



«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 the evaluation on compliance with the requirements of the standards of specialized accreditation of the educational program
7M01702 Foreign Language: Two Foreign Languages

Non-profit joint stock company
Semey Shakarim University

dated April 19 to April 21, 2023

INDEPENDENT AGENCY FOR ACCREDITATION AND RATING
External expert commission

Addressed to
Accreditation
Council of the IAAR



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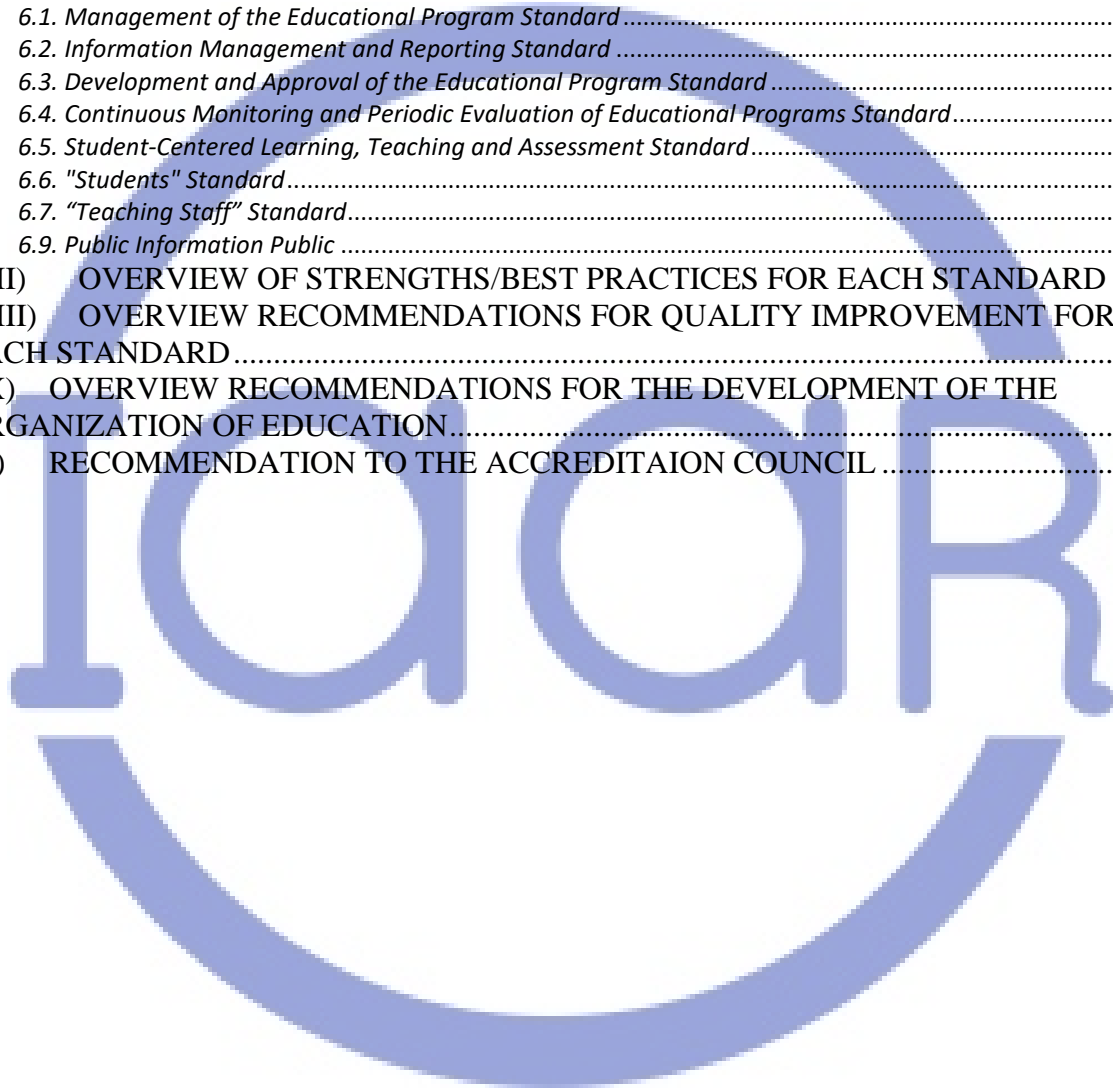
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(I) **LIST OF SYMBOLS AND ABBREVIATIONS**

MSHE RK - Ministry of Science and Higher Education of the Republic of Kazakhstan;
University - a higher educational institution;
SOSHPE - state obligatory standards of higher and postgraduate education;
ICS - information and communication system;
E-learning - distance education;
IAAR - Independent Agency for Accreditation and Rating;
NJSC - Non-profit Joint-stock Company;
R&D – Research and Development;
SRW - student's research work;
EP - Educational Program;
TS – Teaching Staff;
QMS - quality management system;
GED - general education disciplines;
BD - basic disciplines;
MD - major disciplines;
SIW – students' independent work;
SIWTG – students' independent work under the teacher's guidance;
RI - Research Institute;
EMC - educational and methodical complex;
WC - working curriculum;
CEC – catalog of elective disciplines;
IC - individual curriculum;
MEP - modular educational program;
MA – midterm assessment;
FA – formative assessment;
WA - written assessment;
PRS - point-rating system;
SA – summative assessment;
AIS - automated information system;
IT - information technologies;
SWOT -Strengths Weakness Opportunities Threats;
ISO - The International Organization for Standardization;
ECTS - European Credit Transfer System;
RSBE - republican state budget-supported enterprise;
CTO - credit technology of education;
ACU - Academic Council of the University;
EDMS - electronic document management system;
IRD - internal regulatory documents
"Kazakh Soft" - Kazakh automated library and information system.

(II) INTRODUCTION

In accordance with Order No. 26-23-OD dated February 10, 2023, of the Independent Agency for Accreditation and Rating, from April 19 to April 21, 2023, the External Expert Commission conducted a conformity assessment of the educational program 7M01702 Foreign Language: Two Foreign Languages of the NAAR (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 EEC:

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

IAAR Coordinator - **Gulfiya Nazyrova**, Candidate of Economic Sciences, Project Manager for the formation of External Expert Commissions of IAAR. Off-line participation

IAAR National Expert - **Gulmira Rakhimova** Candidate of Economic Sciences, Associate Professor of Seifullin KATRU (Astana). Online participation

IAAR National Expert – **Asel Sisenova** Candidate of Economic Sciences, Professor at Turan University (Almaty). Off-line participation.

Expert IAAR, Student - **Raul Oserbatov**, a 3rd-year student of D. Serikbayev East Kazakhstan Technical University (Ust-Kamenogorsk). Online participation

International Expert – **Natalie Aleksandra Gurvits-Suits, Ph.D.**, Tallinn University of Technology (Tallinn, Estonia) On-line participation.

IAAR national expert – **Gulnar Karimovna Dzholdasbaeva** Doctor of Economics, Professor, Almaty Technological University (Almaty). Online participation

IAAR Expert, Employer - **Aset Adylkhan**, Atameken NCE, East Kazakhstan region (Ust-Kamenogorsk); Online participation.

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

IAAR National Expert – **Eldar Kopishev**, Candidate of Chemical Sciences, Associate Professor, Gumilyov Eurasian National University (Astana), offline participation.

IAAR National Expert – **Ainur Gabdullina**, Candidate of Historical Sciences, Associate Professor, S.Seifullin KATRU (Astana, Kazakhstan). On-line participation.

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

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

Foreign IAAR expert - **Starciuc Nicolae Dr.** habilitatus in veterinary medicine, professor, State Agrarian University of Moldova (SAUM). Online participation.

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

IAAR National Expert – **Timur Kartbaev, Ph.D.**, Academician of IIA (International Informatization Academy), Kazakh National Women's Teacher Training University (Almaty) Online participation

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

IAAR Expert, Student - **Adel Omarova**, member of the Alliance of Students of Kazakhstan, Seifullin Kazakh Agro Technical Research University, Online participation

IAAR National Expert – **Sabina Rakhmetulaeva, Ph.D.**, Associate Professor, Department of Information Systems, International Information and Technologies University (IITU); Online participation

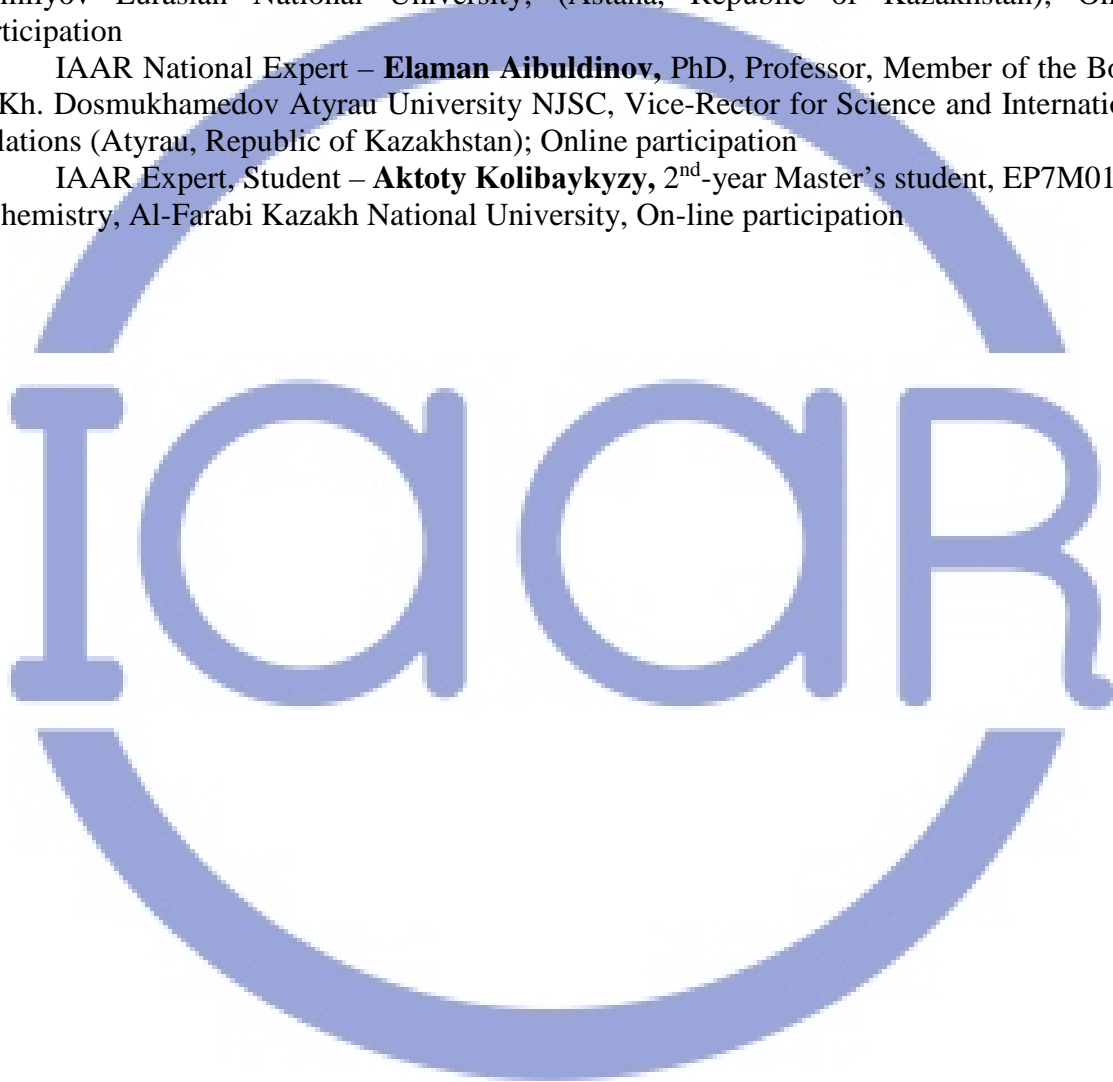
IAAR Expert, Student - **Aruzhan Nurgeldiyeva**, 2nd-year Master's student, Kazakh National Agrarian Research University On-line participation

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

IAAR Expert, Student - **Aruzhan Tynymbayeva**, 2nd-year Master's student of the Gumilyov Eurasian National University; (Astana, Republic of Kazakhstan); Online participation

IAAR National Expert – **Elaman Aibuldinov, PhD**, Professor, Member of the Board of Kh. Dosmukhamedov Atyrau University NJSC, Vice-Rector for Science and International Relations (Atyrau, Republic of Kazakhstan); Online participation

IAAR Expert, Student – **Aktoty Kolibaykyzy**, 2nd-year Master's student, EP7M01503 - Chemistry, Al-Farabi Kazakh National University, On-line participation



(III) REPRESENTATION OF EDUCATIONAL ORGANIZATION

Shakarim University Semey non-profit joint-stock company (NJSC) 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 technical, natural, social, pedagogical, agricultural sciences, veterinary medicine, business fields.

