



«АККРЕДИТТЕУ ЖӘНЕ РЕЙТИНГТИҢ
ТӘУЕЛСІЗ АГЕНТТІГІ» КЕМ

НУ «НЕЗАВИСИМОЕ АГЕНТСТВО
АККРЕДИТАЦИИ И РЕЙТИНГА»

INDEPENDENT AGENCY FOR
ACCREDITATION AND RATING

Report

on the results of the work of the external expert commission for assessing the compliance with the standards of specialized (primary) accreditation of educational programs 6B04108 Economics and Management, 6B04109 Accounting and Finance, 7M04115 Economics and Management, 7M04116 Accounting and Finance

Shakarim University (Semey, Kazakhstan) in the period

from «19» to «21» April 2023

(I) LIST OF SYMBOLS AND ABBREVIATIONS

RK	Republic of Kazakhstan
AS	AAcademic Council
ECTS	European credit transfer system
DB	database
GOSO	state obligatory standard of education
DOOP	department of organization of the educational process
ICS	information and communication system
WHO	credit technology training
MES RK	RK Ministry of Education and Science of the Republic of Kazakhstan
MSHE RK	Ministry of Science and Higher Education of the Republic of Kazakhstan
R & D research work	R & D research work
NIRS	research work of students
NIRM	research work of a master student
EP	educational programs
TS	teaching staff
IC	individual curriculum
QED	catalog of elective disciplines
OOD	general education disciplines
PD	profile disciplines
DB	basic disciplines
DL	distance learning
SPED	state program for the development of education
TM	teaching materials
TsSMP	Center for Social Monitoring and Forecasting

(II) INTRODUCTION

In accordance with the order No. 26-23-OD dated February 10, 2023 of the Independent Agency for Accreditation and Rating, from April 19 to April 21, 2023, an external expert commission assessed the conformity of the educational program 6B08303 – «Forest resources and hunting science», 6B09103 – «Veterinary» standards of primary specialized accreditation of the IAAR (dated May 25, 2018 No. 68-18 / 1-OD, first edition) in a hybrid format.

The report of the external expert commission (EEC) contains an assessment of the quality of the educational program according to the IAAR criteria, recommendations of the EEC for further improvement of the educational program, parameters of the specialized profile of the educational program, the program of the visit of the EEC, the results of a survey of teaching staff and students.

The composition of the WEC:

Chairman of the EEC IAAR - Andrey Tamyarov Candidate of Technical Sciences, Associate Professor, Ulyanovsk State Technical University Off-line participation

IAAR coordinator – Nazyrova Gulfia Rivkatovna, Ph.D. in Economics, project manager for the formation of external expert commissions IAAR. Off-line participation

IAAR national expert - Rakhimova Gulmira Akhmetovna Candidate of Economic Sciences, Associate Professor of KATU named after. Seifullina (Astana) On-line participation

IAAR national expert – Sisenova Asel Tursyngaliyevna candidate of economic sciences, professor University «Turan» (Almaty) off-line participation

Expert IAAR, Student - Oserbatov Raul Batbairuly, 3rd year student East Kazakhstan Technical University named after. Serikbaev (Ust-Kamenogorsk). Online participation

Foreign expert – Natalie Aleksandra Gurvitš-Suits PhD, Tallinn University of Technology (Tallinn, Estonia) On-line participation

IAAR national expert – Gulnar Karimovna Dzholdasbaeva Doctor of Economics, Professor Almaty Technological University (Almaty) On-line participation

Expert IAAR, Employer - Adylkhan Aset Berdygaliuly NCE «Atameken» East Kazakhstan region (Ust-Kamenogorsk); Online participation

IAAR Expert, Student – Alibekova Kamilla 3rd year doctoral student, Palacký University (Olomouc, Czech Republic) On-line participation

IAAR National Expert – Kopishev Eldar Ertaevich Candidate of Chemical Sciences, Associate Professor Eurasian National University named after Gumilyov (Astana) off-line participation

IAAR National Expert – Gabdullina Ainur Zhumagazyevna Candidate of Historical Sciences, Associate Professor S.Seifullin Kazakh Agrotechnical University; (Astana, Republic of Kazakhstan) On-line participation

IAAR Expert, Student - Umbet Zhanbota Kalkamankyzy 2nd year Master's student Al-Farabi Kazakh National University Al-Farabi (Almaty); Online participation

IAAR National Expert – Gabdulov Madi Asetovich Candidate of Agricultural Sciences, Associate Professor West Kazakhstan Agrarian and Technical University named after Zhangir Khan (Uralsk, Republic of Kazakhstan); Online participation

Foreign expert IAAR - Starciuc Nicolae dr. habilitatus in veterinary medicine, professor State Agrarian University of Moldova (SAUM) On-line participation

IAAR Expert, Student - Zhabykbay Dana Berikkyzy, 3rd year student of the Kazakh National Agrarian Research University (Almaty); Online participation

IAAR National Expert – Kartbaev Timur Saatdinovich PhD, Academician of MAIN Kazakh National Women's Pedagogical University (Almaty) On-line participation

IAAR Expert, Employer – Dzhagiparova Gulmira Zeinulovna Head of Commercial Unit, KT Cloud lab (Almaty) On-line participation

IAAR Expert, Student - Adel Omarova, Member of the Alliance of Students of Kazakhstan, Kazakh Agrotechnical University named after S. Seifullin On-line participation

IAAR National Expert – Rakhmetulaeva Sabina Batyrkhanovna Doctor PhD Associate Professor, PhD Department of Information Systems, International University of Information Technologies (MUIT); Online participation

IAAR Expert, Student - Nurgeldiyeva Aruzhan 2nd year undergraduate Kazakh National Agrarian Research University On-line participation

IAAR National Expert – Burbekova Saule Zhorabekovna Candidate of Philology, Associate Professor, Astana IT University (Astana, Republic of Kazakhstan) On-line participation

Expert IAAR, Student - Tynymbayeva Aruzhan Muratkyzy 2nd year master student of the Eurasian National University named after Gumilyov; (Astana, Republic of Kazakhstan); Online participation

IAAR national expert – Aibuldinov Elaman Kanatovich Doctor PhD, Professor Member of the Board of NAO “Atyrau University named after. Kh. Dosmukhamedova”, Vice-Rector for Science and International Relations (Atyrau, Republic of Kazakhstan); Online participation

Expert IAAR, Student - Kolibaykyzy Aktoty 2nd year master student OP 7M01503, Chemistry Al-Farabi Kazakh National University Al-Farabi On-line participation



(III) REPRESENTATION OF EDUCATIONAL ORGANIZATION

Non-profit joint-stock company «Shakarim University of Semey» is one of the large multidisciplinary higher educational institutions in the north-eastern region of Kazakhstan, which trains specialists in a wide range of popular specialties in the field of technical, natural, social and humanitarian, pedagogical, agricultural sciences, veterinary medicine, business.

The history of the university has collected years of successful adherence to the traditions of classical university education, the components of which are science, analysis, search, and creativity. The history of the NAO «Shakarim University of Semey» begins in 1934 - the foundation of the Semipalatinsk Pedagogical Institute <https://shakarim.edu.kz/pages/universitet/istoriya-universiteta>.

The university has formed recognized scientific schools where fundamental and applied research is carried out. University teachers improve their professional skills within the framework of advanced training courses, scientific internships, take part in academic mobility programs, scientific conferences, and are holders of national and international research grants and scholarships.

The training of personnel with higher and postgraduate education at the university is carried out in 45 bachelor's degree programs, 37 master's degree programs in the scientific and pedagogical direction and profile direction, as well as in 10 PhD-doctoral educational programs (<https://shakarim.edu.kz/pages/edu-programs?path=education>). Since 2021, 13 additional educational programs (Minor) have been launched and today there are 25 additional educational programs (Minor) to choose from. Over 10 Massive Open Online Courses (MOOCs) and over 150 video lectures have been recorded.

The university actively attracts experienced teachers who are able not only to talk about the specifics of a particular profession, but also to teach how to use the acquired competencies in specific situations.

At the same time, the possibilities of non-formal education are widely used, so, for example, students have the opportunity to study courses on the Coursera platform and, based on the results, be transferred to the EP discipline. Also, if students are engaged in sports clubs outside the university, then an opportunity is provided for re-crediting in the discipline «Physical Education» (for more details, see the Rules for formal and non-formal education).

To meet the interests of students, the discipline «Physical Education» is held in the form of various sections: football, volleyball, basketball, fitness, chess, togyzkumalak, table tennis and others. Each student independently chooses a section, registration takes place online through <https://api.student.shakarim.kz>.

In order to improve the professional development, social activity and quality of life of the older generation, the Silver University project was launched. This is a new form of activity aimed at supporting older citizens (63+).

The university was included in the program of 15 centers of academic excellence in the regions, launched by the Ministry of National Education and Science of the Republic of Kazakhstan. For the first time, a multifunctional website dedicated to the work of Shakarim Kudaiberdiev has been created (<https://shakarim.kz/>). In order to digitalize the educational process, the SemGU APP mobile application has been launched.

For the purpose of support, the Shakarim Shapagaty Foundation was created, and a fair of agricultural products was held. At the university, for the development of scientific and entrepreneurial activities of students, a competition of projects «START-UP» is held with the allocation of financial resources to the winners for the implementation of the project.

As part of research activities, the University closely cooperates with neighboring countries - Kyrgyzstan (Kyrgyz State Academy of Physical Culture and Sports), Uzbekistan (Tashkent State University of the Uzbek Language and Literature named after A. Navoi), Ukraine (Kharkov National University named after V. N. Karazin), Russia (Novosibirsk State Agrarian University, Omsk State Pedagogical University, Krasnodar branch of the Russian Economic University named after G.V. Plekhanov, Institute of Experimental Veterinary Medicine named after S.N. Vysheslesky), Belarus (Baranovichi State University), Azerbaijan (Veterinary Research Institute), as well as with non-CIS countries - Poland (University of Economics, Bydgoszcz), Italy (MOU University of Cassino and Southern

Lazio), Romania (Transylvanian University of Brasov), South Korea (Kyongdong University).

The international cooperation of the university is aimed at integration into the global educational space. The university is a partner of ranking universities in the USA, Europe and Asia, where students and undergraduates study under double-degree education and exchange programs, and teachers undergo internships. The University takes part in the international project ERASMUS + project «KazDual - the introduction of a dual system in Kazakhstan, funded by the European Union», 2021-2024.

The university takes part in the "Traveling student" project, with the aim of the comprehensive development of the student, adaptation to the peculiarities of the regions of the Republic of Kazakhstan, increasing academic knowledge and employment opportunities. Within the framework of this project, the student gets the opportunity to study for 1 semester at different universities.

