



«АККРЕДИТТЕУ ЖӘНЕ РЕЙТИНГТІҢ
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 on the
assessment for compliance with the requirements of specialized
accreditation standards

OP 7M04102 “Management”, 7M04104 “Marketing”,
6B04106 “Marketing”, 6B04105 “State and local government”
NJSC "Toraighyrov University"

for compliance with the standards of specialized accreditation of an
educational program of higher and (or) postgraduate education

Date of visit: from April 01 to April 03, 2024

INDEPENDENT ACCREDITATION AND RATING AGENCY
External expert commission

*Addressed to
Accreditation
IAAR Board*



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LIST OF SYMBOLS AND ABBREVIATIONS

AIS	–	Automatic information system
AMP	–	Administrative and management personnel
AW	–	Automated workstation
BD	–	Basic disciplines
HEI	–	Higher education institution
SGESE	–	State general educational standard of education
FSC	–	Final state certification
FC	–	Final control
IC	–	Individual curriculum
ICT	–	Information and communication technologies
KPI	–	Key Performance Indicators
CTT	–	Credit technology of training
CED	–	Catalog of elective disciplines
MSHE	–	Ministry of Science and Higher Education
MEP	–	Modular educational program
SL	–	Science Library
RLAS	–	Regulatory legal acts of the state
SB	–	Supervisory Board
NCSTI	–	National Center for Scientific and Technical Information
OE	–	Organization of education
GED	–	General education disciplines
EP	–	Educational program
FTD	–	Full text databases
PD	–	Profile disciplines
TS	–	Teaching staff
RSTL	–	Republican Scientific and Technical Library
FC	–	Frontier control
QMS	–	Quality Management System
OS	–	Organization standard
ToU	–	Toraighyrov University
MC	–	Model curriculum
TMC	–	Training and methodology complex
EMCD	–	Educational and methodological complex of the discipline
EMCS	–	Educational and methodological complex of the specialty
EMA	–	Educational and methodological advice
ECTS	–	European Credit Transfer System

(I) INTRODUCTION

In accordance with Order No. 41-24-OD dated January 31, 2024 of the Independent Agency for Accreditation and Rating, from April 1 to April 3, 2024, an external expert commission assessed the compliance of educational programs 7M04102 “Management”, 7M04104 “Marketing”, 6B04106 “Marketing”, 6B04105 “State and local management”, implemented by NJSC “Toraigyrov University” for compliance with the standards of specialized accreditation of the educational program of higher and (or) postgraduate education of the IAAR (No. 68-18/1-OD dated May 25, 2018).

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

Composition of EEC:

Chairman of the EEC - Alexey Anatolyevich Ryadnov, Doctor of Biological Sciences, Professor, Academician of the Russian Academy of Natural Sciences, Volgograd State Agrarian University (Volgograd, Russian Federation).

National expert: Tatibekov Bauyrzhan Nurlanovich, Candidate of Economic Sciences, Director of the Department for Scientific Work and International Cooperation, International University of Engineering and Technology (Almaty, Kazakhstan);

International expert: Babajanov Davron Dadodzhonovich, Doctor of Economics, Vice-Rector for International Relations of the Tajik State University of Law, Business and Politics (Khujand, Republic of Tajikistan);

Student: Arystan Aidana, 3rd year doctoral student, specialty “Nanotechnology”, Kazakh-British Technical University (Almaty);

Coordinator from IAAR is Gulfiya Rivkatovna Nazyrova, Candidate of Economic Sciences, project manager for specialized and institutional accreditation of IAAR (Astana).

(II) REPRESENTATION OF THE EDUCATIONAL ORGANIZATION

Non-profit joint-stock company "Toraigyrov University" is a subject of higher and postgraduate education in the Republic of Kazakhstan.

The university trains highly qualified specialists, takes part in determining the prospects for the development of the main sectors of the region's economy, carries out funded research work and develops its own entrepreneurial initiatives.

Toraigyrov University was created during the period of intensification of market reforms on the basis of the Pavlodar Industrial Institute (hereinafter referred to as PII). FDI was organized by resolution of the Council of Ministers of the USSR dated September 20, 1960 No. 1009 and the Council of Ministers of the Kazakh SSR dated October 25, 1960 No. 928. The birth of FDI was caused by the requirements to accelerate the development of the country's economy, in particular, energy, heavy industry, mechanical engineering and construction in the region. The Pavlodar region needed highly qualified engineers for the construction and launch of tractor and aluminum plants, new industrial enterprises, the development of the Ekibastuz coal deposit, the formation of an energy base, and housing construction, both in the Pavlodar region and beyond. На начальном этапе в вузе было создано три факультета: энергетический; машиностроительный; инженерно-строительный.

A significant event in the life of the university was its transformation in 1992 into the Kazakh State Technical University. A faculty for teaching in the state language was created within it. In 1994, the university was transformed into Pavlodar State University. A year later, the disbanded Pavlodar Pedagogical Institute became part of it. The university became known as Pavlodar State University named after S. Toraigyrova. In 2022, by decree of the Government of the Republic of Kazakhstan, the university was transformed into a non-profit joint-stock company "Toraigyrov University" with 100% participation of the state represented by the Ministry of Education and Science of the Republic of Kazakhstan.

Today, Toraigyrov University is a large multidisciplinary regional university that combines the classical principles of university development, focused in the long term on building the "University 4.0" model.

The mission of the Toraigyrov University is defined as "Development of human capital and assistance in the formation of outstanding, socially responsible digital professionals, harmonious and versatile personalities."

The vision of the Toraigyrov University is "Innovative digital university, the leading academic and research center of the country."

This initiative is supported by the Akimat of the Pavlodar region and the "Strong University – Strong Region" initiative is currently being implemented jointly with the university. The main objective of this initiative is the implementation at the level of the Pavlodar region of the triple helix "Government - business - science (university)", through:

- an inextricable connection with the real sector of the economy.
- implementation of the results of applied scientific activities in the cluster surrounding the university (sale of intellectual property results to business structures or creation of technology companies by students and teachers based on the results of their own scientific activities and R&D).

The university has 9 faculties:

- Faculty of Architecture and Construction;
- Faculty of Humanities and Social Sciences;
- Faculty of Natural Sciences;
- Faculty of Engineering;
- Faculty of Computer Science;
- Faculty of Agricultural Sciences;

- Faculty of Economics and Law;
- Faculty of Energy;
- Faculty of Foundation.

The university also has: Military Department, IT School, Higher College of Toraigyry University, Startup Academy.

The university is developing and improving in accordance with the Development Strategy of NJSC “Toraigyrov University” for 2020–2024, which is based on the main trends in the development of higher education in the world and the national project “Quality Education “Educated Nation”:

1) Digitalization:

- development of digital capabilities and sustainability of universities;
- formation of a digital ecosystem of universities using modern information and communication technologies;
- widespread use of massive open online courses;
- transition to the “digital universities” model.

2) Interdisciplinarity:

- development of innovative programs with an interdisciplinary approach and the development of multiple intelligences;
- close cooperation with representatives of business and employers;
- reference point for the Atlas of new professions;
- determination of the Algorithm for the development of innovative educational programs;

3) Lifelong learning:

- creation of a savings system (bank) for loans;
- recognition of the results of non-formal and informal education;
- provision of nanodegrees and assignment of microqualifications;
- introduction of certification and confirmation of qualifications;

4) Social inclusion:

- strengthening social inclusion and improving the quality of education;
- providing opportunities for equal access for students with different socio-economic, cultural and educational levels;
- psychological and advisory support for students and teachers;

5) Implementation of the National Model of Quality Assurance System:

- state management of the quality assurance system;
- internal quality assurance system;
- external quality assurance system.

Brief description of the accredited EP of cluster 1.

The graduating department for accredited educational programs 7M04102 “Management”, 7M04104 “Marketing”, 6B04106 “Marketing”, 6B04105 “State and Local Administration” is the Department of Economics.

The main activities of the department are training personnel in the above educational programs and conducting scientific research in the field of marketing and public administration.

The department implements undergraduate educational programs 6B04106 “Marketing”, 6B04105 “State and Local Administration” and master’s programs 7M04102 “Management”, 7M04104 “Marketing”.

Information about the student population is given below.

Table 6.1 – Dynamics of the population of accredited educational programs

Speciality	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024
6B04106 «Marketing»	12	25	45	59	84

6B04105 «State and local government»	103	112	132	95	114
7M04102 «Management»	23	23	14	12	27
7M04104 «Marketing»	3	2	3	2	6
Total	141	162	194	168	231



(III) DESCRIPTION OF PREVIOUS ACCREDITATION PROCEDURE

Educational programs 7M04102 “Management”, 7M04104 “Marketing”, 6B04106 “Marketing”, 6B04105 “State and Local Administration” undergo specialized accreditation again.

The previous accreditation of educational programs 6B04105 “State and Local Governance”, 7M04102 “Management” took place at the Independent Agency for Accreditation and Rating (IAAR).

Accreditation of educational programs took place 6B04106 “Marketing”, 7M04104 “Marketing” in another agency.



(V) DESCRIPTION OF THE VISIT OF EEC

Program of the visit of the expert commission for the primary specialized accreditation of the educational program at the Non-Profit Joint Stock Company "Toraigyrov University" in the period from April 1 to April 2, 2024.

In order to coordinate the work of the EEC, an orientation meeting was held on March 30, 2024, and powers were distributed among the members of the commission.

Introductory information about the infrastructure of the university, plans for the development of the university, the activities of structural units and the implementation of accredited programs were received during a meeting with the Rector, vice-rectors for areas of activity, heads of structural units, heads of departments, teachers, and students.

During the excursion, members of the EEC got acquainted with the state of the material and technical base of the university, and visited the classrooms for conducting lectures, practical and laboratory work on the profile of accredited educational institutions, and the places of operation of support services.

List of objects for visual inspection: room 239 "for conducting classes and defending theses, master's projects and dissertations"; office 420 "with stands describing the sectoral structure of the economy, the principles and criteria of sustainable economic development, the economic map of Kazakhstan, showcases with professional literature and manuals published by teachers of the department, Portraits of scientists of Kazakhstan"; office 528 "auditorium named after Doctor of Economics, Academician Aubakirov Yakhiya Aubakirovichi equipped with display cases of educational literature and teaching aids, and economic literature of leading economic scientists"; Assembly Hall; Library; Student Service Center; Faculty "Foundation".

At the meeting of the EEC of the IAAR with the teaching staff, students and employers, clarification was carried out on the issues that arose during interviews with the heads of the university and heads of structural divisions about the implemented policies of the university and the specification of information from the self-assessment report of the university.

At the time of accreditation, 2nd year students of the educational program "State and Local Administration" and 3rd year students of the educational program "Accounting and Auditing" attended classes.

VEC experts reviewed the databases of practices for EP 7M04104 "Marketing", 6B04106 "Marketing", 6B04105 "State and Local Management"; specialized accreditation was repeated in SMM-AGENCY YARCHE LLP, Sberbank JSC, Aluminum of Kazakhstan JSC, IP "Darina", Center for the Development of Youth Initiatives of the Pavlodar Region, Department - Agency for Civil Service Affairs of the Republic of Kazakhstan in the Pavlodar Region; Branch of the Academy of Public Administration under the President of the Republic of Kazakhstan in the Pavlodar region.

In accordance with the accreditation procedure, an online survey was conducted 35 Teachers and 35 students.

To clarify, the contents of the self-assessment report, which was uploaded to the exchange folder before the EEC visit, were updated.

Recommendations for improving the accredited educational program of NJSC Toraigyrov University were presented at the final meeting with management on April 2, 2024.

(VI) COMPLIANCE WITH SPECIALIZED ACCREDITATION STANDARDS

6.1. Standard "Educational Program Management"

- ✓ *The organization of higher and (or) postgraduate education must have a published quality assurance policy. Quality assurance policies should reflect 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.*
- ✓ *A commitment to quality assurance must apply to any activity carried out by contractors and partners (outsourcing), including joint/double degree education and academic mobility.*
- ✓ *The management of the EP demonstrates its readiness to ensure transparency in the development of the development plan of the EP based on an analysis of its functioning, the real positioning of the EP and the focus of its activities on meeting the needs of the state, employers, students and other interested parties. The plan must contain the start date for the implementation of the educational program.*
- ✓ *The leadership of the EP demonstrates the presence of mechanisms:*
 - *formation and regular review of the EP development plan and monitoring its implementation, assessing the achievement of learning goals, compliance with the needs of students, employers and society, making decisions aimed at continuous improvement of the EP.*
- ✓ *The management of the EP should involve representatives of stakeholder groups, including employers, students and teaching staff in the formation of a development plan for the EP.*
- ✓ *The management of the EP must demonstrate the individuality and uniqueness of the development plan of the EP, 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 job responsibilities of staff, and delimitation of the functions of collegial bodies.*
- ✓ *The management of the OP must provide evidence of:*
 - *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, their improvement, decision-making based on facts.*
- ✓ *The management of the EP must implement 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 educational program must ensure the participation of representatives of employers, teaching staff, students and other interested parties in the collegial bodies governing the educational program, as well as their representativeness when making decisions on issues of managing the educational program.*
- ✓ *The PO 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.*
- ✓ *EP management must undergo training in educational management programs.*

Evidence

Management of EP 7M04102 "Management", 7M04104 "Marketing", 6B04106 "Marketing", 6B04105 "State and local government" is carried out at all levels of the university's

functioning: the university board, departments, faculties and departments.

The management of the EP is carried out in accordance with the Development Strategy of NJSC "Toraigyrov University" for 2020 - 2024: <https://tou.edu.kz/arm/storage/files/642173b60c5c34.62206768.pdf>

In accordance with the development strategy, a policy in the field of quality of student training is formed and determined. The quality policy is posted on the official Internet website of the university and is publicly accessible both to students, teaching staff, and all citizens.

The quality policy is defined by the following attributes:

- Vision and Mission of the university;
- University values;
- University quality policy;
- Strategic goal and Strategic objectives of the university.

All students, teaching staff, and employees of the university's structural divisions take part in the development of the quality policy. All students and teaching staff are familiar with the university's quality policy.

The vision of the university is an innovative digital university, the leading academic and research center of the country."

The mission of the university is to develop human capital and promote the formation of outstanding, socially responsible digital professionals, harmonious and versatile personalities.

The main values of the university are:

- responsibility;
- innovation;
- openness;
- confidence;
- academic culture.

University quality policy - The first place of the university in the system of higher and postgraduate education in Kazakhstan. The quality policy presupposes the quality of the following processes at the university:

- development of management of main processes;
- improvement of the educational (academic) process;
- improvement of the research process;
- development of the university financing system.

The strategic goal of the university is to become a regional center of academic excellence through the formation of advanced scientific schools.

The strategic objectives of the university are formed in the following areas:

- academic activities;
- research activities;
- university financing;
- development of HR resources;
- socio-cultural activities.

The quality policy can be found at the following link: https://tou.edu.kz/ru/?option=com_docs

Quality within academic activities is characterized by such strategic indicators as:

- ensuring parity of the three-stage personnel training system in accordance with the trends in the functioning of research-type universities;
- dynamic development and implementation of joint educational programs;
- development of innovative educational programs commissioned by industry associations and enterprises;
- development of dual learning technology;
- gradual provision of parity in the student population in accordance with the trends of

research-type universities;

- gradual increase in the share of students from near and far abroad countries, development of academic mobility;
- digitalization of the academic process;
- significant achievement of quality institutional indicators of the university in the national and international educational space.

The quality of the university's research activities is indicated by the following indicative indicators:

- systemic and dynamic process of involving teaching staff in research and innovation activities;
- ensuring an increase in the number of concluded contracts for the implementation of applied research projects;
- ensuring high-quality growth in the volume of funding for research projects and bringing the share of income from R&D to the current level in the general budget of the university;
- qualitative growth of teaching staff know-how and publication activity;
- grant support for the scientific activities of young scientists from the university;
- digitalization of R&D.

The quality of the university financing system is indicated by the following indicative trends:

- ensuring diversified financing of the university's activities;
- ensuring investment growth to increase the level of progressivity of the university's fixed capital;
- development of financing for personnel training from local executive bodies and employers;

The quality of HR resource development is characterized by the following areas:

- significant increase in the level of gradation of human resources;
- increasing the level of teaching staff proficiency in foreign languages;
- expanding the internationalization of human resources and advanced training.

The following indicative priorities have been identified for the socio-cultural activities of the university:

- attracting teaching staff and students to a healthy lifestyle;
- involvement of students in socially useful and volunteer activities;
- support for students with special educational needs;
- organization of living and leisure conditions for students.

The quality assurance policy is based on close and systemic integration of the academic, scientific, socio-cultural and financial and investment activities of the university.

The quality policy for each EP is concentrated in three areas:

- goals of educational programs;
- generated learning outcomes;
- content of educational programs (disciplines studied).

Goals, generated training results for OP 7M04102 "Management", OP 7M04104 "Marketing", OP 6B04106 "Marketing", OP 6B04105 "State and local government" are presented in Table 1.1.

