7.7%)	1 person (1.5%)	0 people (0%)	-14
14	How does the management of an educational institution pay attention to the content of the educational program?	46 people (70.8%)	18 hours of meals (27.7%)	1 person (1.5%)	0 people (0%)	0 people (0%)	-15
15	How do you assess the sufficiency and availability of necessary scientific and educational literature in the library?	36 people (55.4%)	31 people (47.7%)	3 people (4.6%)	0 people (0%)	0 people (0%)	-16
16	Evaluate the level of created conditions that take into account the needs of different groups of students	36 people (55.4%)	29 people (44.6%)	0 people (0%)	0 pers (0%)	0 pers (0%)	-
	Evaluate the accessibility of the manual						
17	• Students	38 pers (58.5%)	26 hours of meals (40%)	1 pers (1.5%)	0 pers (0%)	0 pers (0%)	-18
18	• Teachers	41 pers (63.1%)	21 pers (32.3%)	3 pers (4.6%)	0 pers (0%)	0 pers (0%)	-19
19	Evaluate the involvement of teaching staff in the process of making managerial and strategic decisions	25 pers (38.5%)	37 hr. (56.9%)	3 pers (4.6%)	0 pers (0%)	0 people (0%)	-20
20	How is the innovative activity of teaching staff encouraged?	27 pers (41.5%)	33 pers (50.8%)	4 pers (6.2%)	0 pers (0%)	1 pers (1.5%)	-21
21	Evaluate the level of feedback of the teaching staff with the management	33 pers (50.8%)	30 pers (46.2%)	1 pers (1.5%)	1 pers (1.5%)	0 people (0%)	-22
22	What is the level of incentives and involvement of young professionals in the educational process?	25 pers (38.5%)	36 pers (55.4%)	3 pers (4.6%)	1 pers (1.5%)	0 pers (0%)	-23
23	Evaluate the created opportunities for professional and personal growth for each teacher and employee	31 pers (47.7%)	30 hr. (46.2%)	3 pers (4.6%)	1 pers (1.5%)	0 pers (0%)	-24
24	Assess the adequacy of recognition of teachers' potential and abilities	29 pers (44.6%)	35 hate. (53.8%)	1 person (1.5%)	0 people (0%)	0 people (0%)	-
	How their work has						
25	• academic mobility	is 32. (49.2%)	29 of person (44.6%)	4 people (6.2%)	0 people (0%)	0 people (0%)	-
26	• In the training of faculty	45 people (69.2%)	19 people (29.2%)	1 person (1.5%)	0 people (0%)	0 people (0%)	-
	Rate the support of the University and its leadership						
27	• research endeavors PPS	31 people (47.7%)	32. (49.2%)	1 person (1.5%)	1 person (1.5%)	0 people (0%)	-
28	• Development of new educational programs/disciplines/techniques	42 people (64.6%)	of 21 people (32.3%)	2 person (3.1%)	0 people (0%)	0 people (0%)	-
	Rate the level of possibility of PPP to combine the teaching of						
29	• With research	, 26 people (40%)	and 34 people (52.3%)	3 person (4.6%)	2 people (3.1%)	0 people (0%)	-

30	• With practical activities	25 people (38.5%) from	32 people (49,2%)	7 people (10,8%)	0 people (0%)	1 person (1,5%)	-
31	Rate, as the knowledge of students at this University, the realities of the requirements of the modern labor market	29 people (44,6%)	34 people (52,3%)	2 person (3,1%)	0 people (0%)	0 people (0%)	-
32	is perceived leadership and the University administration to criticism?	11 pers (16.9%)	52 pers (80%)	1 pers (1.5%)	0 pers (0%)	1 pers (1.5%)	-33
33	Evaluate how much your training load meets your expectations and capabilities	28 pers (43.1%)	34 pers (52.3%)	2 pers (3.1%)	1 pers (1.5%)	0 pers (0%)	-34
34	Evaluate the focus of educational programs/training programs on developing students' skills to analyze the situation and make forecasts	29 pers (44.6%)	36 pers (55.4%)	0 pers (0%)	0 pers (0%)	0 pers (0%)	-35
35	Evaluate whether the educational program meets the expectations of the labor market and employers in terms of content and quality of implementation	32 people (49.2%)	33 people (50.8%)	0 people (0%)	0 people (0%)	0 people (0%)	-

36. Why do you work at this particular university?

I like this university

The image of the university is high. Incentive measures are very high.

My specialty

BY SPECIALTY

I like the innovation and innovation processes

Once I'm in line with my profession.