To improve educational and social work, a badge «Uzdik student» was developed, and the project «TOP-100 Best Students» was launched.

According to the data of the Independent Agency for Quality Assurance in Education - Rating (IQAA-Ranking), the National Ranking of the Best Universities of Kazakhstan - 2022 was compiled: in the ranking of multidisciplinary universities for scientific publications, Shakarim University entered the TOP-10 and took 8th place.

In the international ranking of websites Ranking Web of Universities among the universities of Kazakhstan, Shakarim University ranks 23rd.

According to the national ranking of the best multidisciplinary universities in Kazakhstan, as part of the National ranking of the best universities in Kazakhstan - 2020, conducted by the Independent Agency for Quality Assurance in Education - Rating (IQAA-Ranking), the university took 10th place (<https://iqaa-ranking.kz/rejting-vuzov/rejting-vuzov-kazakhstana-2020/natsionalnyj-rejting-luchshikh-mnogoprofilnykh-vuzov-kazakhstana-6>).

Shakarim University annually takes part in the international QS ranking. In the QS Emerging Europe and Central Asia University Rankings 2022, the university ranks 301-350. To calculate the ranking of universities for 2023, the British agency QS made changes to the distribution of countries by region, which affected the ranking of universities in the QS Asia University Rankings 2023, Shakarim University ranks 501-550, among universities in Central Asia - 25th place.

35 undergraduate educational programs of Shakarim University took part in the National Ranking for 2022, conducted by NCE Atameken: 14 educational programs took 1-10 places; 12 educational programs took 11-20 places; 9 educational programs took 21-46 places.

- The quality management system at the university was introduced in 2004 and is successfully functioning at the present time.
- The quality policy of Shakarim University is determined by the Chairman of the Board - the Rector of the University and the Member of the Board - Vice-Rector for Academic Affairs.
- The policy and standards of the system of internal quality assurance of education are determined in accordance with the Mission, Strategy of Shakarim University.
- The internal quality assurance policy has the following objectives:
 - determines the general structure of the internal system for ensuring the quality of education;
 - contributes to the provision and improvement of the quality of education;
 - maintains mutual trust and promotes the recognition of learning outcomes and student mobility outside the national education system;
 - provides information on quality assurance to the educational space of Kazakhstan and the European Higher Education Area.

(IV) DESCRIPTION OF THE PREVIOUS ACCREDITATION PROCEDURE

Educational programs 6B04108 «Economics and Management», 6B04109 «Accounting and Finance», 7M04115 «Economics and Management», 7M04116 «Accounting and Finance» NAO Shakarim University (Semey, Kazakhstan) external assessment for compliance with the standards of primary specialized accreditation of the educational program of higher and postgraduate education (Ex - ante) (introduced by the order of the director of the NU «IAAR» No. 68-18 / 1-OD dated May 25, 2018) are held for the first time.



(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 quality assessment for compliance with the standards of specialized accreditation of educational programs of NJSC «Shakarim University» of Semey in the period from April 19 to April 20, 2023.

In order to coordinate the work of the EEC, on April 17, 2023, an introductory meeting was held, during which powers were distributed among the members of the commission, the schedule of the visit was specified, and an agreement was reached on the choice of assessment methods.

In order 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 in a hybrid format, meetings were held with the rector, vice-rectors of the university for areas of activity, heads of structural units, deans and heads of educational institutions, teachers, students. A total of 74 representatives took part in the meetings (Table 1).

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

category of participants	quantity *
Rector	1
Vice-Rector's Corps	3
Heads of structural divisions	26
Deans	5
Heads of departments	8
teachers	11
Students, undergraduates, doctoral students	20
Graduates	-
Employers	-
Total	74

* - in the context of OP

During the excursion, the members of the EEC got acquainted with the state of the material and technical base of the university, the classrooms were viewed for lectures, practical and laboratory work on the profile of the accredited MEP 1 cluster, the library of the university, the places of functioning of support services for the educational, scientific, social and educational process.

So, according to EP 1 of the cluster, specialized classrooms were demonstrated: 307 «Business projects office» with the software product «MS Project», 325 «Digital Economy», 326 «Fundamentals of Economics and Entrepreneurship», 332 «Management and Business Development», 309 «1C: Accounting» with the software product «1C: Accounting 8.3», as well as the training center «Training centre», created on the basis of the branch of JSC «Halyk Bank of Kazakhstan» in Semey.

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

Classes of leading professors of the 1st Cluster were attended. Taking into account that the procedure for evaluating the EP 1 of the cluster is taking place for the first time (Ex-ante), there were no graduates from the interviews with the EP data.

In order to confirm the information presented in the Self-Assessment Report, external experts analyzed the documentation of the university. Along with this, the experts studied the Internet positioning of the university through the official website of the university <https://shakarim.edu.kz/>.

As part of the planned program, recommendations for improving the accredited educational programs of the university, developed by the EEC based on the results of the examination, were presented at a meeting with the leadership on 04/19/2023.



Annex 1.EVALUATION TABLE «PARAMETERS OF THE PRIMARY SPECIALIZED PROFILE» (EX-ANTE)

The conclusion of the external expert commission based on the results of the quality assessment educational programs1 cluster NJSC «Shakarim University of Semey»



(VI) COMPLIANCE WITH THE STANDARDS OF SPECIALIZED ACCREDITATION

6.1. Standard «Educational Program Management»

- ✓ The organization of higher and (or) postgraduate education should have a published quality assurance policy that reflects the relationship between scientific research, teaching and learning.
- ✓ The organization of higher and (or) postgraduate education should demonstrate the development of a culture of quality assurance, including in the context of OP.
- ✓ Commitment to quality assurance should apply to any activity performed by contractors and partners (outsourcing), including the implementation of joint/double-degree education and academic mobility.
- ✓ The management of the OP demonstrates transparency in the development of the OP development plan containing the start dates of implementation, based on an analysis of its functioning, the real positioning of the NGO and the orientation of its activities to meet the needs of the state, employers, students and other interested persons.
- ✓ The management of the OP demonstrates the existence of mechanisms for the formation and regular revision of the development plan of the OP and monitoring its implementation, assessing the achievement of training goals, meeting the needs of students, employers and society, making decisions aimed at continuous improvement of the OP.
- ✓ The management of the OP should involve representatives of groups of interested persons, including employers, students and teaching staff in the formation of the development plan of the OP.
- ✓ The management of the educational institution must demonstrate the individuality and uniqueness of the educational institution's development plan, its consistency with national priorities and the development strategy of the organization of higher and (or) postgraduate education
- ✓ The organization of higher and (or) postgraduate education must demonstrate a clear definition of those responsible for business processes within the framework of the OP, an unambiguous distribution of staff responsibilities, and the differentiation of functions of collegial bodies.
- ✓ The management of the educational institution must provide evidence of the transparency of the educational program management system.
- ✓ The management of the OP must demonstrate the existence of an internal quality assurance system of the OP, including its design, management and monitoring, their improvement, and fact-based decision-making.
- ✓ The management of the OP should carry out risk management, including within the framework of the OP undergoing primary accreditation, as well as demonstrate a system of measures aimed at reducing the degree of risk.
- ✓ The management of the educational institution should ensure the participation of representatives of employers, teaching staff, students and other interested persons in the collegial management bodies of the educational program, as well as their representativeness in making decisions on the management of the educational program.
- ✓ The NGO should demonstrate innovation management within the framework of the OP, including the analysis and implementation of innovative proposals.
- ✓ The management of the OP must demonstrate evidence of readiness for openness and accessibility for students, teaching staff, employers and other interested persons.
- ✓ The management of the OP should be trained in educational management programs.

Evidence

Management OP 6B04108 «Economics and Management», 6B04109 «Accounting and Financ», 7M04115 «Economics and Management», 7M04116 «Accounting and Finance» is provided by the appropriate organizational structure of the University. The implementation of the OP and their development strategy is carried out in accordance with the mission, vision and priorities of the University, defined by the main directions of activity and development of the University, reflected in the «Strategic Development Plan of the NAO «Shakarim Semey University for 2021-2025» (hereinafter – the Strategic Plan of the University), in the Comprehensive Plan of the University for the 2022-2023 academic year, as well as in The university's policy in the field of quality.

OP 6B04108 «Economics and Management», 6B04109 «Accounting and Financ», 7M04115 «Economics and Management», 7M04116 «Accounting and Finance» (Master's degree) are developed taking into account the needs of the regional labor market, the requirements of regulatory documents of the Ministry of Science and Higher Education of Kazakhstan, and are the

system of documents for the organization of the educational process, which were considered at the meetings:

- Department of «Economics and Finance» (Protocol No. 6 of 13.01.2022).
- The Quality Assurance Commission of the Faculty of Humanities and Economics (Protocol No. 3 of 18.01.2022), the Academic Council of the University (Protocol No. 9 of 27.04.2022), approved by the Rector on the basis of the decision of the Academic Council (<https://fhe.faculty.shakarim.kz/department/12>), Educational programs comply with the legislation of the Republic of Kazakhstan in the field of education and the requirements of the SES of the Republic of Kazakhstan. In accordance with the quality assurance policy, an OP development plan was developed and approved, the main purpose of which is to improve the conditions for obtaining a full-fledged, quality professional education in accordance with the vision, mission and strategy of Shakarim University, aimed at the formation of highly qualified specialists who will be able to develop and implement the company's strategy, promote it in a competitive environment, make financial and business decisions, carry out economic and financial work, analysis and planning of production and economic activities of enterprises and organizations.

Outsourcing activities of the OP: 6B04108 «Economics and Management», 6B04109 «Accounting and Finance», 7M04115 «Economics and Management», 7M04116 «Accounting and Finance» is carried out by conducting production, pedagogical, research practices based on practice bases. The main requirements for partners are to improve the quality of practical training of future specialists, familiarizing them with conducting scientific research. These requirements are fixed in bilateral agreements with these organizations. The results of the internship are reflected in the reports of students).

In general, at present, certain work has been done to strengthen the documentation of all the main business processes regulating the management of the OP 6B04108 «Economics and Management», 6B04109 «Accounting and Finance», 7M04115 «Economics and Management», 7M04116 «Accounting and Finance» for the accredited OP 6B04108 «Economics and Management», 6B04109 «Accounting and Finance», 7M04115 «Economics and Management», 7M04116 «Accounting and Finance»; the analysis of the development plans of the OP is carried out by considering these questions at the meetings of the department, AK, US).