The goals, formed learning outcomes, and the content of the EP are reflected in the MOP of educational programs. Information is available at the link: https://drive.google.com/drive/folders/1Ag2AoLie-QuATrJhLiPyuhMzv59fdroU?usp=drive_link

Table 1.1 – Goals, formed results of training in EP

Purpose of the EP	Learning outcomes
<i>7M04102 «Management»</i>	
Preparation of highly	- Possesses conceptual knowledge in the field of science and

<p>qualified, competitive, creative masters with in-depth professional training in the field of management, economics and business</p>	<p>professional activities.</p> <ul style="list-style-type: none"> - Independently determines the goals of professional activity, chooses adequate methods and means of achieving them. - Proficient in information technology and information management skills. - Possesses basic skills of professional and scientific communication in the state, Russian and foreign languages (level B1, B2, C1). - Develops and implements startup projects based on his own scientific research. - Carries out scientific, scientific-pedagogical, innovative activities to obtain new knowledge. - Identifies promising areas of scientific research, substantiates the relevance, theoretical and practical significance of the problem under study. - Proficient in modern methods and techniques for teaching economic disciplines in educational institutions at various levels. - Thinks creatively and creatively approaches new problems and situations. - Analyzes and develops the organization's strategy based on modern methods and advanced scientific achievements. - Highly qualified in the field of corporate governance, investment, production and risk management, personnel management, project management.
<p>7M04104 «Marketing»</p>	
<p>Training of highly professional marketers focused on solving problems of marketing development at the territorial and national levels</p>	<ul style="list-style-type: none"> - Possesses conceptual knowledge in the field of science and professional activities. - Determines the goals of professional activity, selects adequate methods and means of achieving them, carries out scientific and innovative activities to obtain new knowledge, makes decisions and responsibilities at the department level. - Demonstrates leadership qualities in creating an organic society in the business, professional, scientific world. - Possesses basic skills of professional and scientific communication in the state, Russian and foreign languages (level B1, B2, C1). - Makes an economic assessment of the solutions being developed in the implementation of scientific and innovative activities. - Controls the activities of economic entities, based on scientifically based conclusions and technical and economic calculations, in order to effectively and rationally make management decisions. - Develop analytical reports on the state and dynamics of development of markets for goods and services, based on marketing research. - Develops measures to improve the organization of departments' activities, including planning, forecasting, cost management, and material and technical supply, logistics, and

	<p>sales.</p> <ul style="list-style-type: none"> - Knows methods of searching for new attractive markets and products, their use in the formation of effective marketing strategies for the development of the organization. - Predicts the development of situations in world markets, assesses the prospects and consequences of international economic transactions, using modern information technologies. - Implements marketing strategies that provide competitive advantages in the market.
<i>6B04106 «Marketing»</i>	
<p>Training of highly professional marketers focused on developing marketing development programs for enterprises, firms, companies of regional and national importance</p>	<ul style="list-style-type: none"> - Possesses observation, ability to interpret, analyze, draw conclusions, ability to make assessments, has critical thinking skills, creativity, and is capable of self-development. - Able to adequately navigate various social situations, able to work in a team, correctly defend his point of view, and propose new solutions. - Demonstrates leadership qualities based on the ideas of citizenship and patriotism, the modernization of public consciousness - Rukhani Zhangyru, the third modernization of Kazakhstan when organizing and participating in events at the university, regional, and republican levels. - Demonstrates proficiency in basic communication skills in the state, Russian and foreign languages (level A2, B1, B2), including in the professional field. - Develops startup projects in the field of professional activity, taking into account the current regulations of the Republic of Kazakhstan, including in the field of ecology and environmental management. - Has practical skills in developing a business case and introducing innovations in the field of tangible and intangible production. - Proficient in information and communication technologies for the rational organization of work and solving standard professional tasks. - Able to identify problems and ways to effectively solve them based on an analysis of the relationship between economic processes and phenomena at the macro and micro levels. - Develops measures to improve the organization of activities of all departments, including: planning, forecasting, cost management and logistics, sales. - Has practical skills in using basic and special methods of economic analysis of information, its systematization and generalization, preparation of reviews, reports on issues of professional activity. - Possesses the tools of comprehensive marketing research, modern approaches to organizing marketing activities, for making effective management decisions. - Manages advertising budget and product profitability using modern techniques and sales methods.
<i>6B04105 «State and local government»</i>	

<p>Preparation for the implementation of professional organizational and managerial, economic planning, social and managerial, financial and analytical, research and design activities in the field of state and local government and public service, economics and business, socio-cultural life of society</p>	<ul style="list-style-type: none"> - Possesses observation, ability to interpret, analyze, draw conclusions, ability to make assessments, has critical thinking skills, creativity, and is capable of self-development. - Able to adequately navigate various social situations, able to work in a team, correctly defend his point of view, and propose new solutions. - Demonstrates leadership qualities based on the ideas of citizenship and patriotism, the modernization of public consciousness - Rukhani Zhangyru, the third modernization of Kazakhstan when organizing and participating in events at the university, regional, and republican levels. - Demonstrates proficiency in basic communication skills in the state, Russian and foreign languages (level A2, B1, B2), including in the professional field. - Develops startup projects in the field of professional activity, taking into account the current regulations of the Republic of Kazakhstan, including in the field of ecology and environmental management. - Proficient in information and communication technologies for organizing work and solving standard professional tasks. - Be able to analyze the necessary economic information, including the results of the latest research by domestic and foreign economists on the problems of the functioning of the national economy, the private and public sectors of the economy. - Applies logical, managerial thinking necessary to solve production problems in everyday situations, in professional activities is able to use quantitative methods of information processing. - Performs management in the field of national economy and public administration. - Develops programs for the development of administrative-territorial units, regions, industries, and the national economy. - Participates in the formation of industrial and innovative development programs, evaluates their effectiveness, organizes investment and innovation activities. - Able to build standard theoretical and econometric models based on descriptions of economic processes and phenomena and analyze the results obtained.
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As part of the quality policy of EP and their results, the university has developed a “Graduate Model”, which includes the following elements:

- general level of education;
- social and ethical competencies;
- economic, entrepreneurial, organizational and managerial competencies;
- competencies in the field of fundamental training;
- special (professional) competencies.

The graduate’s special (professional) competencies are determined in accordance with the requirements of the relevant levels of education according to the NQF, ORK, State Educational Standards and professional standards of the EP, and also take into account the specifics of the

educational trajectory of his training, taking into account the interests of employers.

The continuous process of ensuring the quality of educational programs is regulated by the university's quality management system. The quality management system was introduced at the university in 2005. The University has a certificate of compliance of the quality system with the International Standard ISO 9001:2015 in relation to educational activities for training, in accordance with state mandatory standards of higher professional education in areas in accordance with the scope of licensing.

In 2022, the university introduced the international anti-corruption standard ISO 37001-16 "Anti-corruption management system."

In the process of ensuring the quality of educational programs, the university pays great attention to issues of academic integrity:

- a code of academic integrity was adopted;
- the university has a licensing system "Anti-plagiarism-Kazakhstan University" (license code: 171U-500P-MANA-1013-62CD, license validity dates: 12/14/2023 – 12/13/2024). https://drive.google.com/file/d/1gNi_ReZkrAiCHmpu5jA3FBa1_5pGKkul/view?usp=drive_link

Students' works are checked for plagiarism. Acceptable borrowing criteria are defined for all types of written work. When checking written works for plagiarism at the university, they are guided by MI QMS 4.03.2-22 Checking written works for plagiarism.

- annually the quality of EP implementation is assessed in accordance with SO QMS 8.15.1 – 20 "Internal Quality Assurance System".

To evaluate the EP, a survey is carried out among teaching staff, employees, students, employers and other interested parties (heads of departments, deans, structural units studying in the context of departments).

The university has automated the process of surveying teaching staff, AUP and students. The responsible department (Compliance Service) creates questionnaires and assigns them to a group of respondents:

- students;
- teachers;
- employees.

Respondents complete the survey in their personal accounts:

- students in their personal account at https://tou.edu.kz/student_cabinet/
- teachers in their personal account at <https://tou.edu.kz/armp/index.php>
- employees in their personal account at <https://tou.edu.kz/arm/>

The main directions of research through questionnaires are:

- assessment of the level of quality of educational services;
- assessment of the socio-psychological sphere of life;
- assessment of the degree of satisfaction with professional activities;
- assessment of the degree of satisfaction of graduates with the level of quality of professional training;
- assessment of the degree of satisfaction of employers with the level of quality of professional training;
- determination of self-esteem of personal and educational potential; assessment of the quality level of psychological and career guidance services;
- assessment of the degree of satisfaction of parents studying with the level of quality of educational services.

Quality control of the EP is carried out by the head of the department, teaching staff of the department. The head of the department monitors the quality of students' training through control visits to classes, followed by analysis, identification of shortcomings and presentation of recommendations for improving the quality of students' training. To assess the quality of classes, the department conducts mutual visits and open classes for teachers. For all types of visits and

mutual visits to classes, there are electronic journals containing an analysis of the academic activities of teachers: <https://forms.gle/vFTeMvtsKPy9vXTr8>.

In accordance with the schedule of the educational process, from 20 to 25 open classes are planned and conducted every year.

During the semester and upon its completion, quality control of the educational program is carried out based on an analysis of student performance. At meetings of the department, the current performance of students is discussed, based on the results of which measures of influence are applied to unsuccessful students (conversations with the curator, head of the department, dean).

Medium-term development plans are being developed for all OP 7M04102 “Management”, OP 7M04104 “Marketing”, OP 6B04106 “Marketing”, OP 6B04105 “State and local government”. The EP development plan includes the following elements:

- SWOT analysis;
- the purpose and objectives of the educational program. Uniqueness of the educational program;
- development of academic activities;
- development of scientific activities.

SWOT analysis of OP 7M04102 “Management”, OP 7M04104 “Marketing”, OP 6B04106 “Marketing”, OP 6B04105 “State and local government” is presented in table 1.2.

Table 1.2 - SWOT analysis for the development of educational programs

Strengths (S)	Weaknesses (W)
<ul style="list-style-type: none"> - implementation of educational programs in accordance with the university’s mission, vision, strategic plan; - developed and implemented process approach to the management of educational programs in accordance with the international quality management standard ISO 9001-2015 (academic, research and educational processes); - availability of developed long-term development plans for educational programs; - high level of academic freedom within the framework of designing educational programs; - interaction between the leadership of the university, faculty and department with the business community within the framework of the management of the educational program; - dynamic and intensive improvement of educational programs based on scientific research and the implementation of contractual research work; - assessment of indicative indicators of program implementation based on their positioning in republican ratings, as well as on the basis of the internal system of KPI indicators; - use of electronic management systems for planning and implementation of educational programs; 	<ul style="list-style-type: none"> - the presence of reserves to ensure the applied significance of educational programs through the intensification of scientific research and the implementation of commercial contractual scientific projects; - availability of reserves to expand the capabilities of digitalization of the educational program management system; - availability of reserves to expand direct and indirect participation of the business community in the management of educational programs; - low level of application of innovative management systems in the educational process.

<ul style="list-style-type: none"> - the presence of a stage-by-stage quality control system for the implementation of the educational program on the principles of open classes and their mutual attendance; - transparency of the educational program management system, participation of students in the management system. 	
Opportunities (O)	Threats (T)
<ul style="list-style-type: none"> - implementation of the principles of innovative management in the management of educational programs; - development of organizational mechanisms to increase the level of intensification of participation of the business community in the management of educational programs; - expanding the capabilities of digitalization of the educational program management system. 	<ul style="list-style-type: none"> - insufficient level of attention from the business community to the quality of HR resources; - a high level of dependence of the university's financial sustainability system on the number of students and, to a minimal extent, on their quality.

EP development plans are developed by the departments to which EPs are assigned. EP development plans undergo public discussion with representatives of all interested parties based on proposals and amendments that the authorized collegial body of the university makes changes to the project.

Educational program development plans - link: https://docs.google.com/document/d/1HyZyWLB5YbqhBCVuLM6RqtzD-tKAZVmm/edit?usp=drive_link&oid=101428785004246282019&rtpof=true&sd=true

To develop EP and control the quality of EP, departments have academic and expert councils, including outside representatives:

- students;
- teaching staff;
- real sector of the economy (managers of small, medium and large enterprises, government agencies).

In all areas of training of personnel in higher and postgraduate education, State Educational Standards of the Republic of Kazakhstan are available. Personnel training is carried out according to curricula, which for each area are developed for the entire period of study in accordance with the State Educational Standard and standard curricula. Individual curricula determine the educational trajectory of each student and are formed in accordance with the specialty curriculum and the catalog of elective disciplines for each academic year.

The direct implementation of the EP is carried out on the basis of curricula, the implementation of which is carried out through compliance with the terms of study according to the academic calendar, the schedule of training sessions, examination sessions, as well as the work of the State Certification Commission. Curricula comply with regulations in the education system, optimal organization of work for students and teachers.

In accordance with the curriculum, the following are prepared and approved:

- UMKS;
- teaching load of the department, taking into account the student population;
- calculation of the number of rates by department;
- individual teaching staff plans are formed;
- PPPs are developed by UMKD.

For optimal implementation of the EP, a rational distribution of study groups by stream is ensured, facilitating the most qualified delivery of lecture classes, the effective use of personal

computers, and the reduction of economic costs. The formation of lecture streams is based on the content of the curriculum of disciplines of related specialties. The content of the curricula corresponds to the mission of the university, approved at a meeting of the Academic Council of NJSC "Toraigyrov University", to the needs of potential consumers, qualification characteristics, and requirements for graduates in the labor market.

When distributing academic disciplines between teachers, the basic education, teaching experience and practical experience of the teaching staff are taken into account. The class schedule corresponds to the curriculum (by the number of academic weeks in a semester, the coincidence of the start and end dates of the semester, sessions, practices, vacations, compliance with established certification forms).

The scheduling process is designated as a separate process and assigned to the Office of Academic Support. When drawing up the schedule, the wishes of individual departments are implemented, due to the specifics of conducting classes: the provision of specialized classrooms. The schedule of individual consultations of teachers is drawn up at the departments. The class schedule is posted on the information boards of the departments, as well as on the university information portal. Training sessions are conducted in the form of lectures, practical classes, seminars and laboratory work. All work training programs are compiled in strict accordance with work curricula and standard programs.

To coordinate the implementation of the EP at the university, the necessary organizational and management structure has been formed:

- Department of Academic Activities (DAD);
- Office registrar (OR).

The structure of the DBP includes:

- academic support management;
- student academic support sector;
- career center.

The University determines and implements measures to maintain constant communication with consumers - students and potential employers, regarding: information on changes in curricula and work programs in areas of specialist training; processing requests, contracts or orders, including amendments thereto; feedback from consumers, including complaints, claims and suggestions.

Students receive feedback from teachers regarding their progress in learning directly in class, as well as through an electronic portal, where weekly scores are assigned for their performance. The University collects and uses in its work: data characterizing the expectations and requirements of consumers; information on the extent to which educational services comply with the State Educational Standards of the Republic of Kazakhstan, the expectations and requirements of consumers; data on the functioning of the processes by which educational services are produced. This information is systematically collected and processed using proven techniques: questionnaires, surveys of employers, organization of job fairs, collection of characteristics from graduates' places of work, analysis, statistical calculations.

An important factor in the implementation of OP 7M04102 "Management", OP 7M04104 "Marketing", OP 6B04106 "Marketing", OP 6B04105 "State and Local Administration" is cooperation with other universities.

In the process of managing educational programs, the university management, heads of structural divisions, deans of faculties, and heads of departments take into account risks.

The university operates in a changing external environment. The university has mechanisms for responding to changes in the external environment, which includes conducting explanatory seminars and optimizing internal documents of the quality management system.

Risk management at Toraigyrov University is regulated by the standard SO QMS 6.02.3-2022 "Risk Management": https://tou.edu.kz/ru/?option=com_docs

The risk management model at the university is presented in Figure 1.1.

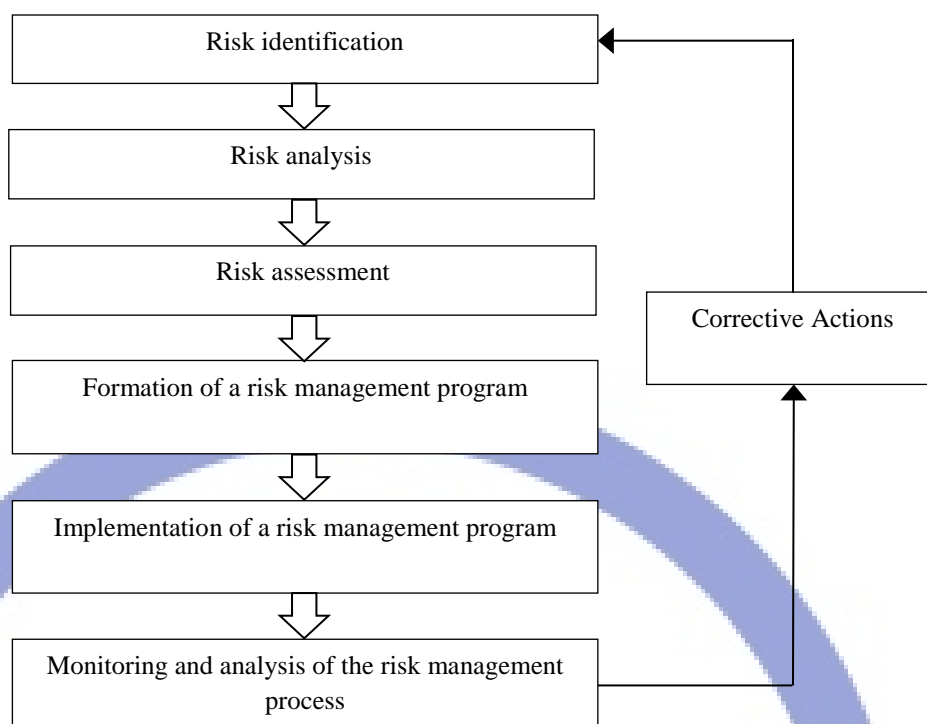


Figure 1.1 – Model of risk management in a university

Risk assessment at the university is carried out annually by the Office of Accreditation and Quality Management System together with the Department of Economics and Finance and the Department of Legal Support and Public Procurement.

All funding standards are tied to the contingent: the number of full-time employees, replenishment of the material and technical base, and others. In this regard, during the years of financial recession, there is a necessary reduction in staff, costs for the acquisition of goods and materials, and the university is in saving mode.

Knowledge of risks serves as the basis for developing a system of measures to counter them, including: creating working conditions and regulating wages that stimulate the safety of teaching staff; intensification of career guidance work of teaching staff; a system for modifying prices for educational services and a system of mutual offsets in organizing external academic mobility of students; providing students with deferred payment and a system of payment benefits, etc.

The mechanism for preventing risks is the annual report of all departments on the results of activities, analysis of surveys of students and employers, adjustment of current plans, decisions of the administration to improve the services of the university.

The key factor in neutralizing risks is the introduction of innovations in all areas of the university's activities, all business processes in the implementation of educational programs. The university has adopted the following procedure for introducing innovations: innovative proposals at the university are drawn up in the form of an official letter with a description and submitted to the Research and Innovation HUB. The research and innovation HUB brings the received information to management, and after a series of discussions, a decision is made to implement or reject the innovative proposal. One of the conditions for the effective implementation of credit education technology is the use of innovative teaching methods. The issues of development and use of innovative methods and information technologies in the educational process are given great importance at the university. For example, new information technologies are actively used in the educational process, which includes the creation of a fund of training and testing programs in

various disciplines, the publication of electronic textbooks and the development of innovative teaching methods. Computer technologies at the university are used for strategic planning of its development and forecasting assessments, description, documentation and optimization of work processes, creation of electronic document management, etc.

The management of OP 7M04102 “Management”, OP 7M04104 “Marketing”, OP 6B04106 “Marketing”, OP 6B04105 “State and Local Administration” completed courses in the direction of “Educational Management”:

- https://drive.google.com/file/d/1pD-Lsj_GnrE64L7MYm8vsEZYVE8TBnn/view?usp=share_link

https://drive.google.com/file/d/1J2d2Af4BoMAas0_IaGtQf9_0Zf35k0IT/view?usp=share_link

<https://drive.google.com/file/d/1OocskAOGJeM6JmqAw9aw5XmF2NnnaapA/view?usp=sharing>

The highest collegial governing body of the university is the Academic Council, which acts on the basis of the Charter and Regulations on the Academic Council. The work of the Academic Council is carried out in accordance with strategic plans and a plan approved for each academic year. The range of issues brought up at council meetings covers the entire spectrum of the university’s main activities. Also, if necessary, individual current key issues that are not included in the plan and require prompt decision-making and constant monitoring are considered.

An analysis of work plans and minutes of meetings of the Academic Council and other collegial bodies shows that the issues under consideration correspond to the current tasks of the university and faculty, and the decisions made contribute to the improvement of the training of bachelors and masters and the sustainable development of the university.

