



«АККРЕДИТЕУ ЖӘНЕ РЕЙТИНГТІҢ
ТӘУЕЛСІЗ АГЕНТТІГІ» КЕМ

НУ «НЕЗАВИСИМОЕ АГЕНТСТВО
АККРЕДИТАЦИИ И РЕЙТИНГА»

INDEPENDENT AGENCY FOR
ACCREDITATION AND RATING

REPORT

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

6B11127 Tourism

6B11126 Restaurant and Hospitality Business

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

in the period from March 12 to 14, 2025 year.

INDEPENDENT AGENCY FOR ACCREDITATION AND REITING
External Expert Commission

Addressed to
Accreditation Council of IAAR



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

in the period from March 12 to 14, 2025 year.

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(I) LIST OF DESIGNATIONS AND ABBREVIATIONS

EEC - External Expert Commission
SCES - State Compulsory Education Standard
DET - Distance Education Technologies
EHEA - European Higher Education Area
ECTS - European Credit Transfer System
EHEA - European Higher Education Area
ITP - Individual Training Plan
KTA - Kazakhstan Tourist Association
CED - Catalog of Elective Disciplines
MSHE of the RK - Ministry of Science and Education of the Republic of Kazakhstan
IAAR - Independent Agency for Accreditation and Rating
R&D - Research and Development
SRW - Student Research Work
EP - Educational Program
EO - Educational Organization
GED - General Education Disciplines
PTS - Professor-Teaching staff
PD - Profile disciplines
RK - Republic of Kazakhstan
WC - Working Curriculum
QMS - Quality Management System
TMC - Teaching and Methodical Council
TMCD - Teaching and Methodical Complex of Discipline
TMD - Teaching and Methodical Department
SSC - Student Service Center

(II) INTRODUCTION

In accordance with the order № 22-25-OD from 19.02.2025 of the Independent Accreditation and Rating Agency from 12 to 14 March 2025, the external expert commission conducted an assessment of compliance of educational programs 6B11127 «Tourism», 6B11126 «Restaurant and Hotel Business» JSC «K. Kulazhanov Kazakh University of Technology and Business». «for compliance with the standards of specialized accreditation IAAR (from «16"» June 2020 № 57-20-OD, as amended by the order № 189-23-OD from 04.12.2023, sixth edition).

The report of the External Expert Commission (EEC) contains the evaluation of the submitted educational programs to the IAAR criteria, recommendations of the EEC on further improvement of educational programs and parameters of the profile of educational programs.

The composition of the VEC is:

1) **Chairman of the IAAR Commission** - Andrey Valerievich Tamyarov, Candidate of Technical Sciences, 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 FSBEI VO "Ulyanovsk State Technical University" (Russian Federation) Off-line participation

2) **IAAR Expert** - Babadjanov Davron Dadodjanovich, Vice-Rector for International Relations, Doctor of Economics, Professor, Tajik State University of Law, Business and Politics (Republic of Tajikistan) Off-line participation

3) **IAAR Expert** - Arslan Amanbaevich Ivashov, Ph.D., Associate Professor, School of Law and Public Administration, Narkhoz University (Republic of Kazakhstan) Off-line participation

4) **IAAR Expert** - Natalya Ryvkina, M.Sc., Senior Lecturer of the Department of Construction, L.N.Gumilev Eurasian National University (Republic of Kazakhstan). L.N.Gumilev Eurasian National University (Republic of Kazakhstan) Off-line participation

5) **IAAR Expert** - Valishina Galiya Lutfullaevna Candidate of Technical Sciences, Associate Professor, Methodical Center Astana (Republic of Kazakhstan) Off-line participation

6) **IAAR Expert** - Tattibayeva Damira Bakhtiyarovna, PhD, Head of Department «Technique and technology of food production», International Engineering and Technology University (Republic of Kazakhstan) Off-line participation

7) **IAAR Expert** - Nurlan Adilovich Kalganbaev, PhD, Professor of the Department of «International Tourism Management» KazUMOIMYA named after Abylaihan (Republic of Kazakhstan). Abylaihan (Republic of Kazakhstan) Off-line participation

8) **IAAR Expert** - Aliya Sagyndykova Aktymbaeva, Candidate of Geographical Sciences, Associate Professor, Department of Recreational Geography and Tourism Kazakh National University named after 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** - Madiev Temirlan Khaleluly, Leading Expert of the Investment Projects Support Department of the Chamber of Entrepreneurs of Almaty (Republic of Kazakhstan) Off-line participation

11) **IAAR Expert, Student** - Aruzhan Muratkyzy Tynymbayeva, Member of Kazakhstan Students Alliance, L.N.Gumilev Eurasian National University (Republic of Kazakhstan). L.N.Gumilev Eurasian National University (Republic of Kazakhstan) Off-line participation

12) **IAAR expert, student** - Sailau Ədilet, student of the 4th year «Information Security Systems» at 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** - Nazira Albertkyzy Akkainanova, 3rd year student of «State and Local Government», Member of the Alliance of Students of Kazakhstan, «Turan-Astana» University (Republic of Kazakhstan) Off-line participation

14) **IAAR Expert, student** - Sygambekova Dayana Ardakovna, student of OP «Standardization and Certification (by branches)», 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** - Kamilla Takhirovna Turdiyeva, student of «Tourism», Turan University, Member of the Alliance of Students of Kazakhstan (Republic of Kazakhstan) Off-line participation

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

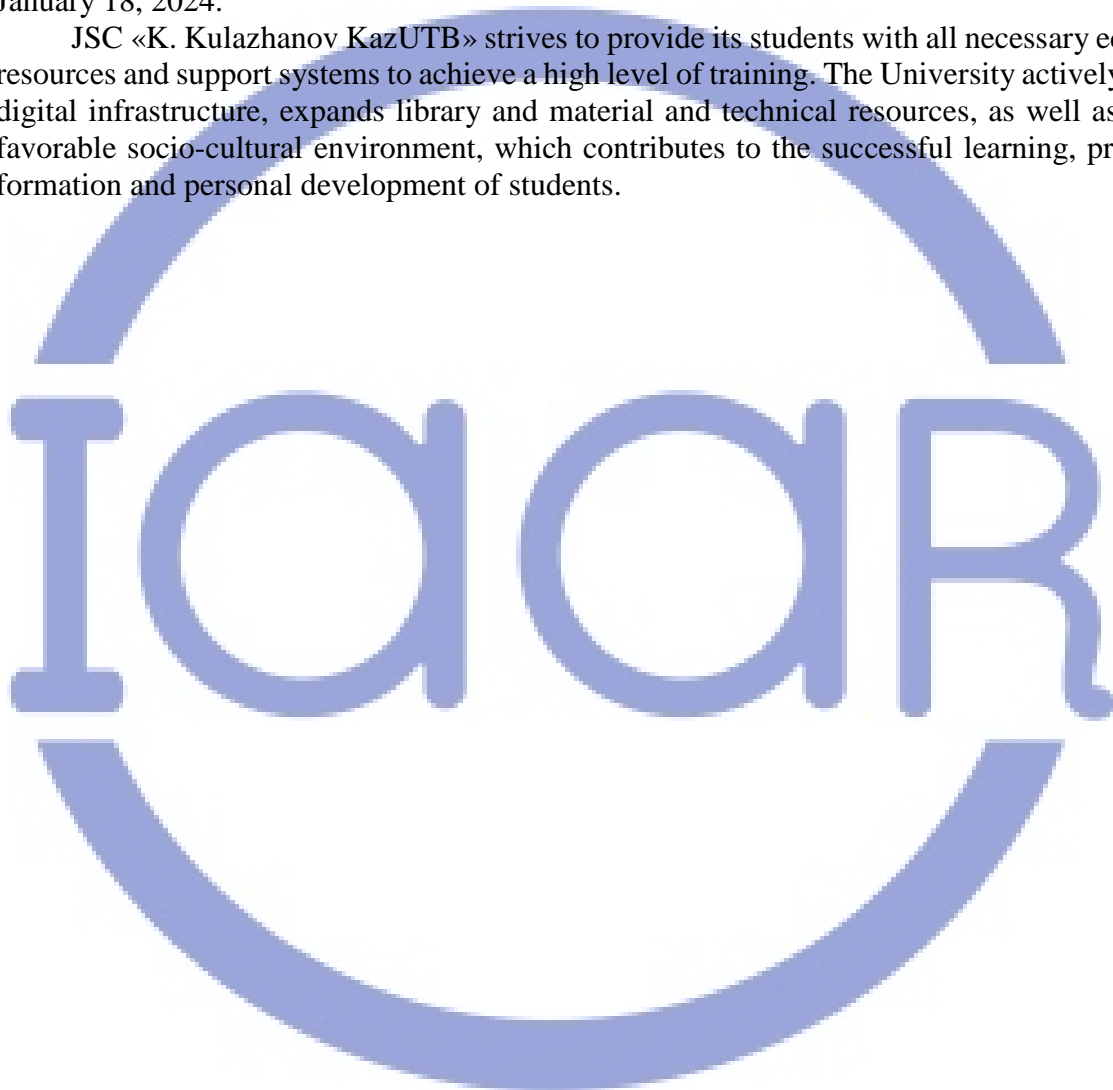


(III) PRESENTATION OF THE EDUCATIONAL ORGANIZATION

Joint Stock Company «K.Kulazhanov 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 2003-2004 academic year acted as an independent university, named as Akmola University of Technology and Business. On March 26, 2008 it was renamed into JSC «Kazakh University of Technology and Business», which is the only specialized higher education institution in Astana and Akmola region to train competitive personnel for food, light, petrochemical and hospitality industries. In December 27, 2023 it was renamed into Joint Stock Company «K.Kulazhanov Kazakh University of Technology and Business».

The university carries out its activities on the basis of license №KZ49LAA00036082 from January 18, 2024.

JSC «K. Kulazhanov KazUTB» strives to provide its students with all necessary educational resources and support systems to achieve a high level of training. The University actively develops digital infrastructure, expands library and material and technical resources, as well as creates a favorable socio-cultural environment, which contributes to the successful learning, professional formation and personal development of students.



(IV) DESCRIPTION OF THE PREVIOUS ACCREDITATION PROCEDURE

In accordance with the order No. 33-20-OD dated 27.04.2020. Independent Agency for Accreditation and Rating from 25 to 27 May 2020 the external expert commission conducted an assessment of compliance of educational programs 6B11127 “Tourism”, 6B11126 “Restaurant and Hospitality Business” of JSC “Kazakh University of Technology and Business” with the standards of specialized accreditation of the IAAR (№10-17-OD dated February 24, 2017, edition of the fifth).

The composition of the previous EEC in JSC “Kazakh University of Technology and Business named after K. Kulazhanov” (2020):

- 1) Chairman of the Commission - Akybaeva Gulvira Sovetbekovna, Ph.D., Astana IT University (Astana IT University) (Nur-Sultan);
- 2) Expert - Zamzagul Khamitovna Sultanova, Candidate of Economic Sciences, Acting Associate Professor, Zhangir Khan West Kazakhstan Agrarian-Technical University (Uralsk);
- 3) Expert - Svetlana Bakhytovna Zharkenova, Candidate of Legal Sciences, Associate Professor, L.N. Gumilev Eurasian National University (Uralsk). L.N. Gumilev Eurasian National University (Nur-Sultan);
- 4) Expert - Aliya Kairatovna Aldungarova, PhD, Pavlodar State University named after S. Toraigyrov (Nur-Sultan city). S.Toraigyrov Pavlodar State University (Pavlodar);
- 5) Expert - Elena Abenova, PhD, Associate Professor, Narkhoz University (Almaty).
- 6) Expert - Shaykenova Kymbat Khamitovna, Candidate of Agricultural Sciences, Kazakh Agrotechnical University named after S. Seyfullin (Nur-Sultan);
- 7) Expert - Bulashev Berdibek Kabkenovich, Ph.D., associate professor, expert of the Department of Technical Regulation of the National Research Institute of Kazakhstan “Atameken” (Nur-Sultan);
- 8) Expert - Kulziya Akashevna Kalymova, PhD, L.N. Gumilev Eurasian National University (Nur-Sultan city). L.N. Gumilev Eurasian National University (Nur-Sultan);
- 9) Expert - Pak Dmitry Yurievich, PhD, Associate Professor, Karaganda State Technical University (Karaganda);
- 10) Employer - Makasheva Zhumagul Zhamansarovna, business trainer of the NPP “Atameken” (Nur-Sultan);
- 11) Student - Bazarbek Amre, a member of the Alliance of Students of Kazakhstan, a 4th year student of “Automation and Management”, L.N. Gumilev Eurasian National University (Nur-Sultan city);
- 12) Observer from the Agency - Kydirmina Nurgul Alimovna Kydirmina, Project Manager of IAAR/IAAR (Nur-Sultan).

Recommendations to the university under the previous accreditation procedure for educational programs 6B11127 “Tourism”, 6B11126 “Restaurant and Hospitality Business” (2020):

According to the Standard “Management of the educational program”:

1. Based on the Quality Policy developed and published on the university website, it is important to demonstrate the mechanism of monitoring its successful functioning, all changes and improvements are important to reflect in the EP Development Plan, based on actual data.
2. The management of the EP should manage the risks related to the competitiveness of the EP and the teaching staff, determining the relevance of the content and content of the EP, its technical support; demand for graduates and their employment.
3. In terms of EP development, an important attention should be paid to innovation management, introducing in the educational process disciplines aimed at the formation of competencies that allow to respond flexibly and dynamically to all innovative processes, products and services in the field of management, tourism and hospitality.

According to the Standard “Information Management and Reporting”

1. The university and the management of the EP should establish the frequency, forms and methods of assessment of the EP management

According to the Standard “Development and Approval of the Educational Program”

1. The EP management should consider the possibility of preparing students for professional certification, through cooperation with the Certification Center of the Kazakhstan Tourism Association (KTA). Especially since this recommendation was given as a result of the last accreditation of the EP.

2. To continue the work on the harmonization of the content of the EP with similar EPs of leading foreign and Kazakhstani universities in order to form joint EPs.

3. The management of the EP “Management” to review the disciplines of the elective component for duplication within the framework of different levels of training (Bachelor's and Master's degree).

According to the Standard “Continuous monitoring and periodic evaluation of the educational program”

1. The management of the EP systematically informs all stakeholders about any changes made in the EP. All changes shall be publicized.

According to the Standard “Student-centered learning, teaching and learning assessment”

1. Provide for evaluation of the effectiveness of innovation implementation according to the criteria of improvement of learning quality/achievement of learning outcomes;

2. Implement new technologies and assessment methods, in alignment with learning outcomes and program goals. To envisage in the EP development plan the training of teaching staff on modern methods of assessment of EP - practical skills, competencies of graduates;

According to the Standard “Learners”

1. To develop an action plan to expand the external mobility of EP learners, as well as to assist them in obtaining external grants for training.

2. to activate the work of the University Alumni Association, to ensure coordination of its activities for more active participation in the development and management of the EP, promotion of employment of graduates, etc. Update the relevant section on the website.

On the standard “Teaching staff”

1. To develop an action plan to expand the external and internal mobility of teaching staff, to consider the possibility of internships of teaching staff and program managers in other educational organizations implementing similar EPs.

2. Involve foreign and best domestic teachers researchers, scientists to conduct joint research with cluster faculty, intensify faculty participation in research and consulting activities

According to the Standard “Educational Resources and Student Support Systems”

1. Continue work on covering the university campus with Wi-Fi network, strengthening the signal and increasing the bandwidth in the existing coverage area.

Under the Standard “Public Awareness”

1. to ensure the publication in the relevant sections of the university website of relevant information on the EP, including: learning outcomes, personalities of teachers; updating information on educational programs, informing the public about the progress of the EP in three languages, EP development plans, electronic portfolio of teaching staff.

According to the Standards in the context of individual specialties “Social Sciences, Humanities, Economics, Business and Law, Services”

1. To the EP management to adjust the purpose of training on the EP Tourism and RDHS, with the indication of specific practical skills in demand in the tourism and hospitality market.

2. to identify within the framework of the EP Development Plan and implementation of the EP advanced teaching methods based on the achievements of science and practice in the field of Management.