The university's policy in the field of education quality is an integral element of the university's strategy and the basis for planning its educational activities. The documents providing the policy and quality assurance are posted in the open information field on the university's website (<https://shakarim.edu.kz/pages/universitet/osnovopolagayushchiye-dokumenty>), which is a guarantee of accessibility, openness, transparency not only to employees and students, but also to employers and other interested parties.

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

Commitment to the ideas of quality, support for the culture of quality at the university is confirmed by representatives of teaching staff, students and other stakeholders. The quality of work performed by external performers is prescribed in the terms of contracts and memorandums of cooperation (Examples of cooperation agreements with external service providers (mobility, Internet, anti-plagiarism, outsourcing, etc.) are presented.

The quality assurance policy of OP 6B04108 «Economics and Management», 6B04109 «Accounting and Finance» (bachelor's degree), OP 7M04115 «Economics and Management», 7M04116 «Accounting and Finance» (Master's degree) is determined by the documented quality objectives of the graduating department «Economics and Finance», developed for each academic year. The quality objectives of the Department of Economics and Finance are presented on the university's website, which set targets for improving processes.

The department currently teaches 3 holders of the grant «The best university teacher» (K.E. Khasenova (Hirsch index - 3), A.Zh. Zeynullina (Hirsch index - 3), and Zh.Kh. Kazhieva (<https://drive.google.com/drive/folders/1M91tOsJxxOXDSERvEJ37M8U1iT3k3GQs>)

There is a sufficiently high publication activity of the teaching staff implementing OP 1 of the cluster. So, from 2021 to 2023, such monographs and textbooks as «Digital budget kirispе», «Agrarian Economy», «Karzhylyk esep», «Kasiporyn ekonomikasy», «Improving the competitiveness of industrial enterprises based on the use of cluster strategies», «Multimedia educational technologies in trilingual higher education», etc. were published.

Teachers of the department take an active part in recording MOOCs. In the 2021-2022 academic year, four teachers of the department: Zhailaubeva Sh.D., Kazhieva Zh.Kh., Kuzmina L.V., Gotman L.A. recorded courses on the OOD of the department. MOOC recordings are available on the University's YouTube Video Lecture channel. E-Shakarim Electronic University.

The organization of the educational process with the introduction of elements of dual training, the involvement of part-time practitioners is carried out in accordance with the agreements on the branches of the department, the activities of the training center, contracts for the passage of production practices. So, on November 15, 2021, the Training center was opened on the basis of the branch of JSC «Halyk Bank of Kazakhstan» in Semey).

The University has an extensive management structure, which is posted on the university's website (<https://shakarim.edu.kz/structure?path=universitet>), job descriptions and Regulations of the activities of structural units are presented, however, experts note some inconsistencies in the existing structure and documented procedures of the university.

For example, there was no clear designation for accredited OP: responsibility for the implementation of business processes is distributed between the managers of the OP or the head of the department? How are the functional responsibilities divided between them? Who monitors the implementation of accredited OP?

The procedure for the work of collegial management bodies is defined and documented (Documented procedures for the work of Academic Committees and the Quality Assurance Commission are presented).

The transparency of the educational program management system is traced through the participation of stakeholders in the design, implementation and monitoring of the educational program. As part of the collegial management bodies of the educational program, representatives of teaching staff, employers and students are represented, who take part in the discussion of the design and implementation of the educational program, make proposals and make decisions in accordance with their competence. There are external expertise on the OP. Following the results of the examination, issues on the content and implementation of the MOS were discussed. For example: the inclusion in the MOS of disciplines that form competencies described in professional standards, the creation of branches of departments at the enterprise.

The management of the OP has a certificate of training in educational management programs.

Analytical part

OP 6B04108 «Economics and Management», OP 6B04109 «Accounting and Finance» (bachelor's degree); OP 7M04115 «Economics and Management», OP 7M04116 «Accounting and Finance» (Master's degree) are developed taking into account the needs of the regional labor market, the requirements of regulatory documents of the Ministry of Science and Higher Education of Kazakhstan, and are a system of documents for the organization of the educational process.

Currently, according to the accredited educational programs of the department, dual training (the participation of part-time practitioners in the educational process) is one of the priorities in the training of economic specialists for the real sector of the economy with the participation of business, focused on international quality standards.

The organization of the educational process with the introduction of elements of dual training, the involvement of part-time practitioners is carried out in accordance with the

agreements on the branches of the department, the activities of the training center, contracts on the passage of industrial practices.

The training center trains competitive, educated and highly qualified specialists for banks of all levels and financial and credit institutions. Students of 2-4 courses are trained in this center in the core disciplines (Free trade, Corporate Finance, Banking products and financial analysis of a commercial bank). Classes are conducted by a leading specialist of the bank Ibraeva M.T.

Analyzing the qualitative composition of the teaching staff, experts note the presence of a high percentage of settling down and practical experience, which makes it possible to use all the available potential to improve the assessed OP.

Teaching staff of the Department of Economics and Finance and students carry out research work within the framework of the cathedral theme «Creation of ethnotouristic digital content of the Abai region as a tool to increase investment attractiveness and preserve the national multicultural heritage».

Within the framework of academic mobility and double-degree training, the management of the OP concluded cooperation agreements on the implementation of programs for external and internal academic mobility of teaching staff, students and undergraduates.

However, it was noted that the management of the OP will not carry out systematic work on managing the existing risks, there is no detailed work plan indicating the measures of implementation aimed at reducing the existing risks.

The management of the OP should carry out risk management activities on an ongoing basis based on the results of an analysis of the external and internal environment, compliance with resources, taking into account the needs of the labor market and the specifics of the educational services market in the region.

Strengths/best practice according to OP 6B04108 «Economics and Management», 6B04109 «Accounting and Finance», 7M04115 «Economics and Management», 7M04116 «Accounting and Finance»

- The organization of education as a whole demonstrates commitment to a culture of quality and mature culture at all levels of activity: including top management, teaching staff and students.

Recommendations for OP 6B04108 «Economics and Management», 6B04109 «Accounting and Finance», 7M04115 «Economics and Management», 7M04116 «Accounting and Finance»:

- To revise the form of the OP development plan, with the obligatory inclusion of criteria indicating the timing of the start of the planned activities. To develop and approve the regulations according to which the departments' plans for corrective measures aimed at reducing risks will be developed. Deadline: 01.09.2023

- To emphasize the signs of individuality and uniqueness of accredited OP and OP development plans, including taking into account the coordination of the OP development plan with the University development strategy. Term: 01.09.2023

- Develop job descriptions of the «manager of the educational program». Term: 01.09.2023

Conclusions of the VEC according to the criteria:

According to the criteria of the standard «Educational Program Management», the OP has 1 strong, 14 satisfactory positions.

6.2. Information Management and Reporting Standard

✓ *The OO must demonstrate the existence of a system for collecting, analyzing and managing information based on the use of modern information and communication technologies and software tools and that it uses a variety of methods to collect and analyze information in the context of the EP.*

✓ *The management of the EP must demonstrate the existence of a mechanism for the systematic use of processed, adequate information to improve the internal quality assurance system.*

- ✓ *EP management must demonstrate fact-based decision making.*
- ✓ *Within the framework of the EP, a system of regular reporting should be provided, reflecting all levels of the structure, including an assessment of the effectiveness and efficiency of the activities of structural units, scientific research.*
- ✓ *The PA must establish the frequency, forms and methods for assessing the management of the EP, the activities of collegial bodies and structural divisions, top management, and the implementation of scientific projects.*
- ✓ *The OO must demonstrate the determination of the procedure and ensuring the protection of information, including the identification of persons responsible for the reliability and timeliness of the analysis of information and the provision of data.*
- ✓ *An important factor is the availability of mechanisms for involving students, employees and teaching staff in the processes of collecting and analyzing information, as well as making decisions based on them.*
- ✓ *The management of the EP must demonstrate the existence of a mechanism for communication with students, employees and other stakeholders, as well as mechanisms for resolving conflicts.*
- ✓ *OO must demonstrate the availability of mechanisms for measuring the degree of satisfaction with the needs of teaching staff, staff and students within the framework of the EP.*
- ✓ *The PA should provide for an assessment of the effectiveness and efficiency of activities, including in the context of the EP.*
- ✓ *Information expected to be collected and analyzed within the framework of the EP should take into account:*
 - ✓ *• key performance indicators;*
 - ✓ *• dynamics of the contingent of students in the context of forms and types;*
 - ✓ *• level of academic achievement, student achievement and expulsion;*
 - ✓ *• satisfaction of students with the implementation of the EP and the quality of education at the university;*
 - ✓ *• availability of educational resources and support systems for students.*
- ✓ *PA must confirm the implementation of the procedures for processing personal data of students, employees and teaching staff on the basis of their documented consent.*

Evidence

The university ensures the functioning of the system for collecting, analyzing and managing information based on modern ICT and software.

To automate the process of collecting and analyzing information in NJSC «Shakarim University of Semey» there is a unified corporate information environment. Shakarim University has an official website <https://shakarim.edu.kz/>, which is based and operates on the basis of the Regulations for the preparation and publication of information on the website <https://clck.ru/33W6sL>. The University also has official registered accounts in all popular social networks. All used information systems have the necessary licenses, technical description, methods of working with them are described in the service documentation.

As part of the educational process, an automated information management system <https://ais.semgu.kz> is used, which makes it possible to comprehensively and effectively implement the processes of credit technology and distance learning. The AIS system, developed by the CIT of the Shakarim University in 2013, is a complex automated information system designed to ensure the systematic work of the university.

The operating system used in the AIS system is based on the Linux kernel, which ensures the stability and security of the system.

The internal part of the site and server (Backend) is written in the PHP programming language, which is widely used for developing web applications. This allows you to create dynamic pages and provide processing of data coming from users.

To host the web server in the AIS system, the Apache 2 server is used, which is one of the most widespread and reliable web servers in the world. It provides fast and reliable service for user requests and supports a wide range of protocols and technologies such as HTTP, HTTPS, CGI, FastCGI, etc.

The MySQL database server is used to store the data used in the AIS system. MySQL is one of the most popular database servers in the world and provides fast and secure access to data and supports a wide range of features such as transactions, procedures and triggers.

The system has a centralized database that reflects all real events and processes of the university.

For each student and employee, a «personal account» (web page) is provided that allows university staff to automate their main tasks, students to get access to their courses and knowledge control in a timely manner, as well as communicate directly with the teacher in real time.