Analytical part

NJSC "Toraigyrov University" has a clearly structured quality policy, which is posted on stands in all structural divisions of the university and on the university website. Self-report submissions regarding the growing number of publications, increasing numbers of applicants, and the revision of development plans in line with current changes confirm the openness and high level of provision between research, teaching and learning.

The self-assessment report noted that the goals of the EP satisfy the needs of the state, stakeholders and students in the field of training, who are in demand in the national and international labor markets. However, the members of the EEC failed to see the mission, strategy and policy in the field of quality in the presented OPs and in the development plans of the OP.

The EEC Commission notes that the minutes of the meeting of the departments were not presented, where the results of monitoring of accredited EPs with the development of specific decisions, determination of deadlines and responsible persons were considered.

The introduction of innovations in the educational program during interviews among university employees and teaching staff occurs through discussion at the level of the rector's office, at meetings of collegial bodies and departments. The university staff is involved in discussing the need to introduce changes and the specifics of their implementation. However, the EEC commission notes that if there is a close connection with partner enterprises, the university has the opportunity to introduce innovative proposals and the results of implemented research into the educational process from both teaching staff and representatives of commercial structures.

An important fact is the clear orientation of the graduate’s preparation to perform functions within the specifics of enterprises in the Pavlodar region as an industrial region of the country. Thanks to this, it was possible to achieve a higher degree of integration with enterprises in the region, and university graduates have the opportunity to find employment in these enterprises. In turn, the regional focus of the implementation of EP and their content is confirmed by its uniqueness and individuality.

The self-report sets out in sufficient detail and consistently the forms and methods of relationships with partner enterprises and universities.

In the current structure of the organization and the composition of managers, it was possible to build a fairly effective system for ensuring the quality of the implementation of the EP in all aspects: content, management, monitoring, coordinated work of structural units, and making the necessary decisions.

In general, in the course of studying the self-assessment report and supporting documents of the university, the education quality policy is aimed at ensuring the connection between scientific research, teaching and learning, as well as interaction with employers, which is reflected in the strategic goal and objectives of the NAO quality policy " Toraigyrov University. This involves conducting research and introducing their results into education. To ensure the implementation of research results into the educational process, a mandatory requirement for teaching staff is the registration and testing of scientific research results in the form of articles, monographs, textbooks, electronic textbooks and their use in updating and implementing educational programs.

During the assessment of educational programs, there was no supporting documents on a clear definition of those responsible for business processes within the educational programs, as well as an unambiguous distribution of staff duties. Since the main function of managing educational programs is assigned only to the head of the department, unfortunately, in the case of delegation of the authority of the head of the department to manage educational programs to responsible persons, there are no supporting documents at the department.

At the same time, members of the EEC note an incomplete understanding of the risks regarding the management of the university and educational programs, since the results of a risk analysis for accredited educational programs were not provided.

Strengths/Best Practices:
- *not identified.*

Recommendations of the EEC for EP 7M04102 “Management”, 7M04104 “Marketing”, 6B04106 “Marketing”, 6B04105 “State and local government”:

- Develop and implement joint and/or double-degree educational programs, taking into account the inclusion in them of a section confirming the commitment of partner universities to quality assurance. Deadline: 03/01/2027.

- Documentarily delegate the powers of the head of the department to manage educational programs. Deadline: 10/01/2024.

- Based on the results of the analysis and risks for each educational program, it is necessary to clarify the individuality and uniqueness of the development plan of educational programs, taking into account national development priorities and the development strategy of the university. Deadline: 04/01/2025.

EEC conclusions:

According to the “Educational Program Management” standard:

Educational programs 7M04102 “Management”, 7M04104 “Marketing”, 6B04106 “Marketing”, 6B04105 “State and Local Administration” have 16 satisfactory positions and 1 suggesting improvement.

6.2. Information Management and Reporting Standard

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

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

✓ *EP management must demonstrate evidence-based decision making.*

✓ *The EP must provide for a system of regular reporting, reflecting all levels of the structure, including assessment of the effectiveness and efficiency of the activities of departments and departments, and scientific research.*

✓ *The OE must establish the frequency, forms and methods of assessing the management of the EP, the activities of collegial bodies and structural divisions, senior management, and the implementation of scientific projects.*

✓ *The OE must demonstrate the determination of the procedure and ensuring the protection of information, including the identification of responsible persons for the accuracy and timeliness of information analysis and provision of data.*

✓ *An important factor is the presence of mechanisms for involving students, employees and teaching staff in the processes of collecting and analyzing information, as well as making decisions based on them.*

✓ *The management of the EP must demonstrate the existence of a mechanism for communication with students, employees and other stakeholders, as well as mechanisms for resolving conflicts.*

✓ *The educational organization must demonstrate the presence of mechanisms for measuring the degree of satisfaction of the needs of teaching staff, staff and students within the educational program.*

✓ *The OE must provide for an assessment of the effectiveness and efficiency of activities, including in the context of the EP. Information to be collected and analyzed within the framework of the OP should take into account:*

- *key performance indicators;*
- *dynamics of the student population in terms of forms and types;*
- *level of academic performance, student achievement and expulsion;*
- *student satisfaction with the implementation of the EP and the quality of education at the university;*
- *availability of educational resources and support systems for students.*

The POE must confirm the implementation of procedures for processing personal data of students, employees and teaching staff on the basis of their documented consent.

Evidence

EP management is carried out on the basis of collection, analysis and use of information. The university uses a system for collecting, analyzing and managing information that operates on the basis of the use of modern information and communication technologies and software.

At the university, the informatization of education is carried out by the IT HUB, which was created in November 2008 by order of the rector No. 1-02-07/704 dated November 12, 2008. The main result of the process of informatization at the university is the creation of an information and educational environment as an open system, including and accumulating educational, intellectual, cultural, programmatic, methodological, organizational and technical resources.

In order to implement the credit education system, an educational portal integrated with the automated university management system is functioning and being modernized. The portal is located at <https://tou.edu.kz/ru/>.

This complex is integrated into an information system for organizing e-learning based on credit and distance learning technologies - "e-Learning CDT". This system was registered in 2011 with the Committee for Intellectual Property Rights of the Ministry of Justice of the Republic of Kazakhstan (certificate No. 741 dated May 10, 2011).

The purpose of the information system is information support and automation of the processes of organizing and managing the educational process using credit and distance learning technologies. The information system is built on the principles of modularity, one-time input of information, and delimitation of rights and responsibilities.

In order to expand the use of information and communication technology for distance learning, great attention is paid to improving the ICT competence of teaching staff and educational support staff.

One of the innovative information technologies is the use of the university's educational portal in the educational process. Placing educational materials on the educational portal allows for the most complete implementation of credit education technology.

Every year the university provides the educational process with electronic educational resources. All electronic educational publications, video lectures and mobile applications are publicly available on the educational portal in the personal accounts of the student and teacher, as well as the university media library. Electronic educational publications are developed jointly with the teaching staff of the departments. All electronic educational publications, including virtual laboratories, meeting modern requirements, are web-based, thereby ensuring the ability to work on the corporate network and the Internet, and placement in the university's educational portal (<https://tou.edu.kz/ru/>).

University information management and reporting is based on the principles of constructing and coordinating information flows.

Information flows at the university are divided into three groups:

- academic process;
- human resources;
- information about the university.

The information flow within the academic process includes the following information:

- data about students (personal data, address data, admission data, data about parents, additional data, orders, instructions, academic performance);
- educational programs (general information, curricula, expected learning outcomes);
- individual educational plans for students;
- archives of orders;
- information about disciplines, educational and methodological complexes of disciplines.

The information flow of human resources includes the following information:

- information about university employees;
- data on the teaching staff (teaching staff);
- employee performance indicators and teaching staff.

Information about the university includes: history, mission, policies and quality goals; information about educational programs and learning outcomes; information about structural divisions; news, announcements, articles, videos; science, social and educational work; academic mobility; information for applicants.

Information about the academic process and information about human resources is used by university staff and teaching staff. Information about the university is available to all site visitors.

To manage information at the university, automated workstations (AWS) are used:

- personal account of the teacher;

- student's personal account;
- employee's personal account.

The teacher's personal account is designed to automate the teacher's activities related to the educational process. Using a personal account, the teacher fills out a log of students' educational achievements, creates cases on disciplines for students using distance learning technology, and checks written work for borrowings. In addition, in the personal account, the teacher can see information about the schedule of classes, individual teaching load, reports on supervised groups, and conduct online classes. Your personal account contains means of communication with university students and teachers.

The student's personal account is designed to provide students with up-to-date information about educational achievements, the academic calendar, the schedule of classes, examination sessions, and consultations. With the help of a personal account, an individual learning path is formed, distance learning and testing are conducted, and educational and methodological materials in the specialty and disciplines are available. In your personal account there are means of communication with students of your group, faculty, curator and teachers of the department. In the students' personal account, a survey is assigned on students' satisfaction with the implementation of the EP and the quality of education at the university. Placing educational materials on the educational portal allows for the most complete implementation of credit education technology. Every year the university provides the educational process with electronic educational resources. All electronic educational publications, video lectures and mobile applications are publicly available on the educational portal in the personal accounts of the student and teacher, as well as the university media library.

In the student's personal account, free access to electronic training courses in the disciplines of general education and special blocks is available. These training courses are intended for both self-study and classroom use. There is also access to video lectures by university teachers and foreign teachers. The student also has the opportunity to download mobile resources (based on Android) and install the application on his mobile device.

The information flow regarding the academic process begins from the moment the university admissions committee works. The information flow goes through the following stages:

- the executive secretary of the admissions committee adds information about the applicant to the database;
- the registrar's office determines who is entering the group;
- the applicant receives a login and password from his personal account;
- the academic support department develops a schedule of classes and examination sessions in accordance with the curriculum;
- students register for disciplines, attend classes, study educational materials (UMKD), take exams;
- In the process of work, teaching staff logs into an automated workstation (AWS) using their login and password, creates electronic training courses in accordance with the disciplines taught, gives grades for the current and final performance of students;
- at the end of the semester, students submit an application for a transcript, which is issued by the student service center. The transcript is used to apply for a discount on tuition fees, draw up an academic mobility plan, and transfer to another university.

Information about the level of academic performance and achievements of students is available in electronic form in the student's personal account and the offices of the university's structural divisions (department, faculty, academic management department and the Registrar's Office) on the university website.

Reporting on student performance is generated by specialists from the Registrar's Office and reported to the faculty council and the University Academic Council twice a year based on the

results of the winter and summer examination sessions, as well as on the results of the final certification of students.

All information on student performance is duplicated in the Unified Management System of Higher Education of the Republic of Kazakhstan.

The dynamics of the student population in terms of forms and types, as well as the level of academic performance, student achievements and expulsions are displayed in automated employee workstations. The educational achievements of students are displayed in student offices. The organization of educational activities is carried out through automated workplaces of employees designed to automate document flow for managing the educational process and administrative activities of the university. The information system ensures the relevance, accessibility and correctness of information in accordance with the powers and responsibilities of a university employee.

For teaching staff and students, the university's information support system allows remote access to the scientific library named after Academician S. Beisembayev (NB). The National Library is located in the 1st building. The total area of the library is 3262.8 square meters. m., including the area of the book depository – 1166.1 sq.m. In the regional educational space, the National Library acts as the most important information resource.

Library users are provided with access to the Internet via a Wi-Fi wireless network, which is installed in all library premises. The Electronic Catalog and Virtual Reference Service are presented at all library service points and are available to users on the Internet. Electronic access to library resources is provided through the university website page <https://library.tou.edu.kz>

There is access to scientific electronic publications Clarivate Analytics, Elsevier free of charge under the National License, access to full-text electronic databases of the Republican Interuniversity Library (RIEB), Unified Electronic Library (JSC NCSTI), University Electronic Library, PolPred.com, IPR Books, Unified Electronic Library <http://www.elibrary.kz>.

Based on ABIS IRBIS, the processes of generating bibliographic lists are fully automated, both at the request of users of a scientific library when compiling lists for individual and group information, and for creating bibliographic lists. The basis of bibliographic services is a reference and retrieval apparatus, which includes a reference and bibliographic collection, a catalog system, full-text and bibliographic databases. The reference and retrieval apparatus includes both traditional and electronic elements: alphabetical and systematic catalogues, a numbered catalogue, a systematic catalog of unadapted literature in foreign languages and a systematic catalog “Mediateka”; bibliographic databases “Books”, “Articles”, “Dissertations”; full-text databases (FBD): “Pavlodar Irtysh Region”, “Our University” and “Academician S. Beisembayev”, FBD of educational and methodological publications of university teachers, Student Electronic Library. The electronic catalog and full-text databases are presented on the ToU educational portal. Own PBDs are supplemented by republican ones - “ZAN=Zakon”, “Kazpatent”. In addition, when executing requests, bibliographic resources of the Internet are used (Central Scientific Library of the Ministry of Education and Science of the Republic of Kazakhstan, the National Scientific Portal of Kazakhstan, the National Library of the Republic of Kazakhstan, the National Library of the Republic of Kazakhstan, the National Center for Scientific and Technical Information, the Central Scientific Research Library, the Russian State Library, the National Library of Russia, university libraries of Kazakhstan and Russia).

To assess the quality of human resources, teaching staff at AWP fills out a portfolio, which includes information:

- general information;
- experience;
- summary;
- awards and encouragement;
- training;

- scientific activity;
- publications;
- implementation of funded research and commercialization;
- educational and methodological activities;
- participation in specialized councils, including for the examination of projects;
- participation in competitions.

The university has a commission that analyzes the quantitative and qualitative achievements of teaching staff, and subsequently assistants, teachers, senior teachers, and professors are assigned categories.

To assess the quality of academic activities, in the personal accounts of teaching staff, AUP, students, the survey process is automated on the subject of satisfaction with the work of the university, the quality of the organization of the academic process. The responsible department creates questionnaires and assigns them to a group of respondents (students, teachers, staff). Respondents complete the survey in their personal accounts:

- students in their personal account at https://tou.edu.kz/student_cabinet/;
- teachers in their personal account at <https://tou.edu.kz/armp/>;
- employees in their personal account at <https://tou.edu.kz/arm/>.

Based on the survey results, general statistics are calculated.

The information and feedback system is implemented through the work of collegial bodies:

- scheduled meetings of the rector with the staff and students;
- reception of the rector on personal and official matters;
- questions and answers on the blog of the rector, deans;
- curator's hours;
- presentation of publicly available information on the official web portal;
- information, hanging stands; sociological surveys.

The feedback channels existing at the university provide an opportunity for all stakeholders to contact management with problems, initiatives and proposals for improving activities. Vice-rectors, heads of structural divisions, deans of faculties receive visitors on a daily basis. There is a procedure for employees to submit a written request to the rector to improve the activities of the university. Also, as part of the work of the working group to improve the criteria for assessing the work of teaching staff, departments, faculties, proposals are accepted to improve educational, educational and methodological, research, educational and management activities.

Specific decisions are made on all requests and proposals. Informing the public of the region and the Republic about the activities of the university is carried out through publications in periodicals, television programs, interviews, and advertising image products.

The university management learns about the ongoing conflict through statements received from the conflicting parties and from the heads of structural divisions. Emerging conflict situations are considered and discussed, if necessary, at meetings of the collegial bodies of the university, with the participation of the trade union committee, which is documented in the minutes. The university management pays special attention to the prevention of conflicts of interest and conflicts of relationships. A conflict of interest at a university can include a conflict of official and personal interests of department heads, teachers and employees. As part of conflict prevention, the university management is taking various measures, including those aimed at increasing the material well-being of the teaching staff, supporting the initiatives of the teaching staff, and using the practice of encouraging the scientific activities of teaching staff and students.

The mechanism for managing relationship conflicts at a university includes:

- familiarization of teaching staff and students with the provisions of internal regulatory documentation, requirements for the organization of the educational process, internal regulations;
- creation of a corporate culture that influences the status of subjects of the educational process, based on the equality of rights and responsibilities of teachers and students, respect for

their personal dignity, which allows conflicts to be resolved on the basis of social compromise and mutual concessions.

Complaints, such as appeals under examination control and appeals under current (rating) control, are regulated by the Regulations of the educational process. University students cannot make complaints such as appeals against decisions on disciplinary issues, since compliance with internal regulations and rules of residence in the dormitory is the responsibility of students and their violation entails disciplinary measures (reprimand, reprimand, eviction from the dormitory, expulsion from the University). Feedback at the university is practiced with the aim of increasing the efficiency of the university in all areas of its activities.

The University ensures information security using several methods:

- all computers are united into a common domain network;
- teaching staff and employees are assigned individual accounts;
- for access to personal accounts of teaching staff and employees, personal logins and passwords are issued, which are changed periodically;
- the university computer network is protected by Kaspersky Endpoint Security 10 antivirus;
- on the university server there is a backup of network drives 2 times a day for a month, servers and the portal once a day for 3 months;
- in pursuance of Article 7 of the Law of the Republic of Kazakhstan “On Personal Data and Their Protection” dated May 21, 2013 N 94-V, which regulates the conditions for the collection and processing of personal data,” all university employees provide their consent to the processing of personal data that is stored in personal affairs in the human resources department. In addition, in accordance with current legislation, a list of personal data of university employees has been approved (<https://adilet.zan.kz/rus/docs/Z1300000094>).

Analytical part

To collect, analyze and manage information, the university uses automatic information systems: In order to implement the credit education system, an educational portal integrated with the automated university management system is functioning and being modernized. The portal is located at <https://tou.edu.kz/ru/>. This complex is integrated into an information system for organizing e-learning based on credit and distance learning technologies - “e-Learning CDT”. University information management and reporting is based on the principles of constructing and coordinating information flows: - academic process; human resources; information about the university.

As part of its work, the EEC noted that the university operates a centralized electronic portal “Electronic University Management System.” In general, the work on designing an electronic university management system has been functioning since 2005, which is being improved to this day, which makes it possible to solve the following tasks: digitalization of all business processes (academic process, research process, cultural and educational process); creation of a single information space on the principles of a single ecosystem; saving university resources, increasing operational efficiency. In addition, it should be noted that the information system does not have tools for generating data from information flows on individual indicators, which would be useful for managers of EP and other structural units for analysis and making recommendations.

It should be noted that within the framework of the “Electronic University Management System”, interaction between participants involved in the university’s activities occurs at a high level, which prevents the emergence of conflict situations between managers, teaching staff and students, as well as other interested parties. Based on the results of the meeting with university staff, it was possible to find out that all controversial situations between teachers and students are resolved through a clearly structured assessment system, but students are not fully able to understand this fact, therefore it is recommended to develop a mechanism for resolving potential controversial situations both in the educational process and in the social aspects of the life

cycle of a student at the university and consolidate them in the document, and inform all interested parties about this mechanism.

Based on the results of interviews with students, the EEC commission notes the presence of an individual blog of the Rector, which students can contact, and the University also ensures satisfaction through the information system of students, staff and teaching staff.

During interviews and questionnaires, employers found out about satisfaction with the quality of knowledge of graduates.