On June 9, 2020 by the decision of the Accreditation Council of the IAAR educational programs 6B11127 “Tourism”, 6B11126 “Restaurant and Hotel Business”, implemented by JSC

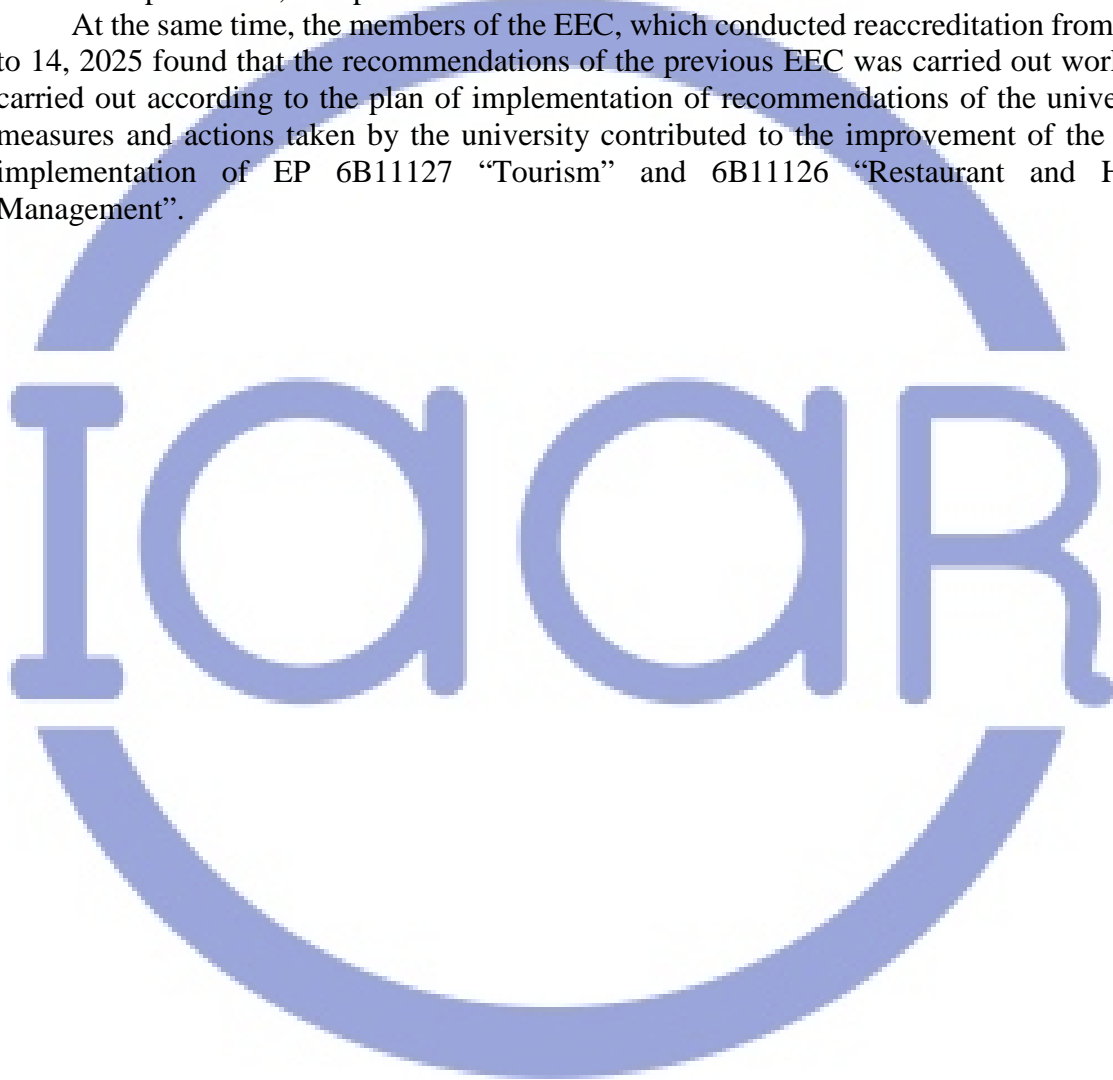
“Kazakh University of Technology and Business named after K. Kulazhanov” was accredited for 5 years.

For realization of recommendations in the university the plan of actions was developed. The results of implementation of planned activities are reflected in interim reports of JSC “Kazakh University of Technology and Business named after K. Kulazhanov”.

Post-accreditation monitoring of activity of JSC “Kazakh University of Technology and Business named after K. Kulazhanov”, was conducted within the framework of the action plan for the implementation of the recommendations of the WEC and was carried out in accordance with the requirements of the regulations on post-accreditation monitoring.

Post-accreditation monitoring of activity of JSC “Kazakh University of Technology and Business named after K. Kulazhanov” showed that in general, the recommendations given by the EEC are implemented, except for some recommendations.

At the same time, the members of the EEC, which conducted reaccreditation from March 12 to 14, 2025 found that the recommendations of the previous EEC was carried out work that was carried out according to the plan of implementation of recommendations of the university. The measures and actions taken by the university contributed to the improvement of the quality of implementation of EP 6B11127 “Tourism” and 6B11126 “Restaurant and Hospitality Management”.



(V) DESCRIPTION OF THE EEC VISIT

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

In order to coordinate the work of the EEC on 10.03.2025 was held on-line introductory meeting, during which were distributed powers among the members of the Commission, clarified the schedule of the visit, reached agreement on the choice of methods of expertise.

To obtain objective information about the quality of educational programs and the entire infrastructure of the university, to clarify the content of self-assessment reports, meetings with the rector, vice-rectors of the university in the areas of activity, heads of structural units, deans, heads of departments, teachers, students, graduates, employers were held. A total of 104 representatives took part in the meetings (Table 1).

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

Category of participants	Quantity
Rector	1
Provost's Corps	4
Heads of structural divisions	17
Deans	2
Heads of departments	6
Teachers	20
Students, master's students, doctoral students	39
Graduates	5
Employers	10
Total	104

During the visual inspection the EEC members got acquainted with the state of the material and technical base of the university, visited classrooms, specialized rooms of accredited specialties. The activities planned within the framework of the IAAR EC visit contributed to the detailed familiarization of the experts with the educational infrastructure of the university, material and technical resources in the context of the educational program of the accredited OPs.

During the meetings of the IAAR EEC with the university target groups the mechanisms of the university policy implementation were clarified and some data presented in the university self-assessment report were specified.

EEC members visited the practice bases of accredited programs: travel agency “Aruzhan Agent” LLP, hotel “President Hotel” LLP Rixos President Astana.

During the work, the training laboratories and practice bases were presented to the members of the EEC. The training sessions were also visited:

№	Name of discipline	Class topic	NAME OF FACULTY	group	aud
1	Technique and tactics of active types of tourism	Combined tours in active tourism: organization of carrying out	Tazhen A.N.	Tour-241/2	2/418
2	Bar business	Basics of ethnogastronomy. Basic principles of choosing wines and other alcoholic beverages	Zhanabai A.A.	Rdgb 221	1/401

In accordance with the accreditation procedure, 20 teachers, 39 students, including junior and senior students, were surveyed.

In order to confirm the information presented in the Self-Assessment Report, external experts requested and analyzed the working documentation of the university. At the same time, the experts studied the internet positioning of the university through the official website of the university <https://www.kaztbu.edu.kz/ru>.

Within the framework of the planned program recommendations on improvement of accredited educational programs of JSC “Kazakh University of Technology and Business named after K. Kulazhanov”, developed by VEC according to the results of the examination, were presented at the meeting with the management on 14.03.2025



(VI) COMPLIANCE WITH SPECIALIZED ACCREDITATION STANDARDS

6.1 Standard “Educational Program Management”

The university is obliged to demonstrate the development of the purpose and strategy of EP development based on the analysis of external and internal factors with wide involvement of various stakeholders.

- Quality assurance policy should reflect the link between research, teaching and learning.
- The HEI demonstrates the development of a quality assurance culture.
- Commitment to quality assurance should apply to any activities performed by contractors and partners (outsourcing), including in the implementation of joint/double degree education and academic mobility.

The EP management ensures transparency of the EP development plan elaboration based on the analysis of its functioning, real positioning of the HEI and orientation of its activities to meet the needs of students, the state, employers and other stakeholders.

The EP management demonstrates the functioning of mechanisms of formation and regular revision of the EP 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 EP.

The EP management should involve representatives of stakeholder groups, including employers, learners and teaching staff in the formation of the EP development plan.

The management of the EP should demonstrate the individuality and uniqueness of the EP development plan, its consistency with the 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 OP, distribution of staff job responsibilities, delineation of functions of collegial bodies.

The management of the OP ensures coordination of activities of all persons involved in the development and management of the OP and its continuous implementation, as well as involves all stakeholders in this process.

The management of the RP should ensure that the management system is transparent, that the internal quality assurance system is functioning, including its design, management and monitoring, and that appropriate decisions are taken.

The management of the OP shall carry out risk management.

The EP management should ensure the participation of representatives of stakeholders (employers, faculty, students) in the composition of collegial management bodies of the educational program, as well as their representativeness in decision-making on the issues of educational program management.

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

The EP management must demonstrate its openness and accessibility for students, faculty, employers and other stakeholders.

The management of the EP confirms the completion of training in educational management programs.

The EP management shall strive to ensure that the progress made since the last external quality assurance procedure is taken into account in preparation for the next procedure.

Evidence

Management of educational programs 6B11127 “Tourism” and 6B11126 “Restaurant and Hospitality Business”, implemented by JSC “Kazakh University of Technology and Business named after K. Kulazhanov”, is carried out by the Department of “Tourism and Service”.

The structure of the OP, the order of development and requirements for the structure of the content of the OP are reflected in the Rules for the development of educational programs of higher

education and postgraduate education developed on the basis of normative documents and agreed with the strategic plan.

The structure and principles of the OP, the order of development and requirements to the structure of the OP content are reflected in the Rules of Development of Educational Programs of Higher Education and Postgraduate Education and Postgraduate Education, which are developed on the basis of normative documents and coordinated with the strategic plan.

Educational programs 6B11127 “Tourism” and 6B11126 “Restaurant and Hospitality Business” reflect the priorities of the state policy of the Republic of Kazakhstan, such as the development of the tourism industry, improvement of the quality of service and introduction of innovative approaches in the sphere of restaurant and hotel business. In addition, the uniqueness of educational programs lies in the integration of disciplines aimed at the formation of interdisciplinary knowledge and skills. Special attention is paid to the introduction of modern technologies and innovative teaching methods, which ensures a high level of training of specialists. This is confirmed by the fact that in the rating of educational programs among universities of the Republic of Kazakhstan in 2024, OP 6B11126 “Restaurant Business and Hospitality” took 4th place, 6B11127 “Tourism” - 9th place (<https://surl.li/iivbva>).

OP 6B11127 “Tourism” and 6B11126 “Restaurant and Hospitality Business” are implemented in accordance with the vision, mission and the University Development Strategy for 2024-2029. The Commission notes the publication of the mission, vision and strategic goals and objectives (<https://kaztbu.edu.kz/ru/missiya-kazutb>), Academic Policy (PD 10-07.20-2022), Quality Policy (<https://kaztbu.edu.kz/storage/app/media/uploaded-files/.pdf>) in open access on the website of the university. The Commission notes that the University has developed a culture of quality assurance based on continuous improvement of the educational process and research activities.

The management of the OP operates on the principles of openness and accessibility for students, faculty and employers. Teachers, employers, students are involved in the development and regular adjustment of the OP. Employers submit their reviews and feedback on the curriculum of these OP and make their suggestions (Minutes of the meeting of the Department of “Tourism and Service” № 5 of 20.12.2024; Minutes of meetings with employers № 7 of 24.02.2024). The catalog of elective disciplines, developed taking into account the wishes of employers is approved by the UC of the university (Minutes №8 from 23.03.2024).

At the beginning of each academic year are appointed responsible for the main business processes for the development and implementation of the OP, which is fixed in the Minutes of the Department meeting (Minutes of the Department of Tourism and Service №1 from 28.08.2024).

Analytical part

The results of the study of the submitted documents, interviewing showed the transparency of the development plan of the accredited OP.

OP 6B11127 “Tourism” and 6B11126 “Restaurant and Hospitality Business” are developed in accordance with the State Educational Standards, model curricula. The OPs comply with the National Qualifications Framework, professional standards and are aligned with the Dublin Descriptors.

The objectives of the educational programs are generally in line with the educational standards and the University's mission. The objectives of the EP are agreed with the Strategic Development Plan of JSC “Kazakh University of Technology and Business named after K. Kulazhanov”.

University management in the development of the OP adheres to the goal of ensuring the continuity of their content, takes into account the logic of academic interrelation of disciplines, their sequence and continuity.

The risk management process within the framework of the OP is regulated by the Risk Management Policy. The risks described in the development plans of OPs 6B11127 “Tourism” and 6B11126 “Restaurant and Hospitality Business” are identical and do not fully take into account the current challenges and requirements of OP development.

VEC notes the practical aspect of the process of educational programs development: methodological recommendations on all types of practices, writing and defense of thesis (projects) by students are developed and implemented in the educational process, educational programs are improved with the involvement of social partners and employers, the base of industrial practice is expanded.

The OP management actively involves employers, students and other stakeholders in the formation of the OP, including them in the collegial management bodies of the OP, this is reflected in the Minutes of the Department and UMS of the University.

Within the framework of the introduction of online learning, the university carries out some work on the formation and development of new roles and competencies of teachers. The OP development plans envisage the creation of an innovative educational environment through the activation of teaching staff work on the development and implementation of electronic educational publications in the educational process, professional development of teaching staff in the direction of information and innovative technologies, open classes with the use of innovative learning technologies.

During the questionnaire survey on the question "How much attention is paid by the management of the educational institution to the content of the educational program?" 70.8% of teaching staff (46 people) answered "very good", 27.7% (18 people) - "good".

To the question "How is the innovative activity of teaching staff encouraged?" 41.5% (28 people) gave the answer "very good", 50.8% (33 people) - 'good', 6.2% (4 people) - "relatively bad".

The results of questioning of students showed high satisfaction of students with the support of educational materials in the learning process (fully satisfied - 88.7% (63 people), partially satisfied - 9.9% (7 people), found it difficult to answer - 1.4% (1 person).

The level of accessibility and responsiveness of management is fully satisfied with 84.5% (60 people) of students, partially satisfied - 9.9% (7 people), found it difficult to answer - 1.4% (1 person).

Strengths/best practices in OP "6B11127 'Tourism' and 6B11126 "Restaurant and Hospitality Business":

- Not identified.

Recommendations for OP "6B11127 'Tourism' and 6B11126 "Restaurant and Hospitality Business":

- To revise the procedure of risk management in terms of their identification and measurement, as well as to supplement it with algorithms for developing actions to reduce the negative impact of risks (Deadline 01.09.2025).

VEC conclusions on criteria:

According to the standard "Educational Program Management" educational programs "6B11127 'Tourism' and 6B11126 "Restaurant and Hospitality Business" have 17 satisfactory positions.

6.2. Standard "Information Management and Reporting"

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

The OP's guidance demonstrates the systematic use of processed, adequate information to improve the internal quality assurance system.

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

The university should determine the frequency, forms and methods of evaluating the management of the Educational institution, the activities of collegial bodies and structural divisions, and top management.

The university must demonstrate an information protection mechanism, including identifying those responsible for the accuracy and timeliness of information analysis and data provision.

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

Management should demonstrate that there are communication mechanisms in place with students, staff, and other stakeholders, including conflict resolution.

The university should ensure that the degree of satisfaction of the needs of teachers, staff and students within the framework of the educational program is measured and demonstrate evidence of the elimination of identified gaps.

The university should evaluate the effectiveness of measures in the context of the OP.

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

- key performance indicators ;
- student population dynamics form and type;
- improve academic performance, student achievement and retention at the university;
- to encourage students with the introduction of op and the quality of education at the university;
- availability of educational resources and student support systems;
- education and career development of graduates.

Students, staff and teaching staff should document their consent to the processing of personal data.

The OP should contribute to the provision of all necessary information in the relevant fields of sciences.

Evidence

Information management and reporting are important aspects of effective management of an education program. They allow collecting, processing, storing and providing information about the program, its quality and achievements to stakeholders. The management system and organizational structure of the university is based on the internal normative and legal acts that regulate all the main directions, processes and cycles of the university's activities in training specialists. In order to effectively manage the work of the university in JSC “KazUTB named after K.Kulazhanov” continuous collection, processing, distribution, generalization and analysis of information is carried out.

At the university there are both traditional processes of management and transfer of information, and using software products and information systems. Information management at the university is characterized by the presence of information flows: direct - from management to executors and stakeholders, and reverse - from stakeholders, including students and teachers, to management. The university uses the automated information system of educational process management “Platonus”, which provides data transfer to the information system “Unified Platform of Higher Education (UPHE)”.

The following information technologies have been introduced in the management activities of the university:

1. The official website of the university (<https://kaztbu.edu.kz/ru/o-nas>) serves as an important source of information about “KazUTB named after K.Kulazhanov” for students, their parents, faculty, staff, potential employees, applicants, employers, alumni and the community as a whole.

2. information system “Platonus” (<https://www.kazutb.kz/ru/obuchenie/rukovodstvo-dlya-raboty-v-platonus>) is designed to provide effective information support for the management processes of the education system, and also provides management of the educational process of

“KazUTB named after K.Kulazhanov”, which weekly reflects the results of current control, interim and final certification, access to the electronic library, distance learning system.

3. electronic catalog of the library (<https://www.kazutb.kz/ru/o-nas/biblioteka>), electronic portal for students (<https://www.kazutb.kz/ru/obuchenie/bakalavriat>), <https://www.kazutb.kz/ru/obuchenie/magistratura>), call-center for DOT <https://www.kazutb.kz/ru/novosti/1387-call-center-sistemy-distantionnogo-obuchenie>.

Service Center for Students “CSO KazUTB” (<https://kaztbu.edu.kz/ru/centr-obsluzhivaniya-studentov>) is an aggregator of information systems and includes such sections as electronic document management (receiving applications, accepting documents, issuing certificates), services for the student, including government services.

Modern technologies and digitalization of the educational process create new opportunities for interaction with applicants and all stakeholders. Virtual Admissions Office of JSC “KazUTB named after K. Kulazhanov” is designed to ensure accessibility, transparency and convenience of the admission process (<https://kaztbu.edu.kz/ru/virtualnaya-priemnaya-komissiya>). The purpose of the virtual admission committee is to provide applicants with relevant and complete information about educational programs, admission requirements and necessary documents, as well as support in choosing a future professional trajectory. The Virtual Admission Office reflects the university's commitment to introducing innovative approaches to the educational process, providing convenient access to educational opportunities for all categories of applicants, including international students, as well as those who live in remote regions.