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 Shakarim University Semey NJSC begins in 1934, which is considered 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 conducted. Teaching staff improve their professional skills within the framework of advanced training courses, and scientific internships, take part in academic mobility programs, and scientific conferences, and are recipients of national and international research grants and scholarships.

The training of personnel with higher and postgraduate education at the university is conducted according to 45 bachelor's programs, 37 master's programs in the scientific and pedagogical direction and profile direction, as well as 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 optional educational programs (Minor). 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 the ways to use the acquired competencies in specific situations.

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

In order to meet the interests of students, the Physical Education discipline is conducted in the form of various sections, such as football, volleyball, basketball, fitness, chess, togyzkumalak, table tennis, and others. Students independently choose a section, and the registration takes place online (<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 Higher 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 was launched.

To support, the Shakarim Shapagaty Foundation was created, and a fair of agricultural products was held. For the development of scientific and entrepreneurial activities of students, a competition of START-UP projects is held at the university 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, such as Kyrgyzstan (Kyrgyz State Academy of Physical Culture and Sports), Uzbekistan (A. Navo'i Tashkent State University of the Uzbek Language and Literature),

Ukraine (V.N.Karazin Kharkiv National University), Russia (Novosibirsk State Agrarian University, Omsk State Pedagogical University, Krasnodar branch of the G.V. Plekhanov Russian Economic University, S.N.Vyshelesky Institute of Experimental Veterinary Medicine), Belarus (Baranovichi State University), Azerbaijan (Veterinary Research Institute), as well as with non-CIS countries, such as Poland (University of Economics, Bydgoszcz), Italy (MOU University of Cassino and Southern Lazio), Romania (Brasov Transylvanian University), South Korea (Kyongdon 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 + KazDual project (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 obtains the opportunity to study for 1 term at different universities.

In order to improve educational and social work, the “Uzdik student” badge was developed, and the TOP-100 Best Students project 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 (Shakarim University entered the TOP-10 and took 8th place in the ranking of multidisciplinary universities on scientific publications).

Internationally, Shakarim University takes 23rd place in the ranking of websites Ranking Web of Universities among the universities of Kazakhstan.

According to the national ranking of the best multidisciplinary universities in Kazakhstan, as part of the National Ranking of the Best Universities of 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-kazahstana-2020/natsionalnyj-rejting-luchshikh-mnogoprofilnykh-vuzov-kazahstana-6>).

Shakarim University annually takes part in the international QS ranking. The university takes 301-350 place in QS Emerging Europe and Central Asia University Rankings 2022. Calculating 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, and Shakarim University ranks 501-550 in the QS Asia University Rankings 2023 and 25th place among universities in Central Asia.

In the National Rating 2022, conducted by Atameken NCE, 35 educational programs for the Bachelor's Degree at Shakarim University took part. As a result, 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 now successfully functioning.

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 and 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 7M01702 Foreign Language: Two Foreign Languages pass an accreditation in IAAR for the first time.



(V) **DESCRIPTION OF THE EEC VISIT**

The work of the EEC was conducted on the basis of approved Visit Program of the expert commission for the international specialized accreditation of educational programs 7M01702 Foreign Language: Two Foreign Languages in the period from 19 to 21 April 2023.

In order to coordinate the work of the EEC, on April 17, 2023, an online kick-off 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 examination methods.

In order to obtain objective information about the quality of the educational program and the entire infrastructure of the university, to clarify the content of the self-assessment report, meetings were conducted with the Rector, Vice-Rectors of the university, heads of structural divisions, heads of departments, teachers, students, graduates, employers. In total, 74 representatives took part in the meetings (Table 1).

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

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

The EEC members got acquainted with the state of the material and technical base, visited the laboratories and educational audiences used in the implementation of the EP, according to the plan (see Appendix).

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

In accordance with the accreditation procedure, students were surveyed on EP 7M01702 Foreign Language: Two Foreign Languages as well as teachers.

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

As part of the planned program, recommendations for improving accredited educational programs 7M01702 Foreign Language: Two Foreign Languages, developed by the EEC based on the results of the examination, were presented at a meeting with the management on 04/21/2023.

(VI) COMPLIANCE WITH THE STANDARDS OF PRIMARY SPECIALIZED ACCREDITATION (EX-ANTE)

6.1. Management of the Educational Program Standard

- ✓ *The institution of higher and/or postgraduate education must have a published quality assurance policy that reflects the relationship between research, teaching and learning.*
- ✓ *The organization of higher and (or) postgraduate education must demonstrate the development of a culture of quality assurance, including in the context of EP.*
- ✓ *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 EP demonstrates transparency in the development of the EP development plan, containing the start dates for implementation, based on an analysis of its functioning, the actual positioning of the EO, and the focus of its activities on meeting the needs of the state, employers, students, and other stakeholders.*
- ✓ *The EP management demonstrates the existence of mechanisms for the formation and regular review of the EP development plan and monitoring its implementation, assessing the achievement of learning goals, and meeting the needs of students, employers, and society by making decisions aimed at continuous improvement of the EP.*
- ✓ *The EP management should involve representatives of stakeholder groups, including employers, students, and teaching staff in the formation of the EP development plan.*
- ✓ *The management of the EP must demonstrate the individuality and uniqueness of the EP 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 EP, an unambiguous distribution of staff duties, and a delimitation of the functions of collegial bodies.*
- ✓ *The management of the EP must provide evidence of the transparency of the educational program management system.*
- ✓ *The management of the EP must demonstrate the existence of an internal quality assurance system for the EP, including its design, management and monitoring, improvement, and decision-making based on facts.*
- ✓ *The management of the EP must carry out risk management, including within the framework of the EP undergoing primary accreditation, and also demonstrate a system of measures aimed at reducing the degree of risk.*
- ✓ *The management of the EP should ensure the participation of representatives of employers, teaching staff, students, and other interested parties in the collegiate management bodies of the educational program, as well as their representativeness in making decisions on the management of the educational program.*
- ✓ *The EO must demonstrate innovation management within the EP, including the analysis and implementation of innovative proposals.*
- ✓ *The management of the EP must demonstrate evidence of readiness for openness and accessibility for students, teaching staff, employers and other interested parties.*
- ✓ *The management of the EP should be trained in education management programs.*

Evidence

Educational Programs 7M01702 Foreign Language: Two Foreign Languages are implemented in accordance with the Annexes to the License for the right to conduct educational activities series No.25 KZ38LAA00018432, issued by the Committee for Control in Education and Science of the Ministry of Education and Science of the Republic of Kazakhstan dated February 18, 2013.

The fundamental document regulating the development strategy of the university is the Strategic Development Plan of Shakarim University for 2021–2025. (Minute No. 5 dated May 11, 2021)

Semey Shakarim University NJSC has a published Quality Policy (Minute GB No. 1 dated August 27, 2021), which reflects the main strategic directions and fundamental principles of quality assurance in the implementation of EP 7M01702 Foreign Language: Two Foreign

Languages.

The main provisions of the organization of the educational process, quality management, and processes are reflected in the internal regulatory documents of the university, such as the Academic Policy, the Policy and Standards of the Internal Quality Assurance System, “the Procedure for conducting internal monitoring” documented procedure, Regulations on Postgraduate Education (Master's Degree), Regulations about the Academic Committees of Educational Programs of Shakarim University, etc.

The risk management policy of Semey Shakarim University NJSC (dated December 20, 2021) regulates the processes for preventing and minimizing risks. Risk management within the EP cluster is aimed at identifying possible risks (decrease in the contingent, financial crisis, etc.) by adjusting the educational trajectories that are reflected in the QED, etc.

The implementation of EP 7M01702 Foreign Language: Two Foreign Languages is determined by its goals and the EP Development Plan (dated 06/16/2022). In order to fulfill the key requirements of stakeholders, and to further improve the educational process, the development of the EP is planned and resources are allocated for its implementation.

The EP is managed on the basis of the principle of transparency. The development of the EP and its improvement is implemented by the Academic Committee, which included employers G.A. Toktubaeva (Principal of No.49 Secondary School), G.S. Tastekeyeva (Teacher of Shakarim Multidisciplinary Gymnasium with teaching in three languages, MPI), teaching staff representatives, and undergraduates.

Potential employers and practice leaders are involved in the definition of tasks for the development of the EP, as the main experts in the quality of training students in the EP, as well as in the discussion of the EP Development Plan represented by A.M. Aubakirova (the Principal of the Shakarim Multidisciplinary Gymnasium with training in three languages (MPI), Semey), L.K. Meyrambekova (Head of the Department of Foreign Languages, Ph.D., Acting Associate Professor, Gumilev ENU, Astana), Demet YAYLI (Ph.D., Pamukali University, Turkey, Denizli).

The members of the EEC note that the EP 7M01702 Foreign Language: Two Foreign Languages is the only Master's degree program in the Semey region that determines and confirms its demand in the labor market.

The individuality and uniqueness of the EP lie in its modular structuring: every discipline (both compulsory and elective) and type of class are combined into separate 4 modules according to the principle of their focus on the formation of professional competence, which includes a complex of disciplines, meaningfully organized in a logical sequence. Modules, such as The Sociolinguistic and Scientific-pedagogical Activity (14 credits), Scientific-pedagogical and Methodical Activity (25 credits); Linguistic and Pragmatic Aspect of Foreign Languages (15 credits), Modern Linguistic Trends (15 credits), are presented in WC of EP 7M01702 Foreign Language: Two Foreign Languages (2022-2023 admission). The system of accounting for the complexity of training is the credits accrued for the development of each module.

Based on the results of the work of the Academic Committees, a number of disciplines were included in the content of the EP. Thus, according to the suggestion of employers (No. 5 Shakarim Multidisciplinary Gymnasium of Semey, KSU; No. 49 Secondary School, KSU, Semey), the disciplines, such as the Development of Curricula in English, Functional Grammar of English, Modern Approaches in Teaching English: CLIL and PBL, Second Foreign Language (Advanced), Research Activities of Students in English were included in the content of the EP (2021–2022) for the formation of special competencies. Moreover, disciplines forming the professional competencies of undergraduates, such as Contrastive Linguistics, Modeling of Intercultural Communication, and Linguistic Research of Texts of Different Genres, were included. New disciplines, such as Modeling of Intercultural Communication

were introduced in the QED for the 2020-2021 academic year, Lexico-grammatical and Stylistic Features of Scientific Discourse and New Paradigms of Linguistics for the 2021-2022 academic year, Research Activities of Students in English for the 2022-2023 academic year.

The necessary informational, personnel (80% degree), financial and material and technical resources are available to manage the EP, which is confirmed by the presence of specialized classrooms (Classroom 201 (Educational and Methodological Classroom), Classroom 202 (Linguistic room), room 203 (audio -video resource room), room 207 (second Foreign Language Classroom), Classroom 234 (Language Laboratory), Classroom 236 (Training Classroom), Classroom 213 (Specialized Classroom), Classroom 218 (Lecture Classroom), etc., as well as legal documentation that ensures the implementation of educational programs.

The EP is managed on the basis of transparency. The university has a schedule for the admission of individuals and legal entities, the Rector's Blog <https://shakarim.edu.kz/rector/index?path=blog-rektora> operates on the university's website.

An example of the implementation of the interaction between teaching, research, and learning is the organization of master classes, participation in scientific conferences, scientific competitions, subject olympiads, etc. The relationship between scientific research, teaching and learning is reflected in the implementation of scientific projects with grant funding from the MHES of the Republic of Kazakhstan (Multimedia Educational Space as a tool for the Formation of Communicative Competencies in the Field of Trilingual Higher Education, (Ismailova G.K., 2021-2023); Development of Functional Literacy of Teachers and Trainees in the System of National Multilingual and Multicultural Teacher Training Education (Ismailova G.K., 2022-2024). The results of scientific research are reflected in publications and published educational literature (Foreign Language Teaching: Methodology, Experience, Problems and Perspectives, Multimedia Tools in Teaching Kazakh, Russian and Foreign languages, Tools for Creating Multimedia Content, and registration of copyright certificates (undergraduates, Nurpeisova A. B., Tokhtaganova B. with Ph.D., Professor, Ismailova G.K.) communication, publications of scientific monographs and teaching aids as educational and methodological support of the educational process.

As part of research activities, the University closely cooperates with the following neighboring countries: Kyrgyzstan (Kyrgyz State Academy of Physical Culture and Sports), Uzbekistan (A. Navoi Tashkent State University of the Uzbek Language and Literature), Ukraine (V.N. Karazin Kharkiv National University), Russia (Novosibirsk State Agrarian University, Omsk State Pedagogical University, Krasnodar branch of the G.V. Plekhanov Russian Economic University, S.N. Vyshel'sky Institute of Experimental Veterinary Medicine), 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 (Kyungdong University).

Research topics of graduates have a practical focus based on the presentation of an applied product. Experienced and highly qualified teachers of the department are appointed as supervisors of master's works.