According to a questionnaire survey among the teaching staff of 22 people, 95.5% are doctors and candidates of science, PhD doctors, professors and associate professors who answered the following questions: "To what extent does the content of the educational program meet your scientific and professional interests and needs?": "very good" - 77.3%, and "Development of new educational programs/academic disciplines/methods": "very good" - 54.5%. The high quality of education at the university is confirmed by 31 students: "The quality of educational programs in the EP" - 100%, "The quality of the educational program as a whole" - 93.5% and "The quality of teaching in general" - 96.8% (appendices 3 and 4).

Unfortunately, the university website does not contain information about the teaching staff, which ensures the implementation of educational programs, which should also include students as an interested party.

Strengths/Best Practices:

- The University operates and is modernizing an educational portal integrated with an automated university management system. This complex is integrated into an information system for organizing e-learning based on credit and distance learning technologies - "e-Learning CDT".

Recommendations of the EEC for Educational programs 7M04102 "Management", 7M04104 "Marketing", 6B04106 "Marketing", 6B04105 "State and local government".

Based on the results of the analysis and identification of development risks for each educational program, inform all students, teachers and staff about the results of this analysis. Deadline: 04/01/2025.

- Supplement the page of the university's website with information about teaching staff regarding their participation in the educational program from the point of view of the attractiveness of the specialization for choice by applicants. Deadline: 01.11.2024.

- Develop a development plan for educational programs 7M04102 "Management", 7M04104 "Marketing", 6B04106 "Marketing", 6B04105 "State and Local Administration" in accordance with the main directions of the strategic plan for the development of the university with clarification of quality indicators such as employment of graduates in the labor market, since OP "Marketing" and OP "State and Local Management" have different needs. Deadline: 01.11.2024.

EEC conclusions:

According to the Information Management and Reporting standard:

Educational programs 7M04102 "Management", 7M04104 "Marketing", 6B04106 "Marketing", 6B04105 "State and Local Administration" have 1 strong and 16 satisfactory positions.

6.3. Standard “Development and approval of an educational program”

- ✓ *The PA must define and document procedures for developing EP and their approval at the institutional level.*
- ✓ *The management of the EP must ensure that the developed EP meets the established goals, including the intended learning outcomes.*
- ✓ *The management of the EP must demonstrate the existence of mechanisms for revising the content and structure of the EP, taking into account changes in the labor market, the requirements of employers and the social demands of society.*
- ✓ *The management of the EP must ensure the availability of developed models of the EP graduate that describe 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 awarded upon completion of the EP must be clearly defined and correspond to a certain level of the NQF and QF-EHEA.*
- ✓ *EP management must determine the influence of disciplines and professional practices on the formation of learning outcomes.*
- ✓ *An important factor is the possibility of preparing students for professional certification.*
- ✓ *The management of the EP must provide evidence of the participation of students, teaching staff and other stakeholders in the development of the EP and ensuring their quality.*
- ✓ *The management of the EP must ensure that the content of academic disciplines and planned results correspond to the level of study (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 of the content of the EP and the learning outcomes of the EP implemented by higher and (or) postgraduate education organizations in the EHEA.*

EP at the university are designed and developed in accordance with the requests and needs of the real sector of the economy. Educational programs are assigned to the Department of Economics - OP 7M04102 «Management», OP 7M04104 «Marketing», OP 6B04106 «Marketing», OP 6B04105 «State and Local Administration».

The development and approval of EP at the university is regulated by the quality management system standard SO QMS 8.07.3-2021 “Design and development of educational services.”

The development of the EP is carried out by the head of the department, the leading teaching staff of the department, who has an academic degree and title, extensive experience in the field of academic activities, scientific achievements (publications in journals recommended by KOKSON, publications in journals included in the international SCOPUS database).

The development and approval of the OP is carried out in accordance with the State Standards of Standards, Dublin descriptors, NQF, ORK, professional standards, and regulations.

The main regulatory document in the development of the EP is the Order of the Minister of Science and Higher Education of the Republic of Kazakhstan dated July 20, 2022 No. 2. «On approval of the State Educational Standard of Higher and Postgraduate Education».

The head of the department, teaching staff participating in the development of the EP study:

- general provisions for OP design;
- requirements for the content of the EP with a focus on results;
- requirements for the maximum volume of students’ teaching load;
- requirements for the level of training of students;
- requirements for training periods;

- structure of the OP.

The structure of the educational program includes:

- name of cycles of disciplines, types of activities;
- labor intensity of disciplines in academic hours and credits.

Structure of EP 7M04102 «Management», 7M04104 «Marketing»: includes:

1) Block of disciplines on the formation of professional competencies:

- disciplines of the university component;
- elective component disciplines;
- Internship.

2) Experimental research work, completion of a master's thesis/project;

4) Final certification (writing and defending a master's thesis).

The structure of EP 6B04106 «Marketing», 6B04105 «State and local government» includes:

1) Theoretical training:

- disciplines of the university component;
- elective component disciplines;
- a cycle of major disciplines, including practical training;

2) Additional types of training;

3) Final certification (writing and defending a thesis/project, passing a comprehensive exam).

The OP development process covers the following stages:

- based on marketing research data to study the needs for specialists of various qualifications, the director of the DAD, deans of faculties are preparing proposals for preparation for the design and development of educational services for the new EP;

- member of the board for academic affairs - vice-rector makes a decision on the development of assignments for the design of educational services, in accordance with the Law of the Republic of Kazakhstan “On Education” and other regulatory legal acts of the Ministry of Education and Science of the Republic of Kazakhstan;

- interdisciplinary correspondences are identified for the formation of modules and competencies. Each module assumes uniqueness in the formation of competencies of future specialists. The developed competencies cannot be duplicated in other modules;

- teachers of the department make their proposals to the head of the department on the formation of modules in accordance with the goals and objectives of the disciplines, indicating the learning outcomes of the module, volume and duration.

- the head of the graduating department forms the initial version of the educational program and proposals of teachers and submits it for discussion by the Academic Committee and the DAD;

- at a meeting of the Academic Committee, the correctness of the compilation of modules, its effectiveness in training future specialists, compliance with the requirements for the formation of modular educational programs established by the Rules of the CTO, State Educational Standards, etc. are analyzed;

- teachers draw up the final versions of the Description of modules and disciplines;

- based on the results of the analysis, adjustments are made to the original version of the educational program modules;

- general compulsory modules include disciplines of the compulsory component of the OOD cycle, are developed by the relevant special departments and are mandatory for all educational programs;

- compulsory modules for the educational program include compulsory disciplines (VC) of the BD and PD cycles, and may include elective disciplines (AC) taking into account the specifics of the socio-economic development of the region and the needs of the labor market, established scientific schools;

- elective modules for a specific educational program consist of one or more options for learning trajectories or a set of modules (Minor) (the total volume of credits for each option must be the same, depending on the individual interests of students;

- when drawing up modular educational programs, you should comply with the requirements specified in the Rules for organizing the educational process on credit technology of education, NRC, ORK, PS, State Educational Standards of the corresponding level of education.

- the necessary conditions for carrying out control are developed.

The developed educational program is submitted for discussion to the department, academic and expert committees, the faculty council, and the university's academic council and is approved by the Deputy Chairman of the Board for Academic Affairs based on a decision of the University Academic Council.

Next, the educational program is entered into the Register of educational programs of the Ministry of Education and Science of the Republic of Kazakhstan.

The Academic Committee includes:

- leading teaching staff of the department where the EP was developed;
- representative from students;
- a representative from the real sector of the economy.

The chairman of the academic committee is appointed from among the leading teaching staff of the department.

The expert committee includes:

- Chairman of the Expert Committee - Member of the Board for Academic Affairs - Vice-Rector of the University;

- Deputy Chairman of the Expert Committee - Director of the DAD;

- secretary of the expert committee - deputy director of the DAD;

- members of the expert committee are representatives of the teaching staff and the real sector of the economy.

The order on the creation of Committees for the development of OP is presented at the link: https://drive.google.com/file/d/1N-qb4zkGX11ojFJVLqp48EuNzXdkJGuh/view?usp=share_link

Representatives of the business and scientific community recommend disciplines of certain competencies for inclusion in the EP, participate in the development of topics for graduation papers, and attend meetings of the State Attestation Committee.

Specialists who must have certain qualifications are involved in the design and implementation of EP. The qualification requirements for specialists involved in the development of EP are presented in Table 3.1.

Table 3.1 – Requirements for the qualifications of specialists involved in the development of EP

EP	Qualification requirements for specialists involved in the development and implementation of educational programs
EP 7M04102 «Management»	- directors of large regional industrial enterprises; - deputy directors of large industrial enterprises; - directors of medium-sized industrial and commercial business structures.
EP 7M04104 «Marketing»	- heads of regional state sectoral departments; - directors of large regional industrial enterprises.
OP 6B04106 «Marketing»	- employees of the banking sector, positions not lower than director; - director and deputy directors of financial affairs at enterprises.
EP 6B04105 «State and local government»	- heads of regional state sectoral departments; - deputies of regional government departments.

OPs are subject to external examination, which involves the heads of organizations, banks, government agencies, as well as certified specialists.

The examination of OP 6B04106 “Marketing” is presented at the link:

https://drive.google.com/file/d/1XEw-tY8pfg7refCdLhSBvDlkrbbipMB_/view?usp=drive_link

The list of invited expert reviewers is presented in Table 3.2.

Table 3.2 – Specialists involved in external examination of EP

EP	Expert reviewer
7M04104 «Marketing»	LLP «Amanat-Aksu»

The examination notes the relevance of the EP, the sequence and logic of mastering the disciplines. Analyzes learning results. Evaluates the practical significance of the content of the EP and the competencies being formed and forms recommendations on the special competencies of the analyzed program.

External review mechanism:

- at a meeting of the department, a circle of reviewers (experts) among the business community or associations is discussed;
- representatives of the department contact representatives of the business community or associations and send EP projects for examination;
- the business community or associations give opinions and recommendations on the OP project;
- based on the recommendations, changes are made to the OP, and the program is submitted for approval.

Today, all levels of education are institutionally supported by a network of relevant organizations, the content and structure of higher education are brought into line with the parameters of the Bologna process.

When designing and implementing EP, the principle of trilingualism is used. A number of disciplines are taught in the state and English languages:

- History and Philosophy of Science;
- Foreign Language (professional);
- E-business;
- Strategic Management;
- Modern management;
- Корпоративтік басқару;
- Тұрақты даму стратегиясы;
- Мемлекет пен жеке сектордың серіктестігі.

The structure of the component of choice (CED) is built as follows:

- 50% - at the request of employers;
- 50% - at the request of students.

To improve the EP, employers make recommendations:

- on the inclusion of new disciplines in the EP and recommendations for improving the EP

https://drive.google.com/file/d/1TEeV7ZhZSpZbTXTf7L1_sHX1BoakFjpy/view?usp=drive_link

- on the topics of master's theses, diploma works/projects:

- EP 7M04102 «Management»

https://drive.google.com/file/d/1arzBqICXHon0tqGlrVp5X3O1icaUr4hT/view?usp=drive_link

- EP 7M04104 «Marketing»

https://drive.google.com/file/d/1zBp0tEskN7JGiYf21E5yQey_GPUKn64E/view?usp=drive_link

- EP 6B04106 «Marketing»

https://drive.google.com/file/d/1B26Y81xo2xhjtKqIDo1Qy-0y9KPoRpQs/view?usp=drive_link

- EP 6B04105 «State local government»

https://drive.google.com/file/d/1bZ6RLEjQVvSeSpwwhDi85RsDwCf4HLcy/view?usp=drive_link

EP 7M04102 «Management», EP 7M04104 «Marketing», EP 6B04106 «Marketing», EP 6B04105 «State and local government» are implemented in almost all world universities and universities of the Republic of Kazakhstan. The uniqueness of the programs lies in the structure of educational programs, which guarantees a balance between science, education and innovation, promoting the development of leadership qualities, creative thinking and skills.

The competitiveness of the analyzed EPs is as follows:

- firstly, educational programs are designed taking into account the requirements of employers who are invited to give lectures on problematic topics and discuss current issues;

- secondly, teachers of major departments annually improve their qualifications and undergo international qualification certification, which allows them to improve the professional level of teaching staff;

- thirdly, this is the extensive practical experience of the teaching staff (work in banks, tax authorities, treasury, enterprises, etc.), which allows us to teach both modern theory and consider their application in practice.

EP developed at the university are modular in nature (MOP). All disciplines are combined into clusters - modules, according to the principles of logical integration, interchangeability and complementarity. For example, EP 7M04102 «Management» includes the following 7 modules:

- Module «Fundamentals of scientific and pedagogical activity»;

- Module «Management Concepts»;

- Module «Theory of organization and management»;

- Module «Concepts of scientific research in economics»;

- Module «Materials and methods of research in management»;

- Module «New realities of management»;

- Module «Features of modern business processes».

The introduction of modules involves the development of vertical interdisciplinary connections and related disciplines. This contributes to more in-depth training of students at different levels of education.

An example of a cluster of two-level interconnection modules in the EP 7M04102 «Management» system is presented in Figure 3.1.

Examples of developed modular educational programs are presented at the following links:

- MEP 7M04102 «Management»: <https://drive.google.com/file/d/1HesFgiDoD-mhRRmPPpcMtU3ZZvOrIE1r/view?usp=sharing>

- MEP 7M04104 «Marketing»: https://drive.google.com/file/d/15xQy_F2bv6p7Y0HtMVg9MO8r3vOf50IU/view?usp=drive_link

- MEP 6B04106 «Marketing»: https://drive.google.com/file/d/1tBYgtML_5V3-kB6aH1B2JDKBMMhEWgIq/view?usp=drive_link

- MEP 6B04105 «State and local government»: https://drive.google.com/file/d/1kej4jEycljjUk4yfkP1r16jjS_1tdt4g/view?usp=drive_link

For all disciplines of the EP, the teaching staff of the department develops syllabuses. At the beginning of each semester, the readiness of syllabuses is 100%.

The discipline syllabus includes the following sections:

- Basic information;

- characteristics of the discipline;
- content of the discipline;
- knowledge control;
- academic integrity;
- compliance culture, course policy;
- final grade;
- literature.

The structure of the educational program includes types of practices. The organization of internships is regulated by SO QMS 8.02.6-21 «General requirements for the organization and conduct of professional practices»: https://tou.edu.kz/ru/?option=com_docs

An example of a practice program is presented at the link: https://drive.google.com/file/d/1ikf-34uglBHQVTaBZMhZh_AJpXpLrnc/view?usp=drive_link

Types of professional practices are presented for the master's degree educational program, pedagogical, research and scientific research work is provided, and for the bachelor's educational program, educational, industrial and pre-graduate practice is provided.

Practice programs are developed by the department responsible for conducting this practice. The form of control over the internship is a diary report on the internship, which reflects all stages of the internship for students. When assessing the results of a bachelor's/master's student's work, the characteristics given to him by the head of the practice from the enterprise are taken into account. The maximum score for practice is 100 points. Each rating is given on a 100-point scale. The results of all types of practices are considered at the final conferences.

All types of internships take place at enterprises, institutions and organizations of the relevant profile on the basis of concluded contracts. The purpose of the internship is to acquire practical skills and professional experience in the specialty being trained. At the beginning of the academic year, the university sends to enterprises with which long-term contracts for internships have been concluded calendar plans - schedules of internships for the academic year for agreement on terms, specialties and the number of bachelors/masters undergoing internships. Approved places of practice are brought to special departments, which assign bachelors/masters to them.

Pedagogical practice for undergraduates is carried out on the basis of the university with the aim of developing a high level of pedagogical culture, acquiring skills in organizing the pedagogical process in higher education and innovative activities in the field of education.

In order to centrally provide internship places, the university is constantly working to conclude long-term contracts for internships. Contracts for internships are concluded with enterprises with which the university does not have long-term contracts.

EPs are developed with a focus on the requirements of international and national qualification certification programs and professional standards.

The list of national qualification certification programs and professional standards used in the development of EP is presented in Table 3.3.

Table 3.3 - List of national qualification certification programs and professional standards

EP	Professional standards, regulations
7M04104 «Marketing»	Professional standards (https://docs.google.com/spreadsheets/d/16Ix30d8nngBjBNZQV1udbMtEoalD_7Kq/edit#gid=734652276)
7M04102 «Management»	Professional standards for employee positions are common to all sectors of economic activity: https://adilet.zan.kz/rus/docs/V1300009152
6B04105 «State and local government»	On the civil service of the Republic of Kazakhstan (with amendments and additions as of May 21, 2023): https://online.zakon.kz/Document/?doc_id=36786682&pos=3;-55#pos=3;-55

To determine the qualifications obtained upon completion of the EP, a state certification program is being developed, which includes the results of the final certification and the assignment of an academic degree is carried out by the State Attestation Commission, which is documented in the protocol.

To assess compliance with the NQF, the State Certification Program includes disciplines of basic and specialized EP modules, which confirm the necessary competencies in the field of knowledge and understanding.

An example of a final certification program is presented: [https://drive.google.com/file/d/1kXK1Y8YtVifG6T7w4QLRpG6Di2zUOp/view?usp=drive link](https://drive.google.com/file/d/1kXK1Y8YtVifG6T7w4QLRpG6Di2zUOp/view?usp=drive_link).

Writing and defending a final thesis confirms competence in collecting, interpreting the necessary data, forming views and judgments on the issues under study, and communicating this information to the audience. Programs and forms of final certification of EP are presented in Table 3.4.

Table 3.4 - Programs, forms of final certification of EP

EP	Programs, final certification forms
EP 7M04102 «Management»	Master's thesis defense
EP 7M04104 «Marketing»	
EP 6B04106 «Marketing»	Defense of the thesis/project/comprehensive exam
EP 6B04105 «State and local government»	

University graduates receive a standard education diploma with an annex indicating all educational achievements.

Analytical part

During the work of the EEC commission, the procedure for developing and approving an educational program was provided, including reviewing and monitoring the quality of educational programs by interested parties. Procedures for assessing the quality of educational programs are carried out annually, which is associated with the constant updating of the elective component in accordance with the demands and needs of the real sector of the economy.

The process of developing an educational program goes through thirteen stages, taking into account stakeholders from the head of the department to employers. The management of accredited educational programs creates a mechanism for monitoring students' satisfaction with the activities of the teaching staff in general and individual services in particular and the functioning of a feedback system, including the prompt provision of information on the results of assessing students' knowledge.

When implementing educational programs, an important component and consistency of actions in general is the effectiveness of work on organizing and conducting professional practice; regular work to involve educational officials and stakeholders in the development of educational programs.

It should be especially important to note that the EEC commission notes the lack of study and harmonization of the content of educational programs 7M04102 «Management», 7M04104 «Marketing», 6B04106 «Marketing», 6B04105 «State and Local Governance» with the educational programs of leading foreign and Kazakh universities, which would allow set the uniqueness of the EP and create conditions for the development of joint EPs.