Monitoring of the implementation of the OP at the University is carried out through the systematic collection of reporting documentation at all levels of the structure. It includes the minutes of the Faculty and Department Academic Council meetings, department reports on scientific and educational activities, expert opinions on the quality of UMKD, educational-methodical and material-technical support of the OP, as well as on the state of the teaching and laboratory facilities. In addition, monitoring is conducted by questionnaires of students, employers and graduates to assess their satisfaction with the educational services provided.

To ensure the transparency and objectivity of the educational process, the university has several mechanisms for conflict resolution. The procedures of their work are regulated by the internal normative documents of the university, which detail the order of consideration of appeals, terms of their processing and decision-making mechanisms:

- appeal commission considers students' appeals related to disagreement with the results of examinations. The procedure for submitting appeals, their processing and decision-making deadlines are described in the “Regulations on the Appeals Commission” (<https://surl.li/skggllh>)

- conciliation commission deals with the resolution of labor disputes among the university employees. The regulations of its work, including the order of consideration of applications and deadlines for making decisions, are set out in the “Regulations on the Conciliation Commission” (<https://surl.li/ihzsii>) .

- Disciplinary Council considers issues related to the violation of academic discipline, internal order and ethical norms by students and employees of the university. The “Regulations on the Disciplinary Council” (<https://surl.gd/kpxppp>) outlines the stages of consideration of appeals, criteria for making decisions and deadlines for their execution.

The collection, analysis and reporting of performance information is described within the processes embedded in the University's QMS. Feedback is provided through paperwork, regular questionnaires, personal inquiries, statements, memos, rector's blog, groups in social networks. The management of the University and educational programs holds meetings with students as necessary to clarify issues that have arisen.

Scientific Library of JSC “KazUTB named after K. Kulazhanov” in accordance with the development plan is constantly working on the creation of information resource environment to support the educational and scientific processes and innovation activities of the University, provides students, faculty, staff a variety of library and information services and services, following the principles of openness and accessibility. In order to provide the educational process

with educational and specialized literature, the library fund is constantly updated at the request of teachers who teach classes within the framework of the educational program.

During the questionnaire survey of students 84,5% (60 people) are fully satisfied with the level of accessibility of library resources, 81,7% (58 people) are fully satisfied with the existing educational resources of the university, 81,7% (58 people) are fully satisfied with the availability of computer classes and Internet resources, at the same time, fully agree that the library is well equipped and has a good enough collection of books 76,1% (54 people) of students.

Analytical part

VEC members note that the university has a multi-level information management and reporting system in place. The university has implemented information management processes, including collection and analysis. The structure and volume of collected information, sources, periodicity, time interval, responsible persons for reliability and timeliness are determined by internal regulatory documentation.

According to the regulated procedures, the University collects and analyzes data to assess the performance of activities, to determine the degree of realization of goals and objectives, opportunities for continuous improvement of the provided service - the implementation of the OP of all levels. The information collected within the framework of the University activities, including through statistical processing of information, reporting and results of internal audits, allows to form analytical reports and make decisions based on facts. Feedback is provided through electronic document flow, regular questionnaires, personal inquiries, statements, memos, blogging rector.

VEC experts note that the EP management ensures the functioning of the system of information collection, analysis and management based on the use of modern information and communication technologies and software tools. The information collected and analyzed by the university takes into account: employment and career development of graduates. The evaluation of information management and reporting processes at the university is carried out on the basis of meeting the needs of the individual in intellectual, cultural and moral development; meeting the needs of employers in qualified specialists; organization and conduct of scientific research.

In general, the VEC notes that the university uses modern information systems, information and communication technologies and software tools in order to

Strengths/best practices of the OP “6B11127 ‘Tourism’, 6B11126 ”Restaurant business and hotel business”:

- not identified.

Recommendations for OP “6B11127 ‘Tourism’, 6B11126 ”Restaurant and Hospitality Business”:

- not identified.

VEC Criteria Conclusions:

According to the standard “Information Management and Reporting” educational programs “6B11127 ‘Tourism’, 6B11126 ”Restaurant and Hospitality Business” have 17 satisfactory positions.

6.3 Standard “Development and approval of the educational program”

The University is obliged to demonstrate the existence of a documented procedure of the EP development and its approval at the institutional level.

The University is obliged to demonstrate the compliance of the developed EP with the established objectives and planned learning outcomes.

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

The HEI can demonstrate the availability of the OP graduate model describing learning outcomes and personal qualities.

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

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

Management of the OP should ensure that the content of academic disciplines and learning outcomes correspond to each other and to the level of study (bachelor's, master's, doctoral studies).

The EP management should demonstrate the implementation of external reviews of the EP.

- The EP management should provide evidence of participation of students, faculty and other stakeholders in the development of the EP, ensuring its quality.

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

- An important factor is the possibility to prepare students for professional certification.

- □ An important factor is the availability of double-diploma OP and/or joint OPs with foreign universities.

Evidentiary part

The development and approval of the OP at the University is carried out in accordance with the provisions of regulatory legal acts in the field of higher and postgraduate education, as well as in accordance with the documentation developed at the university and necessary for the effective functioning of the educational process.

Educational programs 6B11127 “Tourism”, 6B11126 “Restaurant and Hospitality Business” are developed in accordance with scientific, theoretical and practice-oriented requirements for professional and social competencies.

Development and approval of educational programs 6B11126 “RDHS”, 6B11127 “Tourism” are aimed at achieving the planned learning outcomes that meet the requirements of the labor market, the needs of stakeholders and strategic objectives of the university. The process of development and approval of the OP is based on the mission of JSC “KazUTB named after K. Kulazhanov” and includes: taking into account the requirements (GOSO RK); compliance with the qualification requirements for the educational activities of organizations providing higher and (or) postgraduate education, and the list of documents confirming compliance with them; compliance with professional standards and current trends in the hospitality industry; participation of stakeholders (employers, students, teachers) at all stages of program development.

OP development is aimed at the formation of competencies necessary for successful professional activity of graduates in the national and international context.

The objectives of the educational programs 6B11127 “Tourism”, 6B11126 “RDGB” are consistent with the mission of the university, the National Qualification System. When developing the OP, the degree of labor intensity of students' academic load for all types of academic activities provided for in the curriculum is taken into account, credits are clearly defined. The content of academic disciplines and learning outcomes of the accredited OPs correspond to the level of education (Bachelor's degree). The planned learning outcomes of educational programs include the formation of professional competencies in the field of restaurant and hotel business management, such as service organization, management of per). The planned learning outcomes of educational programs include the formation of professional competencies in the field of restaurant and hotel business management, such as service organization, personnel management, implementation of digital technologies. These outcomes have been developed taking into account the demands of employers and professional standards.

When drafting the educational programs 6B11127 “Tourism” and 6B11126 “Restaurant and Hospitality Business” the proposals of students, employers, graduates who are part of the OP developers are taken into account (minutes of the department “Tourism and Service” № 7 from 16.02.2024).

The procedure of OP development begins with the analysis of labor market needs and professional standards. Then a discussion is held with the participation of stakeholders (employers, students, faculty), the results of which are recorded in the minutes of the department meetings.

Based on the collected data, a draft OP is formed, which undergoes expert examination, approval by the Commission for Quality Assurance and the Educational and Methodological Council. This process is carried out by discussing professional competencies, expected results, catalog of elective disciplines, content of the OP. The development of catalogs of elective disciplines is regulated by the Regulations on the development of the catalog of elective disciplines (<https://surl.li/rutnld>). Educational-methodical support of disciplines is made on the basis of the Regulations on the development of educational-methodical disciplines (<https://surl.li/rxcjzb>).

The University has developed a competency model of a graduate of JSC “KazUTB named after K. Kulazhanov” (<https://surl.gd/khezom>) Competency model of the graduate is developed by the working group together with the educational and methodological department on the basis of the State Educational Standards of the Republic of Kazakhstan.

In the implementation of the OP the work with employers is carried out on the issues of determining the demanded areas and requirements for the training of bachelors on a regular basis. Bases of practice OP 6B11127 “Tourism” and 6B11126 “Restaurant business and hotel business” are state institutions and private companies such as, JL “Association of Tour Operators of RK”, LLP “President Hotel”, Corporate Fund “Touristik Kamkor”, LLP “Aruzhan Agent”, LLP “Viradelis” GRK “Zhumbaktas”, LLP “Tomiris - Astana. KZ”, Association of Tour Operators of RK, LLP “Astana Development Group” Hotel “Hilton Astana”, LLP “Edelweiss Borovoye”, TOO “Kaz Tour”, TOO “Lion Travel” and others.

In order to ensure quality, the university is improving the OP through the mechanism of internal and external assessment of the quality of EP. The internal expertise is carried out through the involvement of experienced teachers and heads of structural units, while the external expertise procedure involves invited experts, representatives of business communities, as well as employers if they have the qualifications.

Thus, for OP 6B11127 “Tourism” and 6B11126 “Restaurant and hotel business” received an expert opinion and review: from the director of the hotel “Wyndham Garden Astana”, E. B. Aldabergenov (Annex 14); from the head of the personnel department of “President Hotel” LLP, A. Sultanova (Annex 15); from the director of the hotel “Wyndham Garden Astana”, A. K. Sultanova. K. (Annex 15); from the President of the LLC “Association of Tour Operators of the Republic of Kazakhstan”, Rey Y.Y. (Annex 16); from the Director of the tourist firm “Aruzhan”, Tsoi M.B. (Annex 17).

These organizations are partners of the departments, which assist in the training of specialists, providing opportunities for training and industrial practice, internships for students, lectures.

Analytical part

VEC notes that the consideration and approval of the OP is carried out at the department, recommended by the decision of the Teaching and Methodological Council of the University and approved at the meeting of the Academic Council of the University.

For the successful implementation of educational programs in JSC “KazUTB named after K. Kulazhanov” there are material resources that meet the requirements of modern higher education (classrooms equipped with interactive whiteboards, computer classes, computer training programs, teaching and learning materials, including - on electronic media, multimedia, screens, necessary software and application packages).

At the same time, the OP management has not demonstrated the possibility of preparing students for professional certification. This procedure is especially important for the graduates of OP, as they are assigned a certain qualification and issued a certificate confirming the formation of practical competencies. They can be included in the register of professional associations as potential job seekers.

The university has no joint educational programs with foreign universities in the direction of OP “Tourism” and OP “Restaurant and Hotel Business”. But the management of the OP is working in this direction - there is a Regulation on the implementation of joint double degree

programs (<https://surl.li/ruqqbm>) the Regulation on the order of organization of joint OP (<https://surl.li/gvckjl>) has been developed.

Strengths/best practices in OP “6B11127 ‘Tourism’, 6B11126 ”Restaurant and Hospitality Business”:

- not identified.

Recommendations for OP “6B11127 ‘Tourism’, 6B11126 ”Restaurant and Hotel Business”:

- to the management of the OP to supplement the competence model of the graduate in terms of the formation of competencies aimed at passing the professional certification in the professional field of activity (Term: 01.10.2025)

- to develop a plan, and to start its implementation, to harmonize the content of the OP with similar programs of leading foreign and Kazakhstani universities, aimed at the development and implementation of joint educational programs. (Deadline: 01.01.2026).

VEC conclusions on the criteria:

According to the standard “Development and approval of educational program” educational programs “6B11127 ‘Tourism’, 6B11126 ”Restaurant and hotel business” have positions: 10 satisfactory, 2 offers improvement.

6.4 Standard “Continuous monitoring and periodic evaluation of educational programs”

The university should ensure the revision of the content and structure of the educational program, taking into account changes in the labor market, the requirements of employers and the social demand of society.

The university must demonstrate the existence of a documented monitoring and periodic evaluation procedure to achieve the goal of the OP and continuous improvement of the OP.

The monitoring and periodic evaluation of the OP should take into account:

- the content of the programs in the context of the latest achievements of science and technology related to specific disciplines;
- changing needs of society and professional environment;
- workload, student performance, and graduation;
- Student performance assessment procedures;
- results and student satisfaction;
- the interaction of the educational environment and activity support services in accordance with the objectives of the PLO.

The management of the OP should publish information about changes in the OP, inform stakeholders about any planned or undertaken actions within the framework of the OP.

The support service should identify the needs of various groups of students and the degree of their satisfaction with the organization of training, teaching, assessment, and mastering of the OP in general.

Evidentiary part

The quality guarantee in the university is the process approach within the framework of the current regulatory documents, providing and controlling the provision of monitoring of educational programs and determines the quality of the structure and content of the OP, OP development plans, satisfaction of stakeholders (employers, students, teachers, etc.) with the quality of educational services.

In JSC “KazUTB named after K. Kulazhanov” on a regular basis is carried out internal control of the educational process. The purpose of monitoring is to identify the strengths and weaknesses of the practical activities of the departments within the framework of the management of the OP and the development of recommendations for the elimination of shortcomings and dissemination of positive experience. Performance indicators are determined based on the criteria

of departmental normative documents and university resources (scientific potential of the teaching staff, teaching and laboratory facilities, library fund, etc.).

The procedure for making changes to the OP is regulated by the following documents: PD on the procedure for developing the OP development plan and monitoring its implementation - <https://surl.li/ssixsz>; Standard Internal Audit - <https://surl.li/mjahhw>; Standard Corrective and Preventive Actions - <https://surl.li/eltbvww>; PD on Risk Management - <https://surl.li/sxyuow>.

The control of students' academic achievements is carried out in accordance with the requirements of normative-regulatory documents of the Ministry of Education and Science of the Republic of Kazakhstan in the "Platonus" system. The issues of OP performance and quality of knowledge of students are considered at the meetings of collegial bodies - the meeting of the department, the Council of the Faculty of Economics, the Academic Council.

In order to assess the satisfaction of internal needs, the Department of Education Quality Monitoring in each academic period organizes and conducts a survey of students, teachers and staff of the university. The results of these questionnaires are publicly available. Thus, the results of the questionnaire 2024 are presented in the form of: 1) student report, where they noted the high quality of teaching and availability of teaching materials (<https://surl.li/ncgzbo>) 2) questionnaire of first-year students, where they expressed satisfaction with the process of adaptation to the university environment, emphasizing the support of teachers and supervisors (<https://surl.li/xeavfj>); 3) teacher through the eyes of students, students highly appreciated the professionalism and competence of the teaching staff, especially noting their readiness for dialogue and assistance in mastering the material.

These questionnaire results provided the necessary information to the heads of EPs for further monitoring and periodic evaluation of educational programs, allowing the university to promptly respond to the needs of students and improve the quality of education provided.

To ensure the relevance of educational programs, the university regularly revises their content, taking into account changes in the labor market, employers' needs, the latest scientific achievements and social demand of the society. Every year changes are made to each OP taking into account the opinions of students and employers.

Within the framework of the annual updating of the content of the program disciplines, taking into account the latest achievements of science and technology, so in OP 6B11126 "Restaurant and Hotel Business" in the discipline "Fundamentals of Hospitality Business" was added module "Modern Technologies in Hospitality Business", which considers the introduction of artificial intelligence in the management of hotels and restaurants. In OP 6B11127 "Tourism" discipline "Provision of safe service in tourism" module "Artificial intelligence in providing service to tourists" was added.

The questionnaire survey of the trainees, conducted during the IAAR VEC visit, showed that: The course syllabus was clearly presented 76.1% (54 people), The course content was well structured, Full agreement - 80.3% (57 people), Agree - 16.9% (12 people), Partially agree - 2.8% (2 people).

Analytical part

Monitoring of the RP development plan implementation is conducted on a continuous basis (Dean's office, UMS, employers). The report on the implementation, efficiency and effectiveness of the OP development plan is created by the head of the OP and considered at the meetings of the University UMC. During monitoring the implementation of the plan is checked; compliance of the results of the processes with the planned indicators (efficiency); the discussion of efficiency is held; an assessment is given; if necessary, corrective actions are developed to eliminate shortcomings and omissions in the work, as well as to this for the effectiveness of the reflection in the performance plans of the objectives of the OP must ensure compliance and implementation of a documented procedure for updating the content of disciplines in the context of the translation of advanced achievements and experience in the field of education.

The assessment of the quality of the OP was carried out on the basis of the analysis of curricula, catalog of elective disciplines, UMKD, meetings with students, teaching staff, visits to

classes, objects of industrial practice. In the course of meetings with faculty, employers and students of the OP it was found that they have an idea of the ways and forms of inclusion in the work on the development of educational programs.

An important element of the RP monitoring is informing the general public about all changes made to the RP. Posting information on the RP and the changes being undertaken mainly on the internal portal limits the range of participants to the university staff and students. Therefore, provision should be made to post information on the OPs themselves and all changes being made to the OPs on the public pages of the website for wide access.

Strengths/best practices of the OP “6B11127 ‘Tourism’, 6B11126 ”Restaurant and Hospitality Business”:

- Not identified.

Recommendations for OP “6B11127 ‘Tourism’, 6B11126 ”Restaurant and Hotel Business”:

- The university management should develop a procedure for timely informing all interested stakeholders about the changes made to the educational programs, using digital platforms and mailings (Deadline: 01.11.2025).

VEC conclusions on criteria:

According to the standard “Continuous monitoring and periodic evaluation of educational programs” educational programs “6B11127 ‘Tourism’, 6B11126 ”Restaurant and hospitality business” have positions: 9 satisfactory, 1 offers improvement.