Monitoring of the implementation of the EP is conducted on a regular basis at the collegiate bodies of the faculty which is reflected in the minutes of the departments (*Minute No. 10 dated 06/14/2022*) and goes through a further review procedure at the collegiate bodies of the university – the Academic Council of the University. Systematic monitoring, evaluation of the effectiveness of the policy in the field of quality assurance of educational programs, analysis of data on the assessment of educational achievements, satisfaction with the EP and the quality of teaching are provided with the participation of students, staff and other stakeholders based on the systematic collection, analysis and management of information.

The members of the EEC received confirmation that the mechanism for the distribution of duties of personnel within the framework of the EP is regulated by the documentation of the quality management system and the distribution of powers and responsibilities at the university is determined by internal regulations, plans of the university, orders of the Chairman of the Board, job descriptions and regulations on structural divisions. The activities of structural divisions are checked by a specially created intra-university commission. All decisions made by the Academic Council are communicated to employees in the form of orders based on the relevant extracts from the minutes of the Academic Council meetings.

During the visit of the EEC, it was demonstrated that there are favorable conditions for managing innovations within the EP using modern methods of teaching a foreign language and research methods (reproductive, search methods (independent work of undergraduates, work with reference literature); perceptual methods (video lessons, meetings with representatives English-speaking countries); logical methods (language exercises, analysis of a specific situation).

Information about the activities of the university and the implementation of the EP, their goals, academic policy, DLT (distance learning technology), information about events are presented on the pages of the university, faculty

During the visit, the EEC demonstrated the openness and accessibility of the leaders of the EP for students, teaching staff, employers, and other stakeholders. There is an e-mail system for the heads of departments for resolving issues.

Analytical part

Having held meetings, conversations, and interviews with vice-rectors, heads of departments, heads of structural divisions, students, faculty, representatives of employers' organizations, and graduates, as well as conducting a survey of faculty and undergraduates, a detailed acquaintance of experts with the educational infrastructure of the institute, material, technical and information and methodological resources and the necessary documents, EEC of IAAR notes that the transparency and collegiality of the processes of forming the development plan for the EP are confirmed by the participation of the entire team. This is evidenced by the activities of the Academic Council, the administration, and the educational and methodological council, which ensure the management of the main processes of the university.

Development Plans for EP 7M01702 Foreign Language: Two Foreign Languages are discussed, revised, and supplemented at department meetings and approved by the Dean of the Faculty.

During the implementation of the EP cluster, risks and solutions to prevent and reduce risks are identified, and consideration of issues on risks is the subject of discussion on a systematic and regular basis at meetings of the collegiate bodies of the university. However, EEC members note that the systemic nature of risk prevention processes within the EP is not demonstrated since the list of risks and activities is not regulated in the Development Plan of the accredited EP.

During the visit of the EEC, IAAR Experts made sure that the university has a documented procedure for reviewing and updating the content of the EP. The EP management demonstrates the participation of stakeholders represented by students, teaching staff, and employers in the development of the EP, the choice of disciplines and their place in the curriculum, the formulation of annotations to the disciplines, etc. However, EEC members note that for transparency and accessibility of informing stakeholders about the content of the accredited and about all the changes made to them are not published on a regular basis on the web resources of the EP.

Members of the EEC positively note the commitment to a culture of quality at all levels of activity, which is confirmed by the presence of strategic documents of the university and the

functioning of the internal regulatory documents, which consistently regulate the processes for managing the EP, the university has a formed system of internal quality assurance at all levels of activity including top management, teaching staff and students, which is achieved through the regulation of all business processes, systematic, stable and orderly educational, research and educational activities. Measures to control the quality of the educational process, conducted at different levels, are recorded in the form of records, acts, certificates, reports, and are discussed at the meetings of the department. Their efficiency and effectiveness are discussed at the meetings of the graduating department.

The faculty regularly holds meetings with employers on the types of practices, the introduction of new disciplines, and the development of EP.

The participation of employers and other interested parties in making certain changes to the accredited EP is confirmed by their participation in the meetings of the department and is reflected in the reviews and expert opinions of employers.

Innovation management within the EP, implemented through the integration of the educational process with research activities, was confirmed during the visit of the EEC. Scientific research of the faculty is conducted within the framework of research work: publication of monographs, collections of scientific articles, preparation, and thesis defense, international and republican scientific forums organization, international competitions, round tables, student scientific events, and introduction of scientific results into the educational process. EEC members note the breadth and diversity of research in areas. Thus, the EEC notes that the strategic documents of the university consistently reflect the management of educational programs. An accessible educational resource environment has been created for training, including computer equipment, software products (licensed and purchased), websites, computer classes, reading rooms, a book fund, etc. Determination of the need for equipment, literature, and software is conducted by the department and is implemented through applications for the purchase of the required resources. Documents regulating the process of managing educational activities in the departments are formed in accordance with the nomenclature of cases. For the effective management of educational programs at the university, the presence of collegiate and corporate forms of management, a system for monitoring the educational environment, electronic document management, and an internal audit mechanism is demonstrated. The provision of high-quality educational services at the university, and the compliance of the EP with modern requirements are at a fairly high level.

A survey of teaching staff conducted during the visit of the EEC of IAAR showed that the involvement of teaching staff in the process of making managerial and strategic decisions was rated as “excellent” and “good” (97%), at the same time, 3% of teaching staff are not involved in this process. Satisfaction of teaching staff with the content of EP constitutes 100%. Satisfaction with the level of feedback from faculty members with management constitutes 97% or “excellent” and “good.”

Strengths/best practice in EP 7M01702 Foreign Language: Two Foreign Languages:

1. The University demonstrates commitment to quality culture within all levels of activity including top management, teaching staff, and students, which is achieved through the regulation of all business processes, systematic, stable, and orderly teaching, research, and educational activities.

Recommendations for EP 7M01702 Foreign Language: Two Foreign Languages:

1. The management of the EP must make adjustments to the EP Development Plan in terms of indicators in a numerical or percentage (%) ratio taking into account the growth dynamics by years (deadline: 09/01/2023).

2. Introduce a section with a list of risks and measures to prevent and minimize

them in the EP Development Plan (deadline: 09/01/2023).

The conclusions of the EEC according to the criteria of the Management of the Educational Program standard are the following: 1 strong position, 15 - satisfactory, 1 - suggests improvement.

6.2. Information Management and Reporting Standard

- ✓ *The EO must demonstrate a system for collecting, analyzing, and managing information based on the application of modern information and communication technologies as well as software tools, and the usage of a variety of methods to collect and analyze information in the context of the EP.*
- ✓ *The management of the EP must demonstrate a mechanism for the systematic use of processed, adequate information to improve the internal quality assurance system.*
- ✓ *The management of the EP 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, and scientific research.*
- ✓ *The EO must establish the frequency, forms, and methods for assessing EP management, the activities of collegial bodies and structural divisions, top management, and the implementation of scientific projects.*
- ✓ *The EO must demonstrate the determination of the procedure for 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 a mechanism for communication with students, employees, and other interested parties, as well as mechanisms for resolving conflicts.*
- ✓ *The EO must demonstrate mechanisms for measuring the degree of satisfaction with the needs of teaching staff, personnel, and students within the framework of the EP.*
- ✓ *The EO should provide an assessment of the effectiveness and efficiency of activities, including in the context of the EP.*
- ✓ *The information expected to be collected and analyzed within the framework of the EP should take into account:*
 - *key performance indicators;*
 - *the dynamics of the contingent of students in the context of forms and types;*
 - *academic performance, student achievement, and dropouts;*
 - *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.*
- ✓ *The OO must confirm the implementation of the procedures for processing the personal data of students, employees, and teaching staff on the basis of their documented consent.*

Evidence

The university has a system for collecting and analyzing external and internal statistical and analytical data to make informed decisions. The management of the EP ensures the measurability, reliability, accuracy, timeliness as well as completeness of information, demonstrates decision-making based on facts, shows that the management of the EP as well as other areas of activity is conducted based on the regular use of a system for collecting and analyzing statistics on the contingent of students and graduates, available resources, staffing, consulting, research and international activities and other areas and is regulated by the IRD of the university. Office work is conducted in accordance with the approved nomenclature of cases, and the safety and archiving of documents are ensured.

Perspective and strategic foundations for the development of the EP are formed taking into account the opinions of students, teaching staff, and employers. Evaluation of the effectiveness of the mission, goals, and objectives of the university, as well as the implementation of EP 7M01702 Foreign Language: Two Foreign Languages is conducted

based on monitoring the main performance indicators and the timing of the implementation of the action plan, the results of which are discussed at meetings of departments, various working groups, and the Academic Council. Students, teaching staff, employers, and representatives of base practice organizations take part in the development of the EP.

Monitoring of the implementation of the strategy is conducted on an ongoing basis in the course of reports from structural divisions and the entire university as a whole. Strategic planning is built by taking into account short-term and medium-term tasks that are reflected in the activities of departments and faculties. The analysis of the implementation of the EP is conducted at different levels of management and is represented by the following documents: the annual report of the department and faculty (Minute No. 9 of the Faculty Council dated 24.05.2022), consideration of issues on the educational and methodological state at the STC of the university, presentation of reports and analyzes in areas (results of examination, final conferences on practices, analysis of the state of disciplines, the level of teaching and satisfaction with the organization of the educational process) at meetings of the Academic Council.

Systems for collecting, analyzing, and managing information are based on the implementation of modern information and communication technologies as well as software tools, such as corporate mail, <https://fp.faculty.shakarim.kz/department/26>

Students and teaching staff, employers are involved in the processes of collecting and analyzing information by questioning, interviewing, and making decisions based on them during meetings of the departments, EMC of the faculty (Minute No. 4 of the Faculty Council meeting dated 12/14/21), EMC and the University Academic Council.

The university conducts regular evaluation and revision of the EP with the participation of students, staff, and other stakeholders based on the systematic collection, analysis, and management of information, at least once a year, as a result of which the programs are adapted to ensure their relevance.

The safety of information is conducted in accordance with the University's Privacy Policy, which provides for the procedures for processing the personal data of undergraduates, regulating the distribution of roles and functions in the used IS; use of licensed software and anti-virus programs; the use of various forms of processing, evaluation, and analysis of information to ensure the protection and safety of information; server system administration and backup; restriction of access of individuals to the premises with servers; technical equipment of premises with servers to ensure the safety of workers.

Uses various forms of processing, evaluation, and analysis of information to ensure the protection and safety of information.

System administration of servers and backup; restriction of access of individuals to the premises with servers; technical equipment of premises with servers to ensure the safety of workers.

<https://ais.semgu.kz> operates at the university allowing the comprehensive implementation of the processes of credit technology and distance learning. The AIS system, developed by the CIT of Shakarim University in 2013, is a complex automated information system designed to ensure the efficient operation of the university and has developed "Students", "Teacher", "Dean's Office" systems, and an intra-university electronic document management system of Shakarim State University, available through EDS of university staff at the link <https://sdo.semgu.kz/>.

The main forms of feedback at the university are direct mail to the rector in the form of a box of complaints and suggestions, surveys of consumers of educational services and staff, and meetings of teaching staff and students with leaders of various levels. In order to obtain objective information about the quality of training, "Teacher Through the Eyes of Students" and "Clean Examination" surveys were conducted. The survey is conducted by the Center for

Social Monitoring and Forecasting (CSMP) at the end of the term. In September 2021, 73.5% of the surveyed undergraduates and doctoral students were rather satisfied with some aspects of the educational process, 23.4% were partially satisfied, and 3.1% were dissatisfied.

The official website of the university <https://shakarim.edu.kz> is intended to increase the awareness of students, teachers, employees, employers, partners of the university, and scientific and public organizations on the current state of affairs and directions of development of the university in the educational process, scientific, technical, cultural, social and educational work (academic calendar, CED, schedule, individual class schedules, exam retake schedule, up-to-date information about various academic mobility competitions). The site is available in Kazakh, Russian, and English. Information and news content are kept up to date.

Regular updating of information on EP 7M01702 Foreign Language: Two Foreign Languages is presented on the web resource of the EP and is available via the link (<https://fp.faculty.shakarim.kz/department/26/edu-program/327>). The university has officially registered accounts on all popular social networks, such as Facebook and Instagram

https://m.facebook.com/story.php?story_fbid=pfbid02ev3eyRJZGwN2XssGwU18DtauaqV7ZpBx9wiyMFwcUARhsLoGnrj9fk2DovfS9V1ql&id=100017053187146&mibextid=Nif5oz

https://drive.google.com/file/d/1wQdIm0VSbYaRMjhOY6M8_2f9m7VNPps0M/view?usp=share_link

The electronic library includes the Kazakhstan automated library and information system (KABIS), access to international databases, such as Scopus, ScienceDirect, the Republican Interuniversity Electronic Library (RIEB), the Paragraph Information System, Cyberleninka, B.N. Yeltsin Presidential Library, eLIBRARY.RU.