In addition, during the study of supporting documents, the commission came to the conclusion that at the Department of Economics there is poor cooperation between the teaching staff involved in the development and management of educational programs 7M04102

«Management», 7M04104 «Marketing», 6B04106 «Marketing», 6B04105 «State and local government» with foreign universities. In this regard, the teaching staff of the Department of Economics needs to expand its geography and, accordingly, intensify cooperation on scientific projects and academic mobility programs for students and teaching staff.

Strengths/Best Practices:
not identified.

Recommendations of the EEC for EP 7M04102 «Management», 7M04104 «Marketing», 6B04106 «Marketing», 6B04105 «State and local government»:

- Study the content of educational programs 7M04102 «Management», 7M04104 «Marketing», 6B04106 «Marketing», 6B04105 «State and Local Governance» of leading foreign and Kazakh universities and take into account their experience when developing and updating the above educational programs. Deadline: 01/01/2025.

- To study the best practices of leading countries in the development of public administration and public service to create the uniqueness of educational programs 7M04102 «Management» and 6B04105 «State and Local Administration». Deadline: 02/01/2025.

EEC conclusions:

According to the standard «Development and approval of an educational program»:

Educational programs 7M04102 «Management», 7M04104 «Marketing», 6B04106 «Marketing», 6B04105 «State and Local Administration» have 11 satisfactory positions and 1 suggesting improvement.

6.4. Standard «Continuous monitoring and periodic evaluation of educational programs»

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

Evidence

The University constantly monitors the implementation and evaluation of the EP, which is implemented through meetings and reports of the Deans of faculties at the University Academic Council, deputy deans and heads of departments at the University Educational and Methodological Council and the Faculty Council. In the process of monitoring the EP, a survey of employers, students and teaching staff is carried out.

Assessment and monitoring are carried out in compliance with the principles of continuity, systematicity and consistency.

In accordance with the Rules for organizing the educational process in credit education technology, monitoring is implemented as a combination of monitoring the mastery of the content of the EP and monitoring the success of training (results) using the procedures:

- incoming control;
- current control;
- boundary control;
- intermediate certification (final control for the discipline as a whole/exam);
- preparation of reports by master's students, doctoral students, supervisors of master's and doctoral dissertations;
- final state certification with the issuance of a document on education.

Incoming control involves testing students to identify existing knowledge, skills and competencies in the discipline being studied.

Current control involves assessing the performance of those promised in the process of mastering EP disciplines: https://drive.google.com/file/d/1pHCYpggal1euR21_1EuJZOeF0qAVZyth/view?usp=share_link

Midterm control is a control assessment of students' knowledge in blocks of studied topics within the framework of EP disciplines.

Interim certification is a final control in the disciplines studied. All types of intermediate certification take place during the session in the form of exams. Examinations are conducted in several forms:

- written;
- testing;
- creative (project protection).

In the process of implementing master's and doctoral educational programs, students and supervisors of master's and doctoral dissertations prepare the necessary reporting documentation:

- report on the master's student's research work for each semester;
- report on the implementation of the master's student's IP for each semester;
- annual report on the implementation of research and individual entrepreneurial studies of the master's student;
- reports from supervisors on work with undergraduates for each semester and year;
- reports-diaries of undergraduates on the completion of research and teaching practice.

The final state certification is carried out in the form:

- comprehensive exam (testing in a block of disciplines);
- protection of a project or work.

In order to increase the efficiency and objectivity of assessing students' knowledge, the SAC includes experienced university teachers, representatives from government agencies, representatives of the real sector of the economy (directors of small, medium and large enterprises):

https://drive.google.com/file/d/1NZd5T84KM2wyDMPMxTrFoL36v7IQLoDZ/view?usp=drive_link

The final state certification for EP 7M04102 «Management», EP 7M04104 «Marketing» is the defense of a master's thesis.

An example of the final state certification program is presented at the link: https://drive.google.com/file/d/1kXK1Y8YtVIfG6T7w4QLRpG6Di2zUOp/view?usp=drive_link

Final state certification for EP 6B04106 «Marketing», OP 6B04105 «State and Local Administration» - represents the defense of a thesis/project, passing a comprehensive exam.

In the process of implementing and evaluating the EP, the following quality management system standards are applied:

- SO QMS 9.01.6-22 «Monitoring and assessment of students' educational achievements» dated 10/27/2022.
- SO QMS 8.02.6-21 «General requirements for the organization and conduct of professional practices»;
- SO QMS 8.06.3-20 «Managing the processes of students' research activities»;
- SO QMS 8.07.3-21 «Design and development of educational services»;
- SO QMS 8.08.2-21 «Management of the academic process».

As part of the functioning of the quality management system at the university, inspection control is carried out annually to ensure compliance of the main processes with the international quality standard ISO 9001:2015.

Monitoring and evaluation of students' educational achievements is based on academic integrity and complies with the academic policy of the university.

The University conducts constant monitoring of the quality of education to identify the degree and completeness of the implementation of educational standards, the compliance of operational goals with the strategic requirements for a specialist by the labor market, and the level of teachers' ability to prepare a competitive specialist.

EP control involves assessing:

- curricula;
- syllabuses;
- teaching aids;
- monographs;
- availability of literature;
- https://drive.google.com/drive/folders/1Rly14fuceS-iCqPaX3nrSdF4mfsoPCxy?usp=drive_link

In the process of implementing the EP, the university introduced a system for collecting and analyzing feedback from consumers through internal and external monitoring. The following units are involved in the implementation of monitoring: the quality management system department, the academic support department, and the dean's office.

Feedback from consumers is maintained in each structural unit. Surveys are conducted twice a year: at the end of semesters. The period during which respondents can fill out the questionnaire is 2 weeks. The survey process is automated on the educational portal <https://tou.edu.kz/>, a «Questioning» module has been created, thanks to which full coverage of the student population, electronic counting and distribution of survey results to students is possible. Questionnaires are regularly conducted in all departments of the faculty. Additionally, the placement of boxes for complaints and suggestions is used.

The survey of students and undergraduates covers all aspects of education and life: satisfaction with the work of the departments, learning conditions, logistical, methodological, information support of the educational process, living conditions, food, leisure, etc.

The monitoring results become the initial data for the annual improvement of educational programs, taking into account the needs of society, economic sectors, etc.

The report identifies an important factor for improving educational programs, which takes into account the interests of employers, feedback from graduates, as well as changes in the labor market, the wishes of students and teachers, with the involvement of representatives of employers, teachers, students and interested parties in decision-making.

The presented materials sufficiently reflect the criteria of this standard.

The EP is reviewed once a year by the University Academic Council. The factors for revising educational programs are:

- changing the relevance of EP taking into account modern trends, science and practice in the system of functioning of the real sector of the economy;
- inconsistency of individual modules and disciplines of the educational program with

national and global trends in innovation, scientific and technological progress;

- changes in regulations.

Analytical part

Monitoring and periodic evaluation of educational programs is carried out on the basis of regulatory documents included in the content of the University's Academic Policy. At the moment, only the implementation of the educational process and intermediate results, and not the final tasks of personnel training, can be monitored.

From the current one, we can note the practice-oriented graduate training program, since the main customer is the enterprises of the region, the condition of which was adequately assessed by the heads of the educational institution and the department implementing the EP. The only thing that could be added is to try to quantify the potential employer market or find an indicator that can characterize this, this would improve the adequacy of the assessment system.

The main way to analyze stakeholder satisfaction is through questionnaires. It should be noted that, according to the members of the EEC, the analysis carried out based on the results of the survey is not fully effective. It is necessary to study in more detail the content and focus of the research being carried out, and the analysis should be carried out not only by the number of answers, but by identifying the causes of ongoing processes, this will help prevent future problems.

As a result of the analysis of the university website, minutes of the meeting of the graduating department, as well as during interviews, members of the EEC note a lack of awareness of employers and students about the planned and adopted changes in the EP; it is advisable to post information highlighting the changes, and not just replacing the previous version of the EP with a new one.

Therefore, for the graduating department of «Economics» it is necessary to periodically analyze changes in the labor market, which should be ensured by constant cooperation with employers. Thus, the graduating department of «Economics», on the basis of concluded agreements with employers, must constantly monitor changes in the labor market in order to study the qualification requirements for employees of enterprises in order to ensure compliance with the requirements. Along with this, the University (departments) must create an association of employers from among its graduates, with whom they must maintain constant contact. The powers and work plan of the Employers' Association are determined by the management of the university (faculty) independently, based on the current and strategic tasks facing the university (faculty). An analysis of the effectiveness of the activities of the Employers' Association should be carried out by the Academic Committee in the areas of personnel training at least 2 times a year with the involvement of students and teaching staff.

For example, graduates of prestigious Western universities strongly emphasize their involvement in their Alma mater. A university badge is a way to make a favorable impression on a business partner and make useful acquaintances, and the association of alumni employers is a platform where you can talk about business and life in an informal setting with those who understand each other.

Strengths/Best Practices:
not identified.

Recommendations of the EEC for EP 7M04102 «Management», 7M04104 «Marketing», 6B04106 «Marketing», 6B04105 «State and local government»:

- Develop a procedure for working with stakeholders on timely awareness of changes in undergraduate and graduate educational programs. Deadline: 10/01/2024.
- Create an association of employers from among their graduates interested in graduates obtaining quality knowledge. Deadline: 01/01/2025.

EEC conclusions:

According to the standard «Continuous monitoring and periodic evaluation of educational programs»:

Educational programs 7M04102 «Management», 7M04104 «Marketing», 6B04106 «Marketing», 6B04105 «State and Local Administration» have 10 satisfactory positions.

6.5. Standard «Student-centered learning, teaching and assessment»

- ✓ EP management must ensure respect and attention to different groups of students and their needs, and provide them with flexible learning paths.
- ✓ The management of the educational program must 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 educational disciplines of EP.
- ✓ EP management must demonstrate the presence of feedback mechanisms on the use of various teaching methods and evaluation of learning outcomes.
- ✓ The leadership of the educational program must demonstrate the presence of mechanisms to support student autonomy with simultaneous guidance and assistance from the teacher.
- ✓ The management of the EP must demonstrate the existence of a procedure for responding to student complaints.
- ✓ The educational institution must ensure consistency, transparency and objectivity in the mechanism for assessing the educational results of the educational institution, including appeal.
- ✓ The educational institution must ensure that the procedures for assessing the learning outcomes of EP students comply with the planned results and goals of the program, publishing criteria and assessment methods in advance.
- ✓ The educational institution must define mechanisms to ensure that each graduate of the educational program achieves learning outcomes and ensure the completeness of their formation.
- ✓ Assessors must be proficient in modern methods of assessing learning outcomes and regularly improve their skills in this area.

Evidence

In the process of implementing the EP, one of the priority areas is the creation of appropriate conditions for student-centered learning, which is reflected in academic policy. University departments and teaching staff provide flexibility in learning paths. For the purpose of student-centered learning, students are assigned advisors, between whom there is constant feedback. When preparing masters and doctors of science, students are assigned scientific supervisors from among teaching staff and scientists. Scientists who meet the following criteria act as leaders:

- presence of an academic degree, title;
- availability of a scientific publication in a journal included in the international SCOPUS database;
- availability of publications in journals recommended by KOKSON MES RK.

An important element of student-centered learning is the choice of disciplines by students and the ability to choose teaching staff.

Taking into account the freedom of market relations, entrepreneurship and business, students are given the opportunity, on the principles of elective disciplines, to plan for themselves a certain

set of knowledge, skills and competencies that are in demand or will be in demand in the labor market.

The choice of disciplines at the university is regulated by the «Rules for registration of students in disciplines and teachers»: https://drive.google.com/file/d/1RMwKdkle98xhEREEqVbqRo203C0SfOz/view?usp=share_link

The purpose of registering students for disciplines and teaching staff is to create conditions for maximum individualization of training and meet the needs of the student in obtaining the necessary knowledge, skills and competencies within the framework of the modular EP being studied, taking into account the specifics of the socio-economic development of the region, the needs of the labor market and established scientific schools.

When implementing the EP, the most highly qualified teachers and scientists are involved in the academic process. Also, in order to ensure high quality training for students and undergraduates, the university concludes cooperation agreements with leading educational, scientific, and specialized institutions in the relevant areas of training: <https://drive.google.com/file/d/1UJPrNCty50dxBaH2w3j4mDSibIPBCxCY/view?usp=sharing>

The graduating department provides EP with practice bases and creates conditions for the implementation of academic mobility programs for students.

In the course of mastering the EP, students independently determine their individual learning path. When choosing disciplines, students are guided by a standard curriculum, a catalog of elective disciplines, and advisor recommendations.

Based on the choice of disciplines and teaching staff, individual curricula are formed, which are approved by the head of the department and the dean of the faculty and stored in electronic format in the university's LMS. Taking into account individual curricula, class schedules, SRS, SRSP schedules, and the teaching load of teaching staff are drawn up.

The catalog of elective disciplines is formed and regularly revised taking into account the opinions and wishes of employers. Information about these disciplines is contained in the catalog of elective disciplines for the last five years, reflecting the names of the module, disciplines, cycle, block, code of disciplines in credits and hours for the semester, as well as indicating the goals, summary of the main sections, learning outcomes, pre- and post-requisites.

The catalog of elective disciplines is developed on the basis of the educational program, taking into account the component for choosing basic and major disciplines and is updated annually. The disciplines presented in the catalog are characterized by relevance, practical expediency, and meet the social order of the labor market. Today, training programs meet the requirements of employers.

Advisors of academic groups and streams inform students about the academic rules for transfer, reinstatement and granting academic leaves.

Knowledge assessment is carried out in accordance with the quality management system standard SO QMS 9.01.6 – 22 «Monitoring and evaluation of students' educational achievements».

Current monitoring of students' progress is carried out on each topic of the academic discipline and includes monitoring of knowledge in classroom and extracurricular activities. The assessment of current control (assessment of the admission rating) consists of assessments of current control in classroom classes and assessments of midterm control (extracurricular activities).

Midterm control is carried out at least twice during one academic period within the framework of one academic discipline. Independent work assignments, consultation times, schedules for testing students' knowledge, teacher requirements, criteria for assessing students' knowledge are given in the discipline programs. With the current monitoring of academic performance, the educational achievements of students are assessed on a 100-point scale for each completed task, including midterm control, and the final result of the current monitoring of

academic performance (admission rating) is summed up by calculating the arithmetic average of all grades received during the academic period. At the same time, twice a semester the current academic ratings of students are calculated using formulas. The rating of students' admission to the final control in the relevant discipline is calculated subject to positive scores for the first and second ratings (R1, R2). If during the semester a student missed classes for a good reason, and subsequently did not achieve a positive current academic rating, or was unable to pass the midterm test with positive scores, then he completes the points according to the schedule. Materials for monitoring knowledge during the period of current, milestone control and final certification are included in the Syllabus of the discipline. The content of all elements of the Syllabus, including methodological materials for current, intermediate and final control, is discussed at a meeting of the department, then all materials are agreed upon with the dean of the faculty and approved by the vice-rector for academic affairs.

At the university, modern pedagogical technologies and new teaching methods are used in teaching in Russian, Kazakh, and English and are reflected in syllabuses developed by teachers.

In addition, analysis and monitoring of the use of innovative teaching methods are discussed at the methodological council of departments with the participation of teaching staff.

The influence of interactive and innovative teaching methods (project method, development of critical thinking, creating a situation of success, Case Study, SMART) on the results of the educational process is carried out through monitoring progress, based on a point-rating system of disciplines presented within the framework of innovations.

At the university, studies are carried out only on a full-time basis. The academic year consists of academic periods (semesters), control periods - periods of intermediate certification/final control, final certification and periods of internships and vacations. The duration of one academic period is 15 weeks. The timing of the organization of academic and control periods, periods of practice and vacations, as well as periods of organizational events within the academic year are indicated in the academic calendar. The duration of the intermediate certification/final control is at least 2 weeks. The duration of vacations in the academic year is at least 7 weeks. Modular organization of classroom work for students within the framework of studying theoretical disciplines is allowed, as well as organization of mastering disciplines using distance learning technologies, subject to the principle of consistency in the study of disciplines (prerequisites and postrequisites) for students on academic mobility.

The university uses innovative teaching methods, including:

- video lectures;
- group methods;
- innovative digital methods;
- case-study;
- brainstorming methods;
- methods of critical thinking;
- business and role-playing games;
- situational tasks, etc.

The university teaching staff successfully uses modern teaching technologies in the learning process:

- multimedia technologies;
- modular training technology;
- technology of educational cooperation;
- technology of problem-based learning;
- performing virtual practical work.

One of the conditions for the effective implementation of credit education technology is the use of the teaching staff's own developments in the educational process:

- electronic textbooks;

- teaching aids;
- monographs.

In January 2023, research work «Work on the development of short-term courses in popular professions and skills in the labor market in the areas of «Marketing and Management», «Business and Management» was carried out for «Enbek resourcetaryn damytu ortalygy» / JSC «Center for Human Resources Development». Scientific supervisors: Professor Ernazarov T.Ya., Professor Titkov A.A., Master of Economics Sherimova N.M. The purpose of the research work was to update the reference databases of the Unified Information System of the Social and Labor Sphere based on the development of short-term courses on professions and skills in the labor market in the areas of «Marketing and Management», «Business and Management». The courses have been tested and posted for use on the Republican platform Skills.Enbek <https://skills.enbek.kz/ru/authors/243869>: <https://drive.google.com/file/d/1KCSyX8KoXB5KKb1i0HO5jNIBVhdFTQB/view?usp=sharing>

Teaching staff of the Department of Economics conduct research in the field of teaching specialized disciplines, which is confirmed by the presence of completed research in the form of copyright certificates, acts of implementation in the educational process and publications in scientific journals, etc. Professor Dontsov S.S. a computer program was developed - an electronic textbook «Methods of teaching economic disciplines» (computer program - an electronic textbook), a Certificate of entry of information into the state register of rights to objects protected by copyright No. 34120 dated March 29, 2023 was received. Author: Dontsov S. WITH. Type of copyright object: computer program - electronic textbook. Object name: Methods of teaching economic disciplines. Date of creation of the object: 02/18/2023: Certificate of inclusion in the state register of rights to objects protected by copyright No. 32752 dated February 16, 2023 was received. Authors: Bekniyazova D.S., Bepalyi S.V., Kaydarova S. E., Davidenko L.M. Type of copyright object: work of science. Name of the object: Innovative and technological development of the Republic of Kazakhstan: regional aspect. Monograph. Date of creation of the object: 02.15.2023. Certificate of inclusion in the state register of rights to objects protected by copyright No. 29966 dated November 3, 2022 was received. Authors: Shelomentseva V.P., Altaibaeva Zh.K., Mashrapov N. K., Karimbergenova M.K. Type of copyright object: work of science. Name of the object: Development of an entrepreneurship program for the Shcherbaktinsky district of the Pavlodar region. Object creation date: 10/28/2022 https://drive.google.com/file/d/18on1eiQIehBxUz0zgGuQ3mrctvH-aEZN/view?usp=drive_link

The Department of Economics carries out research on grant financing with the subsequent use of the results obtained in the educational process:

1) State budget project AP19676924 «Development of technology and promotion of environmental branding of the industrial complex of the region» under agreement No. 241/23-25/8 dated August 3, 2023 between NJSC «Toraigyrov University» and the State Institution «Science Committee of the Ministry of Education and Science of the Republic of Kazakhstan», scientific supervisor - associate Professor Davidenko L.M.