6.5 Standard “Student-centered learning, teaching and learning assessment”

The EP management should ensure respect and attention to different groups of students and their needs, providing them with flexible learning paths.

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

The management of the OP should determine the mechanisms of distribution of students' study load between theory and practice within the framework of the OP, ensuring the mastering of the content and achievement of the OP goals by each graduate

An important factor is the availability of own research in the field of teaching methods of OP disciplines

The university should ensure the compliance of the procedures for assessment of learning outcomes with the planned results and objectives of the OP

The university should ensure consistency, transparency and objectivity of the assessment mechanism.

Criteria and methods for assessing learning outcomes should be published in advance

Evaluators should be up-to-date on current methods of assessing learning outcomes and should receive regular professional development in this area

RP management should demonstrate a system of feedback on the use of different teaching and learning assessment methods

RP management should demonstrate support for learner autonomy while being guided and assisted by teachers

Evidence

In order to improve student-centered learning, teaching and learning assessment system in the framework of OP 6B11127 “Tourism” and 6B11126 “Restaurant and hospitality business” a set of approaches and activities aimed at creating a comfortable environment for students, improving the quality of the educational process and ensuring an objective assessment of their knowledge are implemented.

For the successful implementation of student-centered approach and ensuring fairness in the assessment of academic performance, JSC “KazUTB named after K. Kulazhanov” developed and implemented regulatory documents: Regulations on granting academic leave to students; Regulations on the recognition of learning outcomes of formal and informal education; Regulations on the current control of academic progress and interim attestation of students; Regulations on the organization and conduct of the summer semester; Regulations on the organization and conduct of final attestation of students; Rules for filling out and issuing documents on education of own sample; Rules for registration of students for academic disciplines; Regulations on the transfer, dismissal and reinstatement of students; Regulations on the Appeals Commission (<https://kaztbu.edu.kz/ru/akkreditaciya-i-rejtingi>)

Members of the EEC IAAR note, in the process of implementation of OP 6B11127 “Tourism” and 6B11126 “Restaurant business and hospitality business” applies a practice-oriented approach in the development of students, which is expressed by the study of disciplines such as “Electronic reservation and booking systems”, “Equipment in the restaurant business” in really close to reality conditions, on the basis of branches of the department (LLP “Sayat”, LLP “Rixos President Hotel”, travel agencies ‘Aruzhan’, “Zhumbaktas”) contribute to a more effective formation of students' practical skills and acquisition of planned competencies in the working programs of disciplines. Thus, for example, the teachers of the department “Tourism and Service” Candidate of Economic Sciences, Assessor Professor Kurmankulova N.J., Master, Senior Lecturer Rustemova S.M. conducted a practical training on the discipline “Organization of work of administrative and service” economic services” in SAAD Hotel Astana 5*. During the class students got acquainted with the structure of the hotel organization, the work of administrative and economic services of the hotel (https://www.instagram.com/p/DCDwAgLCdZW/?igsh=QkFLdmlSTIFGSA%3D%3D&img_index=1)

Questioning of students, analysis of attended classes shows that active, innovative forms and methods of conducting classes, as well as information computer technologies are regularly used in the educational process. VEC members note the positive experience of functioning of the department of departments on OP 6B11127 “Tourism” and 6B11126 “Restaurant business and hotel business” at the hotel “President Hotel” Rixos President Astana LLP, tourist firm “Aruzhan Agent” LLP. Also for practical training at the department introduced automated programs “R-Keeper”, ‘Shelter’, “Store House” (Annex 22), which provides many opportunities for effective management of restaurant and hotel business.

A questionnaire survey of trainees conducted during the IAAR VEC visit revealed that:

- the level of accessibility and responsiveness of the management of the university is rated as high at 84.5% (60 students);
- accessibility for academic advising is assessed as high - 83.1% (59 people).

Analytical part

It should be noted that the University and the management of the OP demonstrate a purposeful policy to implement measures to take into account the needs and individual characteristics of students in both curricular and extracurricular activities.

Special attention is paid to the training of teaching staff and the introduction of various forms and methods of teaching, including the use of digital technologies, which is a positive step. However, the effectiveness of these technologies is assessed only on the basis of student satisfaction in annual questionnaires and through mutual visits of teachers. In this regard, the management of educational programs should take into account the need to create a system for assessing the effectiveness of new teaching methods, focused on improving the quality of knowledge and achieving the final results, i.e. the development of research in the field of education. The university has departments of technical and software, as well as commercialization, which can assume the role of training teachers in innovative methods, using the capabilities of modern programs and applications.

Assessment of the quality of the OP was carried out on the basis of the analysis of curricula, catalog of elective disciplines, UMKD, meetings with students, faculty, attendance of classes,

video tour to the scientific library, gymnasium, dormitory. In the course of meetings with faculty, employers and OP students it was found that they have a clear idea of the ways and forms of inclusion in the work on the development of educational programs.

Strengths/best practices in OP “6B11127 ‘Tourism’, 6B11126 ”Restaurant and Hospitality Business”:

- not identified.

Recommendations for OP “6B11127 ‘Tourism’, 6B11126 ”Restaurant and Hotel Business”:

- The university management, together with the management of the OP to develop and implement additional tools of feedback with students for prompt identification and response to the identified shortcomings in the educational process. (Deadline: 01.09.2025).

VEC Criteria Conclusions:

According to the standard “Student-centered learning, teaching and learning assessment” educational programs “6B11127 ‘Tourism’, 6B11126 ”Restaurant and Hospitality Business” have positions: 9 satisfactory, 1 offers improvement

6.6 Standard “Students”

The University is obliged to demonstrate the policy of formation of the contingent of students and to ensure transparency, publication of procedures regulating the life cycle of students (from admission to completion).

The management of the EP should provide for special adaptation and support programs for newly enrolled and foreign students

The University is obliged to demonstrate compliance of its actions with the Lisbon Convention on Recognition, including the presence and application of the mechanism for the recognition of the results of academic mobility of students, as well as the results of additional, formal and informal learning.

The University is obliged to provide opportunities for external and internal academic mobility of students, as well as to assist them in obtaining external grants for training.

The university should actively encourage students to self-education and development outside the main program (extracurricular activities).

An important factor is the availability of the mechanism of support for gifted students.

The University is obliged to demonstrate cooperation with other educational organizations and national centers of the “European Network of National Information Centers for Academic Recognition and Mobility/National Academic Recognition Information Centers” ENIC/NARIC in order to ensure comparable recognition of qualifications.

The HEI is obliged to provide students with internship places, demonstrate the procedure of promoting employment of graduates, maintaining contact with them.

The HEI is obliged to demonstrate the procedure of issuing to graduates the documents confirming the obtained qualification, including the achieved learning outcomes.

The EP management must demonstrate that the graduates of the program have skills that are in demand on the labor market and that these skills are really relevant.

The program management must demonstrate that there is a mechanism for monitoring the employment and professional activity of the graduates.

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

Evidentiary part

The university carries out the policy of forming the contingent of students according to the legislation of the Republic of Kazakhstan and is based on the principle of choice of higher education institution and educational program by applicants.

Formation of the contingent of students is carried out through the placement of the state educational order for training of scientific personnel, as well as tuition fees at the expense of own funds of citizens and other sources. Admission to the program is carried out according to the

requirements of the Ministry of Education and Science of the Republic of Kazakhstan, on a competitive basis by the results of passing the UNT or comprehensive testing (CT), it is necessary to score a passing score established by the state and with a package of documents in the prescribed time to submit to the department of admission of students (Rules of admission to JSC “KazUTB named after K. Kulazhanov” -

<https://kaztbu.edu.kz/storage/app/media/SMK/Polozheniye/marketing/%20%D0%BF%D1%80%D0%B8%D0%B5%D0%BC%D0%B0%20%D1%80%D1%83%D1%81%D1%81%202024.pdf>)

. On the basis of the decision of the admission committee formed an order on the enrollment of students.

The management of the university has developed guides for applicants and their parents in the state and Russian languages, containing information about the features of a particular specialty, as well as future professional activities. The issues of organization of admission, formation of contingent, as well as the results of admission are considered at the meetings of departments, dean's offices, rectorate and Academic Council. The formed contingent of students by forms of education is approved by the Rector. Currently, the contingent of students The formed contingent of students by forms of education is approved by the Rector. Currently, the contingent of students in OP 6B11126 “Restaurant and hospitality business” is 318 students, OP 6B11127 “Tourism” -203 (Table 4).

Table 4 - Contingent of students of OP 6B11127 “Tourism”, OP 6B11126 “Restaurant business and hotel business”

Total OP	1 course			2 course			3 course			4 course			Sort of.
	kaz	russ	ang	kaz	russ	ang	kaz	russ	ang	kaz	russ	ang	
318 /6B11126 “RDGB”,	30	31	11	29	32	13	21	26	7	28	35	55	
203/OP 6B11127 “Tourism”	45	28		34	11		18	15		17	10	25	

The University demonstrates the availability of a mechanism for support and adaptation of newly enrolled students through a system of consulting hours with an advisor, where questions concerning the educational process, grading system, AIS “Platonus” programs, the basics of credit technology of education, etc. are explained. Admission and enrollment in the educational program are accompanied by an introductory course containing information about the organization of education and the specifics of the educational program. In the student's guide of JSC “KazUTB named after K. Kulazhanov” provides key information necessary for all types of activities (<https://www.kaztbu.edu.kz/storage/app/media/Spravochnikputevoditel1/putevoditel2.pdf>).

The University actively develops conditions for the realization of scientific, creative and educational potential of its students. Within the framework of OP 6B11127 “Tourism” and 6B11126 “Restaurant and Hospitality Business” measures aimed at involving students in research and project activities, as well as the development of their professional skills through participation in competitions and competitions are implemented (<https://surl.li/xzrqce>. , <https://surl.li/ddkqii>).

Table 5 - Research work of students

No. atta chm ent	Event	Full name of the student(s)/team name	Venue	Date	Place
1	XVI Republikalak Pandik Olympiad	Kyrgyzbaeva A.	Karaganda University named after E.A. Boketov	16.05.2024	2nd place

2	XVI Republikalak Pandik Olympiad	Kyrgyzbaeva A.	Karaganda University named after E.A. Boketov	16.05.2024	3rd place
3	VIII International Competition 24/7 among the students of OP "RDGB" and "Tourism"	Kyrgyzbaeva A., Khanatbekova A., Amangeldinov M.	AlmaU	17.04.2024	Certificate of Participation
4	Republican Scientific and Practical Conference on Tourism	Kasimova Sabina	Contests conferences Olympiads	14.03.2024 r.	1st place
5	Belsendi Tourism Technicsy Men Taktikasy Boyynsha VI Halkaralyk Olympiad	Kazutbtravelclub	L.N. Gumilev National University.	07.12.2023	1st place
6	II Republican Online Olympiad, timed to coincide with World Tourism Day	Fakhudninova A., Aimagambet A., Kurumbaeva K.	Kazakhstan-American Free University	01.11.2023	Participation Diploma
7	VII International contest "Hospitality and Tourism without Borders"	Madieva L.S., Turarova K.M., Manap M.B.	AlmaU	16.04.2023	Participation Diploma
8	Belsendi tourism techniciansy men tacticsy boyynsha V Halkaralyk Olympiad	Mukhamedrakhimov A., Zhenisbek J., Turarova K., Aidarbekov Sh., Jolaman R.	L.N. Gumilev National University.	09.12.2022	3rd place
9	XIV Republican Pandik Olympiad	Aliyeva Aruzhan, Adburasylova Aizhan, Sultanova Adina	Almaty Technological University	15.04.2022 r.	2nd place
10	II International contest "Masters of Pastry Art"	Zhumagazy Kuralay	China	June, 2022	1st place
11	World Skills NUR-Sultan 2022	Zhumagazy Kuralay	Nur Sultan	2022	1st place

OP students participate in academic mobility programs so, on the line of outgoing mobility to partners in the reporting period sent: Almaty Technological University - 26 students, East Kazakhstan University named after S. Amanzholov - 2 students, Baltic International Academy (Riga, Latvia) - 2 students, Turiba University (Riga, Latvia) - 1 student, Antalya University (Riga, Latvia) - 1 student. S. Amanzholov - 2 students, Baltic International Academy (Riga, Latvia) - 2 students, Turiba University (Riga, Latvia) - 1 student, Antalya Bilim University (Turkey) - 2 students, Universiti Teknologi Malaysia - 2 students and others.

In JSC "KazUTB named after K. Kulazhanov" operates the Committee on Youth Affairs (<https://surl.gd/ogffvt>), in the structure of which there are: educational and scientific department, Department of Culture, Department of Sports, Department of Media, Department of KVN, the Council of Heads. Also a number of clubs are subordinated to the Committee on Youth Affairs: volunteer club "Meirim", dance club 'Azura', dance club "Delight" and others.

At the department of "Tourism and Service" to improve the level of professional training of graduates and their employment, the following types of work are used:

- conclusion of cooperation agreements between the university and organizations, enterprises for training of specialists;
- Participation of specialists of the organization, enterprises in the development of the OP;

- organization of internships and practical training, coordination with employers of topics of course and diploma works (projects), use of complex topics for diploma works and projects, application of practice of transition of course work into diploma projects.

Analytical part

Organization of education demonstrates the presence of a transparent policy and effective mechanisms for the formation of the contingent of students in the context of the OP, regulation of all types of practices, support and adaptation of students.

In the process of analyzing the submitted documents and as a result of the visit to the university, the members of VEC came to the conclusion that the process of admission to the university is clearly regulated, consistent and detailed on the website of the university.

The contingent of students is formed in accordance with the standard rules. Taking into account the high competition in the market of educational services, the management of OPs conducts an active policy of contingent formation, using all available levers. For all OPs of the cluster the contingent of students increases from year to year, for OP 6B11126 "Restaurant business and hotel business" for more than five years the enrollment in the group with the English language of education is carried out, in which the same teachers of the department read the disciplines in English.

At the same time, VEC notes that, despite the measures taken for the development of academic mobility, its indicators remain at a low level, especially incoming mobility, and there is a downward trend.

The employment rate in general corresponds to the national average. It is important to emphasize that the OP management pursues a purposeful and active policy in this direction, which contributed to the improvement of employment rates. This is also helped by close cooperation with representatives of the labor market, a developed network of bases for internships, as well as the practice of creating branches of the Department of "Tourism and Service" at production enterprises. At the same time, the members of the VEC note the weak systematic monitoring of employment of graduates and the inactive position of the Alumni Association of the university. According to VEC members, the Alumni Association can be actively used in conducting career guidance activities, as well as involve graduates in the conduct of individual classes, thereby increasing the practical orientation of accredited programs, as well as improve the image of the university by informing the public through all available channels about the activities and successes of graduates of the university.

According to the results of the questionnaire, students are satisfied to some extent with certain criteria: they express satisfaction with the quality of teaching (85.9%, 61 people) accessibility of academic advising (83.1%, 59 people); accessibility of health services (76.1%, 54 people); accessibility of library resources (84.5%, 60 people); existing learning resources (88.7%, 63 people); overall quality of curricula (81.7%, 58 people); student-teacher relationship (81.7%, 58 people).

Strengths/best practices in OP "6B11127 'Tourism', 6B11126 "Restaurant and Hospitality Business":

- not identified.

Recommendations for OP "6B11127 'Tourism', 6B11126 "Restaurant and Hotel Business":

- The management of the OP to develop an action plan (with the indication of target indicators) to expand the external and internal mobility of students of the OP and start its implementation. (Deadline: 01.09.2025).

- to develop a procedure for monitoring the employment and professional career of graduates, actively involving employers and the University Alumni Association. (Deadline: 01.01.2026).

- to develop a detailed plan (with achievable and measurable criteria) of joint activities with the University Alumni Association, to involve it in the development and management of the EP;

to regularly reflect on the website information about the activities of the Association (Deadline: starting from 01.01.2026).

VEC conclusions on the criteria:

According to the standard “Students” educational programs “6B1127 ‘Tourism’, 6B1126 “Restaurant and Hospitality Business” have positions: 9 satisfactory, 3 offers improvement.

6.7 Standard “Teaching Staff”

The University is obliged to have an objective and transparent personnel policy in the context of the OP, including recruitment (including invited faculty members), professional growth and development of staff, ensuring professional competence of the entire staff.

The HEI should demonstrate the compliance of the qualitative composition of the teaching staff with the established qualification requirements, the HEI strategy, the objectives of the OP.

The EP management must demonstrate the change of the teacher's role in connection with the transition to student-centered learning and teaching.

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

The University is obliged to attract to teaching specialists of relevant industries with professional competencies that meet the requirements of the OP.

The University is obliged to demonstrate the existence of a mechanism of motivation for professional and personal development of the teaching staff.

The university is obliged to demonstrate a wide application of information and communication technologies and software tools in the educational process (e.g. on-line learning, e-portfolio, MEPhys, etc.).

The University is obliged to demonstrate the focus on the development of academic mobility, attraction of the best foreign and domestic teachers.

The university should demonstrate the involvement of each faculty member in the promotion of quality culture and academic integrity in the university, determine the contribution of the teaching staff, including invited ones, to the achievement of the EP goals.

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

The main provisions of the HR policy of JSC “KazUTB named after K.Kulazhanov” is compliance with the standard qualification characteristics for employees of educational institutions, sectoral frameworks and the National Qualifications Framework; availability of higher and postgraduate education in relevant specialties, productive scientific activity, as well as competence and competitiveness (PD on HR policy - <https://surl.li/tpqtnr>);. The University has developed and approved qualification characteristics of employees (On Approval of Qualification Characteristics of Employees.pdf).