Working conditions, team

I am impressed by the spiritual and professional potential of my colleagues

Kazutb has a well-developed social network. Responsibility and sustainable development.

like

In comparison, the pay is higher than that of other university

I've been working for a long time, the team is good

Salary is higher than other universities

Friendly atmosphere at the department, active scientific and pedagogical activity

The only university in the capital that trains mining specialists

I work at this university because there are favorable conditions for teaching and research activities, and there are opportunities for professional growth

Earn-in fee

Salary

Like

There is an opportunity to increase the scientific potential

I get full satisfaction from my work

Good team

According to my current requirements

I like working here

Having knowledge and experience to pass on to young people

Comfortable climate and great opportunities for further growth

Good team

It is convenient to combine work and science. Good PO, motivation is welcome

An important factor is that the university supports work in scientific projects and research.

Like,

Higher wages

I got a job by chance, I like the attitude of the teaching staff at the Department.

I really like this University, high salary, attitude to teaching staff

By specialty

interesting educational programs

Provides many opportunities for professional growth

According to the place of residence

A promising university with all the opportunities for professional development and development of educational programs

Many advantages of this University

Because we have a friendly team and a good academic aura

This is my comfort zone

Work related to the Ecology direction

At the moment, the university gives me all the opportunities for growth and development
 I'm studying at another university
 This is because it creates favorable conditions for the worker and the salary is high
 The conditions for teachers are created
 Because I really like the Kazakh University of technology and business named after K. Kulazhanov in all respects
 I like this university, first of all, the staff of the university is focused on education and upbringing, there is a high level of culture among teachers and students, moral qualities and organization. In my pedagogical activity, I worked at only two universities. I came from Almaty with a family background from the National University and got a job at this university. I really like the University in all respects!
 Salary is good, friendly atmosphere
 Growth prospects, salary, warm team
 I like the working conditions
 Because the relationship and salary are good
 Many opportunities for research and development, as well as good career prospects, and sufficient pay
 Favorite job
 I love my profession and my children very much. I want them to be qualifiers and requirements
 I like KazUTB

37. How often are master classes and reading topics held in your course with the participation of practitioners?

Very often	17 people	26, 2%
often	32 people	49, 2%
sometimes	14 people	21.5%
very rare	1 people.	1,5%
never	1 people	1.5%

38. How often do external teachers (domestic and foreign) participate in the learning process?

very often	12 people	18.5%
often	34 people	52, 3%
sometimes	17 people	26.2%
very rare	2 people.	3,1%
never	0 people	0%

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

	Often	Sometimes	Never	Not answered
Lack of classrooms	2 pers. 3,1 %	25 pers. (38.5%)	38 pers. (58.5%)	-
Unbalanced academic load for semesters	4 pers. 6, 2%	24 pers. (36.9%)	37 pers. (56.9%)	-
Unavailability of necessary literature in the library	1 pers. 1,5%	23 people (35.4%)	41 people (63.1%)	-
Overcrowded study groups (too many students in the group)	1 person 1.5%	15 people (23.1%)	49 people (75.4%)	-
Inconvenient schedule	3 people 4.6%	20 people (30.8%)	42 pers. (64.6%)	-
Inadequate classroom conditions		19 pers. 29.7%	45 pers. (70.3%)	-
Lack of Internet access/weak Internet	5 pers. 7.7%	20 pers. (30.8%)	40 pers. (61.5%)	-
Lack of students ' interest in learning	1 pers. 1,5%	28 people (43.1%)	36 people (55.4%)	-
Late receipt of information about events	3 people 4, 6%	11 people (16.9%)	51 people (78.5%)	-
Lack of technical facilities in the classrooms	2 people 3,1%	24 people (36.9%)	39 people (60%)	-
Other problems	No problem No No problems No Planar and annual updating of the modern educational and scientific material base All problems There is no assembly hall CHS SRS, SRS do not learn			

	<p>I don't see it yet</p> <p>No</p> <p>What can I do?</p> <p>No problems</p> <p>It would be nice if the salary was brought to 350,000-400,000 tenge aol in accordance with this fixed load. It would be nice to give a reward in between.</p> <p>No test</p> <p>Magistracy need to open</p> <p>No</p> <p>Everything suits</p> <p>Test net</p> <p>No</p> <p>Open interest will only be held during the competition</p> <p>No other problem</p> <p>no other problem</p> <p>There were no other problems</p> <p>No problem</p> <p>The competition for the release of PPS every year</p> <p>no problem</p> <p>what a terrible problem</p>
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40. In the life of a university, there are many different aspects and aspects that affect each teacher and employee in one way or another. Rate how satisfied you are with:

Question	Fully satisfied	Partially satisfied	Not satisfied	I find it difficult to answer
The attitude of the university management towards you	50 people (76.9%)	14 people (21.5%)	0 people (0%)	1 person (1.5%)
Relationships with direct management	50 people (76.9%)	14 people (21.5%)	1 person (1.5%)	0 people (0%)
Relations with colleagues in the department	58 people (89.2%)	7 people (10.8 %)	0 people (0 %)	0 people. (0%)
Participation in managerial decision	-making 43 people (66.2%)	21 people (32.3%)	1 person (1.5%)	0 people. (0%)
Relations with students	60 pers (92.3%)	5 pers (7.7%)	0 pers (0%)	0 pers. (0%)
Recognition of your success and achievements by the administration	45 people (69.2%)	16 people (24.6%)	1 person (1.5%)	3 people (4.6%)
Support for your suggestions and comments	46 people (70.8%)	17 people (26.2%)	1 person (1.5%)	1 person (1.5%)
Activities of the university administration	53 people (81.5%)	12 people (18.5%)	0 people (0%)	0 people (0%)
Terms of payment	43 people (66.2%)	21 people (32.3%)	1 person (1.5%)	0 people (0%)
Working conditions, list and quality of services provided at the university	49 people (75.4%)	16 people (24.6%)	0 people (0%)	0 people. (0%)
Occupational health and safety	57 people (87.7%)	7 people (10.8%)	1 person (1.5%)	0 people. (0%)
Management of changes in the university	's activities 49 people (75.4%)	16 people (24.6%)	0 people (0%)	0 people (0%)
Providing a social package: recreation, sanatorium treatment, etc.	23 people (35.4%)	23 people (35.4%)	13 people (20%)	6 people (9.2%)
Organization and quality of food at the university	39 people (60%)	18 people (27.7%)	5 people (7.7%)	3 people (4.6%)
Organization and quality of medical care	41 people (63.1%)	16 people (24.6%)	3 people (4.6%)	5 people (7.7%)

Appendix 4. RESULTS OF THE STUDENT SURVEY

Results of an anonymous survey of students K. Kulazhanov Kazakh University of Technology and Business (KazUTB)

Total number of questionnaires: 71

1. Your educational program?

7M07188 Automation and control	0	0
7M04144 State and locale	administration 13	18.3%
6B04103 Accounting and audit	0	0
6B04107 State and local administration	7	9.9%
6B11230 Life safety and environmental protection	0	0
6B05213 Ecology	0	0
6B07223 Processing technology (by industry)	5	7%
6B07525 Standardization and certification (by industry)	16	22.5, %
6B07220 Food technology (by industry)	1	1.4%
6B11127 Tourism	8	11.3%
6B11126 Restaurant and hotel business	18	25.4%
6B11130 Sports tourism and sightseeing and recreational activities	2	2.8%
Economy and service	1	1.4%

2. Gender

male	46 people	64,8 %
female	25 people	35,2 %

3. Rate how satisfied you are:

Questions	Fully satisfied	Partially satisfied	Partially	unsatisfied Not satisfied	I can't answer
1. Relations with the dean	's office 58 people (81.7%)	12 people (16.9, %)	1 person (1.4%)	0 people (0 %)	0 people (0 %)
2. Accessibility level of the dean	's office 62 people (8,7,3,3%)	6 people (8,5,5%)	2 people (2,8 %)	1 person (1,4 %)	0 people (0 %)
3. Level of accessibility and responsiveness of the university management	60 people (84.5,5%)	7 people (9.9%)	4 people (5.6%)	0 people (0 %)	0 people (0 %)
4. Access to academic counseling	59 people (83.1,1 %)	9 people (12.7,7%)	2 people (2.8%)	0 people (0 %)	1 person (1.4%)
5. Support of educational materials in the learning process	63 people (88.77%)	7 people (9.9%)	0 people (0 %)	0 people (0 %)	1 person (1.4,4 %)
6. Access to personal counseling	60 people (84.5,5%)	9 people (12.7,7 %)	1 person (1.4%)	0 people (0 %)	1 person (1.4%)
7. Student-teacher relations	57 people (80.3,3%)	12 people (16.9%)	1 person (1.4,4 %)	0 people (0 %)	1 person (1.44%)
8. Financial and administrative services of the educational institution	55 people (77.5%)	14 people (19.7 %)	1 person (1.4,4 %)	0 people (0 %)	1 person (1.44%)
9. Access to health services	54 people (76.1%)	13 people (18.3%)	1 person (1.4,4 %)	1 person (1.4,4 %)	2 people (2.8%)
10. Quality of medical care at the university	56 people (78.9%)	11 people	0 people (0 %)	0 people (0 %)	4 people (5.6%)