2) State budget project AR19676438 «Mechanism for ensuring a balanced interaction between the labor market and the system» under agreement No. 8/23-25 dated January 16, 2024 between the NJSC «Toraigyrov University» and the State Institution «Science Committee of the Ministry of Education and Science of the Republic of Kazakhstan», scientific supervisor - Professor Arynova Z. A.: https://drive.google.com/file/d/1DW7T5LZzrCQJU4h1t42XLnp5aFE9MleO/view?usp=drive_link

For 2019-2023 more than two hundred scientific papers in which the results of research of the teaching staff of the department are published, there are copyright certificates: https://docs.google.com/document/d/1indACztLM6OCMMmJI5bveFJm8ArdC1hy/edit?usp=drive_link

Current monitoring of students' progress is a systematic check of educational achievements carried out by the teacher in current classes in accordance with the syllabus of the discipline.

Midterm control (MC) is a check of students' educational achievements, carried out in the middle and at the end of the academic period during which the discipline is studied, which includes the results of ongoing control and recording of the results of the MC in the certification sheet.

Interim certification (final control) of students' performance is a procedure carried out to assess the quality of students' mastery of an academic discipline after completing its study in the form of an exam.

Appeals against the results of students' academic performance are carried out through the work of the appeal commission. The procedures for responding to complaints from students within the framework of academic activities are based on the «Rules for the work of the appeal commission at Toraigyrov University»: https://drive.google.com/file/d/1_OOunYtrBMJcpqM4DNnXAYCUD6Az-TK9/view?usp=sharing

Certification of educational work is carried out on the following basis:

- the final assessment of knowledge consists of a total assessment of the student's labor costs in acquiring knowledge and the results of intermediate certification (exams);
- students who have accumulated the required amount of credits are transferred to the next course;
- students who have not accumulated the number of credits in the theoretical training course established by the state compulsory education standard in the specialty and the curriculum of the educational program are trained in non-credit disciplines again on a paid basis;
- if, based on the results of the intermediate certification, the student has not accumulated credits in all subjects, he has the right to re-study the disciplines on a paid basis.

The duration of the periods of final control, examination sessions and the number of exams are determined in accordance with the approved working curriculum of the EP and the academic calendar.

The organization and conduct of examination sessions is the responsibility of the dean's office and the Registrar's Office Service.

The exam schedule is approved by the Member of the Board for Academic Affairs - Vice-Rector / Director of the ER and is brought to the attention of students and teachers no later than two weeks before the start of the examination session through the university's LMS.

Certification of students' academic performance is carried out in accordance with the Model Rules for Current Certification. Students who do not achieve the established transfer GPA score remain for a repeat course of study.

A student retained for a repeat course of study has the right to study according to a previously adopted individual curriculum or to form a new individual curriculum developed in the prescribed manner.

A student who has scored a transfer point and has been transferred to the next year of study, if he has academic debt, re-studies the relevant disciplines for a fee.

The implementation of educational programs is carried out on the basis of educational and methodological complexes of the specialty and disciplines (syllabuses) and is ensured by free access for each student to information resources and library funds, the availability of teaching aids and recommendations for all modules, disciplines and all types of educational work - workshops, graduation design works, professional practices, independent work of the student, as well as visual aids, audio and video materials, etc.

All educational and methodological documentation is compiled in the languages of instruction (Kazakh, Russian, English): catalogues, syllabuses, IUP, tests, exam papers.

Innovative and new pedagogical technologies are being systematically introduced into the university, taking into account social needs and specializations, the material and technical base is being replenished, and the level of equipping the educational process with new equipment, materials, electronic textbooks, educational, methodological and scientific literature is increasing.

Student-centered learning requires an ongoing reflective process. This principle can be implemented using modern teaching technologies:

- problem-based learning;
- project-based learning;
- criteria-based assessment system (formative and summative assessment);
- technologies for the development of critical thinking.

In addition, analysis and monitoring of the use of innovative teaching methods is discussed at the methodological council of the department with the participation of teaching staff attending the classes of their colleagues. The influence of active and innovative teaching methods on the results of the educational process is carried out through monitoring progress, based on a point-rating system of disciplines presented within the framework of innovations.

The university has developed a practice of conducting sociological surveys of students regarding their satisfaction with the quality of education.

Value judgments regarding learning conditions indicate that EPs have a good basis for learning and applying the acquired theoretical knowledge on teaching and learning methods in practice.

The final assessments indicate students' satisfaction with the quality of educational services and professional training of the university teaching staff:

- 1) The majority of respondents highly assess the prestige of their university and specialty;
- 2) In general, it can be noted that the majority of students assess the general level of professionalism of teachers as high and average;
- 3) In general, based on the results of the survey, we can conclude that students' satisfaction with the emotional and psychological climate that has developed at the university is quite high;
- 4) A similar trend is observed in the ratio of student satisfaction to the provision of the university's material resources. They are satisfied with the availability of the necessary educational literature and are completely satisfied with the availability of computers used in the educational process.

During the survey, the question: «Are you generally satisfied with your studies at the university?» the majority of respondents answered positively. Of these, 85% of respondents answered «yes, completely satisfied», 15% of the surveyed students answered more likely yes than no, and there were no dissatisfied students.

When assessing the knowledge acquired at the university, all respondents answered «thorough» and «sufficient». The answer option «Insufficient» was not noted by any of the respondents.

Analyzing the dynamics of statistical indicators, students mainly evaluate the level of professional training of teachers as «excellent» and «good». The answer options «satisfactory» and «not satisfactory» were not selected by any of the respondents.

The assessment of relations within the university staff is quite positive. The majority of respondents are satisfied with their relationships with everyone during educational activities, noting that relationships are mostly friendly (85%). This indicates that the student feels comfortable, calm and confident, and, accordingly, can develop as a person.

«University» is a regular participant in the «Clean Session» campaign. At the university, students can report facts of corruption via hotlines (landline and cell), or send an email to the website www.anticorruption.psu.kz.

As part of the business ethics system, the following documents have been developed and adopted at the university:

- Code of Corporate Ethics;
- Code of Academic Honesty.

Every year, teachers of the departments of «Economics», «Finance and Accounting» conduct advanced training courses.

It should be noted that during the meeting with students and graduates, a high degree of satisfaction with the quality of the educational services provided was noted. In turn, during a meeting with employers, they expressed positive dynamics in working with the University.

In general, the department systematically analyzes information about its activities, assesses the strengths, weaknesses, and capabilities of the department, which is shown in the plan for the development of educational programs of the department, but unfortunately, separate plans for the development of educational programs have not been developed.

Analytical part

During the study of educational programs 7M04102 «Management», 7M04104 «Marketing», 6B04106 «Marketing», 6B04105 «State and Local Management» by the EEC commission, it was made sure that the student-centered system at this university, which is one of the components of the globalization of the educational process, is implemented through orientation «products» of higher education on «results», that is, it is built on a competency basis.

The management of educational programs provides students with the opportunity to form an individual educational trajectory in accordance with their needs. In addition, for students, the teaching staff in the person of professors, associate professors and senior teachers practically adopt various forms and methods of teaching during lectures and seminars, including in practice, effectively using the production base to train students.

The management of the EP refers to the process of responding to complaints primarily as issues arising in the educational process. According to EEC experts, it is recommended to make changes and additions to internal documents to effectively respond to various complaints and requests not only from students, but also from all key stakeholders and affecting issues in all spheres of life (life, leisure, education, etc.).

Based on the documents and materials presented, as well as during interviews with students, members of the EEC note that it is necessary to change the attitude towards understanding student-centered learning. First of all, it is necessary to bring to the attention of students and other participants in the educational process changes in the educational environment in accordance with academic policy.

Interviewing students confirmed the provision of academic support to students who cannot cope with academic requirements (additional counseling). The reports of educational and industrial practices of students were considered. To improve the quality of knowledge of students and undergraduates participating in research work, scientific works are periodically published in republican and international conferences and in the ToU Bulletin.

The management of the university and the department pays close attention to improving the qualifications of teaching staff, and it is necessary to pay attention not only to the professional training of employees, but also to advanced training in relation to methods for assessing learning outcomes and final learning outcomes.

During the survey data, it was found that the majority of students, 31 people, answered positively to all questions posed. For example, «Satisfaction with existing educational resources of the university» - 100%, «Availability of computer classes» - 90.3%, «Availability and quality of Internet resources» - 87.1%, «Content and information content of the website of educational organizations in in general and faculties (schools) in particular» - 90.3%, «Study rooms, classrooms for large groups» - 100%, «The level of accessibility and responsiveness of the university management» - 100%, «Availability of academic counseling to you» - 96.8 %, «Support with educational materials during the learning process» – 96.8%, «Availability of counseling on personal problems» – 96.8%, «Relationships between student and teacher» – 100%, «Financial and administrative services of the educational institution» – 93.5%, «The quality of the educational program as a whole» – 93.5%, «The quality of educational programs in the EP» – 100%, «Teaching

methods in general» – 93.5%, «The speed of response to feedback from teachers regarding educational process» – 96.8%, «Quality of teaching in general» – 96.8%.

From the above it follows that the results of a questionnaire survey among students showed full compliance of student-centered learning with the academic policy of the university.

Strengths/Best Practices:

- The influence of interactive and innovative teaching methods (project method, development of critical thinking, creating a situation of success, Case Study, SMART) on the results of the educational process is carried out through monitoring progress, based on a point-rating system of disciplines presented within the framework of innovations.

EEC recommendations for 7M04102 «Management», 7M04104 «Marketing», 6B04106 «Marketing», 6B04105 «State and local government»:

- Develop an action plan to inform students and teaching staff of educational programs for a holistic understanding of student-centered learning. Deadline: 01.11.2024.
- When developing a development plan for educational programs 7M04102 «Management», 7M04104 «Marketing», 6B04106 «Marketing», 6B04105 «State and Local Administration», it is necessary to take into account quality indicators that will contribute to the manifestation of independence, creativity and responsibility of the student in the process of his professional education. Deadline: 06/01/2024.

EEC conclusions:

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

Educational programs 7M04102 «Management», 7M04104 «Marketing», 6B04106 «Marketing», 6B04105 «State and Local Administration» have 1 strong, 16 satisfactory positions and 1 suggesting improvement.

6.6. Standard «Students»

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

Evidence

NJSC «Toraigyrov University» demonstrates the policy of forming a contingent of students from admission to graduation and ensures the transparency of its procedures. The educational activities of the university are based on the Academic Policy aimed at meeting the needs of students to receive a quality education.

The policy regarding students at the university is regulated by the following quality management system standards: SO QMS 8.04.4-20 «Management of the educational process»; SO QMS 8.06.3-20 «Managing the processes of student research activities»; SO QMS 8.01.4-21 «Management of the process of distribution and employment of graduates».

The university has created a preparatory department for those wishing to enroll and study – the Faculty of «Foundation». The preparatory department was opened in October 2014 (order of the Ministry of Education and Science of the Republic of Kazakhstan No. 383 dated September 18, 2014).

The formation of a contingent of students at the Foundation faculty is carried out through the state educational order, as well as payment for training at the expense of citizens' own funds.

The formation of a student population for EP 7M04102 «Management», 7M04104 «Marketing», 6B04106 «Marketing», 6B04105 «State and Local Administration» is carried out by the Department of Economics independently. EP training is conducted on a paid (contractual) basis and on the basis of grants.

Direct admission of applicants is carried out by the university admissions committee: <https://tou.edu.kz/ru/component/abitur>. The university's admissions committee operates both full-time and remotely. Potential applicants through the university website can: get advice; submit documents online; study the range of existing educational programs; take a virtual tour of the university.

The dynamics of the population of accredited educational programs is presented in Table 6.1.

Table 6.1 – Dynamics of the population of accredited educational programs

Speciality	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024
6B04106 «Marketing»	12	25	45	59	84
6B04105 «State and local government»	103	112	132	95	114
7M04102 «Management»	23	23	14	12	27
7M04104 «Marketing»	3	2	3	2	6
Total	141	162	194	168	231

For the socio-cultural adaptation of foreign students to the academic process, language training is constantly carried out during the academic year, including the study of Kazakh, Russian and English.

After enrollment at the university, all students are assigned curators and advisors, who provide academic, scientific, and social support throughout the course: https://drive.google.com/file/d/1EVa1aI8H9uPzdmQwDjRGpmPFzp55zcSE/view?usp=drive_link

The organization of academic mobility at NJSC «Toraigyrov University» is regulated by the Law of the Republic of Kazakhstan «On Education», regulatory documents of the Ministry of Education and Science of the Republic of Kazakhstan, Rules for the organization of the educational process on credit technology of education. The procedure for admitting students from other universities, recognizing and crediting credits acquired during academic mobility is implemented in accordance with the «Rules for organizing the educational process in credit technology of education», approved by order of the Minister of Education and Science of the Republic of Kazakhstan dated April 20, 2011 No. 152, Concept of Academic Mobility of Students higher educational institutions of the Republic of Kazakhstan. NJSC «Toraigyrov University» has developed and approved the Regulations on the system for transferring ECTS credits and organizing academic mobility of students. The university actively cooperates on issues of qualification recognition and academic mobility with the National Center for Higher Education of the Ministry of Education and Science of the Republic of Kazakhstan.

From 2021-2023, the university began introducing massive open online courses (MOOCs).

MOOC - Massive open online courses - one of the forms of distance education in the form of training courses on certain subjects, posted on the network for free access. This educational format provides the opportunity to listen to video lectures online.

At the university, all students on a contractual basis are given the opportunity to receive discounts. By decision of the Academic Council of the University, the Regulation «On Discounts» was approved: <https://tou.edu.kz/arm/storage/files/62ea054b182d50.77219585.pdf>

At the university, in relation to students, the quality management system defines the educational process, which is regulated by the standard SO QMS 8.04.4 - 20 «Management of the educational process”: https://drive.google.com/drive/folders/1Bgkr_hJir_tUeD3f4lbUwMNFjc9g-jWM

Students of EP 6B04106 «Marketing», 7M04104 «Marketing», 6B04105 «State and Local Administration», 7M04102 «Management» take an active part in conferences, olympiads, and scientific research.

In 2023-2024, students of the OP «Marketing» took part in the International Competition of Scientific and Practical Works and Projects within the framework of the international conference «Innovations in Production», Russian State University of Oil and Gas named after I.M. Gubkina, November 16, 2023, Moscow, winner of the 1st degree diploma Angelina Vladimirovna Zolotareva (OP 6B04106 «Marketing»), etc.

Also, students in master's and bachelor's degree programs of the Department of Economics are part of research groups within the framework of scientific projects:

1) State budget project AP19676924 «Development of technology and promotion of environmental branding of the industrial complex of the region»;

2) State budget project AR19676438 «Mechanism for ensuring balanced interaction between the labor market and the system». General information is provided at the link: https://drive.google.com/file/d/1DW7T5LZzrCQJU4h1t42XLnp5aFE9MleO/view?usp=drive_link

One of the strong and important processes in NJSC «Toraigyrov University» is educational work, defined as one of the main priorities of the university's Strategic Development Plan.

Information about the educational process is presented at the link: https://tou.edu.kz/ru/?option=com_content&view=article&layout=edit&id=10787

The university pursues a policy of supporting gifted students, helping them prepare and go to various international competitions, where the best were awarded prizes.

In order to assist in the employment of graduates, the university's work plans annually include and carry out promotions for the employment of graduates: holding a job fair together with the Department of Employment and Social Programs of Pavlodar. The employment of graduates of 2020-2023 is presented in table 6.2.

Table 6.3 – Dynamics of employment of EP graduates

	2020 year			2021 year			2022 year			2023 year		
	Graduation, people	Employed, people	% employment	Graduation, people	Employed, people	% employment	Graduation, people	Employed, people	% employment	Graduation, people	Employed, people	% employment
EP 7M04102 «Management»	6	6	100	14	12	85,7	8	8	100	8	7	87,5
EP 7M04104 «Marketing»	3	3	100	-	-	-	2	2	100	1	1	100
EP 6B04106 «Marketing»	3	3	100,00	1	1	100	5	5	100	10	9	90,0
EP 6B04105 «State and local government»	41	39	95,12	32	30	93,75	50	48	96	30	29	96,7

Analytical part

The University provides students with free access to the Internet and wireless WI-FI access. Personal computers are connected to a server network.

NJSC «Toraigyrov University» has a transparent policy for the formation of a student population, approved procedures regulating the life cycle of students. The university assists graduates in finding employment through direct contacts with heads of enterprises, organizations and institutions. Based on the results of the meeting with practice bases, employers and the analysis of the presented statistics on the employment of graduates, the active cooperation of Toraigyrov University NJSC and employers was confirmed. The leadership of the EP demonstrated its readiness to conduct special adaptation and support programs for newly admitted students and undergraduates. Despite the information available in the self-assessment report about the Alumni Association, during the interviews, support for communication with university alumni through any events was not confirmed. Also, information about the activities of the alumni association was not confirmed; many graduates simply heard about this association.

Master's students carry out scientific research within the framework of individual plans - collecting, analyzing information and materials of a scientific-theoretical and scientific-practical nature for writing a master's thesis based on the library collection and other resources of other universities and countries. There are agreements on mutually beneficial cooperation in the field of academic mobility of students and teaching staff with domestic and foreign universities. However, the provisions of these agreements remained without practical implementation, as evidenced by the lack of academic mobility of EP students (bachelors, masters) to universities with which these

agreements were concluded; representatives of teaching staff are not invited to give lecture courses with subsequent reflection of this in students' transcripts, etc. d.

Strengths/best practices according to the «Students» standard for EP 7M04102 «Management», 7M04104 «Marketing», 6B04106 «Marketing», 6B04105 «State and local government»: none.

Recommendations for the «Students» standard for EP 7M04102 «Management», 7M04104 «Marketing», 6B04106 «Marketing», 6B04105 «State and local government»:

- Increase the role of the Alumni Association in the activities of the university and the development of accredited educational programs. Develop an action plan to take measures to improve the performance of the Alumni Association. Deadline: 09/01/2024

- Continue work to develop external and internal academic mobility of students. Develop a roadmap for the conclusion and subsequent implementation of the provisions of concluded cooperation agreements with universities of the Republic of Kazakhstan and foreign countries, with mandatory travel for teaching staff for internships and academic mobility of students of accredited EP. Deadline: 09/01/2024

EEC conclusions based on the criteria:

According to the «Learners» standard, educational programs 7M04102 «Management», 7M04104 «Marketing», 6B04106 «Marketing», 6B04105 «State and Local Administration» have: 12 satisfactory positions.