Analytical part

EEC IAAR after analyzing the information and reporting management system online and offline, including meetings, conversations, and interviews with vice-rectors, heads of departments, heads of structural divisions, students, teaching staff, representatives of employers' organizations, and graduates, as well as familiarizing themselves with the university infrastructure, material, technical and information-methodological resources, and necessary documents notes that the information management, collection, analysis, and reporting system for this cluster at Shakarim university is carried out on the basis of the use of modern information and communication technologies and software tools and resources: basic information is provided on the official website of the university <https://shakarim.edu.kz>, and the management of educational and methodological information takes place within the framework of the AIS Platonus and the author's AIS. The system provides the ability to manage the academic calendar, the formation of individual student plans, the placement of EMCD, and the formation of examination sheets and questionnaires. Data integration by means of AIS Platonus ensures the availability of educational resources and support systems for students, obtaining information intended for the operational and strategic management of the university. Incoming information is constantly monitored.

During the visit of the EEC, the experts were convinced that the feedback channels existing at the university provide an opportunity for all interested persons to contact the management with problems, initiatives, and suggestions for the improvement of activities. Undergraduates of the EP have the opportunity to express their opinion about teachers and the educational process in general during an anonymous online questionnaire. The system of information collection, analysis and management is formed to ensure the quality of the implementation of the EP. This is confirmed by local regulatory legal acts, as well as a structured electronic educational environment, functional characteristics, and a feedback system. The process of collecting information, and monitoring the performance indicators of the EP correspond to the goals of

the university in the field of improving the quality of education.

At the meetings of the department, issues of improving the procedure for collecting and processing information, updating and information security of AIS with personal data of students and teaching staff of the department are discussed.

The university gives consent to the collection, processing, use and storage of its personal data in accordance with the employment contract. In order to protect confidential information, all employees sign an obligation of non-disclosure of official information.

According to the results of the survey conducted by the teaching staff on the problems of late receipt of information about events by employees, 90.3% answered as “never” and 9.7% as “sometimes”.

Strengths / best practice in EP 7M01702 Foreign Language: Two Foreign Languages:

1. Functioning of own complex automated informational system (ais.semgu.kz) designed to ensure effective systems for collecting, analyzing, and managing information.

Recommendations for EP 7M01702 Foreign Language: Two Foreign Languages:

- There are no recommendations for this standard.

EEC conclusions according to the criteria of the Information Management and Reporting standard: 1- strong position, 16- satisfactory.

6.3. Development and Approval of the Educational Program Standard

- ✓ *The EO should define and document the procedures for the development of the EP and their approval at the institutional level.*
- ✓ *The management of the EP must ensure that the content of the EP meets the established goals, including the expected 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 request of society.*
- ✓ *The management of the EP should ensure the availability of developed models of the graduate of the EP, describing the learning outcomes and personal qualities.*
- ✓ *The management of the EP must demonstrate the conduct of external examinations of the content of the EP and the planned results of its implementation.*
- ✓ *The qualification assigned upon completion of the EP must be clearly defined and correspond to a certain level of the NQF 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 training 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 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 that students achieve the planned learning outcomes.*
- ✓ *An important factor is the correspondence between the content of the EP and the results of the training of the EP, implemented by organizations of higher and (or) postgraduate education in the EHEA.*

The evidentiary part

The development and approval of the EP at the university are carried out in accordance with the provisions of normative legal acts in the field of higher and postgraduate education,

as well as in accordance with the documentation developed at the university and necessary for the effective functioning of the educational process.

The process of development and revision of the cluster EP is regulated by the Academic Policy, which establishes the structure, and procedure for the development, registration, approval, approval, implementation, modification, revision, and updating of the EP. The educational program has been developed in accordance with the NRC, professional standards, as well as scientific, theoretical, and practice-oriented requirements for the professional and social competencies of students of the EP.

The functions of developing the EP are carried out by the Academic Committees of the accredited EP, which include: experienced teachers, employers, and students, which is confirmed by the approved composition, and minutes of meetings and is regulated by the Regulations on Academic Committees of Educational Programs of Shakarim University.

Qualitative and quantitative indicators of market requirements determine the mission, goals, and objectives of educational programs and correspond to the available resources and capabilities of the university. During the implementation of the EP, work is underway with employers on determining the areas in demand and requirements for the preparation of master's students of the EP.

In order to ensure quality, the university is improving the EP through the mechanism of internal and external evaluation of the quality of the EP. Internal examination is carried out by involving experienced teachers and heads of structural divisions, invited experts, representatives of business communities, as well as employers who participate in the external examination procedure if they have the appropriate qualifications for the formation of the curriculum, reviewing and examination of the content of the EP. The members of the EEC note the involvement of employers in the design and expertise of the EP cluster in the person of representatives of various organizations such as A.M. Aubakirova (the Principle of the Shakarim Multidisciplinary Gymnasium with training in three languages, Semey), L.K.Meirambekova (Head of the Department of Foreign Languages, Ph.D., Associate Professor, Gumilyov ENU, Astana), Demet (Ph.D., Pammukali YAYLI University, Turkey, Denizli).

The planned ED on EP is the basis for the procedures for assessing the educational achievements of students in the study of modules of basic, profiling, and special disciplines within the framework of the formed general, linguistic, pragmatic, and intercultural competencies that contribute to the formation of professional and personal competencies. The BD and MD programs have a practical orientation, and databases include the disciplines, such as New Linguistics Paradigms, Contrastive Linguistics, Lexico-grammatical and Stylistic Features of Scientific Discourse, and Linguistic Research of Texts of Different Genres. The passage of EP types of practices by students is regulated by Methodological recommendations on research practice for undergraduates of EP 7M01702 Foreign Language: Two Foreign Languages. The bases of practices are educational institutions, centers, etc. the activities of which correspond to the profile of the EP, such as the Department of Foreign Languages of the Semey Shakarim University NJSC, the Alkey Margulan Pavlodar Pedagogical University NJSC, S. Amanzholov East Kazakhstan University NJSC, Abai Library (Semey). Professors, associate professors, and experienced teachers who are well aware of the specifics of the profession and the activities of the practice bases are appointed as practice managers.

The members of the EEC note that the implementation of the EP is aimed at the formation of the professional competence of future graduates who meet the qualification framework of the master. The qualifications obtained upon completion of the cluster EP are clearly defined and correspond to the level of the NQF, the types, scope, and objects of professional activity are described, and a list of possible positions is given. For the implementation of the EP, catalogs of elective disciplines are developed annually, which

describe the disciplines of the component of choice, indicating a brief content, and pre- and post-requirements. The disciplines recommended by employers were included in the catalog of elective disciplines: Functional Grammar of the English Language, Modern Approaches in Teaching English: CLIL and PBL, Second Foreign Language (Advanced), Research Activities of Students in English (No.5 Shakarim Multidisciplinary Gymnasium, KSU, Semey), Development of Educational Programs in English" (No.49 Secondary School, Semey) Contrastive Linguistics, Modeling of Intercultural Communication, Linguistic Research of Texts of Different Genres.

The University has signed agreements with neighboring countries, such as Kyrgyzstan (Kyrgyz State Academy of Physical Culture and Sports), Uzbekistan (A. Navoi Tashkent State University of Uzbek Language and Literature), Ukraine (V.N. Karazin Kharkiv National University), Russia (Novosibirsk State Agrarian University, Omsk State Pedagogical University, Krasnodar Branch of the Plekhanov Russian University of Economics, S.N. Vysheslesky Institute of Experimental Veterinary Medicine), Belarus (Baranovichi State University), Azerbaijan (Veterinary Research Institute); as well as with the following non-CIS countries: Poland (University of Economics, Bydgoszcz), Italy (MOU University of Cassino and Southern Lazio), Romania (Brasov Transylvanian University), South Korea (Kyungdon University).

Within the framework of professional certification, 2nd-year students of EP 7M 01702 Foreign Language: Two Foreign Languages of the Department of Foreign Languages A. Aubakirova, A. Kolyhailova, N. Galimzhanova, A. Zhubanova, etc. (10 in total) participate in the training within the framework of the Scaffolding Pedagogical University Development Project (PUDP) Project with the support of the US Embassy and the ARELTA Association of English Teachers, which is conducted by a certified trainer of the R.S. Malikova (Senior Lecturer) Having completed training from 23.01.2023 to 30.04.2023 in the amount of 72 hours, students of the course will receive a certificate in the direction of Methodology, Content and Curriculum Design.

Number of students who have passed professional certification

OP name	Total students who passed professional certification			
	Academic year	2020-2021	2021-2022	2022-2023
7M01702 Foreign Language: Two Foreign Languages		17	40	47

Analytical part

The development and approval of the content of the cluster EP is regulated by internal regulatory documents. The analysis of the submitted documents, the results of the survey of teaching staff and employers, as well as students demonstrates the fact of attracting a wide range of interested persons to the design of the EP. The development of PEP (Principal Educational Program) is carried out through working groups consisting of experienced teachers and experts in the profile of PEP and students demonstrating systematic work on the quality of modular educational programs.

The content of academic disciplines within the framework of educational programs takes into account the situation on the labor market, the requirements of employers and the requests of consumers of the educational process within the framework of the cluster survey, in the form of reviews, examinations and survey results.

The development and updating of the content of the EP is carried out on a regular basis. The EP is being considered at a meeting of the Educational and Methodological Council with an external expert opinion for subsequent approval by the Academic Council of the University.

In order to ensure quality, the university is improving the EP through the mechanism

of internal and external evaluation of the quality of the EP. Internal examination is carried out by attracting experienced teachers, invited experts, representatives of business communities, as well as employers to participate in the external examination procedure if they have the appropriate qualifications. The quality control system for the formation of an EP is focused on attracting external experts to assess the quality of educational programs in the person of reviewers of graduation papers, heads of practices, and interested employers.

The developers of the EP, in close cooperation with employers, determine the range of tasks for each type of professional activity and then form a list of competencies of the graduate of the EP, the members of the EEC note that the Competence model of the graduate's qualification is a set of key, general professional and professional competencies aimed at meeting the needs of a particular sector of the labor market.

The university has a practice of conducting an external examination of educational programs, the expert opinion contains an assessment of compliance with the professional standard, employers' requests, the level of development of real production sectors, and proposals aimed at improving the educational program. As a rule, the examination of educational programs is carried out by leading employees or heads of organizations, and enterprises that correspond to the profile of training specialists.

The assessment of the quality of the EP was carried out on the basis of an analysis of curricula, a catalog of elective disciplines, meetings with students, teaching staff, attendance of classes, and visual inspection of the scientific library, and gym. During meetings with teaching staff, employers, and students of the OP, it was found that they have a clear idea of the ways and forms of inclusion in the work on the development of educational programs.

When implementing the EP, the GE demonstrates the existence of cooperation with educational organizations of the near and far abroad in the form of concluded contracts. At the same time, the members of the EEC note that only preparatory measures have been taken and the available opportunities to create joint EP with foreign universities have not been sufficiently used. The management of the EP poorly demonstrates the effectiveness and efficiency of measures for the implementation of double-degree or joint educational programs through the harmonization of the content of the EP with the educational programs of leading foreign and Kazakh universities by studying the structure and content of the EP of partner universities. The management of the EP has not demonstrated the existence of existing double-degree or joint educational programs.

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

- the level of satisfaction with the quality of educational programs at the university is rated as “excellent” and “good” (100 %);
- the level of satisfaction with the teaching methodology is rated as “excellent” and “good” (100 %).

Strengths / best practice in EP 7M01702 Foreign Language: Two Foreign Languages:

1. Consistency of the content of the EP with the established goals and planned learning outcomes of a research, linguistic, and applied nature through the provision of a wide range of EP disciplines of the university and elective components.

Recommendations for EP 7M01702 7M01702 Foreign Language: Two Foreign Languages:

1. The management of the EP should include in the Development Plan of the educational program an indicative indicator for the implementation of joint and double-degree EPs by the beginning of 2023–2024 and proceed with the implementation of joint and double-degree EPs with educational organizations.

The conclusions of the EEC according to the criteria of the Development and Approval of the Educational Program standard: 1-strong position and 11-satisfactory.

6.4. Continuous Monitoring and Periodic Evaluation of Educational Programs Standard

- ✓ *The GE should define mechanisms for monitoring and periodic evaluation of the EP to ensure the achievement of the goal to meet the needs of students, and society and to 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 the programs in the light of the latest achievements of science in a particular discipline to ensure the relevance of the discipline taught;*
 - *changes in the needs of society and the professional environment;*
 - *workload, performance, and graduation of students;*
 - *the effectiveness of student assessment procedures;*
 - *expectations, needs, and satisfaction of students with EP training;*
 - *educational environment and support services, and their compliance with the objectives of the EP.*
- ✓ *The management of the EP must demonstrate a systematic approach to monitoring and periodically assessing the quality of the EP.*
- ✓ *The OO, the management of the EP should determine 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 quality guarantee at the university is a process approach within the framework of existing regulatory documents that ensure and control the monitoring of educational programs and determines the quality of the structure and content of the EP the development plans of the EP, the satisfaction of interested parties (employers, students, teachers, etc.) with the quality of educational services. The procedure for making changes to the EP is regulated by the following documents: Academic policy, the documented procedure for internal monitoring of the EP "Procedure for internal monitoring", Regulations on the educational program, etc.