Questions	Fully satisfied	Partially satisfied	Partially	unsatisfied Not satisfied	I can't answer
		(15.5%)			
11. Availability of library resources	60 people (84.5,5%)	7 people (9,9,9%)	2 people (2.8%)	1 person (1,4,4 %)	1 person (1,4,4 %)
12. Quality of services provided in libraries and reading rooms	62 people (8,7,3,3%)	7 people (9,9,9%)	0 people (0 %)	1 person (1,4,4 %)	1 person (1,4,4 %)
13. Satisfaction with the existing educational resources of the university	58 people (81.7,7%)	12 people (16.9,9%)	0 people (0 %)	1 person (1,4,4 %)	0 people (0 %)
14. Availability of computer classes	58 people (81.7,7%)	10 people (14.1,1%)	0 people (0 %)	3 people (4.2%)	0 people (0 %)
15. Availability and quality of Internet resources	56 people (78.9%)	12 people (16.9%)	2 people (2.8%)	1 person (1,4,4 %)	0 people (0 %)
16. Content and information content of the website of educational organizations in general and faculties (schools) in particular	61 people (85.9,9%)	8 people (11.3%)	2 people (2.8%)	0 people (0 %)	0 people (0 %)
17. Study rooms, auditoriums for large groups	53 people (74.6%)	12 people (16.9%)	6 people (8.5,5%)	0 people (0 %)	0 people (0 %)
18. Rest rooms for students (if available)	41 people (57.77 %)	13 people (18.3%)	9 people (12.7 %)	4 people (5.6 %)	4 people (5.6 %)
19. Clarity of the procedure for taking disciplinary measures	58 people (81.7%)	10 people (1,4,14,1%)	0 people (0 %)	0 people (0 %)	3 people (4.2%)
20. Quality of the educational program as a whole	58 people (81.7%)	13 people (18.3%)	0 people (0 %)	0 people (0%)	0 people (0 %)
21. Quality of educational programs in OP	58 people (81.7%)	11 people (15.5,5%)	1 person (1.44%)	0 people (0%)	1 person (1.44%)
22. Learning methods in general	60 people (84.5%)	11 people (15.5,5%)	0 people (0%)	0 people (0%)	0 people (0%)
23. Quick response to feedback from teachers regarding the educational process	58 people (81.7%)	12 people (16.9%)	1 person (1.44%)	0 people (0%)	0 people (0%)
24. Overall teaching quality	61 people (85.9%)	10 people (14.1,1%)	0 people (0 %)	0 people (0%)	0 people (0%)
25. Academic load/student requirements	56 people (78.9%)	12 people (16.9%)	2 people (2.8%)	1 person (1.44%)	0 people (0 %)
26. Teaching staff requirements to the student	54 people (76.1%)	14 people (19.7%)	1 person (1.44%)	1 person (1.44%)	1 person (1.44%)
27. Information support and explanation of the admission rules and strategy of the educational program (specialty) before entering the university	57 people (80.3%)	13 people (18.3%)	0 people (0 %)	1 person (1.4%)	0 people (0 %)

Questions	Fully satisfied	Partially satisfied	Partially	unsatisfied Not satisfied	I can't answer
28. Informing the requirements for successfully completing this educational program (specialty)	61 people (85.9%)	9 people (12.7,7 %)	1 person (1.44%)	0 people (0 %)	0 people (0 %)
29. The quality of exam materials (tests and exam questions, etc.)	62 people (87.3%)	9 people (12.7%)	0 people (0 %)	0 people (0 %)	0 people (0 %)
30. Objective assessment of knowledge, skills and other academic achievements	58 people (81.7%)	13 people (18.3%)	0 people (0 %)	0 people (0 %)	0 people (0 %)
31. Available computer classes	57 people (80.3%)	11 people (15.5%)	0 people (0)	1 person (1.44%)	2 people (2.8%)
32. Available scientific laboratories	55 people (77.5%)	11 person (15.5%)	0 people (0 %)	1 person (1.44%)	4 people (5.6,6 %)
33. Objective and fair teachers	54 people (76.1%)	16 people (22.5 %)	1 person (1.4%)	0 people (0 %)	0 people (0 %)
34. Informing students about courses, educational programs and academic degrees	59 people (83.1,1%)	10 people (14.1%)	0 people (0 %)	0 people (0 %)	2 people (2.8%)
35. Providing students with a hostel	55 people (77.5%)	9 people (12.7,7%)	2 people (2.8 %)	0 people (0 %)	5 people (7%)