6.7. Standard «Faculty and teaching staff»

- ✓ The PA 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 educational organization must demonstrate compliance of the staff potential of the teaching staff with the specifics of the educational program.
- ✓ The management of the EP must demonstrate awareness of responsibility for its employees and providing them with favorable working conditions.
- ✓ The leadership of the EP must demonstrate the change in the role of the teacher in connection with the transition to student-centered learning.
- ✓ The PA must determine the contribution of the teaching staff of the EP to the implementation of the development strategy of the PA and other strategic documents.
- ✓ The educational institution must provide opportunities for career growth and professional development of teaching staff of the EP.
- ✓ The management of the EP must demonstrate a readiness to involve practitioners from relevant sectors of the economy in teaching.
- ✓ The educational institution must demonstrate the motivation for the professional and personal development of EP teachers, including encouragement for the integration of scientific activities and education, and the use of innovative teaching methods.
- ✓ An important factor is readiness to develop academic mobility within the EP, attracting the best foreign and domestic teachers.

Evidence

NJSC «Toraigyrov University» determines the general policy and strategy for the development of the entire staff and teaching staff. Personnel policy in public organizations is

regulated by the Law of the Republic of Kazakhstan «On Education» dated July 27, 2007, with amendments and additions dated July 3, 2017, as well as the following regulatory documents:

- Rules for competitive filling of positions of teaching staff and scientific workers of higher educational institutions Approved by order of the Minister of Education and Science of the Republic of Kazakhstan dated April 23, 2015 No. 230: <https://adilet.zan.kz/rus/docs/V1500011122>;
- Qualification characteristics of positions of teaching staff and persons equivalent to them dated April 26, 2023: <https://tou.edu.kz/arm/storage/files/647f1c3c9036a9.91094368.pdf>;
- Regulations «On the procedure for planning and calculating the working time budget of teaching staff» dated April 26, 2023: <https://tou.edu.kz/arm/storage/files/646c3f44cd12c7.20724065.pdf>;
- Regulations on the work of the adviser dated November 15, 2022: <https://tou.edu.kz/arm/storage/files/63770266418701.10659383.pdf>;
- Code of Corporate Ethics dated September 10, 2022: <https://tou.edu.kz/arm/storage/files/63229d04cbb1d3.67254773.pdf>;
- Internal labor regulations of NJSC «Toraigyrov University» dated November 1, 2021: <https://tou.edu.kz/arm/storage/files/618a640d798ab8.17232710.pdf>;
- HR strategy dated September 15, 2020: <https://tou.edu.kz/arm/storage/files/6348eb4bbd09c6.79493260.pdf>;
- Regulations on the employee incentive commission dated December 28, 2022: <https://tou.edu.kz/arm/storage/files/63b6682e33b511.02697553.pdf>;
- Employment rules dated September 15, 2020: <https://tou.edu.kz/arm/storage/files/6348ece8776599.54260631.pdf>;
- Rules on the procedure for remuneration and bonuses for university employees dated December 27, 2022: <https://tou.edu.kz/arm/storage/files/63edf75e290ee8.15384577.pdf>;
- Rules for using the access control system dated January 14, 2019: https://tou.edu.kz/images/stories/pdf/skud_rus.PDF;
- Regulations on the development of job descriptions for teaching staff, heads of departments, deans, heads of structural divisions, and other university employees.

The main provisions of the personnel policy are developed in accordance with the principles of legality, meritocracy, prohibition of discrimination in the field of labor and the priority of the life and health of workers.

Hiring of university teaching staff is carried out on the basis of the current labor legislation of the Republic of Kazakhstan, as well as in accordance with the Qualification characteristics of positions of teaching staff and equivalent persons of NJSC «Toraigyrov University» dated 04/26/2023, taking into account qualification requirements (Appendix 24); Rules for competitive filling of positions of teaching staff and scientific workers of higher educational institutions, approved by order of the Minister of Education and Science of the Republic of Kazakhstan dated April 23, 2015 No. 230 (<https://adilet.zan.kz/rus/docs/V1500011122>), as well as Rules for competitive filling of positions teaching staff of NJSC «Toraigyrov University» dated October 26, 2020 (https://drive.google.com/drive/folders/1KRyc-Ug_RjngF2gVatRixfzGPuLL4cH).

The starting point for calculating the teacher's working time budget is the total annual working time – 1584 hours. This time budget is systematized for all types of work performed by teaching staff: educational work; educational and methodological work; research, innovation and entrepreneurship; organizational and methodological work; work with youth and social issues; advanced training and scientific internships.

Currently (2023-2024 academic year), the total number of teaching staff of the Department of Economics implementing EP 7M04102 «Management», 7M04104 «Marketing», 6B04106 «Marketing», 6B04105 «State and Local Administration» is 36 people, of which 29 are full-time . Graduated from among the staff: doctors of science - 2 people, PhD doctors - 3, candidates of

science - 13, masters - 11, which meets the qualification requirements of the Ministry of Education and Science of the Republic of Kazakhstan.

The university provides financial assistance to employees and teaching staff in the form of one-time payments, which is one of the forms of social support for university employees. All payments are made in accordance with the rules adopted by the university and on the basis of the necessary documents in accordance with the Rules for the provision of financial assistance to employees.

NJSC «Toraigyrov University» has a system of advanced training. The system of advanced training and professional development of teaching staff and administrative and managerial staff of the university is coordinated by the Center for Talent Management (hereinafter referred to as TMC). According to the annual Plan for advanced training of teaching staff and AUP, departments of faculties, structural divisions of the university undergo planned advanced training (in accordance with the Law of the Republic of Kazakhstan «On Education» dated July 27, 2007 No. 319-III, Article 37, paragraph 4, advanced training of management personnel, pedagogical and scientific workers of educational organizations is carried out at least once every five years.). PC includes the following types of training: short-term PC programs up to 72 hours; long-term PC programs of 72 hours or more. Certificates of advanced training for teaching staff are presented at the link: https://drive.google.com/drive/folders/1hHLw4aTXnHoltK0KVRtmBqhEx29kmWbc?usp=drive_link

The University widely practices attracting specialist practitioners from relevant industries. At the Department of Economics, internships from the real production sector have been established as part-time students, and foreign scientists are also involved in the educational process.

Teaching staff of NJSC «Toraigyrov University» actively participate in public life, in the work of various clubs, in exhibitions, creative competitions, cooperate with all government agencies, organizations of various profiles, which, according to university graduates, helped them in further employment.

Analytical part

NJSC «Toraigyrov University» has created favorable conditions for the effective activities of teaching staff. The role of the teacher has changed, associated with the transition to centralized training of students: respect and attention to different groups of students and their needs, presentation of flexible learning trajectories; application of various forms of training; support for student independence simultaneously from the relevant management and teacher; strengthening mutual respect between teachers and students; Availability of procedures for responding to justified student complaints.

The student receives feedback and, if necessary, consultations regarding the educational process. The university is responsible for the quality of work of its employees and the creation of favorable conditions for their activities.

In relation to the faculty and staff of the university (hiring, promotion, reward, reduction, dismissal, rights and responsibilities, official instructions), a personnel policy is provided, based on institutional processes, access to its faculty and staff.

In the self-assessment report, it was noted that the teaching skills of university teachers are assessed during employment based on the presentations of the EP at a meeting of the competition committee, where teachers must disclose teaching methods in their discipline, but this fact was not confirmed during interviews.

At the same time, when interviewing teaching staff, information about the interactive and/or innovative teaching methods used was not confirmed.

The university management is doing some work to increase the motivation of teaching staff implementing the EP of the cluster, including by providing scientific trips, participation in international and republican conferences.

However, it is worth pointing out that there is no fact of academic mobility of teaching staff of accredited EP to other foreign universities or universities in Kazakhstan. Such work is important for further integration into the republican and international educational space, for creating a system for stimulating the professional and personal growth of teachers.

Strengths/best practices according to the standard “Faculty and teaching staff” according to EP 7M04102 «Management», 7M04104 «Marketing», 6B04106 «Marketing», 6B04105 «State and local government»:

- The involvement of teaching staff in the development of the economy, education, science and culture of the region is demonstrated

Recommendations for the standard «Faculty and teaching staff» for EP 7M04102 «Management», 7M04104 «Marketing», 6B04106 «Marketing», 6B04105 «State and local government»:

- Train teaching staff in modern innovative technologies, methods and information and communication technologies in the educational process (interactive and/or innovative methods of learning, teaching, project work, case studies, e-portfolio, etc.). Deadline: 09/01/2024

- Strengthen efforts to organize external academic mobility of teaching staff and attract the best foreign and domestic teachers to joint scientific research, in order to integrate undergraduates into the global research space. Deadline: 02/01/2025

- Select international managers, international scientific leaders, undergraduates and integrate with international research teams, form scientific clusters that will raise the status of the region accredited by the EP. Deadline: 09/01/2025

- Strengthen the cooperation of the department with the Bolashak Center for Medical Education, motivate teachers to go on internships to the best universities in accredited educational programs. Deadline: 09/01/2025

EEC conclusions based on the criteria:

According to the «Faculty and Teaching Staff» standard, educational programs 7M04102 «Management», 7M04104 «Marketing», 6B04106 «Marketing», 6B04105 «State and Local Administration» have: 1 strong, 8 satisfactory and 1 positions requiring improvement.

6.8. Standard «Educational Resources and Student Support Systems»

- ✓ The educational institution must guarantee a sufficient number of learning resources and student support services to ensure the achievement of the objectives of the educational institution.
- ✓ The educational institution 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 educational institutions (adults, working people, foreign students, as well as students with disabilities).
- ✓ The management of the educational program must demonstrate the existence of procedures for supporting various groups of students, including information and consultation.
- ✓ The management of the EP must demonstrate the compliance of information resources with the specifics of the EP, including:
 - technological support for students and teaching staff (for example, online learning, modeling, databases, data analysis programs);

- library resources, including a fund of educational, methodological and scientific literature on general education, basic and major disciplines on paper and electronic media, periodicals, access to scientific databases;
- examination of research results, graduation works, dissertations for plagiarism;
- access to educational Internet resources;
- ✓ Operation of WI-FI on the territory of the educational organization.
- ✓ OO demonstrates planning for providing EP with educational equipment and software similar to those used in the relevant sectors of the economy.

Evidence

NJSC «Toraigyrov University» ensures the availability of sufficient, accessible and appropriate educational resources and student support services. The functioning system for creating educational resources and supporting students is based on the work of the university's structural unit IT-HUB and its technical support department. When distributing, planning and providing learning resources, the university takes into account the needs of different groups of students.

The fundamental basis of the university's educational resources is the computer park. Currently, the university's computer park includes 1,302 units of computer equipment, of which 370 are used for educational purposes. Students are also provided with access to computers outside of class hours. All computers are connected to a single university local network and have access to the Internet. All computers have operating systems ranging from various editions of Microsoft Windows 7 and higher.

The university's educational process uses 40 pieces of interactive and multimedia equipment. The material and technical base of the university also includes copying machines, the number of which is 371 units, which are actively used in the learning process and for the work of structural divisions.

IT HUB actively provides the educational process with electronic educational resources. Together with the teaching staff of the university, a lot of work is being done to create the following types of electronic educational resources: electronic educational publications; video lectures; mobile educational applications.

Each created electronic product is registered with the Committee for Intellectual Property Rights of the Ministry of Justice of the Republic of Kazakhstan and receives an appropriate certificate.

The university's educational portal, based on the «E-learning CDT» information system, implements a unique function of distance learning for students according to an individual learning path through the Personal Accounts of the student and teacher in offline and online modes. All types of educational activities are carried out using network and case technology.

To check the scientific works of students, the NJSC «Toraigyrov University» operates the «Anti-Plagiarism» subsystem in Kazakh, Russian and English. The Anti-Plagiarism subsystem is designed to evaluate borrowings of texts in works submitted for verification, displaying the results of the verification and indicating similar places. The permissible percentage of borrowing is established by departments in the context of specialties and types of work.

The PA has 6 educational buildings, 3 dormitories (Student House No. 1 for 360 students, No. 2 for 500 students, No. 3 for 600 students), the Bayantau recreation center, an agrobiological station, auxiliary and utility rooms. University buildings with an area of 63841.7 sq.m. belong to the university with the right of economic management and comply with current sanitary standards, fire safety requirements and state standards for the specialties being sold. The total number of lecture halls is 11, classrooms – 167, laboratories – 65. The educational buildings have 24 computer classes with 276 seats, 2 multimedia classrooms with 26 seats, 8 reading rooms, etc. All

educational premises meet the requirements of sanitary standards, fire safety safety and fully ensure the educational process.

The university's scientific library acts as the most important information resource. The total area of the premises is 2726 m², including book storage - 1166 m². The library has a subscription, a co-working room with an area of 1560 m² for free visiting of users, with a zoned territory. There is a conference room with 144 seats, a work area for users with 100 seats (30 computers), a recreation area with a collection of classical fiction and world bestsellers, a meeting area, Reception, a PC for searching for books, an area for teaching staff consultants and students, a reception area new books. The University strives to take into account the needs of various groups of students, regularly improving both infrastructure and teaching methods. Student support is provided by all structural divisions of the university, the main of which are faculties and departments.

NJSC «Toraigyrov University» offers discounts for students on a contractual basis. Discounts apply to students from socially protected segments of the population and talented youth. For example, orphans receive a 50% discount, disabled children - 30%, those with one parent - 20%, etc. In the category of talented youth, the following discounts apply: when passing the exam session with excellent marks - 20%, for good and excellent marks - 10%, etc.

In the current academic year, the university population includes students with disabilities. The university has created all the conditions for training people with special needs: an elevator has been installed, there are ramps, a call button, on the ground floor there are specially equipped classrooms for lectures and laboratory practical classes and a restroom. The dormitory also has a specialized room with all the necessary installations. NJSC «Toraigyrov University» demonstrates that the infrastructure meets the requirements of all types of security. The university has implemented standards for the organization of SO QMS 8.03.4-20 «Safety Process Management» (general provisions for health and safety (https://tou.edu.kz/ru/?option=com_docs)). There is a sanitary-epidemiological conclusion on the organization of educational educational process of NJSC «Toraigyrov University», corresponding to the sanitary rules «Sanitary and epidemiological requirements for public utility facilities», approved by order of the Ministry of Health of the Republic of Kazakhstan dated July 28, 2010 No. 555, Sanitary rules «Sanitary and epidemiological requirements for the maintenance, operation and conditions of education in educational institutions of technical, vocational and higher education», approved by the acting order of the Ministry of Health of the Republic of Kazakhstan dated August 3, 2010, No. 594, Sanitary rules «Sanitary rules for the organization and maintenance of mountaineering camps, places of physical education and sports», No. 3.01. 075.99. In addition, NJSC «Toraigyrov University» demonstrated compliance with the requirements of the «Fire Safety Rules». The appendices of these Rules provide examples of the organization, execution and introduction of documents - the sign «Responsible for Fire Safety» and the procedure for providing first aid. There are academic and social support services for students. The academic support service for students includes the Registrar's Office, department advisors, specialists from the practice and employment department, the library, and curators. Support for foreign students is provided by the Department of International Cooperation, which provides counseling in a foreign language, visa support, support in organizing and supporting academic mobility. The Foundation Faculty provides adaptation for foreign students, studying Kazakh and Russian languages, and preparation for entrance exams to the university. In order to ensure accessibility of university education for people with disabilities, the program «Organizations of psychological and pedagogical support for inclusive education» has been developed.

In general, educational resources and student support systems meet the requirements of the implemented educational programs.

Analytical part

NJSC “Toraigyrov University” has all the necessary conditions to satisfy the social, personal and everyday needs of students through the functioning of structural units that assist students in the educational process and solving social issues. The university provides information and library services to provide textbooks, teaching aids, scientific publications and electronic resources to teachers, students and researchers.

The classroom fund and educational and laboratory facilities of the university comply with the educational programs being implemented, sanitary and epidemiological standards and safety requirements. Availability for teachers of information, reference and methodological materials necessary for mastering the educational programs of the university is ensured. In general, the infrastructure corresponds to the specifics of the university’s educational programs.

For students from among orphans and those without parental care, free meals are organized - a set lunch.

In order to implement the program, as well as direct instructions from the Ministry of Education and Science of the Republic of Kazakhstan, a Student Service Center (SSC) has been organized at the NJSC “Toraigyrov University”, functioning on the “one window” principle. Government services and university services have been transferred to digital execution mode. All new mechanisms are organized taking into account the modern principles of “Paper free”, “Digital by default” and “Keep it simple”.

Strengths/best practices according to the standard “Educational resources and student support systems” according to EP 7M04102 “Management”, 7M04104 “Marketing”, 6B04106 “Marketing”, 6B04105 “State and local government” :

- Availability of library resources, a fund of educational, methodological and scientific literature on general education, basic and major disciplines on paper and electronic media, periodicals.

Recommendations on the standard “Educational resources and student support systems” for EP 7M04102 “Management”, 7M04104 “Marketing”, 6B04106 “Marketing”, 6B04105 “State and local government” :

- Develop a mechanism for technological support for students and teaching staff in accordance with the EP. Deadline: 02/01/2025

- The responsible service department will carry out work to improve the functioning of WI-FI on the territory of the university and all social facilities of the university. Deadline: 09/01/2024

- Equip classrooms, laboratories and other educational facilities with modern equipment that ensures the achievement of the goals of accredited educational programs. Deadline: 02/01/2025

VEC conclusions based on the criteria:

According to the standard “Educational Resources and Student Support Systems” educational programs 7M04102 “Management”, 7M04104 “Marketing”, 6B04106 “Marketing”, 6B04105 “State and Local Administration” have: 1 strong, 12 satisfactory positions.

6.9. Public Information Standard

✓ *OO must publish reliable, objective, current information about educational program and its specificity, which should include:*

- *expected results training implementable educational programs;*

- *qualifications And (or) qualifications, which will assigned By completion educational*

program;

- approaches teaching training, A Also system (procedures, methods And forms) assessment;

- intelligence O checkpoints points And educational possibilities, provided students;

- intelligence O possibilities employment graduates.

✓ Management OP must provide various ways distribution information, including the media, information networks to inform the general public and interested persons

✓ Informing public must provide support And clarification national programs country development and systems higher and postgraduate education.

✓ OO must demonstrate reflection on web resource information, characterizing it as a whole And in terms of educational programs.

✓ Important factor is Availability adequate And objective information O teaching staff OP.

✓ Important factor is informing public O cooperation And interaction with partners within the framework of the OP.

Evidence

NJSC "Toraigyrov University" pays great attention to informing the public, students, employees, as well as stakeholders about the results of its activities, the policies of the university and maintaining a dialogue with them. Informing the public is carried out through the following means of communication: electronic portal of the university; social media; news portals of information agencies of Kazakhstan and the region; directly when stakeholders contact the structural divisions of the university.

Information about EP, teaching staff, expected learning outcomes and possible employment is located on the website <https://tou.edu.kz/ru>. Information about passing scores and educational opportunities provided to students is also available on the university website on the "Admissions Committee" page. Information on the progress of the students themselves, educational materials on disciplines and other information is located in the student's personal account on the university website.