Recruitment of teaching staff is carried out on the basis of the current labor legislation of the Republic of Kazakhstan. Competition to fill the positions of teaching staff scientific workers of higher educational institutions is held on the basis of analytical generalization of the results of the applicants' activities in the form of testing, interviews, creative reports, defense of author's developments, practical tasks, while testing knowledge in accordance with the standard qualification characteristics for each position to determine the level of professionalism (<https://surl.li/lshjrl>).

According to the results of the questionnaire survey of the teaching staff, conducted within the framework of the IAAR VEC activity, the HEI provides opportunities for teachers for continuous development of potential on “Very Good” (56.8%) and “Good” (41.5%).

According to the staffing schedule, the OPs are staffed with teaching staff for the whole period of study. The average indicator of tenure of teaching staff of the departments graduating in accredited educational programs is 44% (Table 7).

Tabelle 7 - Quantitative and qualitative Zusammensetzung des hauptamtlichen Lehrpersonals des Fachbereichs "Tourismus und Service"

Faculty	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024
Staff	28	30	31	24	29
Doctor of Science	1	1	1	1	1
PhD	10	11	13	7	5
Doctor of Philosophy (PhD)	4	5	4	5	7
Master's degree	13	13	12	10	16
Seniority %	54%	57%	58,1%	54,2%	44%

The university creates favorable conditions for professional development and realization of creative needs of teaching staff. The work of teaching staff is carried out according to the individual plan of the teacher. The individual plans of teaching staff reflect such sections as: academic work, teaching and methodical work, organizational and methodical work, research work, etc. The university has favorable working conditions, good moral and psychological climate. The university has created favorable conditions for work, good moral and psychological climate. The management at the expense of the University pays great attention to the professional development of the teaching staff. The growth and development of the university is realized through the training of employees at the expense of the university, as well as their professional development through internships and conferences in the Republic of Kazakhstan, near and far abroad countries.

Within the framework of OP it is practiced to invite foreign scientists in the educational process, so with educational lectures and seminars delivered online Snezhanka Ovcharova on the discipline of "Fundamentals of Entrepreneurial Activity in International Tourism" (Bulgaria), Kitzmen Harald - "Marketing in the restaurant and hotel business" (Germany), Olga Prokopenko - "Statistics in the field of services" (Poland), Aida Baibotaeva - "Advertising and information activities in the tourism business" (Kyrgyzstan) and others. (Annex 23).

The university provides an opportunity for career growth and professional development of the teaching staff, ensuring the annual development and implementation of the professional development plan. Professional development of the teaching staff is carried out on a systematic basis in accordance with the annual plan and is regulated by internal regulations (<https://surl.gd/utiym>). The teaching staff of the department of "Tourism and Service" constantly improve their qualification. Upon arrival, teachers hold a round table, a meeting to share the knowledge and skills gained at the department, and apply them in the future in the implementation of teaching or research activities (<https://kaztbu.edu.kz/kz/kafedra-menedzhment-i-turizma>).

Analytical part

During the EEC visit the educational organization demonstrated successful functioning of the policy on staff development, existence of procedures to ensure the quality of teaching and maintenance of professional standards and ethics, existence of mechanisms and criteria for systematic evaluation of teaching staff performance. Opportunities are given for the development of scientific activities and professional development of teaching staff. Various forms and methods of professional development are used: courses, seminars, workshops, conferences, trainings, mentoring, distance learning, webinars, internships, etc. The VEC Commission noted that there are a number of methods of professional development of the teaching staff.

The EEC Commission noted that the university actively cooperates with practitioners, has branches at the enterprises - partners of OP, attracts practitioners to the learning process, so Dyusekova D.A., director of travel agency "Aruzhan Agent" LLP and Sultanova A.K., deputy director of "Rixos President Hotel" LLP are involved and are on the staff of the department. They

have an equipped classroom at their enterprises, where students have the opportunity to come for practical training.

In the process of VEC work, based on interviews with students, graduates and employers, the commission noted that in general, teachers use interactive teaching methods.

However, there is a need to improve teaching methods taking into account the development of innovative educational technologies. It is especially relevant in the conditions of unstable international situation, such as mass transition to online learning during the pandemic. In this regard, teachers need to master modern technologies, computer applications and other tools that contribute to the effectiveness of the educational process.

VEC states that the university has all the prerequisites for the organization and implementation of internal and external mobility of teaching staff, however, there is a low dynamics of the indicators of academic mobility of teaching staff of OP. The quantitative indicator of incoming and outgoing academic mobility within the framework of the implemented OP 6B11127 "Tourism" and 6B11126 "Restaurant and Hospitality Business" demonstrates the need to consider the possibility of increasing the number of teaching staff of the OP for internal and external academic mobility, as there is a dynamic decline or complete absence of indicators for the reporting period.

Strengths/best practice in the OP "6B11127 'Tourism', 6B11126 "Restaurant and Hospitality Business":

- The university has developed and effectively applies an objective and transparent motivational policy with the provision of opportunities for career growth and professional development of teaching staff, including young teachers.

Recommendations for OP "6B11127 'Tourism', 6B11126 "Restaurant and Hospitality Business":

- It is recommended to the management of the OP to develop a plan for the expansion of external and internal mobility of teaching staff of OP 6B11127 "Tourism" and 6B11126 "Restaurant and Hospitality Business" with the indication of specific results of the realization of this plan (terms, number, responsible persons, etc.). (Deadline: 01.09.2025).

VEC Criteria Conclusions:

Educational programs 6B11127 "Tourism", 6B11126 "Restaurant and Hospitality Business" have 1 strong, 9 satisfactory positions according to the standard "Faculty".

6.8 Standard "Educational resources and student support systems"

The university must guarantee the compliance of educational resources, including material and technical, and infrastructure with the objectives of the educational program.

The EP management must demonstrate the sufficiency of classrooms, laboratories and other facilities equipped with modern equipment, ensuring the achievement of the EP objectives.

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

- technological support for students and teaching staff in accordance with educational programs (e.g., online learning, modeling, databases, data analysis programs);
- library resources, including the fund of educational, methodological and scientific literature on general education, basic and major disciplines in paper and electronic media, periodicals, access to scientific databases;
- examination of the results of research work, graduate works, dissertations for plagiarism;
- access to educational Internet resources;
- functioning of WI-FI on its territory.

The university should demonstrate that it creates conditions for conducting scientific research, integration of science and education, publication of the results of research work of faculty, staff and students.

The university should strive to ensure that the educational equipment and software tools used to master educational programs are similar to those used in relevant industries.

The EP management must demonstrate the availability of support procedures for different groups of learners, including information and counseling.

The EP management must demonstrate the presence of conditions for the progression of the student on an individual educational trajectory.

The University is obliged to take into account the needs of different groups of learners (adults, working, foreign learners, as well as learners with special educational needs).

The University is obliged to ensure the compliance of the infrastructure with safety requirements.

Evidentiary part

Indicators of material and technical equipment of the university for the organization of the educational process are a characteristic of the potential of the institute and a guarantee of its sustainability. JSC “KazUTB named after K. Kulazhanov” carries out a set of measures to form a modern material base, information space and effectively developed communication infrastructure, as well as the introduction of new forms and methods of providing educational services based on modern information technology.

When carrying out educational activities of the department “Tourism and Service” is guided by normative documents regulating the mandatory regulatory requirements for material and technical and teaching-laboratory base of educational organizations. The university subject-spatial environment of classrooms meets the requirements for the material-technical base of universities. To ensure the accessibility and quality of education, to continuously improve the sufficient conditions have been created in the university to improve the qualification of teaching staff and increase the effectiveness of the EP management. Material and technical, information, human and socio-cultural resources correspond to the activities, mission, vision and strategy of JSC “KazUTB named after K. Kulazhanov” and plans for the implementation of the OP (<https://kaztbu.edu.kz/ru/karta-sajta>).

The infrastructure of the university includes 2 educational and laboratory buildings, library, 1 indoor sports hall, 2 hostels, 1 canteen for 50 seats, medical office. The total area of the university is 24457,40 square meters, of which the teaching area of the university occupies 19506,50 square meters.

The resource components for the learning process of OP 6B11127 “Tourism” and 6B11126 “Restaurant business and hotel business” are computers, projectors, special auditoriums. Special attention is paid to practice-oriented classrooms: Cabinet of techniques and tactics of active tourism (1/418); Cabinet of tourism geography (2/401); Cabinet of bar business (2/413); Cabinet of Barista (2/414); Catering hall (2/416) and others.

The used total teaching area fully complies with the normative indicators, sanitary and fire prevention service norms.

Interactive whiteboards, projectors, electronic textbooks are actively used in the educational process. Demonstration slides and videos are regularly shown during lectures. It has also become traditional to organize field trips, to involve practical workers in teaching and development of elective disciplines and their reviewing. Annual renewal of the material and technical base of the educational process and scientific activities of the university is constantly under the control of the university management. The application is formed to build plans for material and technical support of the OP. The budget commission of the university considers the application and acquires material and technical equipment, which in turn is transferred to the department.

The library fund is constantly replenished with educational and methodical literature, periodical literature. There is a fund of literature on electronic and magnetic media. There is access to the electronic library fund from every computer of the university. Students have access to extensive databases, educational and scientific publications, which contribute to the quality of learning and scientific work -<https://kaztbu.edu.kz/ru/biblioteka>.

The library has licensed access to the Republican Interuniversity Electronic Library (<https://rmebrk.kz>), Astana branch of the Republican Scientific-Technical Library (<https://astana.rntb.kz>), information system "PARAGRAPH", Polpred.com and so on. There is access to the Kazakhstan National Electronic Library (<https://www.kazneb.kz>), Open Library of Kazakhstan (<http://www.ikitap.kz/>), Single Window of Access to Educational Resources (<https://window.edu.ru>), SpringerLink (<https://www.springeropen.com>), Scientbook (<http://scientbook.com/>), etc. The library is also available in the Kazakhstani National Electronic Library.

The material equipment allows to conduct the educational process at an appropriate level. The classrooms are equipped with interactive whiteboards, projectors, computer equipment and other means to ensure the educational process.

The results of the questionnaire survey of students conducted during the visit of the IAAR VEC showed: - availability of computer classes and Internet resources: "Fully satisfied" - 78.9% (56 people), "Partially satisfied" - 16.9% (12 people), "Partially dissatisfied" - 2.8% (2 people), "Not satisfied" - 1.4% (1 person); - high quality of services provided in libraries and reading rooms: "Fully satisfied" - 87.3% (62 people), "Partially satisfied" - 9.9% (7 people), "Partially dissatisfied" - 0% (0 people), "Not satisfied" - 1.4% (1 person).

Analytical part

As a result of visual inspection of the material base facilities by the EEC members, it was noted that the university has all the necessary educational and material assets to ensure the educational process of the accredited educational programs. Buildings and constructions of the university meet the current sanitary norms and fire safety requirements. Auditorium and laboratory facilities, classrooms and other rooms, sports facilities comply with the established norms and rules. Instructions, Regulations on safety, fire safety, maintenance of classrooms, in assigned classrooms have been developed

In general, educational resources and support systems, students meet the qualification requirements: there are necessary computer classes, workshops and laboratories equipped with educational equipment. However, according to the experts and based on the wishes expressed during the interviews, it is necessary to finalize the work on the arrangement of premises in terms of safety and accessibility for all categories of persons.

The Commission also emphasizes the importance of improving Internet speeds and Wi-Fi coverage, and points out certain technical problems that hinder the quality of interaction between participants of the educational process in online communication, which is especially important in the context of distance learning.

Strengths/best practices in OP "6B11127 'Tourism', 6B11126 "Restaurant and Hospitality Business":

- not identified.

Recommendations for OP "6B11127 'Tourism', 6B11126 "Restaurant and Hotel Business":

- The management of the GS to develop an action plan for further improvement of the university infrastructure taking into account the special needs of students, including ramps, paths for the visually impaired, etc. (Deadline: 01.09.20). (Deadline: 01.09.2026).

VEC conclusions on criteria:

According to the standard "Educational Resources and Student Support Systems" educational programs 6B11127 'Tourism', 6B11126 "Restaurant and Hospitality Business" have positions: 12 satisfactory, 1 offers improvement.

6.9 Standard "Informing the Public"

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

Public awareness should provide support and clarification of the national development programs of the country and the system of higher and postgraduate education.

The company's management should use various ways to disseminate information (including mass media, web resources, information networks, etc.) to inform the general public and stakeholders. Информация about the educational program is objective, up-to-date and should include:

- objectives and planned results of the OP, assigned qualifications;
- education and student academic achievement assessment system;
- information about academic mobility programs and other forms of cooperation with partner universities and employers;
- information about the opportunities for the development of students' personal and professional competencies and employment;
- data reflecting the positioning of the PLO in the educational services market (at the regional, national, and international levels);

An important factor is the publication of reliable information on open resources and links to external resources.

The user must post information and links to external resources in accordance with the results of the external evaluation procedures. Важным factor is the placement of information on cooperation and interaction with partners, including scientific/consulting organizations, business partners, social partners and educational organizations.

Evidentiary part

GS provides transparency and accessibility of information about educational programs of OP 6B11127 “Tourism”, 6B11126 “Restaurant and Hospitality Business”, for the general public. All information is published on the official website of the University and is available for applicants, students, employers and other stakeholders (<https://kaztbu.edu.kz/ru/kafedra-menedzhment-i-turizm>) This helps to build confidence in the educational program and strengthen its position in the market of educational services.

Informing the public about the activities of the department, its specialties, all achievements and plans is placed, first of all, on the university website. Here can find answers to all questions on educational resources for applicants, master's students. The site of JSC “KazUTB named after K. Kulazhanov” is presented in three languages and is regulated by the Regulations on the official information site of the university (<https://surl.li/fwwyvp>).

In the process of implementing the information policy, the University is responsible for providing information about the implemented educational programs, the expected results of these programs, the qualifications it awards, the training and assessment procedures used and the educational opportunities available to students. The EI pays attention to the quality of the information presented to the public, for which the information goes through the stage of coordination with the vice-rectors in the areas of activity, as well as with the heads of structural divisions of the university responsible for the content of the information presented.

In order to obtain an objective assessment of the degree of satisfaction with the information about the university activities, specifics and implementation of the program, the university conducts surveys and questionnaires.

Analytical part

The members of the commission note the availability of objective and up-to-date information on the university website within the framework of the OPs, including: the implemented OPs, indicating the expected learning outcomes; information about the possibility of qualification upon completion of the OP; information about various opportunities provided to students; information about the achievements of the teaching staff of the OP, the rules of admission of applicants, educational programs, terms and form of study.

The assessment of satisfaction with the information about the university activity, specifics and progress of OP realization is carried out annually by means of questionnaires, surveys, feedback, as well as through the rector's blog. The questionnaire survey of students, conducted during the visit of VEC IAAR, showed that satisfaction with the information of students about

courses, OPs, and academic degrees is fully satisfied -83,1% (59 people), partially satisfied - 14,1% (10 people) of students.

The mechanism of informing the participants of the educational process in the university is a unified corporate information network "Platonus", through which the information on all educational programs is collected and monitored, the users of which are only the participants of the educational process, as access to the system is through login and password. Thus, VEC members note the need to update, expand and improve the information base of electronic pages of accredited EPs in order to ensure the availability of necessary information on all changes in accredited EPs for all interested parties.

In addition, the VEC points out that the information on cooperation programs and interaction in the framework of academic mobility of teaching staff with partners within the OPs is not sufficiently posted, including interaction with research and development institutions, organizations, business partners, social partners and educational institutions.

Strengths/best practices in OP "6B11127 'Tourism', 6B11126 'Restaurant and Hospitality Business':

- Not identified.

Recommendations for "6B11127 'Tourism', 6B11126 'Restaurant and hospitality business':

- To develop the format of information placed on the website of information and other open resources of information about academic mobility programs and other forms of cooperation with partner universities, employers attracted within the framework of the OP. To ensure the placement and updating of up-to-date information (Deadline 31.08.2025).

VEC conclusions on criteria:

According to the standard "Public Awareness" educational programs 6B11127 'Tourism', 6B11126 "Restaurant and Hospitality Business" have positions: 10 satisfactory, 1 offers improvement.

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

For OP "6B11127 'Tourism', 6B11126 'Restaurant and Hospitality Business':

For the standard "Educational Program Management":

Not identified.

For the standard "Information Management and Reporting":

By the standard "Developing and Approving an Educational Program":

Not identified.

By the standard "Continuous monitoring and periodic evaluation of educational programs":

By the standard "Student-centered learning, teaching, and assessment of learning":

Not identified.

For the standard "Learners":

Not identified.

According to the standard "Teaching staff":

Within the framework of this standard, the strengths are that the university has an objective and transparent motivational policy with the provision of opportunities for career growth and professional development of teaching staff, including young teachers.

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

Not identified.

For the standard "Public Awareness":

Not identified.

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

Recommendations for OPs “6B11127 ‘Tourism’, 6B11126 ”Restaurant and Hospitality Management”:

For the standard “Educational Program Management”:

- To revise the procedure of risk management in terms of their identification and measurement, as well as to supplement it with algorithms for the development of actions to reduce the negative impact of risks (Deadline 01.09.2025).

For the standard “Information Management and Reporting”

- not defined.