The teacher has the opportunity to use his personal account:

- to get acquainted with the normative documents of the university;
- to form a syllabus and fill in content in all disciplines;
- to view the schedule of training sessions and exams;
- for keeping a journal of classes;
- to fill in the teacher's individual plan;
- to process incoming questions of computer testing on appeal from students;
- to carry out their activities in accordance with the roles in the system «Adviser», «EP Manager», «Responsible for Practice»;
- to enter information about ongoing and attended open classes, mutual visits, etc.

The student has the opportunity to use his personal account:

- for registration for elective disciplines and the formation of their individual curriculum;
- to get acquainted with the syllabuses of disciplines;
- to fill in a diary-report based on the results of professional internships;
- to view the schedule of training sessions, exams, etc.;
- to get acquainted with the normative documents of the university;
- to apply for a bypass sheet.

Also, in April 2022, the university introduced an electronic document management system <https://sdo.semgu.kz>, designed to ensure a paperless, legally significant, exchange of documents between all participants in the activities of the university.

To date, for students, the procedures for submitting an application and receiving answers in such sections as «Educational process», «Inquiries from the place of study online», «Online Applications» have been translated into electronic format.

In addition, students additionally have separate SemguApp for students and SemguApp (Teacher) for teaching staff of accredited EPs.

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

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

The management of the EP demonstrated the existence of a reporting system that reflects the activities within the framework of the EP, including an assessment of their effectiveness in terms of MMR, R&D, and R&W.

EEC experts were shown the procedure for collecting, processing, storing and using personal data of students and teaching staff of the university (Regulations on the protection of personal data of employees), as well as the existence of communication mechanisms with students, employees and other interested parties, including conflict resolution.

For example, the form «Consent to the processing of personal data» was developed by the legal department of the University and is mandatory. It is filled in at the stage of submission of documents to the selection committee, together with other related documents. For applicants who have not reached the age of majority, filling in by their parents / legal representatives is provided. The completed, signed «Consent to the processing of personal data» is filed in the student's personal file and is kept throughout the entire period of study.

The university organized information support for scientific research through access to Kazakhstani and foreign electronic resources.

Analytical part

Teaching staff, students, employers are involved in the processes of collecting and analyzing information through questionnaires and interviews. The responsible department of the CSMP forms questionnaires, assigns them to a group of respondents (students, teachers, employees). Respondents are surveyed during the academic year. The results of the survey are considered at the meetings of the departments. However, the EEC experts were not shown further steps in the survey procedure. Corrective action plans, reports on their implementation are not presented, the system of informing respondents about the implementation of corrective and preventive action plans is not demonstrated.

The monitoring of the implementation of the EP is carried out by analyzing and evaluating the quality of the performance of educational services (external and internal audit), conducting questionnaires and surveys of students and representatives of practice bases. Ensuring the quality of the implementation of the EP is achieved on the basis of internal regulatory documentation: «Academic Policy», «Quality Policy», documented procedures for conducting internal audits, etc. However, it should be noted that there is a lack of action on the part of the university management and the management of the EP to determine the effectiveness and efficiency implementation of the OP.

The collection, monitoring, analysis, exchange of current information, the formation of statistical and reference reporting on the contingent of students in the context of specialties and forms of education, the formation of orders on the movement of the contingent of students is carried out by the registration department. The information collected and analyzed by the university within the framework of the EP takes into account the level of academic performance, student achievements and expulsion (annual statistical reports to the Ministry of Education and Science of the Republic of Kazakhstan), student satisfaction with the implementation of the EP and the quality of education at the university (student survey), employment and career growth of graduates (reports of the career center and employment).

Strengths / best practice in EP 6B04108 «Economics and Management», 6B04109 «Accounting and Finance», 7M04115 «Economics and Management», 7M04116 «Accounting and Finance»

- The University has a corporate information environment based on electronic document management, which makes it possible to efficiently carry out the process of collecting, analyzing and managing information based on modern ICT and software.

Strengths/best practice according to OP 6B04108 «Economics and Management», 6B04109 «Accounting and Finance», 7M04115 «Economics and Management», 7M04116 «Accounting and Finance»

1. The management of the university should determine the responsibility of the structural unit or staff unit for the developed model of the internal quality assurance system, which will transfer job responsibilities for the successful functioning and improvement of the internal quality assurance system for each implemented process of the university (educational, methodological, research, innovative development, financial, socio-educational, etc.), including quality assurance monitoring, decision-making based on the analyzes carried out, development supervision and implementation of corrective and preventive actions. Deadline: 01.09.2023.

2. Responsible structural unit to keep records of identified shortcomings in the process of conducting various types of sociological surveys, questionnaires and other types of feedback from consumers of educational services, starting with the preparation of plans for corrective and preventive actions, ending with the preparation of reports on their implementation and posting information on the work done with discovered deficiencies to the public in the public domain. Deadline: 09/01/2023.

3. The management of the university, together with the management of all EPs of the university and interested parties, in particular with employers and graduates, determine the criteria and systematize the evaluation of the effectiveness and efficiency of the EP. Deadline: 09/01/2023.

Conclusions of the VEC according to the criteria:

According to the Information Management and Reporting standard, 16 criteria are disclosed, of which: 1 position is strong, 15 positions are satisfactory.

6.3 Standard «Development and approval of the educational program»

- ✓ *The EO shall define and document the procedures for the development of EPs and their approval at the institutional level.*
- ✓ *The management of the EP must ensure that the content of the EP complies with the established goals, including the intended learning outcomes.*
- ✓ *The management of the EP must demonstrate the existence of mechanisms for reviewing the content and structure of the EP, taking into account changes in the labor market, the requirements of employers and the social demand of society.*
- ✓ *The management of the EP should ensure the availability of developed models of the EP graduate that describe the learning outcomes and personal qualities.*
- ✓ *The management of the EP must demonstrate the conduct of external reviews of the content of the EP and the planned results of its implementation.*
- ✓ *The qualification awarded upon completion of the EP must be clearly defined and correspond to a certain level of the NSC and QF-EHEA.*
- ✓ *The management of the EP should determine the influence of disciplines and professional practices on the formation of learning outcomes.*
- ✓ *An important factor is the possibility of preparing students for professional certification.*
- ✓ *The management of the EP must provide evidence of the participation of students, teaching staff and other interested parties in the development of the EP, ensuring its quality.*
- ✓ *The management of the EP should ensure that the content of the academic disciplines and the planned results correspond to the level of education (bachelor's, master's, doctoral studies).*
- ✓ *The structure of the EP should provide for various types of activities that ensure the achievement of the planned learning outcomes by students.*
- ✓ *An important factor is the correspondence between the content of the EP and the learning outcomes of the EP implemented by organizations of higher and (or) postgraduate education in the EHEA.*

Evidence

EP 1 of the cluster is registered in the Register of EP RK. For the implementation of the EP, on the basis of the State General Educational Standard of the Ministry of Education and Science of the Republic of Kazakhstan, the standard curriculum and standard curricula, all educational documents are developed, including the WC EMC, methodological recommendations, etc. When compiling the EP, the authors are guided by the modular principle, which reflects key competencies.

The content of the development plan for the EP, MEP, CED, models of graduates of cluster 1 are posted on the educational portal of the university in the public domain ([6B04108 «Economics and Management»](#); [6B04109 «Accounting and finance»](#); [7M04115 «Economics and Management»](#); [7M04116 «Accounting and Finance»](#)).

Objectives and learning outcomes for EP 1 cluster, as well as Models of EP graduates are developed by the teaching staff of the department and agreed with stakeholders.

Measures have been taken to develop educational programs based on a competency-based approach, discipline programs have been developed taking into account the list of necessary competencies (agreed with the heads of practice bases who are potential employers), previously acquired knowledge, skills and abilities.

On the basis of a request from employers, the following disciplines were included in the undergraduate and graduate curriculum:

undergraduate:

•6B04108 «Economics and Management»: Innovative activity in the agro-industrial complex, Regional and national economy, Business valuation and feasibility study of business projects;

•6B04109 «Accounting and Finance»: Auditing in accordance with INTOSAI, Ethics of Accountants and Financiers, Finances of Foreign States and Fundamentals of Islamic Finance, International Certification in Accounting and Finance, Industry Analysis, Practical Accounting in accordance with IFRS, Financial and Management Analysis in Excel.

Master's degree:

•7M04115 «Economics and Management»: Development and implementation of innovative programs, Project management, Coaching in the development of entrepreneurship, State support for innovative business,

•7M04116 «Accounting and Finance»: Modern practice of financial reporting analysis, Financial mathematics and financial consulting, Project management based on PMBOK and Agile technologies, Business analysis (advanced).

The teaching staff load is planned in accordance with the approved curricula and [Rules for planning and distributing the teaching load](https://ais.semgu.kz) in system <https://ais.semgu.kz>. On average, the annual workload per teacher is 680 hours. (<https://accounts.google.com/>). The labor intensity of educational work and accounting is carried out according to the volume of the material taught and is measured in credits (1 credit - 30 hours, of which 10 hours are classroom hours, 4 hours of IWS, 16 hours of IWST).

According to the educational programs of the department, dual training, the participation of part-time practitioners in the educational process is a promising direction in the training of economic specialists for the real sector of the economy with the participation of business, focused on international quality standards.

The teaching staff introduces elements of DET into the educational process: this is the use of online learning using the ZOOM, Webex, Google Meet, Microsoft Teams platforms, WhatsApp instant messengers, Instagram, telegrams, social networks.

According to the results of the survey, the question of assessing the involvement of teaching staff in the process of making managerial and strategic decisions was «very good» - 72.5%, «good» - 25% and «relatively bad» - 2.5%.

Analytical part

According to the developed EP, which provides for the possibility of building an individual educational trajectory, taking into account the personal needs and capabilities of students, there are models of graduates that describe the principles of ensuring the competitiveness of a specialist; qualification characteristics of the graduate; requirements for the development and conditions for the implementation of the main educational training program by levels; requirements for the graduate of the specialty; competence of a university graduate in the field of study.

However, EEC experts note the need for targeted actions on the part of the management of EP 6B04108 «Economics and Management», EP 6B04109 «Accounting and Finance», EP 7M04115 «Economics and Management», EP 7M04116 «Accounting and Finance» for positioning programs in the educational market, both within the Republic of Kazakhstan and outside it.

Attention needs to be paid designing the educational program in such a way that its internal content has its own uniqueness and difference from similar MEPs implemented in the Republic of Kazakhstan.

Besides, Department of Economics and Finance, to which the accredited EP belongs, has excellent potential to carry out work in the field of providing students with additional professional competencies that will enable students to be more in demand and competitive after graduation due to various qualifications obtained during their studies, conducting professional certifications of students, developing and implementing programs for assigning microqualifications to students, etc.