Internal quality assurance is provided through various types of monitoring. The basis for monitoring procedures, periodic evaluation, and revision of educational programs is the approval of new standard curricula for specialties; the introduction of new professional standards; proposals of employers formed by the results of questionnaires or joint activities with graduate departments, which is reflected in the protocols of departments.

The introduction of modern research into the EP is realized through the inclusion of elective disciplines in the EP, the updating of disciplines and their content, as well as through the publication of educational, teaching, and methodological literature, and the publication of scientific articles. The disciplines included in the curriculum within the framework of the EP cluster are aimed at the formation of knowledge of the conceptual foundations of linguistics, literature, and the basics of communication processes in interpersonal, social, political, economic, cultural, educational, and scientific spheres, techniques and technologies of mass, business and professional communications.

The content of the EP is constantly being improved, taking into account the results of the analysis of the requirements of stakeholders (employers) and market demands, so the Research Activities of Students in a Foreign Language Discipline was developed and implemented in the EP. Moreover, Modern Approaches in Teaching English: CLIL and PBL, Development of Educational English Programs disciplines were implemented to improve the professional competence of the future specialist in foreign language education.

The analysis of the current development plans of the EP plans, and monitoring systems

for their implementation is carried out in close cooperation with employers. The system for assessing students' educational achievements, which includes a system for monitoring educational results from the initial level to the formation of a competitive specialist, proves the effectiveness of the existence and implementation of an educational program by questioning all interested persons on a regular basis, active cooperation with employers on quality assurance issues, an intra-university quality monitoring system.

Systematic identification of the degree of satisfaction of students and graduates with the quality of educational services is carried out by the Center for Social Monitoring and Forecasting of the University.

The need to update the content of the EP is determined by the demand of the labor market in the training of teaching staff and the request of employers and students. The revision of the content of the GEP is involved in the coordination of curricula in terms of the list of elective disciplines, during professional practices, with participation in the work of the state attestation commission. To evaluate the educational program, experts from among employers are involved. They are G.T. Toktubaeva (Principle of No. 49 School), K.A. Abylkasymova (the Principle of No.39 School), A. Aubakirov (the Head of the G.S. Tastekeev Multidisciplinary Gymnasium), etc. It is possible to periodically update the content of programs, and build individual educational trajectories.

All processes related to the implementation of the Master's degree program at Semey Shakarim University NJSC are documented and verified by the Center for Monitoring the Quality of Education. The departments monitor the quality of teaching staff classes (electronic journal of mutual visits, schedule of open classes, minutes of their discussion). The results of the examination sessions are discussed at the meetings of the departments. At the end of the academic year, at a meeting of the department with the participation of all interested parties (teaching staff, employers, students), a periodic assessment of the EP is carried out by revising the EC (Education Curriculum), CED, work curricula, syllabuses, the effectiveness and effectiveness of the implementation of the EP are discussed.

The main tools for monitoring and periodic evaluation of educational programs, the university identified the certification of students (current, intermediate, and final), the analysis of methodological support for the implementation of the EP, professional development of teaching staff implementing the program, including in foreign universities, collecting information about the satisfaction of stakeholders with the quality of the implementation of the EP.

The system for monitoring the implementation of plans for the development of the EP includes annual reports of departments and faculties; annual reports of teachers of departments both according to established parameters and individual ratings, reports on public workload; consideration of issues of development of various areas of training specialists at meetings of collegial bodies both at the faculty level and at the university level.

The implementation of monitoring the compliance of the educational environment with the goals of the EP is carried out in stages from the analysis of the modern labor market and the determination of qualification levels, discussion of these requirements with employers, and teaching staff, and based on the conclusions of these discussions, the preparation of the Specification of the EP, Development Plan, CED, etc.

The university carries out systematic work to identify its weaknesses, both in terms of modernizing the content of educational programs; and in improving the conditions for the implementation of EP.

Teachers of the departments responsible for the implementation of the EP use traditional and innovative forms of tasks for current control, forms of knowledge assessment are reflected in the EMCD and methodological materials for preparing for SIW. The syllabus for students outlines the types of activities and the mechanism for evaluating learning

outcomes. The syllabuses provide detailed methodological recommendations for conducting IWMT and IWM: a schedule of IWM with an indication of the topic and type of task, deadlines for the delivery of the material; methodological recommendations for the task, a reference summary or lecture theses, self-control questions, test tasks, a list of basic and additional literature.

The implementation of the EP development plan is provided by the department, responsibility for the final results which is assigned to the teaching staff. For the implementation of EP plans, there are job descriptions that make it possible to rationally and cost-effectively distribute responsibility for their implementation, etc.

Analytical part

In order to ensure effective implementation and create a favorable learning environment, the GE demonstrates monitoring, evaluation and revision of the EP on a regular basis. An expanded meeting of the department is held annually to review the content of implemented EP for their relevance with the participation of all interested parties. The participation of students and graduates makes it possible to determine the needs of students, who may also offer the inclusion of new learning outcomes/competencies. The participation of employers at the meeting makes it possible to define new competencies, and expectations of the professional community, and also update the content of existing courses/modules.

During the visit and analysis of the documentation, the experts of the EEC received confirmation that the objectivity of the assessment of knowledge and the degree of formation of professional competencies of students is achieved by: familiarizing students with the applied criteria for assessing knowledge and requirements for studying the discipline in accordance with the syllabus (working curriculum); accessibility of evaluation criteria to students (in syllabuses and EMCD in the electronic library); functioning of appeal commissions. The University ensures transparency of knowledge assessment. The teacher informs the students about the current progress in the classroom. The student can find out about the results of the intermediate certification in the form of an exam, and current control in the AIS. Internal assessment of the quality and expertise of educational programs is carried out based on the results of the examination session of students – an analysis of academic performance and quality of education is carried out. Academic groups with low academic performance are identified and the reasons for the current situation are determined. Based on the results of the work carried out, proposals are being developed to improve the qualitative parameters of the educational program. Satisfaction with educational services, expectations, and needs of stakeholders are identified through a questionnaire. The respondents are students, graduates, teaching staff involved in the educational program, and employers, which also allows us to evaluate the effectiveness of work in other areas of the implementation of the EP.

The developed curricula are focused on taking into account the competence requirements of employers, strengthening practical training, and the scientific component of each specialty. The list of elective disciplines is based on a comprehensive analysis of the needs of the labor market and also reflects current trends in the development of science.

Mechanisms have been developed to measure students' satisfaction with accredited educational programs: the discussion of educational programs takes place at meetings of the department, at the Academic Council of the Faculty, and at the Academic Council of the University, taking into account the opinions and suggestions of employers and students. In order to obtain the most reliable information about the quality of educational services provided, a survey of students is conducted annually, the results of which are discussed at a meeting of departments and faculties.

The quality control system of the university is a set of measures and procedures of an external and internal nature at the level of the university, faculty, department, and student. The

main monitoring methods are questionnaires, testing, documentation analysis, self-assessment, sample surveys, etc.

However, the members of the EEC note that all changes made to the EP, taking into account changes in the labor market, the requirements of employers, and the social request of society, should be published on the EP web resource and accessible to all interested parties.

The results of the survey showed that students have a positive attitude to the monitoring and evaluation of educational programs, the quality of teaching, material, and technical resources that provide the educational process.

Satisfaction with the quality of academic disciplines at the university was: fully satisfied – 91.7%; and satisfied – 8.3%.

Satisfaction with the quality of teaching was: fully satisfied – 91.7%; partially satisfied – 8.3%.

Strengths/best practice in EP 7M01702 Foreign Language: Two Foreign Languages:

- According to this standard, EP has no strengths.

Recommendations for EP 7M01702 Foreign Language: Two Foreign Languages:

1. The management of the EP should develop a procedure for regular and timely information about all planned and undertaken changes on the web resources of the OP (Deadline: 09/01/2023).

Conclusions of the EEC according to the criteria of the Continuous Monitoring and Periodic Evaluation of Educational Programs standard: 9 – “satisfactory”, 1 – “suggests improvement”.

6.5. Student-Centered Learning, Teaching and Assessment Standard

- ✓ *The management of the EP should ensure respect and attention to the various groups of students and their needs, and 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 feedback mechanisms on the use of various teaching methods and the assessment of learning outcomes.*
- ✓ *The management of the EP should demonstrate the 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 OO must ensure the consistency, transparency, and objectivity of the mechanism for evaluating learning outcomes for each SP, 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 for ensuring the achievement of learning outcomes by each EP graduate and ensure the completeness of their formation.*
- ✓ *Assessors should be proficient in modern methods of evaluating learning outcomes and regularly improve their skills in this area.*

Evidence

The EEC notes that the management of the EP takes certain measures to meet the interests of various groups of students and their needs. In general, the teaching of EP disciplines is based on the achievements of modern teaching methods and practice

in the field of EP; the teaching staff of EP uses methods for evaluating learning outcomes that ensure the achievement of EP goals, as well as the acquisition of competencies by students and the achievement of learning outcomes expected by the EP.

During the combined visit of the EEC to the Shakarim University, it was found that the principles of distribution of the educational load of students between theory and practice were determined within the framework of the EP, thus ensuring the development of the content and achievement of the goals of the EP by graduates.

Students of the EP are provided with information on the criteria for assessing students' knowledge using team-oriented training, situational case-based training, integrated training, information and communication, and computer technologies, training based on simulation technologies, and project-oriented training. The methodology for calculating the GPA, the rules for conducting exams, conducting appeals, etc. are brought to the attention of students. A student who does not agree with the results of the assessment on the exam has the right to appeal. The procedure for granting the right to an individual session is defined in the Academic Policy. Monitoring of the progress of students along the educational trajectory and the achievements of students is carried out through the AIS system, which reflects the results of current control, and the results of intermediate certification – after passing the current exams. With a low GPA, a master's student is given the opportunity to re-study the disciplines(s) within the framework of corrective courses. Consideration of the complaint has clear time criteria that allow for timely consideration and decision-making.

The effectiveness of the evaluation procedures is realized through the measurement of tasks and IWM, the delivery of tasks for the current, milestone, and final types of control.

Educational and methodological complexes of disciplines contain a working curriculum, syllabus, lecture notes (theses), methodological guidelines for all types of classes and works, examination tasks, maps of educational and methodological provision of the discipline, samples of tests, pragmatic and professional tasks, and other handouts.

IWM is a system-forming component of the most formative activity of EMCD undergraduates with a variably excessive number of practical professional case tasks of three levels: for contact classes, for independent educational activities (IWMT, IWM), case tasks for all forms of current (modular) control in the form of creative projects and solutions created by the teaching staff of the EP on an information and digital presentation basis with problem-creative structuring and presentation of the subject content of courses, accompanied by case packages, blocks of standard and pragma-professional tasks and tasks, electronic versions of the IWM and IWMT plan programs that organize the self-forming activity of the undergraduate. Undergraduates of the EP have access to didactic materials, tasks of the SIW and methodological recommendations for their implementation, library resources on the Internet through the media library.

To carry out independent work, undergraduates have access to specialized rooms equipped with computers, booths for oral speech practice, all the necessary text, audio and video kits. During independent work, undergraduates independently perform tasks and save the results in an electronic database for evaluation by the teacher. The IWM schedule is compiled in accordance with the hours set in the working curriculum. The teaching staff of the IWM and IWMT educational programs are defined in the schedule of training sessions and syllabuses of training courses.

The participation of stakeholders in the development and approval of the EP is carried out through social partnerships as a special form of cooperation within which pragmatic professional situations are modeled, requiring trainees to solve problems with the participation of real partners-specialists of these organizations; by reflection, which is the solution of professionally significant problem situations-(cases), i.e. the so-called situational technology,

based on group work. Undergraduates have the opportunity to use information technology and educational portals, online courses.

In the disciplines of EP 7M01702 Foreign Language: Two Foreign Languages, teachers use modern methods of teaching language and translation. The methodology of teaching theoretical and applied disciplines in the master's degree is aimed at studying the methodology of scientific research, the formation of research competence, the use of the methodology of scientific analysis, and the definition of theory, concepts, and approaches in modern processes. The teaching staff of the department applies various forms and methods of teaching using modern technologies and techniques, such as Task-based learning, case study, and Communicative approach. Teaching staff of the department apply innovative methods, interactive principles of work, various active forms of classes, use such interactive methods as: conversations, group work, working in pairs; use of Googleclass, Kahoot, Quizlet, Youtube educational channels, Cousera materials in working with undergraduates, senior lecturers Ismailova G.K., Abdyhanova B.A., Akkalieva A.F., Kalimova J.U. Dyusekeneva I.M. and Malikova R.S. apply the methods of projects, role-playing games, discussions, cinquain.

As part of the implementation of the EP, the teaching staff pays great attention to the use of modern information and communication, analytical-situational, case-based, heuristic technologies (presentations, video lessons, video lectures, interactive classes, film demonstrations, brainstorming, fishbone), technologies that develop critical thinking, game, and project technology.