For the standard “Development and approval of educational program”

- for the management of the educational program to supplement the competence model of the graduate in terms of the formation of competencies aimed at passing professional certification in the professional field of activity (Deadline: 01.10.2025)

- to develop a plan, and to start its implementation, to harmonize the content of the OP with similar programs of leading foreign and Kazakhstani universities, aimed at the development and implementation of joint educational programs. (Deadline: 01.01.2026).

According to the standard “Continuous monitoring and periodic evaluation of educational programs”

- university management to develop a procedure for timely informing all interested stakeholders about changes made to educational programs using digital platforms and mailings (Deadline: 01.11.2025).

According to the standard “Student-centered learning, teaching and learning assessment”

- to the university management, together with the management of OP to develop and implement additional tools of feedback with students to promptly identify and respond to identified shortcomings in the educational process. (Deadline: 01.09.2025).

According to the standard “Students”

- The management of the OP to develop an action plan (with the indication of target indicators) to expand the external and internal mobility of students of the OP and start its implementation. (Deadline: 01.09.2025).

- to develop a procedure for monitoring the employment and professional career of graduates, actively involving employers and the University Alumni Association. (Deadline: 01.01.2026).

- starting from 2025-2026 academic year to develop a detailed plan (with achievable and measurable criteria) of joint activities with the University Alumni Association, to involve it in the development and management of the OP; regularly reflect on the website information about the activities of the Association (Deadline: starting from 01.09.2025).

According to the standard “Teaching staff”

- It is recommended that the management of the OP develop a plan for the expansion of external and internal mobility of the teaching staff of OP 6B11127 “Tourism” and 6B11126 “Restaurant and Hospitality Business” with the indication of the concrete results of the realization of this plan (terms, number, responsible persons, etc.). (Deadline: 01.09.2025).

According to the standard “Educational Resources and Student Support Systems”

- to develop an action plan for further improvement of the university infrastructure to meet the special needs of students, including ramps, paths for the visually impaired, etc. (Deadline: 01.09.2026). (Deadline: 01.09.2026).

On the standard “Informing the public”

- To develop the format of information to be placed on the information website and other public resources of information about academic mobility programs and other forms of cooperation

with partner universities, employers, attracted within the framework of the OP. To ensure the placement and updating of relevant information (Deadline 31.08.2025).



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

Not elaborated.



(X) RECOMMENDATION TO THE ACCREDITATION COUNCIL

- “VEC members came to the unanimous opinion that OP ”6B11127 ‘Tourism’, 6B11126 “Restaurant and Hospitality Business” is recommended for accreditation for a period of 5 (five) years”;



Annex 1: Evaluation table “Conclusion of the external expert committee”**for OPs 6B11127 “Tourism” and 6B11126 “Restaurant and Hotel Business”**

№	№	Evaluation criteria	Position of the educational organization			
			Strong	Satisfactory	Assumes improvement	Unsatisfactory
Standard “Educational Program Management”						
1	1.	The HEI should demonstrate the development of the purpose and strategy of the OP development based on the analysis of external and internal factors with wide involvement of a variety of stakeholders.		+		
2	2.	Quality assurance policies should reflect the link between research, teaching and learning.		+		
3	3.	The university demonstrates the development of a quality assurance culture.		+		
4	4.	The commitment to quality assurance should apply to any activities carried out by contractors and partners (outsourcing), including in the implementation of joint/bilateral education and academic mobility.		+		
5	5.	The EP management ensures the transparency of the development plan of the EP based on the analysis of its functioning, the real positioning of the HEI and the orientation of its activities to meet the needs of students, the state, employers and other stakeholders.		+		
6	6.	The EP management demonstrates the functioning of mechanisms of formation and regular revision of the EP 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 EP.		+		
7	7.	The EP management should involve representatives of stakeholder groups, including employers, students and faculty in the formation of the EP development plan.		+		
8	8.	The management of the OP should demonstrate the individuality and uniqueness of the OP development plan, its alignment with national development priorities and the development strategy of the educational organization.		+		
9	9.	The university should demonstrate a clear definition of those responsible for business processes within the OP, distribution of staff job responsibilities, delineation of functions of collegial bodies.		+		
10	10.	The management of the RP ensures that the activities of all persons involved in the development and management of the RP are coordinated and continuously implemented, and that all stakeholders are involved in the process.		+		
11	11.	The management of the OP should ensure transparency of the management system, operation of the internal quality assurance system, including its design, management and monitoring, and appropriate decision-making.		+		
12	12.	The management of the OP should carry out risk management.		+		
13	13.	The EP management should ensure the participation of representatives of stakeholders (employers, faculty, students) in the collegial management bodies of the educational program, as well as their representativeness when making decisions on the management of the educational program.		+		

14	14.	The HEI must demonstrate innovation management within the OP, including the analysis and implementation of innovative proposals.		+		
15	15.	The management of the OP should demonstrate its openness and accessibility to learners, employers and other stakeholders.		+		
16	16.	The OP management confirms the completion of training in educational management programs.		+		
17	17.	OP management should endeavor to ensure that progress made since the last external quality assurance procedure is taken into account in preparation for the next procedure.		+		
Total standard			0	17	0	0

Standard “Information Management and Reporting”							
1.	The university should ensure the functioning of the system of collection, analysis and management of information on the basis of modern information and communication technologies and software tools.					+	
2.	OP management demonstrates systematic use of processed, adequate information to improve the internal quality assurance system.					+	
3.	The OP management demonstrates the existence of a reporting system reflecting the activities of all structural subdivisions and departments within the framework of the OP, including the assessment of their performance.					+	
4.	The university should determine the periodicity, forms and methods of evaluation of the EP management, activities of collegial bodies and structural units, top management.					+	
5.	The university must demonstrate a mechanism to ensure the protection of information, including the identification of responsible persons for the reliability and timeliness of information analysis and data provision.					+	
6.	The university demonstrates the involvement of students, employees and faculty in the processes of collecting and analyzing information, as well as decision-making on their basis.					+	
7.	OP management must demonstrate that mechanisms are in place to communicate with learners, employees and other stakeholders, including conflict resolution.					+	
8.	The HEI must provide measurement of the degree of satisfaction of the needs of the faculty, staff and learners within the framework of the OP and demonstrate evidence of eliminating the identified shortcomings.					+	
9.	The university should evaluate the effectiveness and efficiency of activity in the context of the OP.					+	
The information collected and analyzed by the HEI within the framework of the OP should take into account:						+	
10.	key performance indicators;					+	
11.	dynamics of the contingent of students in the context of forms and types;					+	
12.	grade level, student achievement and retention;					+	
13.	satisfaction of students with the implementation of the educational program and the quality of education at the university;					+	
14.	accessibility of educational resources and support systems for learners;					+	
15.	employment and career development of graduates.					+	
33	16. Students, staff and faculty must document their consent to the processing of personal data.					+	
34	17.	The management of the OP should help to ensure that all necessary information is available in the relevant fields of science.				+	
Total standard				0	17	0	0
Standard “Development and Approval of Educational Program”							

35	1.	The HEI must demonstrate the existence of a documented procedure for the development of the OP and its approval at the institutional level.		+		
36	2.	The HEI must demonstrate the compliance of the developed OP with the established objectives and planned learning outcomes.		+		
37	3.	The OP management should determine the influence of disciplines and professional practices on the formation of learning outcomes.		+		
38	4.	The HEI can demonstrate the existence of an OP graduate model describing learning outcomes and personal qualities.		+		
39	5.	The qualifications awarded upon completion of the OP should be clearly defined, explained and aligned to the defined NSC, QF-EHEA level.		+		
40	6.	The OP management should demonstrate the modular structure of the program based on the European Credit Transfer and Accumulation System (ECTS), ensure that the OP, its modules (in terms of content and structure) correspond to the set objectives with a focus on achieving the planned learning outcomes.		+		
41	7.	The OP management should ensure that the content of academic disciplines and learning outcomes correspond to each other and to the level of study (bachelor's, master's, doctoral studies).		+		
42	8.	OP management must demonstrate that external examinations of OPs have been conducted.		+		
43	9.	The EP management should provide evidence of the participation of students, faculty and other stakeholders in the development of the EP, ensuring its quality.		+		
44	10.	The management of the OP should demonstrate the positioning of the OP in the educational market, (regional/national/international), its uniqueness.		+		
45	11.	An important factor is the ability to prepare trainees for professional certification.			+	
46	12.	An important factor is the availability of double-diploma OPs and/or joint OPs with foreign universities.			+	
Total standard			0	10	2	0
Standard “Continuous monitoring and periodic evaluation of basic educational programs”						
47	1.	The university should ensure the revision of the content and structure of the EP taking into account changes in the labor market, employers' requirements and social demand of the society.		+		
48	2.	The HEI must demonstrate that there is a documented procedure for monitoring and periodic evaluation to achieve the objective of the OP and continuous improvement of the OP.		+		
		Monitoring and periodic evaluation of the OP should consider:				
49	3.	program content in the context of the latest advances in science and technology in a particular discipline;		+		
50	4.	the changing needs of society and the professional environment;		+		
51	5.	the workload, performance, and graduation of students;		+		
52	6.	effectiveness of student assessment procedures;		+		
53	7.	the needs and satisfaction of the learners;		+		
54	8.	Compliance of the educational environment and the activities of support services with the objectives of the OP.		+		
55	9.	The management of the RP should publicize changes to the RP, inform stakeholders of any planned or undertaken actions within the RP.			+	
56	10.	Support services should identify the needs of different groups of learners and the degree of their satisfaction with the organization of training, teaching, assessment, mastering the EP as a whole.		+		

Total standard			0	9	1	0
Student-Centered Learning, Teaching, and Assessment of Learning standard						
57	1.	The management of the OP should ensure respect and attention to different groups of learners and their needs, providing them with flexible learning trajectories.		+		
58	2.	The OP management should ensure teaching based on modern achievements of world science and practice in the field of training, the use of various modern methods of teaching and evaluation of learning outcomes, ensuring the achievement of OP objectives, including competencies, skills to perform scientific work at the required level.		+		
59	3.	The management of the OP should determine the mechanisms of distribution of the study load of students between theory and practice within the framework of the OP, ensuring the mastering of the content and achievement of the OP goals by each graduate		+		
60	4.	An important factor is the availability of own research in the field of teaching methodology of OP disciplines		+		
61	5.	The HEI should ensure that the procedures of assessment of learning outcomes correspond to the planned results and objectives of the OP		+		
62	6.	The University is obliged to ensure consistency, transparency and objectivity of the mechanism of assessment of learning outcomes of EP. Criteria and methods of assessment of learning outcomes should be published in advance		+		
63	7.	Evaluators should be familiar with modern methods of assessing learning outcomes and regularly upgrade their skills in this area		+		
64	8.	The management of the OP should demonstrate a system of feedback on the use of different teaching methods and assessment of learning outcomes		+		
65	9.	OP leadership must demonstrate support for learner autonomy while being guided and assisted by the instructor		+		
66	10.	OP management must demonstrate that there is a procedure in place for responding to learner complaints			+	
Total standard			0	9	1	0
The “Learners” standard						
67	1.	The university should demonstrate the policy of forming the contingent of students and ensure transparency, publication of procedures regulating the life cycle of students (from admission to completion).		+		
68	2.	The OP management should provide special adaptation and support programs for new entrants and international students		+		
69	3.	The HEI must demonstrate compliance of its actions with the Lisbon Recognition Convention, including the existence and application of a mechanism to recognize the results of academic mobility of students, as well as the results of additional, formal and informal learning.		+		
70	4.	Вуз должен обеспечить возможность для внешней и внутренней академической мобильности обучающихся, а также оказывать им содействие в получении внешних грантов для обучения.			+	
71	5.	The university should actively encourage students to self-education and development outside the main program (extracurricular activities).		+		
72	6.	An important factor is the existence of a support mechanism for gifted learners.		+		
73	7.	The HEI must demonstrate cooperation with other educational organizations and national centers of the “European Network of National Information Centers for Academic Recognition and Mobility/National Academic Recognition Information Centers” ENIC/NARIC in order to ensure comparable recognition of qualifications.		+		

74	8.	The university should provide students with internship places, demonstrate the procedure for promoting the employment of graduates, maintaining contact with them.		+		
75	9.	The HEI must demonstrate the procedure of issuing to graduates the documents confirming the obtained qualification, including the achieved learning outcomes.		+		
76	10.	The OP management must demonstrate that the program graduates have skills that are in demand in the labor market and that these skills are indeed relevant.		+		
77	11.	The OP management should demonstrate that there is a mechanism in place to monitor the employment and professional performance of graduates.			+	
78	12.	An important factor is the existence of an active alumni association/association.			+	
Total standard			0	9	3	0
Standard “Faculty of Professors”						
79	1.	The HEI should have an objective and transparent personnel policy in the context of the OPs, including recruitment (including invited faculty members), professional growth and development of staff, ensuring professional competence of the entire staff.		+		
80	2.	The HEI should demonstrate the compliance of the qualitative composition of the teaching staff with the established qualification requirements, the HEI strategy, the objectives of the Program.		+		
81	3.	OP leadership must demonstrate a change in the role of the faculty member due to the shift to student-centered learning and teaching.		+		
82	4.	The university should provide opportunities for career growth and professional development of teaching staff, including young teachers.		+		
83	5.	The university should attract to teaching specialists of relevant industries with professional competencies that meet the requirements of the OP.		+		
84	6.	The university should demonstrate the existence of the mechanism of motivation of professional and personal development of the teaching staff.	+			
85	7.	The HEI should demonstrate a wide application of information and communication technologies and software tools in the educational process (e.g. on-line learning, e-portfolios, MOOCs, etc.).		+		
86	8.	The university should demonstrate the focus on the development of academic mobility, attracting the best foreign and domestic teachers.		+		
87	9.	The HEI should demonstrate the involvement of each faculty member in promoting the culture of quality and academic integrity in the HEI, determine the contribution of the faculty members, including invited ones, to the achievement of the OP goals.		+		
88	10.	An important factor is the involvement of faculty in the development of the economy, education, science and culture of the region and the country.		+		
Total standard			1	9	0	0
Standard “Educational Resources and Student Support Systems”						
89	1.	The university must guarantee the compliance of educational resources, including material and technical, and infrastructure with the objectives of the educational program.		+		
90	2.	The OP management must demonstrate the sufficiency of classrooms, laboratories and other facilities with modern equipment to ensure the achievement of the OP objectives.		+		
		The university should demonstrate the compliance of information resources with the needs of the university and the implemented OPs, including the following areas:				
91	3.	technological support for students and faculty in accordance with educational programs (e.g., online learning, modeling, databases, data analysis programs);		+		
92	4.	library resources, including the fund of educational, methodical and scientific literature on general education, basic and specialized disciplines on paper and electronic media, periodicals, access to scientific databases;		+		

93	5.	examination of the results of research and development, graduate theses and dissertations for plagiarism;		+		
94	6.	access to educational Internet resources;		+		
95	7.	WI-FI functioning in its territory.		+		
96	8.	The university should demonstrate that it creates conditions for scientific research, integration of science and education, publication of the results of research work of faculty, staff and students.		+		
97	9.	The university should strive to ensure that the educational equipment and software tools used for mastering educational programs are similar to those used in relevant industries.		+		
98	10.	OP management must demonstrate that procedures are in place to support different groups of learners, including information and counseling.		+		
99	11.	The management of the OP must show the presence of conditions for the advancement of the student on an individual educational trajectory.		+		
100	12.	The university should take into account the needs of different groups of students (adults, working, international students, as well as students with special educational needs).		+		
101	13	The HEI must ensure that the infrastructure meets security requirements.			+	
Total standard			0	12	1	0
Public Awareness Standard						
102	1.	The university guarantees that the published information is accurate, objective, up-to-date and reflects all areas of the university's activities within the framework of the educational program.		+		
103	2.	Public information should support and explain the national development programs of the country and the system of higher and postgraduate education.		+		
104	3.	The HEI management should use a variety of ways to disseminate information (including mass media, web resources, information networks, etc.) to inform the general public and stakeholders.		+		
		Information about the educational program is objective, up-to-date and should include:		+		
105	4.	he purpose and planned results of the Program, the qualification to be awarded;		+		
106	5.	information and system of evaluation of students' educational achievements;		+		
107	6.	information about academic mobility programs and other forms of cooperation with partner universities and employers;			+	
108	7.	information on opportunities for the development of personal and professional competencies of students and employment;		+		
109	8.	data reflecting the positioning of the EP in the market of educational services (at regional, national, international levels);		+		
110	9.	An important factor is the publication on open resources of reliable information about faculty, in terms of personalities.		+		
111	10.	The university should place information and links to external resources on the results of external evaluation procedures.		+		
112	11.	An important factor is to post information on cooperation and collaboration with partners, including scientific/consulting organizations, business partners, social partners and educational organizations.		+		
Total according to the standard			0	10	1	0
TOTAL			1	102	9	0

Annex 2. PROGRAM OF THE VISIT TO THE EDUCATIONAL ORGANIZATION



GREED
Rector of JSC "Kazakh University
of Technology and Business named after K. Kulazhanov"

Baibolova L.K.

“_____” _____ 2025



«АККРЕДИТЕУ ЖӘНЕ РЕЙТИНГІН
 ТӘУЕЛСІЗ АГЕНТТІГІ» КЕМ
 НУ «НЕЗАВИСИМОЕ АГЕНТСТВО
 АККРЕДИТАЦИИ И РЕЙТИНГА»
 INDEPENDENT AGENCY FOR
 ACCREDITATION AND RATING

APPROVED
Director General
“Independent Agency for
Accreditation and Rating”
Zhumagulova A.B.