It is also necessary to involve your students in studying external courses from open platforms to develop their professional skills.

The direction currently relevant for the regulation of all processes, for the introduction of various international standards in all areas of activity, makes it possible for the management of the EP to work in terms of developing cooperation with partner universities both within the Republic of Kazakhstan and abroad in the development of joint educational programs, the development of double diplomas in their field, which at the moment is not available for EP 1 of the cluster.

Strengths / best practice in EP 6B04108 «Economics and Management», 6B04109 «Accounting and Finance», 7M04115 «Economics and Management», 7M04116 «Accounting and Finance»

- According to this standard, EPs have no strengths.

Recommendations for EP 6B04108 «Economics and Management», 6B04109 «Accounting and Finance», 7M04115 «Economics and Management», 7M04116 «Accounting and Finance»:

1. In the development plans of the EP, the leadership of the EP should provide for the development and approval of a two-degree EP together with foreign partners and begin its implementation from the 2024-2025 academic year.

2. The leadership of EP 1 of the cluster to carry out purposeful work to organize the preparation of students for professional certification. Deadline: 01/01/2024.

Conclusions of the EEC according to the criteria:

According to the standard «Development and approval of educational programs», 12 criteria are disclosed, of which: 12 are satisfactory.

6.4 the standard «Continuous monitoring and periodic evaluation of educational programs»

- ✓ *OE should define mechanisms for monitoring and periodic evaluation of the EP to ensure the achievement of the goal and meet the needs of students, society and show the orientation of the mechanisms for the continuous improvement of the EP.*
- ✓ *Monitoring and periodic evaluation of the EP should include:*
 - ✓ *• the content of programs in the light of the latest scientific achievements in a particular discipline to ensure the relevance of the discipline taught;*
 - ✓ *• changes in the needs of society and the professional environment;*
 - ✓ *• workload, academic performance and graduation of students;*
 - ✓ *• effectiveness of student assessment procedures;*
 - ✓ *• expectations, needs and satisfaction of students with training in the EP;*
 - ✓ *• the educational environment and support services, and their compliance with the goals of the EP.*
- ✓ *The management of the EP should demonstrate a systematic approach to monitoring and periodic evaluation of the quality of the EP.*
- ✓ *OE, the management of the EP should define a mechanism for informing all interested parties about any planned or taken actions in relation to the EP.*
- ✓ *All changes made to the EP must be published*

Evidence

The procedure for monitoring and periodic evaluation of EP at Shakarim University is carried out on the basis of the following internal regulatory documents:

- [Regulations on the educational program of Shakarim University](#) ;
- [Academic policy of the NAO «Shakarim University of Semey»](#);
- [Regulations on the Academic Council of the NAO «Shakarim University of Semey»](#);
- [Regulations on the Quality Assurance Commission of the Faculty](#);
- [Policy and standards of the internal quality assurance system](#);

- [Documented procedure «Educational and methodological support of discipline»;](#)
- [Regulations on Academic Committees;](#)
- [Regulations on professional practice and definitions of organizations as practice bases;](#)

The application of the education quality assurance system makes it possible to ensure the participation in the educational process of all interested persons: students who receive knowledge; teachers who provide educational services; employers who are representatives of the labor market for whom training is being conducted.

The above-mentioned participation is manifested in the constant monitoring and periodic evaluation of educational programs. The main objective of the assessment is to systematically identify the degree of satisfaction of students and graduates with the quality of educational services. The University's Center for Social Monitoring and Forecasting uses questionnaires and interviews based on specially designed questionnaires to solve this problem. The results of processing the answers indicate the satisfaction of students with the activities of the university in the main areas.

Coordination of work on the development, examination and implementation of the EP is carried out by the Academic Committee. The AC consists of teachers and representatives of external stakeholders interested in improving the quality of training specialists. When updating or developing an EP for consideration at a meeting of the AK, a sheet of criteria evaluation of the OP is filled in. Next, the EP project undergoes a review procedure in an external organization. After approval, the EP is posted on the official website of the University for information and accessibility to consumers

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

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

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

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

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

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

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

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

Analytical part

Monitoring and periodic evaluation of accredited PLOS includes various activities:

examination at the department, university level; analysis of labor market trends, requirements for graduates from employers; survey of stakeholders, etc.

Informing about changes in the PL is carried out at meetings of departments, educational and methodological councils, the Academic Council of the university.

Also, interested persons are informed about upcoming meetings on the consideration of educational programs by means of communication (mobile communication / e-mail /WhatsApp). Facebook Instagram, Facebook), through which all interested persons are informed about the events held at the departments and at the university.

However, the VEC Commission notes the absence of a mechanism for informing all interested persons on the university's website about any planned or taken actions in relation to the accredited EP. The university does not publish information about the changes made to the EP.

Strengths/best practice according to EP 6B04108 «Economics and Management», 6B04109 «Accounting and Finance», 7M04115 «Economics and Management», 7M04116 «Accounting and Finance»

- According to this standard, EP have no strengths.

Recommendations for EP 6B04108 «Economics and Management», 6B04109 «Accounting and Finance», 7M04115 «Economics and Management», 7M04116 «Accounting and Finance»:

- To the management of EP 6B04108 «Economics and Management», 6B04109 «Accounting and Finance», 7M04115 «Economics and Management», 7M04116 «Accounting and Finance» on the university's website, it is necessary to annually post detailed information about the internal content of the EP and publish all changes related to the EP for interested persons in open access. Term: permanent.

Conclusions of the VEC by criteria:

According to the standard «Continuous monitoring and periodic evaluation of educational programs», 10 criteria are disclosed, of which: 10 are satisfactory.

6.5. Student-Centered Learning, Teaching and Assessment Standard

- ✓ *The management of the EP should ensure respect and attention to different groups of students and their needs, provide them with flexible learning paths.*
- ✓ *The management of the EP should provide for the use of various forms and methods of teaching and learning.*
- ✓ *An important factor is the presence of own research in the field of teaching methods of academic disciplines of the EP.*
- ✓ *The management of the EP should demonstrate the existence of feedback mechanisms on the use of various teaching methods and the assessment of learning outcomes.*
- ✓ *The management of the EP must demonstrate the existence of mechanisms to support the autonomy of students with simultaneous guidance and assistance from the teacher.*
- ✓ *The management of the EP must demonstrate the existence of a procedure for responding to complaints from students.*
- ✓ *The PA must ensure the consistency, transparency and objectivity of the mechanism for evaluating learning outcomes for each EP, including appeal.*
- ✓ *The PA must ensure that the procedures for assessing the learning outcomes of students of the EP correspond to the planned results and goals of the program, publishing the criteria and assessment methods in advance.*
- ✓ *The PA should define the mechanisms to ensure the achievement of learning outcomes by each EP graduate and ensure the completeness of their formation.*
- ✓ *Assessors should be proficient in modern methods for evaluating learning outcomes and regularly improve their skills in this area.*

Evidence

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

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

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

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

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

For the period of accreditation of the EP of the cluster, classes were attended in the discipline «Methodology of Economic Research» acting. Associate Professor of the Department of Economics and Finance Abylkasimova Zhibek Anuarbekovna for undergraduates of the OP 7M04115 «Economics and Management» on the topic «Sociological monographic research methods» (practical lesson), as well as a lesson on the discipline «Financial Management (advanced level)» Associate Professor of the Department Espenbetova Bayan Arapovna for undergraduates of EP MUA-201 on the topic «Digitalization as a new approach in financial management».

ICT is widely used and used by almost all teachers of the department. For example, such information technologies as Google Form, Edpuzzle are used in their classes by Khasenova K.E., Espenbetova B.A. and others; turn to YouTube video hosting (Akisheva D.M., Kuzmina L.V., Parimbekova L.Z., Ibraeva A.K.); use electronic courses from the site <https://openu.kz> (Kazhiyeva Zh.Kh., Kasenov D.S., Kuzmina L.V. and others).

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

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

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

For students to choose an individual educational trajectory, the necessary conditions are created, which include:

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

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

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

In the learning process, a criterion generally accepted in world practice is used on a scale of letter and number designations, which reflects the mechanism for implementing a credit transfer based on the ECTS credit system. In accordance with this scale, grades are given in oral and written exams.

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

Analytical part

In the course of the accreditation procedure, attendance at classes, conversations with teaching staff and students, that the management of the EP is carrying out purposeful work to ensure the teaching of courses based on modern achievements of world science and practice in the field of training.

During the visit, the use of various modern methods of teaching and evaluating learning outcomes was observed, ensuring the achievement of the goals of the EP, including competencies.

Modern teaching methods used at the university and teaching methods provide a feedback system between the teaching staff and the student. At the university, the concept of «feedback» is primarily associated with the need to monitor the progress of students. The implementation of current, intermediate and final control over the assimilation of the curriculum by students is an integral part of the educational process.

The fulfillment of certain written tasks by students, aimed at identifying the degree of assimilation of academic disciplines and the readiness to apply the acquired knowledge for practical purposes, determines only one of the sides of the feedback process. Such control shows the results of the work done, both on the part of the teacher, and on the part of the student and the entire audience.

Feedback on the use of various teaching methods and evaluation of learning outcomes is realized through a discussion of the results of 1 and 2 rating control, admission rating and the results of examination sessions. The results of the boundary control are discussed at the meetings of the department, at which the reports of the advisors of the groups are heard and appropriate decisions are made. (Minutes of the meeting of the Department of Economics and Finance on November 17, 2022, protocol No. 4).

Teaching staff implementing EP 1 of the cluster have various certificates of passing courses within the framework of the taught disciplines.

Strengths / best practice in EP 6B04108 «Economics and Management», 6B04109 «Accounting and Finance», 7M04115 «Economics and Management», 7M04116 «Accounting and Finance»

- According to this standard, EPs have no strengths.

Recommendations for OP 6B04108 «Economics and Management», 6B04109 «Accounting and Finance», 7M04115 «Economics and Management», 7M04116 «Accounting and Finance»:

- absent.

Conclusions of the EEC according to the criteria:

According to the standard «Student-centered learning, teaching and assessment of progress», 10 criteria are disclosed, of which: 10 criteria are satisfactory, 0 criteria require improvement.