A set of evaluation criteria are fixed in the AIS Semgu personal account for each discipline during the zero weeks and is available to students for review <http://ais.semgu.kz>.

Monitoring of the progress of students along the educational trajectory is monitored at the following levels: the graduating department, the dean's office, the Student Service Center, which provides statistical data on the form of the CSO, in the PLATONUS system (card file of students, academic streams).

The educational process management system provides students of educational programs with full-fledged interactive digital resources in the format of electronic courses with all the necessary material for mastering the program, including the full-fledged interaction of a master's student with a teacher in a remote mode. Personalized access to AIS contains educational material on all academic disciplines in the format of electronic training courses, as well as interactive tasks, online tests, forums, and other elements. The educational portal provides students with information about current academic performance, boundary controls, exams, computer testing, electronic journal, and online application submission.

The training of evaluators takes place on the basis of an annual Teacher Training Plan. The teaching staff of the EP, during the evaluation of the results of training, use modern assessment methods and improve their professional qualifications. The teaching staff of the department constantly improves and updates their qualifications and knowledge by exchanging experience with foreign specialists in the field of simultaneous interpreting and also taking advanced training courses.

Analytical part

The visit of the EEC experts revealed the existence of a monitoring system, feedback, and a procedure for responding to complaints from students by the management of the EP and the university. The EP syllabuses contain all the necessary components and are student-oriented.

The order of teaching students on an individual educational trajectory on the basis of the Academic Policy is traced, the procedure for registering students for academic disciplines, conducting current, intermediate, and final control, intermediate and final certification, organizing the passage of internships by students, etc. is established. The individual needs of

students are manifested when choosing elective courses, which are carried out on the basis of the Catalog of elective disciplines.

The members of the EEC made sure that students of the EP have the opportunity to choose a discipline, a tutor, a supervisor, and topics for their graduation thesis. Based on the choice of disciplines, individual curricula are formed. On the basis of individual learning trajectories, the schedule of classes, and the pedagogical load of teachers are formed. Professional and academic orientation is carried out with undergraduates, and IEPs are developed taking into account the sequence of studying disciplines. Undergraduates have academic freedom in choosing a module or discipline.

Members of the EEC note that the principle of equality and accessibility for all persons in the educational process applies to all students. There is equal access to educational, research, and educational activities. Ensuring equal opportunities for students is achieved by the completeness of the educational, methodological, organizational, methodological and information support of the educational process, such as the formation of an individual curriculum; the possibility of studying within the framework of academic mobility; the possibility of using the electronic library

According to the results of the survey, 100% of students are completely satisfied with the level of accessibility of the dean's office; 95.8% are fully satisfied with the availability of academic counseling and partially satisfied 4.2 % of students; 83.3% of students are fully satisfied with the availability of the medical health service, 16.7% of students are partially satisfied

Strengths/best practice in EP 7M01702 Foreign Language: Two Foreign Languages:

- According to this standard, EPs have no strengths.

Recommendations for EP 7M01702 Foreign Language: Two Foreign Languages:

- There are no recommendations for this standard.

EEC conclusions according to the criteria of the Student-centered Learning, Teaching and Evaluation standard: 10 – “satisfactory”.

6.6. "Students" Standard

✓ *The EO must demonstrate the existence of a policy for the formation of a contingent of students in the context of the EP, and 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, technical, information resources, and 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 graduates of the EP 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.*

The evidentiary part

The University pursues a policy of forming a contingent of students in accordance with the legislation of the Republic of Kazakhstan and is based on the principle of electability by applicants of a higher educational institution and an educational program. Admission and admission to study for the implemented EP takes place in accordance with the internal regulatory documents Admission rules to Semey Shakarim University NJSC. In 2021, the first enrollment of students in the EP 7M01702 Foreign Language: Two Foreign Languages was carried out. The policy of transferring and restoring students according to EP 7M01702 Foreign Language: Two Foreign Languages is carried out on the basis of the intra-university document Regulations on the Students' Transfer and Restoration of Semey Shakarim University NJSC.

Procedures regulating the life cycle – the procedure of admission, transfer from course to course, transfer from other universities, transfer of credits mastered at other universities, the procedure for evaluating current, intermediate and final controls, the procedure of deduction and recovery, the procedure of internship. All these procedures are described in internal regulatory documents. Students receive from the applicant's Guidebook.

To implement the policy of forming a contingent of students, a set of measures is carried out, such as attracting mass media, designing stands in Kazakh and Russian with the necessary information on admission, placement of career guidance information in social networks.

The contingent of students of the EP 7M01702 Foreign Language: Two Foreign Languages

Courses Year	As of September 1, 2020-2021 academic year		As of September 1, 2021-2022 academic year		Distance learning	As of September 1, 2022-2023 academic year		As of 26.02.2023		Distance learning
	full-time		full-time			full-time		full-time		
	grant	fee-based	grant	fee-based		grant	fee-based	grant	fee-based	
1	24	7	13	15		3	23	3	26	
2			24	29		13	37	13	37	
Total			37	44		16	60	16	63	
			81			76		79		

The University demonstrates the existence of a mechanism to support and adapt newly enrolled students through a system of consulting hours with an adviser, which explains issues related to the educational process, the assessment system, the basics of credit technology of education, etc. Admission and enrollment to the educational program are accompanied by an introductory course containing information about the organization of education and the specifics of the educational program.

Special conditions are provided for persons with disabilities. Undergraduates with

disabilities, who, according to the conclusion of the medical and social examination, are not contraindicated to study at a university in their chosen field of study, can receive tuition benefits by the decision of the preferential commission. The right to the benefit is granted on the recommendation of the Commission for social support of undergraduates and is confirmed by the corresponding order of the rector.

The University has concluded international agreements with partner universities in Europe, Southeast Asia, the Republic of Turkey, South Korea, the USA (Kyungdong University (South Korea, Gyeongsang National University (South Korea, Higher School of Economics (Bydgoszcz, Poland), Pamukalle University (Turkey), Recep Tayyip Erdogan University.) The requirements and conditions for the participation of undergraduates in the academic mobility programs are regulated by the Regulations on the external academic mobility of students and teaching staff in the Semey Shakarim University NJSC.

**Outgoing and incoming mobility of students of EP 7M01702 Foreign Language:
Two Foreign Languages**

EP title	Incoming / Outgoing		
	2020	2021	2022
7M01702 Foreign Language: Two Foreign Languages	-/-	-/-	-/2 (Georgia, Tbilisi)

Academic mobility of the masters of the EP was not carried out due to the significant academic difference in the disciplines of the working curricula and the difficulties of the material order.

The forms of examinations are considered at the meetings of the departments, the decision is recorded in the protocol and approved by the Academic Council. The schedule of examinations and consultations is approved by the Vice-Rector for Academic Affairs and is brought to the attention of teachers and students no later than two weeks before the start of the examination session. The results of the current certification are brought to the attention of students, discussed at a meeting of the department and, based on their results, measures are taken to improve the quality of classes and the content of the EP, methodological and informational support for them. In case of arrears, the procedure for liquidation of academic debts is carried out on a paid basis during the summer semester, according to the approved academic calendar. The coordinating center for monitoring the quality of knowledge is the service of the Registrar's Office of the University.

**The results of the assessment of the level of knowledge of undergraduates in EP
7M01702 Foreign Language: Two Foreign Languages**

Year	Group	Average score
2019–2020	MDYA 901, 902	2.9
2020–2021	MDYA 001	3
2021–2022	MDYA 101	3.2
2022–2023	MDYA 201	3.2

The methods of evaluating learning outcomes within the framework of the EP are team-oriented training, situational case-based training, integrated training, information and communication, and computer technologies, training based on simulation technologies, and project-oriented training.

Students of accredited GEP take part in the research. This is confirmed by the publications of students at various international and national conferences.

Participation of students (for each accredited EP separately) in scientific research and projects

EP title	Within the framework of the discipline's research / Within the framework of the R&D teaching staff		
	2020	2021	2022
7M01702 Foreign Language: Two Foreign Languages	2/1	6/2	6/4

Pavlodar Alikey Margulan Pedagogical University NJSC, East Kazakhstan S. Amanzholov University NJSC, Kazakh Ablai Khan University of International Relations and World Languages University, Abai Library, Toraihyrov University act as the bases of practice of the EP.

The participation of graduates of the EP in the University Alumni Association is only at the implementation stage.

The members of the EEC note the high percentage of employment of graduates of the EP and their demand in the labor market of Semey and the Abai region. So, graduates of the EP Nurpeisova A.B. (class of 2020) works at the Semey Shakarim University as a senior researcher of the Department of Scientific Activity Management, Isagulova D., Mukhamedieva A.B., Tursyn A.N., Saidashev R.R. – teachers of the Department of Foreign Languages, Ibraimov K. – teacher of the Department of Foreign Languages (part-time), graduation 2021 Also, graduates of EP 7M01702 work in their specialty in educational institutions of the city, region, republic as a whole.

Employment of graduates (for each accredited EP separately)

EP name	Total graduates/Employed		
	2020-2021	2021-2022	2022-2023
7M01702 Foreign Language: Two Foreign Languages	90%	94%	92%

The survey of students conducted during the visit of the EEC IAAR showed that 91.7% were fully satisfied with informing students about courses, educational programs, and academic degrees, and 8.3% of students were partially satisfied.

Analytical part

The university pursues a consistent policy of forming a contingent of students. The management of the university and the EP conducts purposeful work on the admission and attraction of applicants and demonstrates the existence of a transparent policy and effective mechanisms for the formation of a contingent of students in the context of the EP, regulating all types of practices, support, and adaptation of students. On the university's website, in the Entrant section, all stakeholders receive sufficient information about the necessary documents for admission, as well as a list of educational programs with their descriptions. The management of the EP has a published regulation on the support and adaptation of students and removes the implementation of special programs for the adaptation and support of students of the EP through a system of discounts and benefits for students of the EP.

The members of the EEC note the stability of the dynamics of maintaining and increasing the contingent of the EP cluster, as a result of effective recruiting measures, support, and adaptation of students.

On the basis of the submitted documents (contracts with practice bases), as well as on the basis of conversations with employers and managers of practices in the workplace, the commission concluded that the university is sufficiently provided with practice bases for accredited EP. During the interview, representatives of the practice bases gave a fairly high assessment of students and graduates. In addition, representatives of the practice bases noted that their suggestions for improving the EP have a positive impact on the learning process.

The members of the EEC note that within the framework of the EP, the conditions for academic mobility of students are provided only by concluded cooperation agreements with a number of universities near and far abroad. However, the students of the EP did not participate in academic mobility programs.

As a result of visiting the graduating department and studying the documents, the members of the EEC confirmed that there is a high percentage of employment of graduates of the EP, as a result of a set of events, such as a job fair; organization of meetings with heads of enterprises and organizations; familiarization with documentation on the employment of graduates; formation of a database of graduates, organization of employment events, etc. However, when interviewing graduates of the EP by members of the EEC, it was found that the involvement of graduates of the EP cluster in the activities of the Alumni Association is low.

Strengths/best practice in EP 7M01702 Foreign Language: Two Foreign Languages:

1. High potential and demand for graduates of the EP in the labor market of the Abay region.

Recommendations for EP 7M01702 Foreign Language: Two Foreign Languages:

1. The management of the EP should consider the possibility of increasing the number of students in academic mobility programs and foreign internships starting from 2023–2024. G.
2. The management of the EP should plan in the EP Development Plan and implement a set of measures to ensure greater involvement of EP graduates in order to increase their contribution to activities Association of Alumni and University Development in time before the start of 2023–2024 G.

EEC conclusions according to the criteria of the “Students” standard: 1 – “strong”; 10 – “satisfactory”, and 1 – “suggests improvement”.

6.7. “Teaching Staff” Standard

- ✓ The EO must have an objective and transparent personnel policy, including in the context of the EP, including recruitment, professional growth, and development of personnel, ensuring the professional competence of the entire staff.
- ✓ The EO must demonstrate the compliance of the staff potential of the teaching staff with the specifics of the EP.
- ✓ The management of the EP must demonstrate awareness of responsibility for its employees and provide them with favorable working conditions
- ✓ The management of the EP should demonstrate the change in the role of the teacher in connection with the transition to student-centered learning. 7.2.5 The EO must determine the contribution of the teaching staff of the EP to the implementation of the development strategy of the EO, and other strategic documents.
- ✓ The EO should provide opportunities for career growth and professional development of the teaching staff of the EP.
- ✓ The management of the EP must demonstrate readiness to involve practitioners in the relevant sectors of the economy in teaching.
- ✓ The PA must demonstrate the motivation for the professional and personal development of EP teachers, 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 personnel policy of the University, including the recruitment and admission process, is based on the Labor Code of the Republic of Kazakhstan, the Law “On Education” of the Republic of Kazakhstan, standard qualification characteristics of positions of teaching staff and persons equated to them, approved by the Order of the Minister of Education and Science of the Republic of Kazakhstan and the Rules of competitive replacement of positions of teaching staff and researchers of Shakarim University, Regulations on the certification of the teaching staff of the Semey Shakarim University NJSC (P 042-1.26-2022 from 03/28/2022)

Recruitment is carried out on the basis of an analysis of the needs of the EP, on the basis of which a competition is announced to fill vacant positions. The competitive selection of teaching staff is carried out on the basis of the applicant's compliance with the qualification characteristics of the positions of scientific and pedagogical workers. Information about vacant positions and competitions for filling vacant positions of teaching staff is announced through the mass media and is also posted on the website of the Shakarim University of Semey in the Vacancies section (<https://shakarim.edu.kz/archived-vacancies?path=universitet>).