“_____” _____ 2025 year

PROGRAM

VISIT OF EXTERNAL EXPERT COMMISSION OF THE INDEPENDENT AGENCY FOR ACCREDITATION AND REITING (IAAR) JSC
«K.KULAZHANOV KAZAKH UNIVERSITY OF TECHNOLOGY AND BUSINESS»
(international specialized accreditation)

Date of the visit: March 12-14, 2025

Astana city time

Cluster 1	1) 7M07188 Automation and Control (primary accreditation)
Cluster 2	2) 7M04144 State and Local Government 3) 6B04103 Accounting and Auditing 4) 6B04107 State and Local Government
Cluster 3	5) 6B11230 Life Safety and Environmental Protection 6) 6B05213 Ecology
Cluster 4	7) 6B07223 Technology of processing industries (by branches) 8) 6B07525 Standardization and Certification (by branches) 9) 6B07220 Technology of Food Products (by branches)
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	VEC work with target groups	Surname, first name, patronymic and position of task force participants	Venue, Contact form
March 10, 2025			
16.00-17.00	VEC pre-meeting	<i>IAAR external experts</i>	Connect to Zoom https://us02web.zoom.us/j/3892931765 Conference ID: 389 293 1765 (VEC only).
Day 1: March 12, 2025			
10.00-10.30	Distribution of experts' responsibilities, solution of organizational issues	<i>IAAR external experts</i>	Block 1, 7th floor, Study Hall 1/700 Connect to Zoom https://us02web.zoom.us/j/3892931765 Conference ID: 389 293 1765 (VEC only).
10.30-11.00	Meeting with the Rector	Baybolova Lyazzat Kemberbekovna - Rector of JSC "Kazakh University of Technology and Business named after K.Kulazhanov".	Block 1, 7th floor, Room 1/700 Connect to Zoom https://us02web.zoom.us/j/3892931765 Conference ID: 389 293 1765
11.00-11.15	Technical break	<i>IAAR external experts</i>	Block 1, 7th floor, Study Hall 1/700
11.15-12.00	Meeting with Vice-Rectors	1) Askarbekov Eric Birlikovich - Vice-Rector for Educational and Methodological Work 2) Aibuldinov Elaman Kanatovich - Vice-rector for scientific work and external relations 3) Berdigaliuly Sayat - Vice-Rector for Educational and Social Work 4) Zhanzakov Zhandarbek Saduevich - Vice Rector for Civil-Military Defense	Block 1, 7th floor, Study Hall 1/700 Connect to Zoom https://us02web.zoom.us/j/3892931765 Conference ID: 389 293 1765
12.00-12.15	Technical break	<i>IAAR external experts</i>	Block 1, 7th floor, Study Hall 1/700
12.15-13.00	Meeting with heads of structural subdivisions	1) Bayuzakova Altynai Seksenadilovna - Legal Support Department 2) Shagyrbay Meyramkul Amankyzy - department of accounting and reporting 3) Bayadilova Bakyt Melisovna - educational-methodical department 4) Abdykarimova Safira Zaitbekovna - International Relations and AM Department	Block 1, 7th floor, Study Hall 1/700 Connect to Zoom https://us02web.zoom.us/j/3892931765

		5) Tleuova Aru Amankeldievna - HR Department 6) Ospanova Madina Kapdrakhmanovna - editorial and publishing department 7) Eshpanov Vladimir Sarsembaevich - Marketing Department of the Admission Commission 8) Safuani Zhanar Esenkulkyzy - office-registrar 9) Aitmaganbetov Aset Laykovich - technical support and digitalization department 10) Oryntaeva Akbota Edilovna - Educational and Social Work Department 11) Omarova Raushan Zhumazhanovna - Head of Library 12) Orazbekov Yerkebulan Yerzhanovich - administrative and economic department 13) Abdinov Rauan Sharipbaevich - Department of Science and Commercialization 14) Abdykarimova Safira Zaitbekovna - Department of International Relations and Academic Mobility 15) Suleimen Yerlan Malsuly - technopark specialist	Conference ID: 389 293 1765
13.00-14.00	<i>Lunch break</i>	<i>IAAR external experts</i>	
14.00-14.50	Meeting with Deans	1) Mustafayev Kanat Seitkamalovich - Dean of the Faculty of Economics and Service 2) Zhunusova Gulzat Skendirovna - Dean of the Faculty of Technology.	Block 1, 7th floor, Study Hall 1/700 Connect to Zoom https://us02web.zoom.us/j/3892931765 Conference ID: 389 293 1765
14.50-15.00	VEC work	<i>IAAR external experts</i>	Block 1, 7th floor, Study Hall 1/700 Connect to Zoom https://us02web.zoom.us/j/3892931765 Conference ID: 389 293 1765 (VEC only).
15.00-15.50	Meeting with Heads of OP	1) Head of Department "Information Technologies" - Serimbetov Bulat Abutalibovich Serimbetov 2) Head of the department "Tourism and Service" - Aliya Anarkhanovna Zhunusova 3) Head of the Department of "Chemistry, Chemical Technology and Ecology" - Nurtay Zhadyra Tastenbekkyzy Nurtay Zhadyra Tastenbekkyzy 4) Head of the Department of "Technology and Standardization" - Baitukenova Saule Baidildaevna 5) Head of the Department of "Economics and Management" - Baktymbet Əsem Serikkyzy Bakhtymbet 6) Head of the Department of "Finance and Accounting" - Mukushev Abzal	Block 1, 7th floor, Study Hall 1/700 Connect to Zoom https://us02web.zoom.us/j/3892931765 Conference ID: 389 293 1765

		Bazarbekovich	
15.50-16.00	Technical break	<i>IAAR external experts</i>	Block 1, 7th floor, Study Hall 1/700 Connect to Zoom https://us02web.zoom.us/j/3892931765 Conference ID: 389 293 1765
16.00-16.45	Meeting with the CPS	<i>1 cluster (Annex №1)</i> <i>2 cluster (Annex №2)</i> <i>3 cluster (Annex №3)</i>	Classrooms / Auditorium No. 3/515 Connect to Zoom https://us02web.zoom.us/j/3892931765 Conference ID: 389 293 1765
		<i>4 cluster (Annex №4)</i> <i>5 cluster (Annex №5)</i> <i>6 cluster (Annex 36)</i>	Booths / Auditorium #1/502 Connect to Zoom https://us02web.zoom.us/j/9623882483 Conference ID: 962 388 2483
16.45-17.45	Questionnaire survey of teaching staff (in parallel)	<i>Annex 7 (list with valid e-mail addresses)</i>	<i>The link is sent to the faculty member's email personally 5 min before the questionnaire is administered</i>
16.45-18.00	Visual inspection of PAs	<i>Annex 8 (Itinerary by clusters with responsible persons)</i>	<i>En-route</i> <i>Connect to Zoom</i> https://us02web.zoom.us/j/3892931765 <i>Conference ID:</i> <i>389 293 1765</i>
18.00-18.30	VEC work (discussion of results and summarizing the results of 1 day)	<i>IAAR external experts</i>	Block 1, 7th floor, Study Hall 1/700 Connect to Zoom https://us02web.zoom.us/j/3892931765 Conference ID: 389 293 1765
19.00-20.00	Dinner	<i>IAAR external experts</i>	
Day 2: March 13, 2025			

10.00-10.30	VEC work (discussion of organizational issues)	<i>IAAR external experts</i>	Block 1, 7th Floor, Study Hall 1/700 Connect to Zoom https://us02web.zoom.us/j/3892931765 Conference ID: 389 293 1765
10.30-11.10	Meeting with students	<i>1 cluster Appendix №9)</i> <i>2 cluster (Appendix №10)</i> <i>3 cluster (Appendix №11)</i>	Classrooms / Auditorium No. 3/515 Connect to Zoom https://us02web.zoom.us/j/3892931765 Conference ID: 389 293 1765
		<i>4 cluster (Annex №12)</i> <i>5 cluster (Annex №13)</i> <i>6 cluster (Annex №14)</i>	Classrooms / Auditorium No. 1/502 Connect to Zoom https://us02web.zoom.us/j/9623882483 Conference ID: 962 388 2483
11.10-12.10	Questioning of students (in parallel)	<i>Annex No. 15 (list with valid e-mail addresses)</i>	The link is sent to the learner's email personally 5 minutes before the start of the questionnaire
11.10-11.25	Technical break	<i>IAAR external experts</i>	Block 1, 7th floor, Study Hall 1/700
11.25-13.00	Work with departmental documents (documents should be uploaded to the cloud by clusters in advance, if necessary, department heads will be invited to the Zoom online room) and attendance of faculty classes according to the schedule (Annex 16)	<i>1) Head of Department “Information Technologies” - Serimbetov Bulat Abutalibovich Serimbetov</i> <i>2) Head of the department “Tourism and Service” - Aliya Anarkhanovna Zhunusova</i> <i>3) Head of the Department of “Chemistry, Chemical Technology and Ecology” - Nurtay Zhadyra Tastenbekkyzy Nurtay Zhadyra Tastenbekkyzy</i> <i>4) Head of the Department of “Technology and Standardization” - Baitukenova Saule Baidildaevna</i> <i>5) Head of the Department of “Economics and Management” - Baktymbet Òsem Serikkyzy Bakhtymbet</i> <i>6) Head of the Department of “Finance and Accounting” - Mukushev Abzal Bazarbekovich</i>	Block 1, 7th floor, Study Hall 1/700 Connect to Zoom 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	VEC work (exchange of opinions)	<i>IAAR external experts</i>	Block 1, 7th floor, Study Hall 1/700 Connect to Zoom

			https://us02web.zoom.us/j/3892931765 Conference ID: 389 293 1765
14.30-15.20	Attendance of OP practice bases (in parallel by clusters)	<i>Annex No. 17 (route by clusters)</i>	Along the route
15.30-15.40	Technical break	<i>IAAR external experts</i>	Block 1, 7th floor, Study Hall 1/700
15.40-16.20	Meeting with OP employers	<i>Appendix №18 (list for each cluster)</i>	Block 1, 7th floor, Academic Hall 1/700 Office/Aud #3/515, 1/502 Connect to Zoom 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, Study Hall 1/700
16.30-17.15	Meeting with alumni	<i>Appendix #19 (list for each cluster)</i>	Block 1, 7. Stock, Akademischer Saal 1/700 Büro/Aud #3/515, 1/502 Verbindung zu Zoom https://us02web.zoom.us/j/3892931765 Konferenz-ID: 389 293 1765
17.10-19.00	VEC work, discussion of the results of the second day and parameters of the profiles (recording is in progress)	<i>IAAR external experts</i>	Block 1, 7th floor, Study Hall 1/700 Connect to Zoom https://us02web.zoom.us/j/3892931765 Conference ID: 389 293 1765
19.00-20.00	Dinner	<i>IAAR external experts</i>	
Day 3: March 14, 2025			
10.00-11.30	Work of the EEC (development and discussion)	<i>IAAR external experts</i>	Block 1, 7th floor, Study Hall 1/700

	of recommendations) (recorded)		Connect to Zoom 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, Study Hall 1/700
11.40- 13.00	Work of the EEC, development and discussion of recommendations	<i>IAAR external experts</i>	Block 1, 7th floor, Study Hall 1/700 (Individual work of an offline expert)
13.00- 14.00	Lunch break	<i>IAAR external experts</i>	
14.00- 16.15	VEC work, discussion, decision-making by voting (record is kept)	<i>IAAR external experts</i>	Block 1, 7th floor, Study Hall 1/700 Connect to Zoom https://us02web.zoom.us/j/3892931765 Conference ID: 389 293 1765
16.15- 16.30	Technical break	External IAAR experts	Block 1, 7th floor, Study Hall 1/700
16.30- 17.00	Final meeting of the VEC with the university administration	Heads of the university and structural divisions	Block 1, 7th floor, Study Hall 1/700 Connect to Zoom https://us02web.zoom.us/j/3892931765 Conference ID: 389 293 1765
18.00- 19.00	Dinner	<i>IAAR external experts</i>	

Appendix 3. RESULTS OF THE QUESTIONNAIRE SURVEY

Results of anonymous questionnaire survey of the teaching staff
Kazakh University of Technology and Business named after K. Kulazhanov (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%
Agha Okytushy (Senior Lecturer)	25	38,5%
Okytushy (Teacher)	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 people	0%
Ph. D.	4 people.	6,2%
Ph.D.	17 people	26,2%
Magister	27 people	41,5%
PhD	13 people	20%
Professor	4 people.	6,2%
Associate Professor	2 people.	3,1%
No	2 people	3,1%
DBA	0 people	0%

5. Стаж работы

Less than 1 year	10 people..	15,4%
1 year - 5 years	27 people.	41,5%
Over 5 years	28 people.	43,1%

№	Questions	Very good	All right.	Relatively bad	Bad	That's too bad	No answer
6	To what extent does the content of the educational program meet your academic and professional interests and needs?	51 people (78,5%)	14 people. (21,5%)	0 people (0%)	0 people. (0%)	0 people. (0%)	-
7	How do you assess the opportunities provided by the University for the professional development of the teaching staff?	37 people. (56,9%)	27 people (41,5%)	1 people. (1,5%)	0 people. (0%)	0 people. (0%)	-
8	Wie beurteilen Sie die Möglichkeiten, die die Universität für die berufliche Entwicklung des Lehrkörpers bietet?	27 people. (41,5%)	36 people (55,4%)	2 people. (3,1%)	0 people (0%)	0 people. (0%)	-
9	Wie beurteilen Sie den Grad der akademischen Freiheit des Lehrkörpers?	24 people (36,9%)	37 people (56,9%)	3 people (4,6%)	1 people (1,5%)	0 people (0%)	-
	Inwieweit sind die Lehrer in der Lage, ihre eigenen						
10	• Strategien	32 people (49,2%)	31 people (47,7%)	2 people (3,1%)	0 people (0%)	0 people (0%)	-
11	• Methods	41 people (63,1%)	24 people (36,9%)	0 people. (0%)	0 people (0%)	0 people (0%)	-
12	• Innovation in the learning process	40 people (61,5%)	25 people (38,5%)	0 people (0%)	0 people (0%)	0 people. (0%)	-
13	How do you evaluate the work on the organization of	22	37	5	1 people	0 people	-

	medical care and disease prevention at the university?	people (33,8%)	people (56,9%)	people (7,7%)	(1,5%)	(0%)	
14	How much attention is paid by the institution's management to the content of the educational program?	46 people (70,8%)	18 people (27,7%)	1 people (1,5%)	0 people (0%)	0 people. (0%)	-
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	Evaluate the level of conditions created, taking into account the needs of different groups of learners	36 people (55,4%)	29 people (44,6%)	0 people. (0%)	0 people (0%)	0 people (0%)	-
	Assess the accessibility of the manual						
17	• Students	38 people (58,5%)	26 people (40%)	1 people (1,5%)	0 people. (0%)	0 people (0%)	-
18	• Teachers	41 people (63,1%)	21 people (32,3%)	3 people (4,6%)	0 people (0%)	0 people (0%)	-
19	Evaluate the involvement of faculty in the process of making managerial and strategic decisions	25 people. (38,5%)	37 people (56,9%)	3 people (4,6%)	0 people (0%)	0 people (0%)	-
20	How are faculty members encouraged to be innovative?	27 people (41,5%)	33 people (50,8%)	4 people (6,2%)	0 people (0%)	1 people (1,5%)	-
21	Assess the level of feedback from faculty to management	33 people (50,8%)	30 people (46,2%)	1 people. (1,5%)	1 people (1,5%)	0 people (0%)	-
22	What is the level of stimulation and involvement of young professionals in the educational process?	25 people (38,5%)	36 people (55,4%)	3 people (4,6%)	1 people (1,5%)	0 people (0%)	-
23	Evaluate the opportunities created for professional and personal growth for each faculty and staff member	31 people. (47,7%)	30 people (46,2%)	3 people (4,6%)	1 people (1,5%)	0 people (0%)	-
24	Assess the adequacy of recognition of teachers' potential and abilities	29 people (44,6%)	35 people (53,8%)	1 people (1,5%)	0 people (0%)	0 people (0%)	-
	How the work is delivered						
25	• On academic mobility	32 people (49,2%)	29 people (44,6%)	4 people (6,2%)	0 people (0%)	0 people (0%)	-
26	• On professional development of faculty members	45 people (69,2%)	19 people (29,2%)	1 people. (1,5%)	0 people (0%)	0 people (0%)	-
	Evaluate the support of the university and its management						
27	• Research endeavors of faculty members	31 people (47,7%)	32 people (49,2%)	1 people (1,5%)	1 people (1,5%)	0 people (0%)	-
28	• Development of new educational programs/curricular disciplines/methods	42 people (64,6%)	21 people . (32,3%)	2 people (3,1%)	0 people. (0%)	0 people (0%)	-
	Assess the level of faculty members' ability to combine teaching						
29	• With scientific research	26 people. (40%)	34 people (52,3%)	3 people (4,6%)	2 people (3,1%)	0 people (0%)	-
30	• With practical activities	25 people (38,5%)	32 people. (49,2%)	7 people (10,8%)	0 people (0%)	1 people (1,5%)	-
31	Assess the extent to which the knowledge of students received at this university corresponds to the realities of the requirements of the modern labor market	29 people. (44,6%)	34 people (52,3%)	2 people (3,1%)	0 people (0%)	0 people (0%)	-
32	How do the management and administration of the university perceive criticism?	1 people (16,9%)	52 people (80%)	1 people (1,5%)	0 people (0%)	1 . people (1,5%)	-
33	Evaluate how well your study load meets your expectations and capabilities	28 people (43,1%)	34 people (52,3%)	2 . people (3,1%)	1 people (1,5%)	0 people (0%)	-

34	Evaluate the focus of educational programs/curricula on the formation of students' skills and abilities to analyze the situation and make forecasts	29 people (44,6%)	36 people. (55,4%)	0 people. (0%)	0 people. (0%)	0 people. (0%)	-
35	Assess the extent to which 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 university?**I like this university****My specialty****SPECIALITY****I like the process of introducing innovations and innovations****Working conditions, team****I am impressed by the spiritual and professional potential of colleagues****Social responsibility and sustainable development are developed in Kazutb. Responsibility and sustainable development.****I like****I have 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 specialists in mining

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

Salary

Salary

I like it

There is an opportunity for growth of scientific potential

I get full satisfaction from my work

I have knowledge and experience to pass on to young people

Comfortable climate and great opportunities for professional growth Good salary Salary I like it There is an opportunity for growth of scientific potential I get full satisfaction from my work I have knowledge and experience to pass on to young people Comfortable climate and great opportunities for professional development Good salary, motivation is welcome Good salary, motivation is welcome

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

Like,

I like this university very much, high salary, attitude to ppl

According to specialty

interesting educational programs

Gives a lot of opportunities for professional growth

According to the place of residence

Promising university, where there are all opportunities for professional development and development of educational programs

Many advantages of this university

Because of the friendly staff and good academic aura

This is my comfort zone

Work related to the direction of Ecology

At the moment the university gives me all the opportunities for growth and development

I study in another university

Salary is good, friendly atmosphere

Prospects for growth, salary, warm team

I like the working conditions

Many opportunities for research and development, as well as a good p I want them to be qualified and in demand

I like KazUTB.