39. Rate how much you agree with:

Approval	Full agreement	Agree	Partially agree	Disagree	Fully disagree	Not answered
1. The course program was clearly presented	54 people (76.1%)	16 people (22.5%)	1 person (1.4%)	0 people (0 %)	0 people (0 %)	-2
. Course content is well structured	57 people (80.3%)	12 people (16.9 %)	2 people (2.8 %)	0 people (0 %)	0 people (0 %)	-3
. Key terms are sufficiently explained	56 people (78.9%)	15 people (21.1%)	0 people (0 %)	0 person (0 %)	0 person (0 %)	-4
. The material proposed by the teacher is relevant and reflects the latest achievements in science and practice	53 people (74.6%)	18 people (25.4%)	0 people (0 %)	0 people (0 %)	0 people (0 %)	-5
. The teacher uses effective teaching methods	54 people (76.1%)	16 people (22.5%)	1 person (1.4%)	0 people (0 %)	0 people (0 %)	-6
. The teacher owns the taught material	54 people (76.1%)	17 people (23.9,9%)	0 people (0 %)	0 people (0 %)	0 people (0%)	-7
. The teacher's presentation is clear	54 people (76.1%)	17 people (23.9%)	0 people (0 %)	0 people (0 %)	0 people (0 %)	-8
. The teacher presents the material in an interesting form	52 people (73.2%)	17 people (23.9%)	2 people (2.8%)	0 people (0 %)	0 people (0 %)	-9
. Objective assessment of knowledge, skills and other academic achievements	57 people (80.3%)	13 people (18.3,3%)	1 person (1.4%)	0 people (0 %)	0 people (0 %)	-10
. Timely assessment of students ' academic achievements	57 people (80.3%)	13 people (18.3%)	1 person (1.4%)	0 people (0 %)	0 people (0 %)	-11
.The teacher meets my requirements for personal development and professional development	55 people (77.5%)	11 people (15.5%)	4 people (5.6 %)	1 person (1.4%)	0 people (0 %)	-12
. The teacher encourages students ' activity	53 people (74.6%)	16 people (22.5%)	2 people (2.8 %)	0 people (0 %)	0 people (0 %)	-13
. The teacher encourages students ' creative thinking	52 people	16 people	3 people	0 people	0 people	-14

	(73.2,2%)	(22.5%)	(4.2 %)	(0 %)	(0 %)	
. The appearance and manners of the teacher are adequate	58 people (81.7%)	11 people (15.5%)	2 people (2.8%)	0 people (0 %)	0 people (0 %)	-15
. The teacher shows a positive attitude to students	56 people (78.9,9%)	13 people (18.3%)	2 people (2.8%)	0 people (0 %)	0 people (0 %)	-16
.The system of assessment of academic achievements (seminars, tests, questionnaires, etc.) reflects the content of the course	54 people (76.1%)	14 people (19.7%)	3 people (4.2%)	0 people (0 %)	0 people (0 %)	-17
.The evaluation criteria used by the teacher are clear	52 people (73.2%)	18 people (25.4%)	1 person (1.4%)	0 people (0 %)	0 people (0 %)	-18
. The teacher objectively evaluates the achievements of students	56 people (78.9,9%)	14 people (19.7%)	1 person (1.4%)	0 people (0 %)	0 people (0 %)	-19
. The teacher speaks a professional language	57 people (80.3%)	12 people (16.9 %)	2 people (2.8%)	0 people (0 %)	0 people (0 %)	-20
. The organization of education provides sufficient opportunities for sports and other leisure	activities 48 people (67.6%)	18 people (25.4,4 %)	2 people (2.8%)	2 people (2.8%)	1 person (1.4%)	-21
. Facilities and equipment for students are safe, comfortable and modern	52 people (73.2,2%)	15 people (21.1,1%)	4 people (5.6%)	0 people (0 %)	0 people (0 %)	-22
. The library is well equipped and has a fairly good collection of books	54 people (76.1%)	15 people (21.1,1%)	2 people (2.8%)	0 people (0 %)	0 people (0 %)	-23
.Equal opportunities are provided for all students	55 people (77.5%)	16 people (22.5%)	0 people (0 %)	0 people (0 %)	0 people (0 %)	-

40. Other problems regarding the quality of teaching:

No. There are no other problems. I'm full

No problem. No.

No other problems

Not everyone liked

I like everything, so I think there is no problem.

There are no other problems.

No other problems

No

All ahead, but the graduates need to be more active and hope to interest students

What did he do?

No problem, I am satisfied. No

We are all fine, I am satisfied with all the teachers, the dean's office.

All at the highest level