The university has developed and approved a system for hiring teachers and working with staff in accordance with the approved rules for competitive replacement of positions of teaching staff and researchers, regulating recruitment and distribution of responsibilities by certain qualification requirements of the university; motivation of employees to quality work, involving them in the processes of continuous improvement of the quality of activities; ensuring the guarantee of qualifications as a prerequisite for quality activities.

Transparency of personnel procedures is ensured by posting information about the list of vacancies of the university in the mass media and conducting a competition commission, conducting annual certification of teaching staff by hearing their reports on the individual plan at the departments and announcing the motivated conclusion of the department with a recommendation for a competition and (or) extension of the employment contract. The personnel procedures carried out are transparent and accessible to the faculty of the university, and are reflected in the orders, which are promptly communicated to all employees of the University.

The implementation of accredited GEP is provided by pedagogical personnel who have a basic education corresponding to the profile of the discipline taught, and are systematically engaged in scientific and (or) scientific and methodological activities. Teachers of modules and disciplines of the profiling cycle, as a rule, have an academic degree of the candidate, Doctor of Sciences, Ph.D., and (or) experience in the relevant professional field.

The share of teaching staff with an academic degree at the university is 52%, which meets regulatory requirements, full-time teachers - 80%. The average age of teaching staff is 45 years, with academic degrees 51 years.

The quantitative and qualitative composition of teaching staff for EP

EP name	Total / Degrees		
	2020-2021	2021-2022	2022-2023
7M01702 Foreign Language: Two Foreign Languages	80%	80%	80%

The university pays attention to the personal and professional growth of the teaching staff serving EP 7M01702. Hence, in 2020-2021, Senior Lecturer, Osanova A.K. entered the

target Foreign Philology doctoral program in 2021-2022, and Senior Lecturer, K.B. Dzhenbayeva, entered Foreign Language: Two Foreign Languages doctoral program. In addition, Senior Lecturer, R.S. Malikova, took advanced training courses organized by the US Embassy.

The teaching staff of the EP demonstrates a fairly high publication activity.

Publication activity of the Teaching Staff 7M01702 Foreign Language: Two Foreign Languages

EP Name	Total Teaching Staff/Number of Scopus, WoS publications		
Year	2020	2021	2022
7M01702 Foreign Language: Two Foreign Languages	7/1	7/4	9/2

EP Name	Total Teaching Staff/Number of CCFES (HAC) publications		
Year	2020	2021	2022
7M01702 Foreign Language: Two Foreign Languages	7/6	7/6	9/7

EP Name	Total Teaching Staff/Number of publications of the conference and other journals of the Republic of Kazakhstan		
Year	2020	2021	2022
7M01702 Foreign Language: Two Foreign Languages	7/24	7/32	9/37

EP Name	Total Teaching Staff/Number of publications, workbooks, etc.		
Year	2020	2021	2022
7M01702 Foreign Language: Two Foreign Languages	7/1	7/11	9/8

Teaching staff of the Educational Program 7M01702 Foreign Language: Two Foreign Languages is actively engaged in research work: professor Ismailova G.K. is the holder of 2 state grants for the implementation of scientific activities 2021-2023 and 2022-2025.

B.A. Abdykhanova participated in the implementation of state projects implemented jointly with the teaching staff of the L.N. Gumilyov Eurasian National University in Astana in the period from 2018 to 2020 (AP051340225-OT-18, AP05134026).

Involvement of teaching staff in research work on grants

EP Name	Total Teaching Staff/Involvement of teaching staff in research work on grants		
Year	2020	2021	2022
7M01702 Foreign Language: Two Foreign Languages	7/3	7/3	9/4

The results of the research and scientific and methodological activities of the teaching staff of the Educational Programme are monographs and textbooks. Professor Ismailova G.K., Ph.D. in Philology has published the following textbooks: An electronic textbook on the English language and an E-portfolio presentation. The content of educational and methodological complexes and textbooks is being updated, advanced technologies are being introduced into the pedagogical process; in order to improve the quality of education and assimilation of practical skills, contracts are being concluded with heads of schools, colleges,

universities both within the city and the region and beyond.

The implementation of the professional development plan is carried out on the basis of Regulation R042-9.06–2021 «Regulations on the system of professional development of teaching staff and university staff». The teaching staff of the Educational Programme cluster demonstrates activity in participating in advanced training courses for professional development. An annual professional development plan is drawn up, according to which the teaching staff of the EP takes advanced training courses, for example, on the methodology of teaching English and the development of the content of online classes, etc.

Professional development of teaching staff (TS)

EP Name	Total Teaching Staff/Passed professional development		
	2020-2021	2021-2022	2022-2023
7M01702 Foreign Language: Two Foreign Languages	7/7	7/6	9/6

Teachers of the Department of Foreign Languages B.A. Abdykhanova, A.F. Akkalieva took part in a 72-hour seminar organized by NU, B.A. Abdykhanova took part in a seminar within the framework of the VUCA program, R.S. Malikova, A.F. Akkalieva, took part in a series of seminars organized by the American Embassy in Kazakhstan and RELO on modern teaching methods of foreign language. All advanced training courses are paid for by the university.

Within the framework of the Educational Programme, measures are being taken to develop academic mobility and attract foreign and domestic teachers on the basis of signed memoranda and contracts with foreign universities.

Outgoing and incoming mobility of teaching staff (TS)

EP Name	Incoming TS/Outgoing TS		
	2020-2021	2021-2022	2022-2023
7M01702 Foreign Language: Two Foreign Languages	-/	-/4	-/2

Specialists in the field of education and philological sciences are involved in the implementation of the Educational Programme. So, teaching staff of leading universities of Kazakhstan have been invited to carry out the management of master's works. In the 2022-2023 academic year – A.T. Baekeyeva (Ph.D., Maqсут Narikbayev University, Associate Professor), L.K. Meirambekova (Ph.D., L.N. Gumilyov Eurasian National University), who completed an internship at one of the leading American universities under the Bolashak program in 2022-2023 in the specialization «Leadership in Education».

Along with the traditional forms of teaching at the university of teaching staff, a variety of pedagogical teaching methods are used, as well as innovative teaching methods using the following modern methods: case study (R.S. Malikova), communicative-oriented approach in learning a foreign language (B.A. Abdykhanova, Zh.U. Kalimova, G.K. Ismailova., A.F. Akkalieva), and the method of critical thinking (I.M. Dyusekeneva and Zh.N. Abisheva).

Letters of thanks, diplomas, prizes confirming the well-deserved reputation of the university testify to the effectiveness of the public activities of the teaching staff of the Educational Programme, so 2 teachers of the Department of Foreign Languages who have implemented the Educational Programme in different years were awarded the Best University Teacher title: G.K. Ismailova (2013, Ph.D., Professor); G.A. Kurebaeva (2016, Ph.D.).

Analytical part

During the visit, the IAAR experts received confirmation that the university has an objective and transparent personnel policy, including recruitment, professional growth, and staff development, ensuring the professional competence of the entire staff. The University demonstrated the compliance of the staff potential of the teaching staff with the university development strategy and the specifics of the Educational Programme.

The EO demonstrated the successful functioning of the personnel development policy, the availability of procedures to ensure the quality of teaching and the maintenance of professional standards and ethics, the availability of mechanisms and criteria for the systematic evaluation of the activities of teaching staff. There is a close connection between scientific research and teaching at the department, which is confirmed by the introduction of research results into the educational process. The members of the EEC note the participation of the teaching staff in the work of commissions and working groups, etc.

Opportunities are given for the development of scientific activity and the professional development of teaching staff. Various forms and methods of professional development are used: courses, seminars, workshops, conferences, training, distance learning, webinars, internships, etc. The university has established a mechanism to support young teachers. There is a close connection between scientific research and teaching at the department, which is confirmed by the introduction of research results into the educational process. The members of the EEC note the active participation of the teaching staff in the work of commissions and working groups, as members of the jury at olympiads of various levels, etc. However, the members of the EEC note that in the presence of international relations and cooperation agreements, the share of participation of the teaching staff of the Educational Programme in academic mobility programs is very low.

The EO demonstrates the functioning of the mechanisms of motivation of the teaching staff of the Educational Programme through the provision of financial assistance for the publication of research results, the passage of advanced training courses, etc. During the visit of the EEC, it was found that the EO demonstrates responsibility for its employees and provides favorable working conditions. The management of the university and the Educational Programme provides opportunities for career growth and professional development of teaching staff. The management of the Educational Programme attracts teaching staff with a high level of professional training and provides targeted actions for the development of young teachers.

The university has created favorable conditions for the remuneration system, financial incentives for teaching staff, free access to the library fund and information resources of the university, and opportunities to improve skills at the expense of the university, which is a mechanism for motivating and stimulating teaching staff, as well as social conditions, such as the work of the health center, the functioning of gyms, the work of the psychological counseling office.

Strengths/best practice of EP 7M01702 Foreign Language: Two Foreign Languages:

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

Recommendations for EP 7M01702 Foreign Language: Two Foreign Languages:

1. The management of the EP should consider the possibility of increasing the share of teaching staff participating in academic mobility and foreign internship programs starting from 2023-2024.

***The conclusions of the EEC according to the criteria of the Teaching staff standard:
1 - strong position, 8 - satisfactory, 1 position - suggests improvement.***

6.8. Educational Resources and Student Support Systems Standard

- ✓ *EO should guarantee a sufficient number of educational resources and student support services to ensure the achievement of the goal of the EP.*
- ✓ *The EO 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 EP (adults, working, foreign students, as well as students with disabilities).*
- ✓ *The management of the EP should demonstrate the availability of support procedures for various groups of students, including information and counseling.*
- ✓ *The management of the EP must demonstrate compliance of information resources with the specifics of the EP, including:*
 1. *technological support for students and teaching staff (for example, online training, modeling, databases, and data analysis programs);*
 2. *library resources, including the fund of educational, methodological, and scientific literature on general education, basic and profile disciplines on paper and electronic media, periodicals, and access to scientific databases;*
 3. *examination of research results, graduation papers, and dissertations for plagiarism;*
 4. *access to educational Internet resources;*
 5. *functioning of WI-FI on the territory of the educational organization.*
- ✓ *EO demonstrates the planning of providing the EP with educational equipment and software similar to those used in the relevant sectors of the economy.*

The evidentiary part

During the inspection, the EEC made sure that the Semey Shakarim University NJSC has sufficient material, technical, information and library resources used to organize the process of training and education of students and the implementation of the mission, goals and objectives of the university. Material and technical support of educational programs takes into account the development of scientific and technological progress, the possibility of advanced training.

When implementing accredited Educational Programmes of this cluster, the material and technical base is used to ensure the conduct of all types of classes provided for in the working curriculum. The material and technical base is provided by the presence of an educational building with online classrooms, equipped classrooms and laboratories, computer classes for conducting classes.

The educational process of undergraduates of the Department of Foreign Languages is carried out in the academic building No. 3 of the Semey Shakarim University NJSC. The classroom fund of the Department of Foreign Languages for lectures and practical classes includes Classroom 201 (Teaching and Methodological Classroom), Classroom 234 (Language Laboratory), Classroom 202 (Linguistic Classroom), Classroom 203 (Audio-video Resource Classroom), Classroom 207 (Second Foreign Language Classroom), Classroom 213 (Specialized Classroom), Classroom 218 (Lecture Classroom).

Support procedures for various groups of students, including informing and consulting, and meeting the career needs of undergraduates are carried out by various departments, such as the Department of Academic Affairs and the Registrar's Office. All procedures for supporting undergraduates in the academic educational process are prescribed in the Guidebook, which is posted on the university's website.

Academic support of the student is carried out through digital electronic means (Student's Personal account on the Educational portal, information support on the official resources of the University).

The educational and laboratory facilities and the classroom fund correspond to the contingent of students and the educational programs being implemented, sanitary and epidemiological norms, and requirements. The fund of educational, methodological, and scientific literature on general education, basic and profile disciplines of the EP.