6.6. Standard «Students»

- ✓ The PA must demonstrate the existence of a policy for the formation of a contingent of students in the context of the EP, ensure transparency and publicity of its procedures governing the life cycle of students (from admission to completion).
- ✓ The management of the EP should determine the procedure for the formation of a contingent of students based on:
 - minimum requirements for applicants;
 - the maximum size of the group when conducting seminars, practical, laboratory and studio classes;
 - predicting the number of government grants;
 - analysis of available material and technical, information resources, human resources;
- analysis of potential social conditions for students, incl. provision of places in the hostel.
 - ✓ The management of the EP must demonstrate readiness to conduct special adaptation and support programs for newly enrolled and foreign students.
 - ✓ The PA must demonstrate the compliance of its actions with the Lisbon Recognition Convention, the existence of a mechanism for recognizing the results of academic mobility of students, as well as the results of additional, formal and non-formal education.
 - ✓ The PA should cooperate 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 PA should provide an opportunity for external and internal mobility of students of the EP, as well as readiness to assist them in obtaining external grants for training.
 - ✓ The management of the EP must demonstrate readiness to provide students with internship places, promote the employment of graduates, and maintain contact with them.
 - ✓ The PA should provide for the possibility of providing EP graduates with documents confirming the qualifications received, including the achieved learning outcomes, as well as the context, content and status of the education received and evidence of its completion

Evidence

The contingent of students in educational programs is formed in accordance with the regulatory and legislative documents of the Republic of Kazakhstan, as well as the Rules for Admission to the NAO «Shakarim University of Semey» in 2022, approved on 06/02/2021 (https://drive.google.com/drive/folders/1670JNTehYs3giae0t_8_uRp4Onmj53Ql). This document covers the issues of admission to the EP of higher education and admission to the OP of postgraduate education with a detailed description of the requirements for applicants, examination procedures, the level of passing scores (at least 50 for accredited EPs of higher education) and the procedure for enrollment.

Sources for the formation of a contingent of students for accredited EP 6B04108 «Economics and Management», 6B04109 «Accounting and Finance», 7M04115 «Economics and Management», 7M04116 «Accounting and Finance» mainly due to paid training (own funds) and placement of the state order (funds of the republican and local budgets) (clause 4.1.2 of the Admission Rules).

There is good dynamics in the contingent: in the 2022-2023 academic year, almost twice as many students were accepted for undergraduate studies, and the number of applicants for an educational grant increased (Table 1).

Table 1 - The contingent of students accredited 6B04108 «Economics and Management», 6B04109 «Accounting and Finance», 7M04115 «Economics and Management», 7M04116 «Accounting and Finance of the Department».

There was no OP release.

Name and code of EP	2021-2022			total	2022-2023					total	
	full-time		Full-time form with the use of DOT		full-time		Full-time form with the use of DOT	undergraduates			
	for a fee	grant			for a fee	grant		for a fee	grant		for a fee
6B04108 Economics and Management	16	6	12	34	25	10	29			64	
6B04109 Accounting and Finance	17	2	48	67	30	6	95			131	
7M04115 Economics and Management				0				2	4	6	
7M04116 Accounting and Finance of the Department				0				1	3	4	
	33	8	60	101	55	16	114	3	7	205	

In order to support students, there are such services as the Student Service Center, the registrar's office, the career and employment department, the department of educational work, youth organizations such as the intellectual center, the student parliament, the small dean's office, Enactus, debate clubs, etc. (source site <https://shakarim.edu.kz/>).

Particular attention is paid to the issue of adaptation of newly admitted students to the conditions of study at the university. To do this, at the beginning of the year, according to the accredited EP 6B04108 «Economics and Management», 6B04109 «Accounting and Finance», 7M04115 «Economics and Management», 7M04116 «Accounting and Finance» an adaptation week (self-assessment report) is held, students are provided with a guide-guide, live broadcasts of the vice-rector for educational and educational institutions are held with explanations about the planning of the upcoming academic year (the university's page on Instagram, live on 08/28/2022).

The management of the university, by its actions, strives to comply with the Lisbon Recognition Convention, which is confirmed by the procedure for recognizing and offsetting ECTS credits. The procedure for admission of foreign citizens to study at the University (mainly students from Russia, according to the self-assessment report), as well as those who studied under academic mobility programs in foreign universities (South Korea, USA, Germany, France, Hungary, Russia, Spain, Turkey) includes obligatory procedure of recognition and nostrification of the document.

The management of the EP 6B04108 «Economics and Management», 6B04109 «Accounting and Finance», 7M04115 «Economics and Management», 7M04116 «Accounting and Finance» pay great attention to teaching students using elements of dual education: inviting teachers-practitioners, the creation of branches of the department on the bases of practices, conducting practical classes in production, etc. (<https://shakarim.edu.kz/universitet/korporativnoe-upravlenie>) For example, in the 2nd semester of the 2022-2023 academic year, 5 practicing

teachers from companies such as Vetzoocenter LLP and SAT SAPAR TRANS company LLP were recruited » for students of the EP "Accounting and Audit", from the IE «Marshalkina O.O.» for OP «Economics»; lectures and practical classes were held on the EP «Economics and Management» and «Accounting and Auditing» on the basis of «PC Semey Cement Plant» LLP, in the Training Center of JSC «Halyk Bank of Kazakhstan», etc. Classes are conducted by leading specialists of these enterprises.

The university has a Regulation on the recognition of the results of formal and non-formal learning, according to which the results of training in Coursera courses were re-credited at the accredited EP (bachelor's degree) (in general, more than 400 students were trained at the university) (https://drive.google.com/drive/folders/1YatjUSa9VYgHbsiYCeO17bCI_IFwH6eD).

The university has developed Academic Mobility Programs, Regulations on internal and external academic mobility of students and teaching staff (on the university website) (<https://shakarim.edu.kz/pages/obuchayushchimsya/akademicheskaya-mobilnost>) 2021-2022 academic year, 4 teachers of the department participated in the Internal Academic Mobility Program as lecturers in other universities and 1 teacher was accepted from another university. In addition, as part of the network form of the External Academic Mobility Program, more than 10 undergraduate students and about 3 master students of accredited EPs of this department studied at MSU.

An important role in ensuring the quality of education is played by the organization and conduct of professional practice and employment of graduates. In order to support graduates, a website is functioning - a database of graduates, job fairs are held.

Based on the results of the interviews with the teaching staff and students, it became clear that the department mainly provides places for internships. Monitoring and control over the passage of professional practices is carried out by the heads of the department, mainly by calling.

Upon graduation, the university issues a diploma of its own sample with all applications.

Analytical part

Based on the self-assessment report provided, the interviews conducted, it can be seen that the university has a contingent formation policy, professional orientation is organized, conditions are created for students to study and acquire the necessary competencies, students actively participate in various collegiate bodies, self-government bodies have been created, various methods are used feedback, informing students.

Based on the results of the survey conducted among students, it can be said that students, in general, are satisfied with the quality of the services provided:

- 83.2% of students consider the course programs clearly presented;
- 83.3% believe that teachers use effective teaching methods;
- In 81.4% of cases, the teacher satisfies the requirements of the students and the expectations of professional and personal development.

All satisfaction rates are quite good, ranging from 79-88% (strong agreement).

During the interview, students noted as positive aspects the presence of social support for students in the form of providing a place of residence with a small payment (10 thousand tenge per month), discounts on tuition fees (if the grades are «excellent», if the student is from a large family, etc. .d.), the possibility of passing dual training, training under the program «professional accountant» (without issuing a certificate).

The University is considering the issue of material incentives for the best students (Shakarim scholarship), who actively manifest themselves in educational, research work, creativity, student self-government, etc., as well as compensation for certain categories of students. (<https://drive.google.com/drive/shared-with-me>)

The department actively operates a scientific student circle «Adam Smith Club», within which students themselves organize, take part in various video contests, conferences, lectures, etc.

Strengths / best practice in EP 6B04108 «Economics and Management», 6B04109 «Accounting and Finance», 7M04115 «Economics and Management», 7M04116 «Accounting and Finance»

- According to this standard, EPs have no strengths.

Recommendations for OP 6B04108 «Economics and Management», 6B04109 «Accounting and Finance», 7M04115 «Economics and Management», 7M04116 «Accounting and Finance»:

- Missing

Conclusions of the EEC according to the criteria:

According to the standard «Continuous monitoring and periodic evaluation of educational programs», 12 criteria are disclosed, of which: 12 are satisfactory.

6.7. The standard «Teaching staff»

- ✓ The educational organization should have an objective and transparent personnel policy, including in the context of the EP, including hiring, professional growth and development of personnel, ensuring the professional competence of the entire staff.
- ✓ The organization of education must demonstrate that the personnel potential of the teaching staff corresponds to the specifics of the EP.
- ✓ The management of the EP must demonstrate awareness of responsibility for its employees and ensure favorable working conditions for them
- ✓ The management of the EP should demonstrate the change in the role of the teacher in connection with the transition to student-centered learning.
- ✓ The educational organization should determine the contribution of the teaching staff of the EP to the implementation of the development strategy of the EP, and other strategic documents.
- ✓ Organization of education should provide opportunities for career growth and professional development of the teaching staff of the EP. The management of the EP should demonstrate readiness to involve practitioners of relevant sectors of the economy in teaching.
- ✓ The organization of education should demonstrate motivation for the professional and personal development of teachers of the educational institution, including encouragement for the integration of scientific activity and education, the use of innovative teaching methods.
- ✓ An important factor is the readiness to develop academic mobility within the framework of the EP, to attract the best foreign and domestic teachers.

Evidence

The university determines the personnel policy independently in strict accordance with the regulatory legal acts of the Republic of Kazakhstan, internal regulatory documents of the university: the provisions of the QMS «Personnel Policy», «On the system of professional development of the teaching staff and university staff», «On the system of remuneration of employees», «On the Department», «Rules of competitive replacement of positions of teaching staff and scientific workers», «On certification», job descriptions of employees and teaching staff, which are presented on the website (<https://shakarim.edu.kz/pages/universitet/>).

The staff is formed on the basis of the announcement of a competition for the vacant position, which is posted on the website of the NGO and the media. The basis for the selection of personnel is the analysis of the needs of the EP.

In general, the qualifications of the teaching staff, its quantitative composition correspond to the directions and level of training, meet the requirements.

According to the results of the interview conducted with the teaching staff of the accredited EP 6B04108 «Economics and Management», 6B04109 «Accounting and Finance», 7M04115 «Economics and Management», 7M04116 «Accounting and Finance», as well as the results of the survey, it can be noted that the university creates all the necessary conditions for effective work: jobs of teaching staff and employees, advanced training courses, availability of financial and non-financial motivation based on work results, etc.

On average, the degree of teaching staff in the EP 6B04108 «Economics and Management», 6B04109 «Accounting and Finance», 7M04115 «Economics and Management», 7M04116 «Accounting and Finance» is 69.3%

- 6B04108 «Economics and Management» - 50%;
- 6B04109 «Accounting and finance» - 55%;
- 7M04115 «Economics and Management» - 82%;
- 7M04116 «Accounting and finance» - 90%.