37. How often are master classes and reading topics with practitioners organized as part of your course?

Very often	17 people.	26,2%
Often	32 . people	49,2%
Sometimes	14 people	21,5%
Very rarely	1 people	1,5%
Never	1 people	1,5%

38. How often do external guest lecturers (domestic and foreign) participate in the training process?

Very often	12 people	18,5%
Often	34 . people	52,3%
Sometimes	17 people	26,2%
Very rarely	2 people	3,1%
Never	0 . people	0%

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

	Часто	Иногда	Никогда	Нет ответа
Lack of classrooms	2 . people 3,1%	25 people (38,5%)	38 people (58,5%)	-
Unbalanced teaching load by semesters	4 people 6,2%	24 people (36,9%)	37 . people (56,9%)	-
Unavailability of necessary literature in the library	1 people 1,5%	23 people (35,4%)	41 . people (63,1%)	-
Overcrowding of study groups (too many students in a group)	1 people 1,5%	15 people (23,1%)	49 . people (75,4%)	-
Uncomfortable timetable	3 people 4,6%	20 people (30,8%)	42 . people (64,6%)	-
Inappropriate conditions for classrooms		19 people 29,7%	45 people (70,3%)	-
Lack of Internet access/weak Internet	5 people 7,7%	20 . people (30,8%)	40 people (61,5%)	-
Lack of students' interest in learning	1 peopl 1,5%	28 people (43,1%)	36 . people (55,4%)	-
Lack of timely information about events xml-ph-0008@d	3 people 4,6%	11 people (16,9%)	51 people (78,5%)	-
Lack of classrooms	2 people 3,1%	24 people (36,9%)	39 people (60%)	-
Unbalanced teaching load by semesters	NO Systematic and annual renewal of modern educational and scientific material base All problems mentioned above Hours of srsp, srsp not taken into account I don't see it yet No problems No problems Master's degree should be opened No Everything corresponds No problems Open classes are often requested although during the competition we hold them No problems It is stressful to pass the competitive selection process.			

40. There are many different facets and aspects of university life that affect every faculty and staff member in one way or another. Evaluate how satisfied you are:

Question	Completely satisfied	Partially satisfied	Not satisfied	I can't answer that
The attitude of the university administration towards you	50 . people (76,9%)	14 people (21,5%)	0 people (0%)	1 people (1,5%)
Relationship with direct management	50 . people (76,9%)	14 people (21,5%)	1 people (1,5%)	0 people (0%)
Relationships with colleagues in the department	58 people (89,2%)	7 people (10,8 %)	0 people (0 %)	0 people (0%)
Participation in management decision-making	43 people (66,2%)	21 people (32,3%)	1 people (1,5%)	0 people (0%)
Relationships with students	60 people (92,3%)	5 people (7,7%)	0 people (0%)	0 people (0%)

Recognition of your successes and accomplishments by the administration	45 people (69,2%)	16 . people (24,6%)	1 people (1,5%)	3 people (4,6%)
Supporting your suggestions and comments	46 people (70,8%)	17 people (26,2%)	1 people (1,5%)	1 people (1,5%)
Activity of the university administration	53 people (81,5%)	12 people (18,5%)	0 people (0%)	0 people (0%)
Terms of labor remuneration	43 people (66,2%)	21 people (32,3%)	1 people (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 people (1,5%)	0. people (0%)
Change management in the university's activities	49 people (75,4%)	16 people (24,6%)	0 people (0%)	0. people (0%)
Provision of a social package: vacation, sanatorium treatment, etc.	23 (35,4%)people	23 people (35,4%)	13 people (20%)	6 people (9,2%)
Organization and quality of catering 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%)



Annex 4: RESULTS OF AN ANCEITIQUE OF STUDENTS

Results of anonymous questionnaire survey of students

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

Total number of questionnaires: 71

1. Your educational program?

7M07188 Automation and Management	0	0
7M04144 State and Local Governance	13	18,3%
6B04103 Accounting and Auditing	0	0
6B04107 State and Local Governance	7	9,9%
6B11230 Life Safety and Environmental Protection	0	0
6B05213 Ecology	0	0
6B07223 Technology processing industries (by branches)	5	7%
6B07525 Standardization and certification (by branches)	16	22,5%
6B07220 Technology of food products (by branches)	1	1,4%
6B11127 Tourism	8	11,3%
6B11126 Restaurant business and hotel business	18	25,4%
6B11130 Sports tourism and excursion and recreational activity Economics and economics recreational activity	2	2,8%
Economics and Service	1	1,4%

2. Paul

Male	46 people.	64,8 %
Female	25 people.	35,2 %

3. Rate how satisfied you are

Questions	Completely satisfied	Partially satisfied	Partially unsatisfied	Not satisfied	Difficult answer
1. Relationship with the dean's office	58 people (81,7%)	12 people (16,9%)	1 people (1,4%)	0 people (0 %)	0 people (0 %)
2. The level of accessibility of the dean's office	62 people (87,3%)	6 people (8,5%)	2 people (2,8 %)	1 people (1,4 %)	0 people (0 %)
3. The level of accessibility and responsiveness of the university administration	60 people (84,5%)	7 people (9,9%)	4 people (5,6%)	0 people (0 %)	0 people (0 %)
4. The accessibility of academic advising	59 people (83,1 %)	9 people (12,7%)	2 people (2,8%)	0 people (0 %)	1 people (1,4%)
5. Support with learning materials during the learning process	63 people (88,7%)	7 people (9,9%)	0 people (0 %)	0 people (0 %)	1 people (1,4 %)
6. Availability of counseling for personal problems	60 people (84,5%)	9 people (12,7 %)	1 people (1,4%)	0 people (0 %)	1 people (1,4%)
7. Relationship between student and instructor	57 people (80,3%)	12 people (16,9%)	1 people (1,4 %)	0 people (0 %)	1 people (1,4%)
8. Financial and administrative services of the institution	55 people (77,5%)	14 people	1 чел (1,4 %)	0 people (0 %)	1 people (1,4%)

		(19,7 %)			
1. Accessibility of health care services	54 people (76,1%)	13 people (18,3%)	1 people (1,4 %)	1 people (1,4 %)	2 people (2,8%)
2. Quality of health care services at the university	56 people (78,9%)	11 people (15,5%)	0 people (0 %)	0 people (0 %)	4 people (5,6%)
3. The level of accessibility of library resources	60 people (84,5%)	7 people (9,9%)	2 people (2,8%)	1 people (1,4 %)	1 people (1,4 %)
4. The quality of services provided in libraries and reading rooms	62 people (87,3%)	7 people (9,9%)	0 people (0 %)	1 people (1,4 %)	1 people (1,4 %)
5. Satisfaction with the existing educational resources of the university	58 people (81,7%)	12 people (16,9%)	0 people (0 %)	1 people (1,4 %)	0 people (0 %)
6. Availability of computer classes	58 people (81,7%)	10 people (14,1%)	0 people (0 %)	3 people (4,2%)	0 people (0 %)
7. Availability and quality of Internet resources	56 people (78,9%)	12 people (16,9%)	2 people (2,8%)	1 people (1,4 %)	0 people (0 %)
8. Content and information content of the website of educational organizations in general and faculties (school) in particular	61 people (85,9%)	8 people (11,3%)	2 people (2,8%)	0 people (0 %)	0 people (0 %)
1. Relationship with the dean's office	58 people (81,7%)	12 people (16,9%)	1 people (1,4%)	0 people (0 % people)	0 people (0 %)
2. The level of accessibility of the dean's office	62 people (87,3%)	6 people (8,5%)	2 people (2,8 %)	1 people (1,4 %)	0 people (0 %)
3. Level of accessibility and responsiveness of the university management	60 people (84,5%)	7 people (9,9%)	4 people (5,6%)	0 people (0 %)	0 people (0 %)
4. Accessibility of academic advising to you	59 people (83,1 %)	9 people (12,7%)	2 people (2,8%)	0 people (0 %)	1 people (1,4%)
5. Support with training materials during the training process	63 people (88,7%)	7 people (9,9%)	0 people (0 %)	0 people (0 %)	1 people (1,4 %)
6. Accessibility of counseling on personal problems	60 people (84,5%)	9 people (12,7 %)	1 people (1,4%)	0 people (0 %)	1 people (1,4%)
7. Relationship between student and instructor	57 people (80,3%)	12 people (16,9%)	1 people (1,4 %)	0 people (0 %)	1 people (1,4%)
8. Financial and administrative services of the educational institution	55 people (77,5%)	14 people (19,7 %)	1 people (1,4 %)	0 people (0 %)	1 people (1,4%)
9. Accessibility of health care services	54 people (76,1%)	13 people (18,3%)	1 people (1,4 %)	1 people (1,4 %)	2 people (2,8%)
10. Quality of medical care at the university	56 people (78,9%)	11 people (15,5%)	0 people (0 %)	0 people (0 %)	4 people (5,6%)
11. Grad der Zugänglichkeit der Bibliotheksressourcen	60 people (84,5%)	7 people (9,9%)	2 people (2,8%)	1 people (1,4 %)	1 people (1,4 %)
12. Quality of services provided in libraries and reading rooms	62 people (87,3%)	7 people (9,9%)	0 people (0 %)	1 people (1,4 %)	1 people (1,4 %)
13. Satisfaction with the existing educational resources of the university	58 people (81,7%)	12 people (16,9%)	0 people (0 %)	1 people (1,4 %)	0 people (0 %)
14. Accessibility of computer laboratories	58 people (81,7%)	10 people (14,1%)	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 people (1,4 %)	0 people (0 %)

16. Content and information content of the website of educational organizations in general and faculties (school) in particular	61 people (85,9%)	8 people (11,3%)	2 people (2,8%)	0 people (0 %)	0 people (0 %)
17. The content and information content of the website of educational organizations in general and faculties (school) in particular	61 people (85,9%)	8 people (11,3%)	2 people (2,8%)	0 people (0 %)	0 people (0 %)
18. Training rooms, classrooms for large groups	53 people (74,6%)	12 people (16,9%)	6 people (8,5%)	0 people (0 %)	0 people (0 %)
19. Student lounges (if available)	41 people (57,7 %)	13 people (18,3 %)	9 people (12,7 %)	4 people (5,6 %)	4 people (5,6 %)
20. Clarity of the procedure for taking disciplinary action	58 people (81,7%)	10 people (14,1%)	0 people (0 %)	0 people (0 %)	3 people (4,2%)
21. The 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 %)
22. The quality of curricula in the OP	58 people (81,7%)	11 people (15,5%)	1 people (1,4%)	0 people (0%)	1 people (1,4%)
23. Teaching methods in general	60 people (84,5%)	11 people (15,5%)	0 people (0%)	0 people (0%)	0 people (0%)
24. responsiveness to feedback from teachers on the learning process	58 people (81,7%)	12 people (16,9%)	1 people (1,4%)	0 people (0%)	0 people (0%)
25. The quality of teaching in general	61 people (85,9%)	10 people (14,1%)	0 people (0 %)	0 people (0%)	0 people (0%)
26. Academic load/student requirements	56 people (78,9%)	12 people (16,9%)	2 people (2,8%)	1 people (1,4%)	0 people (0 %)
27. Faculty requirements for a student	54 people (76,1%)	14 people (19,7 %)	1 people (1,4%)	1 people (1,4%)	1 people (1,4%)
28. Information support and explanation of the rules of admission and the strategy of the educational program (specialty) before entering the university.)	57 people (80,3%)	13 people (18,3%)	0 people (0 %)	1 people (1,4%)	0 people (0 %)
29. Informing of the requirements for successful completion of a given educational program (specialty)	61 people (85,9%)	9 people (12,7 %)	1 people (1,4%)	0 people (0 %)	0 people (0 %)
30. 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 %)
31. Objectivity in assessing knowledge, skills and other learning achievements	58 people (81,7%)	13 people (18,3%)	0 people (0 %)	0 people (0 %)	0 people (0 %)
32. Available computer labs	57 people (80,3%)	11 people (15,5%)	0 people (0 %)	1 people (1,4%)	2 people (2,8%)
33. available scientific laboratories	55 people (77,5%)	11 people (15,5%)	0 people (0 %)	1 people (1,4%)	4 people (5,6 %)
34. objectivity and fairness of teachers	54 people (76,1%)	16 people (22,5 %)	1 people (1,4 %)	0 people (0 %)	0 people (0 %)
35. informing students about courses, educational programs and the academic degree they are receiving	59 people (83,1%)	10 people (14,1%)	0 people (0 %)	0 people (0 %)	2 people (2,8%)
36. providing students with dormitory accommodation	55 people (77,5%)	9 people (12,7%)	2 people (2,8 %)	0 people (0 %)	5 people (7%)

39. Rate the extent to which you agree:

Approval	Full consent	I agree	I partially agree	I don't agree	Total disagreement	No answer
1. The course program was clearly presented	54 people (76,1%)	16 people (22,5%)	1 people (1,4%)	0 people (0 %)	0 people (0 %)	-
2. The 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 people (0 %)	0 people (0 %)	-
4. The material proposed by the teacher is relevant and reflects the latest achievements of 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 people (1,4%)	0 people (0 %)	0 people (0 %)	-
6. The teacher has knowledge of the material being taught	54 people (76,1%)	17 people (23,9%)	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 way	52 people (73,2%)	17 people (23,9%)	2 people (2,8%)	0 people (0 %)	0 people (0 %)	-
9. Objectivity of assessment of knowledge, skills and other learning achievements	57 people (80,3%)	13 people (18,3%)	1 people (1,4%)	0 people (0 %)	0 people (0 %)	-
10. Timeliness of assessment of students' academic achievements	57 people (80,3%)	13 people (18,3%)	1 people (1,4%)	0 people (0 %)	0 people (0 %)	-
11. The teacher meets my personal development and professional formation requirements	55 people (77,5%)	11 people (15,5%)	4 people (5,6 %)	1 people (1,4%)	0 people (0 %)	-
12. The instructor stimulates students' activity	53 people (74,6%)	16 people (22,5%)	2 people (2,8 %)	0 people (0 %)	0 people (0 %)	-
13. The instructor stimulates students' creative thinking	52 people (73,2%)	16 people (22,5%)	3 people (4,2 %)	0 people (0 %)	0 people (0 %)	-
14. 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 instructor displays a positive attitude toward students	56 people (78,9%)	13 people (18,3%)	2 people (2,8%)	0 people (0 %)	0 people (0 %)	-
16. The system of assessment of learning achievements (seminars, tests, questionnaires, etc.) reflects the course content	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 instructor are clear	52 people (73,2%)	18 people (25,4%)	1 people (1,4%)	0 people (0 %)	0 people (0 %)	-
18. The instructor objectively evaluates students' achievements	56 people (78,9%)	14 people (19,7%)	1 people (1,4%)	0 people (0 %)	0 people (0 %)	-
19. The teacher speaks the 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 opportunity for sports and other leisure activities	48 people (67,6%)	18 people (25,4 %)	2 people (2,8%)	2 people (2,8%)	1 people (1,4%)	-
21. Facilities and equipment for students are safe, comfortable and up-to-date	52 people (73,2%)	15 people (21,1%)	4 people (5,6%)	0 people (0 %)	0 people (0 %)	-
22. The library is well equipped and has a reasonably good collection of books	54 people (76,1%)	15 people (21,1%)	2 people (2,8%)	0 people (0 %)	0 people (0 %)	-
23. Equal opportunities are provided to all learners	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.

Everything is fine, but teachers need to be more active and be able to interest students

Not encountered.

Everything is at a high level