Indicators of information and library support of the university

EP Name	ELS/Paper publications, including scientific ones		
Year	2020	2021	2022
7M01702 Foreign Language: Two Foreign Languages	434 copies of books	245 copies of books	ELS in 2022 – AknurPress and SmartKitap / 78 copies of books

Library resources: availability of textbooks, teaching materials and scientific literature on paper and electronic media according to the Educational Programme (in Kazakh, Russian and other languages). To date, the Library has access to database materials on a regular basis, such as the Republican interuniversity electronic Library (Polpred Electronic Library System, Cyberleninka, B.N. Yeltsin Presidential Library, etc.). One of the activities of the Scientific Library is the publication of a “Bulletin of Shakarim University” scientific journal and the pedagogical series of the Bulletin.

Semey Shakarim University NJSC has a licensed software system for detecting text borrowings in educational and scientific works Turnitin LLC. General Agreement with the California company Turnitin LLC (USA) dated 04.13.2022. The Regulation “On the procedure for checking written works for borrowings using the TURNITIN system” has been developed and approved.

The results of the offline and online inspection demonstrate that the infrastructure of the accredited EP meets modern requirements and ensures the implementation of a student-centered approach to learning.

The university effectively operates various student support services (academic support, social support, technical support, financial support), which are characterized by accessibility and demand.

The university has a system of measures to assist students who have not passed the milestone and final control for a good reason, on the basis of a student's application, the dean of the faculty sets individual deadlines for their passage. Passing the examination session according to an individual schedule is allowed if the student provides a supporting certificate of illness, due to the birth of a child, etc.

Consultations with the use of ICT are conducted by teachers and staff of educational centers through forums and chats of the web portal shakarim.edu.kz, as well as additional communication software (for example, «Zoom», «Microsoft Teams»).

The university has created conditions for barrier-free access to education and accommodation for students with special needs: there are ramps; a call button; elevators; floor numbers on the elevator buttons are indicated in Braille for tactile perception; a tactile ground guide strip, and an information mnemonic (tactile motion diagram) is installed at the entrance to the building for the visually impaired.

The academic buildings have Wi-Fi with free Internet access. The bandwidth of the Internet channel is 130 mbit/s incoming stream and 130 mbit/s outgoing stream. In general, on the territory of the main, first, and third academic buildings there is coverage with wireless access to the network and to the Internet (Wi-Fi) in a percentage of 70%. The coverage of the territory of the dormitories with wireless access to the network and to the Internet (Wi-Fi) reaches 100% with a connection to a separate Internet channel with a width of 60 mbit/s.

During the survey, 91.7% of students noted that they were completely satisfied with the availability of computer classes and Internet resources, and 8.3% of students were partially satisfied.

Analytical part

During the visit of the EEC, it was established that the university ensures the availability of sufficient, accessible and relevant educational resources and student support services. When allocating, planning and providing educational resources, the university takes into account the needs of various groups of students. There is data on the availability of library and information resources.

The university has created conditions for professional growth and information support for both teaching staff and students of accredited Educational Programmes. As a result of a visual inspection by the members of the EEC of the facilities of the material base, it was noted that in order to ensure the educational process of accredited Educational Programmes, the university has all the necessary educational and material assets. The buildings and structures of the University comply with the current sanitary standards and fire safety requirements. Classroom and laboratory facilities, classrooms and other premises, sports facilities comply with established norms and rules. Instructions, Regulations on safety, fire safety, maintenance of classrooms, in fixed classrooms have been developed.

During the on-line visit to the university, the members of the EEC note the existence of support procedures for various groups of students, including informing and consulting.

During the visit of the EEC, the experts were convinced that the university has its own infrastructure that ensures its functioning in many areas. The visual inspection confirmed the sufficiency of material and technical resources and the corresponding infrastructure for the educational programs being implemented. Students have access to educational materials and assignments. The university has created Wi-Fi zones that provide access to the corporate network and the Internet.

A unified system of library and information services has been created. The purchase of educational and methodological literature at the request of the department is carried out in sufficient volume. The information support of the university meets the requirements of the program; the library contains all the materials necessary for training: educational, technical, reference, and general literature, and various periodicals. The library has an electronic catalog that allows you to search for the necessary literature and provides access to electronic versions of individual textbooks and teaching materials, including those developed by the teaching staff of the university. EP is equipped with the necessary classroom fund, educational laboratories, computer classes, a gym, etc. University students have access to the necessary resources both on internal websites and external resources. The speed and stability of the Internet connection meet modern requirements.

Information on the EP is mainly presented on the web resource of the EP and shared accounts in the social networks of the university, however, the members of the EEC note that the EP does not have its own page and account in social networks, which limits the feedback channels with all stakeholders and interested parties.

Strengths/best practice of EP 7M01702 Foreign Language: Two Foreign Languages:

Using the international-level Turnitin program to conduct a qualitative examination of research results, graduation papers, and theses for plagiarism.

Recommendations for EP 7M01702 Foreign Language: Two Foreign Languages:

- There are no recommendations for this standard.

The conclusions of the EEC according to the criteria of the standard «Educational resources and student support systems»: 1 - strong position, 12 - satisfactory.

6.9. Public Information Public

✓ *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 EP;*
- *qualification and (or) qualifications that will be awarded upon completion of the EP;*
- *teaching and learning approaches, as well as the system (procedures, methods and forms) of assessment;*
- *information about passing scores and educational opportunities provided to students;*
- *information about graduate employment opportunities.*

✓ *The management of the EP should provide for a variety of ways to disseminate information, including mass media, information networks to inform the general public and interested persons.*

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

✓ *The EO should demonstrate the reflection on the web resource of information characterizing 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 framework of the EP.*

The evidentiary part

The university has an official website in Kazakh, Russian and English [https://shakarim.edu.kz /](https://shakarim.edu.kz/). The university's website promotes the formation of the university's image, provides an information environment for applicants, parents of students, employers, graduates, and university staff, openness and accessibility of information to the public on the global Internet. The site has sections: About the University; Applicants; Vacancies; Science; Faculties; Graduates; News, etc.

The website contains operational information in the form of news, links to other Web resources, etc. And also, in addition to the official page, the university has accounts on social networks Facebook (shakarim_ff), telegram t.me/shakarimpps,

Information characterizing the university as a whole in the context of EP, the teaching staff is posted on the website under the heading «Department of Foreign Languages».

<https://fp.faculty.shakarim.kz/department/26>.

Information about employment opportunities for graduates of the EP is available on the website <https://shakarim.edu.kz> in the «Graduates» section.

<https://shakarim.edu.kz/pages/vypusnikam>

Information about the teaching staff of the EP is regularly updated

(<https://fp.faculty.shakarim.kz/department/teachers/26>).

The website provides the necessary information about the EP, selection criteria, students, and available opportunities for students to study. Information about the content of educational programs, terms of study; forms of training; a brief description of the field of application of knowledge; employment prospects; a brief description of skills; a summary of the program.

Information support for the activities of the university and its departments is also provided through the media to form a positive public opinion about the activities of the university

In order to make information about teaching staff available to the public, personal pages with brief biographical information and a list of publications are posted on the university's website, and audited financial statements are presented on the website and are publicly available.

Analytical part

The members of the commission noted the position suggesting the improvement of

objective and up-to-date information on the university's website within the framework of the EP. The members of the EEC state the availability of information on the possibility of awarding qualifications at the end of the EP; information about the various opportunities provided to students; information about the achievements of the teaching staff of the EP, the rules of admission of applicants, educational programs, terms and form of study, international programs and partnerships of the university, the advantages of the university and each faculty, information about the employment of graduates, reviews of graduates, etc.

The university has organized and actually proved the activities of the management of the EP and teaching staff in the media. The management of the EP uses a variety of ways to disseminate information, including mass media, information, and social networks to inform the general public and interested persons. To inform applicants, information boards, posters, stands, banners, etc. are placed in the foyer of the university's academic buildings. Information on the events held is placed in the «News» section.

Assessment of the satisfaction with information about the activities of the university, the specifics, and the progress of the implementation of the EP is carried out regularly and systematically through questionnaires, surveys, and feedback. An anonymous survey of students conducted during the visit of the EEC of IAAR showed that 95.8% of students are fully satisfied with the usefulness of the website of the organization of education in general and faculties in particular, and 4.2% are partially satisfied, 87.5% are fully satisfied with the awareness of students about courses, EP, and academic degrees, 12.5% of students are partially satisfied.

The members of the EEC recommend that the university's website provide wide access to up-to-date information on interaction with employers and other stakeholders, including to inform about the development and adjustment of EP and their development plans, about structural divisions, employees and teaching staff of the university, about the implementation of innovative projects and other areas of activity and development.

Thus, the members of the EEC note the need to update, expand and improve the information base of the electronic pages of the EP in order to ensure the availability of the necessary information on all changes in accredited EP for all interested parties, namely informational letters, announcements of foreign embassies about grants, new educational resources, to strengthen the library fund and the material and technical base of the EP.

Strengths/best practice of EP 7M01702 Foreign Language: Two Foreign Languages:

- According to this standard, EP has no strengths.

Recommendations for EP 7M01702 Foreign Language: Two Foreign Languages:

1. To improve the navigation of the website and the web page of the Educational Organization to ensure the availability of information and publications on open resources for all interested parties on a regular basis by the beginning of 2023-2024.

2. The EP management should diversify the ways of information dissemination (including mass media, web resources, information networks, etc.) to inform the general public and interested persons on a regular basis starting from 2023-2024.

The conclusions of the EEC according to the criteria of Public Informing standard: 11 - satisfactory positions, 1 position - suggests improvement.

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

Strengths/best practice of EP 7M01702 Foreign Language: Two Foreign Languages:

EP Management standard

1. The university demonstrates a commitment to a culture of quality at all levels of activity: including top management, teaching staff, and students, which is achieved through the regularity of all business processes, and systematic, stable, and orderly educational, research, and educational activities.

Information Management and Reporting standard

1. Functioning of its own integrated automated information system ais.semgu.kz, designed to provide an effective system for collecting, analyzing, and managing information.

Development and Approval of the EP standard

1. Consistency of the content of the EP with the established goals and planned learning outcomes of a research, linguistic, and applied nature through the provision of a wide range of disciplines of the educational program of the university and elective component.

Continuous Monitoring and Periodic Evaluation of Educational Programs standard

- According to this standard, EP has no strengths.

Student-centered Learning, Teaching, and Assessment of Academic Performance standard

- According to this standard, EP has no strengths.

“Students” standard

1. High potential and demand for graduates of the EP in the labor market of the Abay region.

“Teaching Staff” standard

- According to this standard, EP has no strengths.

Educational Resources and Student Support Systems standard

Using the international-level Turnitin program to conduct a qualitative examination of research results, graduation papers, and thesis for plagiarism.

Information Public standard

- According to this standard, EP has no strengths.

(VIII) OVERVIEW RECOMMENDATIONS FOR QUALITY IMPROVEMENT FOR EACH STANDARD

Recommendations for EP 7M01702 Foreign Language: Two Foreign Languages:

EP Management standard

1. The management of the EP should make adjustments to the Development Plan of the EP in terms of indicative indicators in numerical or % ratio, taking into account the dynamics of growth in the context of years (Deadline: 01.09.2023).
2. Introduce a section with a list of risks and measures to prevent and minimize them into the EP Development Plan (Deadline: 01.09.2023).

Information Management and Reporting standard

- There are no recommendations for this standard.

Development and Approval of the EP standard

1. The management of the EP should include in the Development Plan of the educational program an indicative indicator for the implementation of joint and double-degree EP by the beginning of 2023-2024 and start implementing joint and double-degree EP with educational organizations.

Continuous Monitoring and Periodic Evaluation of EP standard

1. The management of the EP should develop a procedure for regular and timely informing about all planned and undertaken changes on the EP's web resources (Deadline: 01.09.2023).

Student-centered Learning, Teaching and Assessment of Academic Performance standard

- There are no recommendations for this standard.

“Students” standard

1. The management of the EP should consider the possibility of increasing the number of students in academic mobility programs and foreign internships starting from 2023-2024.
2. The management of the EP should plan in the Development Plan of the EP and implement a set of measures to ensure wider involvement of graduates of the EP in order to increase their contribution to the activities of the Alumni Association and the development of the university in the period up to the beginning of 2023-2024.

“Teaching Staff” standard

1. The management of the EP should consider the possibility of increasing the share of teaching staff participating in academic mobility and foreign internship programs starting from 2023-2024.

Standard «Educational resources and student support systems»

- There are no recommendations for this standard.

Standard «Informing the public»

1. Improve the navigation of the site and the web page of the EP to ensure the availability of information and publications on open resources for all interested parties on a

regular basis by the beginning of 2023-2024.

2. The management of the EP should diversify the ways of information dissemination (including mass media, web resources, information networks, etc.) to inform the general public and interested persons on a regular basis starting from 2023-2024.



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

During the visit, the members of the External Expert Commission did not form recommendations for the development of the organization of education that go beyond compliance with the standards of the IAAR.



(X) **RECOMMENDATION TO THE ACCREDITATION COUNCIL**

The members of the External Expert Commission came to the unanimous opinion that EP 7M01702 Foreign Language: Two Foreign Languages, Semey Shakarim University NJSC can be accredited for 5 (five) years.