The management of the EP actively attracts practitioners to teaching, which was confirmed by an interview conducted with teaching staff and students and data from the self-assessment report.

The management of the EP and the university, in general, actively attracts young teachers, under the age of 35, stimulating by reducing the workload to 100 hours and high wages. Mentors are assigned to them by young teachers. In addition, young teachers are provided with places in the hostel.

The university creates conditions for career growth through the creation of a «Personnel reserve «Hope» (based on the results of interviews and from the self-assessment report). (Regulations on the personnel reserve «Nadezhda»).

According to the self-assessment report and the results of the interviews conducted, the teaching staff of the EP actively participate in programs on TV, in the media, explaining strategic issues of national and regional development.

Analytical part

As members of the EEC IAAR, we confirm that the personnel policy of the university is implemented in accordance with the development strategy, meets the needs of the university for qualified professional personnel.

During an interview with students, it was noted that classes are held at a high level, teachers use various innovative teaching methods.

On the platform <https://mooc.semgu.kz> MOOCs are placed according to the cycle of OOD by university, such as, for example, the History of Kazakhstan, according to the module of Socio-political knowledge, etc. However, neither on this platform, nor in the self-assessment report, nor in the interview was it said about the MOOC developments in the disciplines of the DB and PD cycles specifically on the EP 6B04108 «Economics and Management», 6B04109 «Accounting and Finance», 7M04115 «Economics and Management», 7M04116 «Accounting and finance», as well as the use of teaching staff data and other information and communication technologies in the educational process.

Based on the results of the analysis provided as confirmation and based on the self-assessment report, it can be said that teachers of accredited EP are actively engaged in research work, carry out research projects, publish their results, publish articles, monographs. The number of articles published in scientometric journals, according to the self-assessment report, according to the EP, is only 6: in 2021 - 4, in 2022 - 2.

It follows from the self-assessment report that two teachers (Belarus and South Korea) completed an internship abroad in 2021, and two (Poland) in 2022. However, there is no information about attracting the best foreign teachers to the educational process, to teaching. The solution of this issue would contribute to the acquisition of new competencies by students, and the teaching staff of these EP – a new foreign teaching methodology.

In the questionnaire, 95% of respondents positively assessed the opportunities to combine teaching and practice, 93.8% of teaching staff with scientific research; 98.8% of respondents were satisfied with the created opportunities for professional and personal growth for each teacher and employee, 95% of the respondents were satisfied with the career growth of teaching staff; 100% of respondents were satisfied with the degree of academic freedom of teaching staff.

The survey data was confirmed in the interview results, when the teachers present expressed their satisfaction with the working conditions, wages, and social support from the management. The teachers are satisfied.

Strengths/best practice according to EP 6B04108 «Economics and Management», 6B04109 «Accounting and Finance», 7M04115 «Economics and Management», 7M04116 «Accounting and Finance»

- According to this standard, EP have no strengths.

Recommendations for EP 6B04108 «Economics and Management», 6B04109 «Accounting and Finance», 7M04115 «Economics and Management», 7M04116 «Accounting and Finance»:

1. Since the cycle of OOD EP 6B04108 «Economics and Management», 6B04109 «Accounting and Finance», 7M04115 «Economics and Management», 7M04116 «Accounting and Finance» is mainly provided with MOOCs, we recommend that the management of these EP start this work on the disciplines of PD and DB cycles: develop a MOOC development plan for the academic year. Term: 01.06.2023;

2. We recommend to the management of EP 6B04108 «Economics and Management», 6B04109 «Accounting and Finance», 7M04115 «Economics and Management», 7M04116 «Accounting and Finance» to develop a plan / program to attract the best foreign teachers to the educational process. Term: 01.06.2023

Conclusions of the EEC by criteria:

According to the standard «Teaching staff», 9 criteria were disclosed, of which: 8 – satisfactory, 1 - suggests improvement.

6.8 Standard «Educational resources and student support systems»

- ✓ *The OO must guarantee a sufficient number of educational resources and student support services to ensure the achievement of the goal of the EP.*
- ✓ *The OO must demonstrate the sufficiency of material and technical resources and infrastructure, taking into account the needs of various groups of students in the context of the EP (adults, employed, foreign students, as well as students with disabilities).*
- ✓ *The management of the EP must demonstrate the existence of procedures for supporting various groups of students, including information and counseling.*
- ✓ *The EP management must demonstrate the compliance of information resources with the specifics of the EP, including:*
 - *technological support for students and teaching staff (for example, online learning, modeling, databases, data analysis programs);*
 - *library resources, including a fund of educational, methodical and scientific literature on general education, basic and major disciplines on paper and electronic media, periodicals, access to scientific databases;*
 - *examination of the results of research, graduation works, dissertations for plagiarism;*
 - *access to educational Internet resources;*
 - *functioning of WI-FI on the territory of the educational organization.*
- ✓ *The OO demonstrates the planning of providing the EP with educational equipment and software similar to those used in the relevant sectors of the economy.*

Evidence

The University has sufficient material and technical resources and infrastructure to implement a high-quality educational process and meet the needs of students, teaching staff and employees:

- objects with a total area of 88571.8 sq.m;
- 9 educational and laboratory and 2 educational and sports buildings;
- a stadium with a total usable area of 3630 sq.m.;
- 1360 computers connected to the Internet.

Classrooms are equipped with interactive whiteboards, a monitor with a remote control.

In general, the training areas comply with the current sanitary standards, fire safety requirements and qualification requirements.

To ensure the safety of students and employees, all educational buildings of the University are equipped with fire and security alarm systems. For all students on the basis of reading rooms and computer classes of the university there is free access to educational Internet resources. Free Wi-Fi operates in all educational buildings of the Institute (the results of the survey on the availability and quality of Internet resources - 84% are completely satisfied, 14% are partially satisfied).

The university and the management of the EP provide support, information and advice to various groups of students through student support services: libraries, reading rooms, Internet

rooms, a canteen, laboratories, computer classes, information stands, internal documents «Rules of internal regulations», «Rules of living in a hostel» etc.

When planning and distributing, it takes into account the needs of different groups of students.

At the time of the visual inspection of the accredited study programs in the classrooms on 20 computers, the 1C program was installed: accounting, Project Expert program on 20 computers, three classrooms have an interactive whiteboard and projectors.

The library fund is 844,483 copies. books, in the state language - 398815 copies. Of these: the scientific fund - 132,780 copies, including the state. language - 31,613 copies, educational literature - 495,552 copies; language - 280177 copies, fiction - 66470 copies, in the state. language - 31820 copies, other literature (encyclopedias, dictionaries, reference books, etc.) - 149681 copies; language - 55205 copies)

The fund of literature on accredited EPs as a whole:

- the main book fund - 18328 copies;
- educational - 14621 copies;
- educational and methodical - 857 copies,
- scientific publications - 2553.

In the context of accredited EPs, it looks like this:

Table 2 - Literary Fund for EP 6B04108 «Economics and Management», 6B04109 «Accounting and Finance», 7M04115 «Economics and Management», 7M04116 «Accounting and Finance», %

Literature Fund	6B04108 «Economics and Management»	6B04109 «Accounting and finance»	7M04115 «Economics and Management»	7M04116 «Accounting and Finance»
Main book fund, total	100	100	100	100
in Kazakh	70.68	69.73	60.50	50.33
in Russian	23.44	23.96	25.88	41.02
- educational, total copies.	80.83	78.03	75.96	86.17
in Kazakh	70.73	71.72	58.54	48.90
in Russian	22.57	22.13	23.95	41.98
- educational and methodical, total copies:	4.29	5.49	3.69	3.41
in Kazakh	78.24	75.89	56.52	90.38
in Russian	18.53	24.11	45.65	9.62
– scientific publications of all copies.	14.88	12.80	20.35	9.37
in Kazakh	68.19	59.67	68.90	51.05
in Russian	29.60	40.33	68.90	48.25

Access for students and teaching staff to scientific databases and electronic libraries is provided through the platform <https://ais.semgu.kz>. In addition, a digital library was purchased.

As part of inclusive education, students can access education tailored to their special needs. As part of the development of infrastructure in terms of the accessibility of the environment for students with disabilities, there are ramps, a version of the official website of the University for the visually impaired has been created (<https://shakarim.edu.kz/>).

To carry out the procedure for checking written works for plagiarism, the Turnitin program is used (https://www.turnitin.com/login_page.asp?lang=ru).

Analytical part

The classrooms assigned to the department are equipped with projectors, computers, interactive whiteboards, an interactive touch panel, multimedia projectors, 1C and MS-Project programs (https://drive.google.com/drive/folders/1670JNTehYs3giae0t_8_uRp4Onmj53QI).

Measures to equip the departments with equipment are carried out on the basis of departmental applications.

A healthy lifestyle is of great importance at the university. To do this, the university has a sports complex and a game room with various gymnastic, wrestling, tennis equipment, fitness equipment, a swimming pool in the adjacent territory, a stadium, a football field.

The university has developed and operates its own information system with student databases, teaching staff and integrated with AIS «Platonus». The departments are connected to IP-telephony, there is a telecommunication node with various servers.

The library fund is formed on the basis of the study plans of the EP, departmental applications for the missing literature, research topics. In addition, in order to assist students in finding the necessary information, the library issues bulletins on new arrivals.

Much attention is paid to the issues of social and financial support for certain categories of students: for example, disabled people of groups 1-2 - 50% discount; for children of employees - 20%.

Thus, the members of the EEC IAAR, based on the results of the visual inspection, the self-assessment report and the visit to the platform ais.semgu.kz, [note that the material and technical equipment of the University can be a guarantee of ensuring the quality of education. The resources of the university are fully consistent with the stated mission, goals and objectives. They are available to students, teaching staff, employees.](#)

Strengths / best practice in EP 6B04108 «Economics and Management», 6B04109 «Accounting and Finance», 7M04115 «Economics and Management», 7M04116 «Accounting and Finance»

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

Recommendations for EP 6B04108 «Economics and Management», 6B04109 «Accounting and Finance», 7M04115 «Economics and Management», 7M04116 «Accounting and Finance»:

- None

Conclusions of the EEC according to the criteria:

According to the standard «Educational resources and student support systems», 9 criteria are disclosed, of which: 9 are satisfactory.

6.9. «Public Information» Standard

✓ The EO must publish reliable, objective, up-to-date information about the educational program and its specifics, which should include:

- expected learning outcomes of the implemented educational program;
- qualifications and (or) qualifications that will be awarded upon completion of the educational program;
- approaches to teaching, learning, as well as the system (procedures, methods and forms) of assessment;

- information about passing scores and learning opportunities provided to students;
- information about employment opportunities for graduates.
 - ✓ The management of the EP should provide for a variety of ways to disseminate information, including the media, information networks to inform the general public and interested parties.
 - ✓ Informing the public should include support and explanation of the national development programs of the country and the system of higher and postgraduate education.
 - ✓ EP must demonstrate the reflection on the web resource of information that characterizes it as a whole and in the context of educational programs.
 - ✓ An important factor is the availability of adequate and objective information about the teaching staff of the EP.
 - ✓ An important factor is informing the public about cooperation and interaction with partners within the EP.
 - ✓ The EO must publish reliable, objective, up-to-date information about the educational program and its specifics, which should include:
 - expected learning outcomes of the implemented educational program;
 - qualifications and (or) qualifications that will be awarded upon completion of the educational program;
 - approaches to teaching, learning, as well as the system (procedures, methods and forms) of assessment;
 - information about passing scores and learning opportunities provided to students;
 - information about employment opportunities for graduates.
 - ✓ The management of the EP should provide for a variety of ways to disseminate information, including the media, information networks to inform the general public and interested parties.
 - ✓ Informing the public should include support and explanation of the national development programs of the country and the system of higher and postgraduate education.
 - ✓ EP must demonstrate the reflection on the web resource of information that characterizes it as a whole and in the context of educational programs.
 - ✓ An important factor is the availability of adequate and objective information about the teaching staff of the EP.
 - ✓ An important factor is informing the public about cooperation and interaction with partners within the EP.

Evidence

The information published by the university within the framework of the EP 6B04108 «Economics and Management», 6B04109 «Accounting and Finance», 7M04115 «Economics and Management», 7M04116 «Accounting and Finance» is based on the principles of transparency, openness and is posted on the university website useful for applicants and students, as well as for graduates, other stakeholders and the general public. <https://shakarim.edu.kz/>.

The university and the leadership of the EP use various methods of disseminating information:

- own newspaper «Shakarim shapagaty»;
- publications of teaching staff in the media;
- speeches of the teaching staff and the management of the university on TV;
- interviews of students on TV, live;
- annual meetings of the rector of the university with the population of the region, teaching staff, employers, etc.;
- pages in social networks;
- speeches of the chairman of the board to the public.

Students and teaching staff actively participate in live broadcasts on TV on economic topics, regional development issues, explaining the main provisions of national programs, Messages of the President of the country (<https://youtu.be/6y3rSrc3-GM>, <https://www.facebook.com/qazaqstantv/videos/1072582446630166>).

Special attention is paid to students using distance learning technologies, for which a separate tab is allocated on the site <https://ais.semgu.kz/login.php>.

On the site you can find information about dual education, about the training center created by the university together with the People's Bank, designed to implement the dual education program (<https://shakarim.edu.kz/>).

On the website of the university, in addition to such sections as University, Education, Science, International Relations, in the University section, a 3D virtual tour of the university buildings has been created. Information on the site is updated on a regular basis.

Analytical part

Members of the EEC IAAR got acquainted with the content of the website of the university, with the content of the ais.semgu.kz/ platform, the information on which is updated.

The University regularly informs the public about national development programs, programs for the development of the system of higher and postgraduate education, about cooperation and interaction with external partners within the framework of the EP, including research institutes and centers, consulting organizations, business partners, social partners, public organizations and other universities, about the possibilities of studying on academic mobility, dual education, etc. For this, various media resources are used, press conferences are held, interviews are given, etc.

Informing about changes in the EP development plan is implemented mainly through the website of the university. The university has created an electronic document management system for operational work, which can be used by students, graduates, teachers and staff.

Public information is also carried out through booklets, brochures, which, in addition, are used for career guidance.

All stakeholders have free access to information that is published on social networks. Here you will find up-to-date information about the planned events at the university. Here you can get feedback from them through comments.

It should be noted that during the visit, as well as in the process of studying the self-report, an analysis of the content of the site was carried out. Navigation is all available in three languages. The information is also filled in 3 languages.

On the site, in the sections Faculty - Department-EP for accredited EPs, you can see information about the learning outcomes, the qualifications awarded, and employment opportunities.

However, EEC experts pay attention to information about teaching staff, which in the sections Faculty - Department - EP (main page) is limited to full name, phone number, e-mail address. For the convenience of users, it is recommended to include the range of scientific interests of each faculty member on the main page on teaching staff.

The teaching staff of the department of accredited EPs constantly maintains contact with employers, graduates, and parents. Information about all changes, events held is posted on the website.

At the same time, EEC experts draw the attention of the department management to the expediency of using social networks more actively in order to increase the efficiency of positioning their EPs in the domestic and foreign educational market.

Strengths / best practice in EP 6B04108 «Economics and Management», 6B04109 «Accounting and Finance», 7M04115 «Economics and Management», 7M04116 «Accounting and Finance»

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

Recommendations for OP 6B04108 «Economics and Management», 6B04109 «Accounting and Finance», 7M04115 «Economics and Management», 7M04116 «Accounting and Finance»:

1. It is recommended to supplement the available information on the website about the teaching staff with information about their scientific interests (on the main page of the teaching staff section). Deadline: 09/01/2023;

2. To intensify the work of the department in positioning its EPs in social networks by highlighting ongoing events, changes to the EP, announcements of upcoming events. – Term: permanently

Conclusions of the EEC according to the criteria:

According to the standard «Informing the public», 10 criteria are disclosed, of which: 9 - satisfactory, 1 - suggests improvement.

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

Strengths / best practice in EP 6B04108 «Economics and Management», 6B04109 «Accounting and Finance», 7M04115 «Economics and Management», 7M04116 «Accounting and Finance»

Standard «Management of the educational program»

- The educational organization as a whole demonstrates a commitment to a culture of quality and a mature culture at all levels of activity: including top management, teaching staff and students.

«Information Management and Reporting» Standard

- The University has a corporate information environment based on electronic document management, which makes it possible to efficiently carry out the process of collecting, analyzing and managing information based on modern ICT and software.

Standard «Development and approval of the educational program»

- According to this standard, EPs have no strengths.

Standard «Continuous monitoring and periodic evaluation of educational programs»

- According to this standard, EPs have no strengths.

«Student-Centered Learning, Teaching and Assessment» Standard

- According to this standard, EPs have no strengths.

Standard «Students»

- According to this standard, EPs have no strengths.

Standard «Teaching Staff»

- According to this standard, EPs have no strengths.

Standard «Educational resources and student support systems»

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

«Public Information» Standard

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

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

Recommendations for OP 6B04108 «Economics and Management», 6B04109 «Accounting and Finance», 7M04115 «Economics and Management», 7M04116 «Accounting and Finance»:

Standard «Management of the educational program»

1. Revise the form of the EP development plan, with the mandatory inclusion in it of criteria indicating the timing of the start of the implementation of the planned activities. Develop and approve the regulation, in accordance with which the plans of the departments for corrective measures aimed at reducing risks will be developed. Deadline: 01.09.2023

2. Emphasize the signs of individuality and uniqueness of accredited EPs and EP development plans, including taking into account the coordination of the EP development plan with the development strategy of the University. Deadline: 01.09.2023

3 Develop job descriptions for the «Educational Program Manager». Deadline: 09/01/2023

«Information Management and Reporting» Standard

1. The management of the university should determine the responsibility of the structural unit or staff unit for the developed model of the internal quality assurance system, which will transfer job responsibilities for the successful functioning and improvement of the internal quality assurance system for each implemented process of the university (educational, methodological, research, innovative development, financial, socio-educational, etc.), including quality assurance monitoring, decision-making based on the analyzes carried out, development supervision and implementation of corrective and preventive actions. Deadline: 01.09.2023.

2. Responsible structural unit to keep records of identified shortcomings in the process of conducting various types of sociological surveys, questionnaires and other types of feedback from consumers of educational services, starting with the preparation of plans for corrective and preventive actions, ending with the preparation of reports on their implementation and posting information on the work done with discovered deficiencies to the public in the public domain. Deadline: 09/01/2023.

3. The management of the university, together with the management of all EPs of the university and interested parties, in particular with employers and graduates, determine the criteria and systematize the evaluation of the effectiveness and efficiency of the EP. Deadline: 09/01/2023.

Standard «Development and approval of the educational program»

1. In the development plans of the EP, the leadership of the EP should provide for the development and approval of a two-degree EP together with foreign partners and begin its implementation from the 2024-2025 academic year.

2. The leadership of EP 1 of the cluster to carry out purposeful work to organize the preparation of students for professional certification. Deadline: 01/01/2024.

Standard «Continuous monitoring and periodic evaluation of educational programs»

1. The manual of the EP 6B04108 «Economics and Management», 6B04109 «Accounting and Finance», 7M04115 «Economics and Management», 7M04116 «Accounting and Finance» on the website of the university must annually post detailed information about the internal content of the EP and publish all changes regarding the OP for interested parties in the public domain. Deadline: permanent.

«Student-Centered Learning, Teaching and Assessment» Standard

- absent

Standard «Students»

- None

Standard «Teaching Staff»

1. In view of the fact that the cycle of OOD OP 6B04108 «Economics and Management», 6B04109 «Accounting and Finance», 7M04115 «Economics and Management», 7M04116 – «Accounting and Finance» is mainly provided with MOOCs, management Given the EP, we recommend starting this work on the disciplines of the PD and DB cycles: develop a MOOC development plan for the academic year. Deadline: 06/01/2023;

2. We recommend to the Management of OP 6B04108 «Economics and Management», 6B04109 «Accounting and Finance», 7M04115 «Economics and Management», 7M04116 – «Accounting and Finance» to develop a plan / program to attract the best foreign teachers to the educational process. Deadline: 06/01/2023

Standard «Educational resources and student support systems»

- None

«Public Information» Standard

1. It is recommended to supplement the available information on the website about the teaching staff with information about their scientific interests (on the main page of the teaching staff section). Deadline: 09/01/2023;

2. To intensify the work of the department in positioning its EPs in social networks by highlighting ongoing events, changes to the EP, announcements of upcoming events. – Term: permanently

(IX) RECOMMENDATION TO THE ACCREDITATION BOARD

The EEC members unanimously agreed that OP 6B04108 «Economics and Management», 6B04109 «Accounting and Finance», 7M04115 «Economics and Management», 7M04116 «Accounting and Finance» are recommended for accreditation for a period of 5 years