Information published by the university is accurate, objective and current. The publications actively cover such issues as the implementation of government programs, the achievements of the university, teaching staff and students; information support is provided for the events of departments, faculties, and more.

The university provides all the necessary information through television, newspapers, radio, news portals, social networks, LED screens, 50 sound advertisements, targeted advertising, posters in public transport, banners, branding of bus stop pavilions, etc.

A systematic list of university information resources is presented in the following areas: <https://www.tiktok.com/@toukz>; https://t.me/tou_edu; <https://www.facebook.com/ToraighyrovUniversity>; <https://www.instagram.com/psukz>; <https://vk.com/psupsu>; <https://ok.ru/profile/564614424926>

Analysis and monitoring of publication activity is carried out daily by media center employees. Analytical support is provided on an ongoing basis based on indicators indicating the topics, list of media and output data.

The university website has sections "News", "Articles", "Announcements". The "News" section publishes the latest events in the life of the university. Information about upcoming scientific conferences and competitions is published in the "Announcements" section.

To inform interested parties on the web portal, the media center uses the following areas: posting news in the state, Russian and English languages, posting videos, films, banners and photographs.

NJSC “Toraigyrov University” operates an educational portal, registered as an object of intellectual property in the Committee for Intellectual Property Rights of the Ministry of Justice of the Republic of Kazakhstan (certificate No. 870 dated June 6, 2011).

The PA website contains information on the results of external assessment procedures. The section “Quality Management System of Toraigyrov University” contains information about external audits and certificates of compliance of the quality management system with the International Standard ISO 9001:2015 https://tou.edu.kz/ru/?option=com_docs.

Information about upcoming scientific conferences and competitions is published in the “Announcements” section.

Analytical part

The management of NJSC "Toraigyrov University" uses various methods of disseminating information: the university website, briefings conducted by management, open days, university-based job fairs, round tables with heads of enterprises and organizations, an exhibition of achievements, months and weeks of career guidance.

The NGO has information resources: a website, a magazine, as well as social networks, which provide information about the services provided and areas of activity. The university also uses a variety of ways to disseminate information: media, web resources, social networks, etc. The available information is relevant, the news feed contains fresh material. There is a blog for the rector, and it is functional. Also on the university website there is all the necessary information about the rules for admitting applicants, educational programs, terms and form of training, contact information, etc. The site has several categories of pages with the necessary information for applicants and students. But in some places a unified format for presenting information on the EP is not used, there is no information about changes made to the structure and/or content of the EP, or recommendations from employers. However, on the website, on none of the presented pages, at the time of the EEC’s visit, there was no information about changes already made or proposed to the EP implemented by NJSC “Toraigyrov University”, which does not allow all interested parties to receive timely and up-to-date information on updating the EP in NJSC "Toraigyrov University". The university website is in three languages (Kazakh, English, Russian), but it does not completely duplicate the information, and some sections are not in English language.

Within the framework assessed by the OP, information must be accurate, objective, relevant and innovative. The expected learning outcomes provided to students are partially reflected.

The management of the Department of Economics should reconsider the approach to work in this area: complete information about teaching, learning, and evaluation procedures for teaching staff of the departments is not reflected. On the website of the university, on the pages of the Department of Economics, there is no information for the public of the region, the country in explaining the national development programs of the country and the system of higher and postgraduate education, development of EP.

Strengths/Best Practices according to the Standard “Public Information” according to OP 7M04102 “Management”, 7M04104 “Marketing”, 6B04106 “Marketing”, 6B04105 “State and local government” :

- The use of various methods of information dissemination has been confirmed, including the media, information networks to inform the general public and interested parties.

Recommendations for the Standard “Public Information” for EP 7M04102 “Management”, 7M04104 “Marketing”, 6B04106 “Marketing”, 6B04105 “State and Local Administration” :

- Develop, implement, publish a clear mechanism for reflecting on the web resource information in the context of EP about the programs being implemented, indicating the expected

learning outcomes, assessment procedures, and interactions with academic partners. Deadline: 09/01/2024

- Conduct systematic internal monitoring of the website and assess the extent to which the existing information resource meets modern requirements, goals and objectives of the public organization in general and in the context of educational programs. At the same time, take into account the technical requirements for standard resources: site design, technical specifications, content management system (CMS), and unification of the presentation of material in three languages . Deadline: 09/01/2024

- Place adequate and objective information about the teaching staff of the EP in the context of personalities. Deadline: 09/01/2024

- Post information about the activities of the University Alumni Association on the NGO website. Deadline : 09/01/2024

VEC conclusions based on the criteria:

According to the “Public Information” standard, educational programs 7M04102 “Management”, 7M04104 “Marketing”, 6B04106 “Marketing”, 6B04105 “State and Local Administration” have: 12 satisfactory positions .



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

Standard "Educational Program Management"

Strengths/best practices for OP 7M04102 "Management", 7M04104 "Marketing", 6B04106 "Marketing", 6B04105 "State and local government" :

- Not identified.

Information Management and Reporting Standard

Strengths/best practices for EP 7M04102 "Management", 7M04104 "Marketing", 6B04106 "Marketing", 6B04105 "State and local government" :

- The University operates and is modernizing an educational portal integrated with an automated university management system. This complex is integrated into an information system for organizing e-learning based on credit and distance learning technologies - "e-Learning CDT".

Standard "Development and approval of an educational program"

Strengths/best practices for OP 7M04102 "Management", 7M04104 "Marketing", 6B04106 "Marketing", 6B04105 "State and local government" :

- Not identified.

Standard "Continuous monitoring and periodic evaluation of educational programs"

Strengths/best practices for OP 7M04102 "Management", 7M04104 "Marketing", 6B04106 "Marketing", 6B04105 "State and local government" :

- Not identified.

Standard "Student-centered learning, teaching and assessment"

Strengths/best practices for OP 7M04102 "Management", 7M04104 "Marketing", 6B04106 "Marketing", 6B04105 "State and local government" :

- The influence of interactive and innovative teaching methods (project method, development of critical thinking, creating a situation of success, Case Study, SMART) on the results of the educational process is carried out through monitoring progress, based on a point-rating system of disciplines presented within the framework of innovations.

Standard "Students"

Strengths/best practices for OP 7M04102 "Management", 7M04104 "Marketing", 6B04106 "Marketing", 6B04105 "State and local government" :

- Not identified.

Standard "Faculty and teaching staff"

Strengths/best practices for OP 7M04102 "Management", 7M04104 "Marketing", 6B04106 "Marketing", 6B04105 "State and local government" :

- The involvement of teaching staff in the development of the economy, education, science and culture of the region is demonstrated.

Standard "Educational Resources and Student Support Systems"

Strengths/best practices for OP 7M04102 "Management", 7M04104 "Marketing", 6B04106 "Marketing", 6B04105 "State and local government" :

- Availability of library resources, a fund of educational, methodological and scientific literature on general education, basic and major disciplines on paper and electronic media, periodicals.

6.9. Public Information Standard

Strengths/best practices for OP 7M04102 “Management”, 7M04104 “Marketing”, 6B04106 “Marketing”, 6B04105 “State and local government” :

- The use of various methods of information dissemination has been confirmed, including the media, information networks to inform the general public and interested parties.



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

Standard "Educational Program Management"

Recommendations for OP 7M04102 "Management", 7M04104 "Marketing", 6B04106 "Marketing", 6B04105 "State and local government" :

- Develop and implement joint and/or double-degree educational programs, taking into account the inclusion in them of a section confirming the commitment of partner universities to quality assurance. Deadline: 03/01/2027.
- Documentarily delegate the powers of the head of the department to manage educational programs. Deadline: 10/01/2024.
- Based on the results of the analysis and risks for each educational program, it is necessary to clarify the individuality and uniqueness of the development plan of educational programs, taking into account national development priorities and the university development strategy. Term: 04/01/2025.

Information Management and Reporting Standard

Recommendations for EP 7M04102 "Management", 7M04104 "Marketing", 6B04106 "Marketing", 6B04105 "State and local government" :

- Based on the results of the analysis and identification of development risks for each educational program, inform all students, teachers and staff about the results of this analysis. Deadline: 04/01/2025.
- Supplement the page of the university website with information about teaching staff regarding their participation in the educational program from the point of view of the attractiveness of the specialization for choice by applicants. Deadline: 01.11.2024.
- Make a plan development for educational programs 7M04102 "Management", 7M04104 "Marketing", 6B04106 "Marketing", 6B04105 "State and local government" in accordance with the main directions strategic plan for the development of the university with clarification of quality indicators such as employment of graduates in the labor market, since the OP "Marketing" and OP "State and Local Management" have different needs. Term: 01.11.2024.

Standard "Development and approval of an educational program"

Recommendations for OP 7M04102 "Management", 7M04104 "Marketing", 6B04106 "Marketing", 6B04105 "State and local government" :

- Study the content of educational programs 7M04102 "Management", 7M04104 "Marketing", 6B04106 "Marketing", 6B04105 "State and local government" v e d u s h i x foreign And K a z a x s t a n s k i x universities and take into account their experience when developing and updating the above educational programs. Term: 01/01/2025.
- To study the best practices of leading countries in the development of public administration and public service to create the uniqueness of educational programs 7M04102 "Management" and 6B04105 "State and Local Administration". Term: 02/01/2025.

Standard "Continuous monitoring and periodic evaluation of educational programs"

Recommendations for OP 7M04102 "Management", 7M04104 "Marketing", 6B04106 "Marketing", 6B04105 "State and local government" :

- Develop a procedure for working with stakeholders on timely awareness of changes in undergraduate and graduate educational programs. Term: 01.10.2024.
- Create an association of employers from among their graduates interested in graduates obtaining quality knowledge. Term: 01/01/2025.

Standard “Student-centered learning, teaching and assessment”

Recommendations for OP 7M04102 “Management”, 7M04104 “Marketing”, 6B04106 “Marketing”, 6B04105 “State and local government” :

- Develop information plan students and teaching staff of educational programs for holistic understanding student-centered training. Term: 01.11.2024.

- When developing a plan for the development of educational programs 7 M04102 “Management”, 7M04104 “Marketing”, 6B04106 “Marketing”, 6B04105 “State and Local Administration”, it is necessary to take into account quality indicators that will contribute to the manifestation of independence, creativity and responsibility of the student in the process of his professional education. Term: 06/01/2024 .

Standard “Students”

Recommendations for OP 7M04102 “Management”, 7M04104 “Marketing”, 6B04106 “Marketing”, 6B04105 “State and local government” :

- Increase the role of the Alumni Association in the activities of the university and the development of accredited educational programs. Develop an action plan to take measures to improve the performance of the Alumni Association. Deadline: 09/01/2024

- Continue work to develop external and internal academic mobility of students. Develop a roadmap for the conclusion and subsequent implementation of the provisions of concluded cooperation agreements with universities of the Republic of Kazakhstan and foreign countries, with mandatory travel for teaching staff for internships and academic mobility of students of accredited EP. Deadline: 09/01/2024

Standard “Faculty and teaching staff”

Recommendations for OP 7M04102 “Management”, 7M04104 “Marketing”, 6B04106 “Marketing”, 6B04105 “State and local government” :

- Train teaching staff in modern innovative technologies, methods and information and communication technologies in the educational process (interactive and/or innovative methods of learning, teaching, project work, case studies, e-portfolio, etc.). Deadline: 09/01/2024

- Strengthen efforts to organize external academic mobility of teaching staff and attract the best foreign and domestic teachers to joint scientific research, in order to integrate undergraduates into the global research space . Deadline: 02/01/2025

- Select international managers, international scientific leaders, undergraduates and integrate with international research teams, form scientific clusters that will raise the status of the region accredited by the EP. Deadline: 09/01/2025

- Strengthen the cooperation of the department with the Bolashak Center for Medical Education, motivate teachers to go on internships to the best universities in accredited educational programs. Deadline: 09/01/2025

Standard “Educational Resources and Student Support Systems”

Recommendations for OP 7M04102 “Management”, 7M04104 “Marketing”, 6B04106 “Marketing”, 6B04105 “State and local government” :

- Develop a mechanism for technological support for students and teaching staff in accordance with the EP. Deadline: 02/01/2025

- The responsible service department will carry out work to improve the functioning of WI-FI on the territory of the university and all social facilities of the university. Deadline: 09/01/2024

- Equip classrooms, laboratories and other educational facilities with modern equipment that ensures the achievement of the goals of accredited educational programs. Deadline: 02/01/2025

Public Information Standard

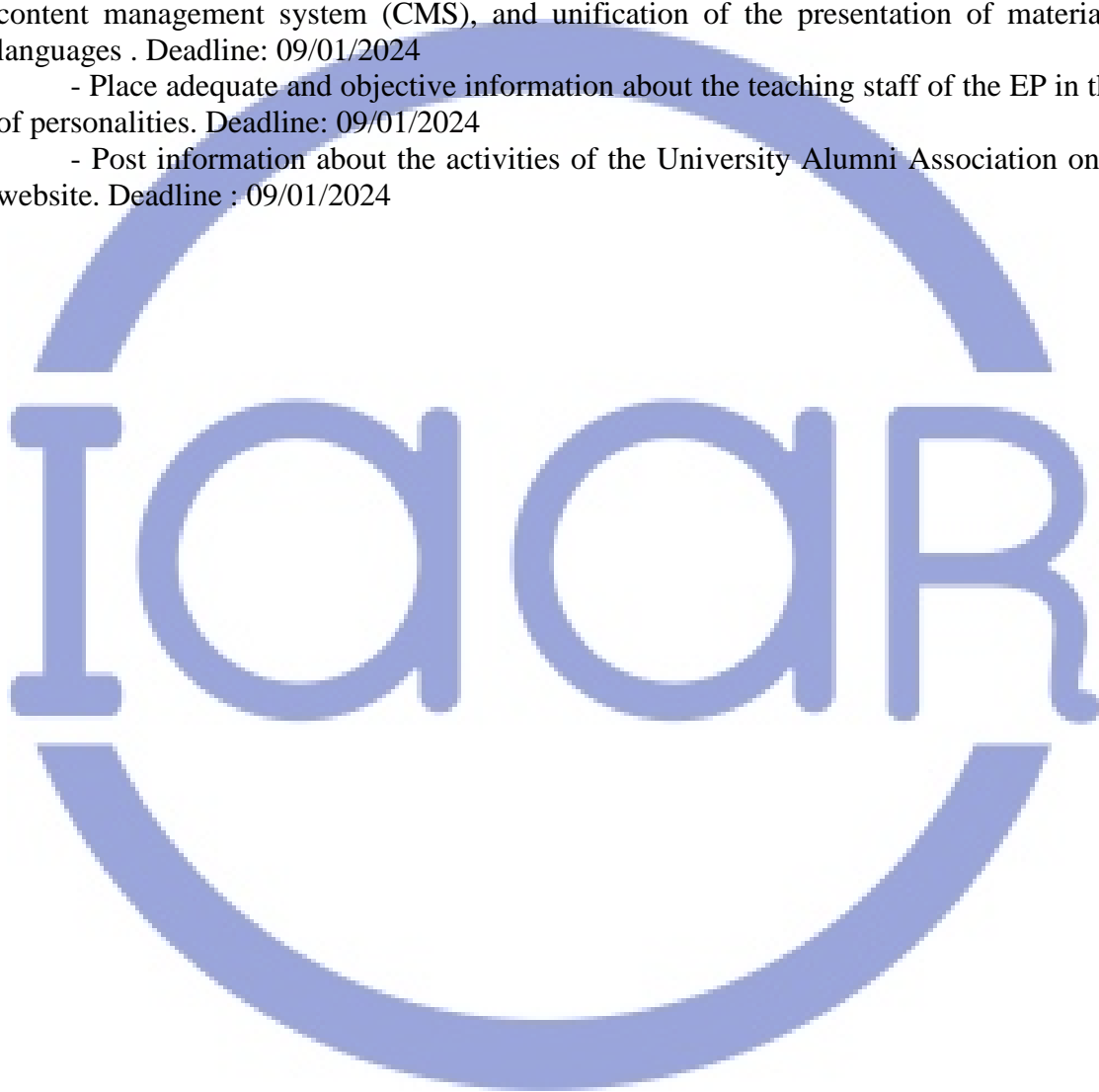
Recommendations for OP 7M04102 “Management”, 7M04104 “Marketing”, 6B04106 “Marketing”, 6B04105 “State and local government” :

- Develop, implement, publish a clear mechanism for reflecting on the web resource information in the context of EP about the programs being implemented, indicating the expected learning outcomes, assessment procedures, and interactions with academic partners. Deadline: 09/01/2024

- Conduct systematic internal monitoring of the website and assess the extent to which the existing information resource meets modern requirements, goals and objectives of the public organization in general and in the context of educational programs. At the same time, take into account the technical requirements for standard resources: site design, technical specifications, content management system (CMS), and unification of the presentation of material in three languages . Deadline: 09/01/2024

- Place adequate and objective information about the teaching staff of the EP in the context of personalities. Deadline: 09/01/2024

- Post information about the activities of the University Alumni Association on the NGO website. Deadline : 09/01/2024



(VIII) OVERVIEW OF RECOMMENDATIONS FOR THE DEVELOPMENT OF EDUCATIONAL ORGANIZATIONS

Carrying out reforms and changes, both in the structure of the university and in implementation OP accompany procedure mandatory explanatory work, For clear And full understanding carried out measures And receiving planned results. In particular, in the educational process there is a need for mobility and an adequate response to the realities of the new development of the university and must meet the needs of the development of the economy as a whole.



(IX) RECOMMENDATION TO THE ACCREDITATION BOARD

The external expert commission made a unanimous decision to recommend educational programs 7M04102 “Management”, 7M04104 “Marketing”, 6B04106 “Marketing”, 6B04105 “State and Local Administration” to the Accreditation Council NJSC "Toraigrov University" is accredited for a period of 5 (five) years.



(X) Appendix 1. SCORE TABLE “CONCLUSION OF THE EXTERNAL EXPERT COMMISSION”

Conclusion of the commission for the assessment of EP 7M04102 “Management”, 7M04104 “Marketing”, 6B04106 “Marketing”, 6B04105 “State and local government” NJSC "Toraigyrov University"

n/n	No. n/n	Criteria for evaluation	Position of the educational organization			
			Strong	Satisfactory	Suggests improvement	Unsatisfactory
Standard " Educational Program Management "						
1	1.	The university must demonstrate the development of a goal and strategy for the development of the EP based on an analysis of external and internal factors with the wide involvement of a variety of stakeholders		+		
2	2.	Quality assurance policies should reflect the relationship between research, teaching and learning		+		
3	3.	The university demonstrates the development of a quality assurance culture		+		
4	4.	A commitment to quality assurance must apply to any activity carried out by contractors and partners (outsourcing), including in the implementation of joint/double degree education and academic mobility		+		
5	5.	The management of the EP ensures transparency in the development of the EP development plan based on an analysis of its functioning, the real positioning of the university and the focus of its activities on meeting the needs of the state, employers, stakeholders and students		+		
6	6.	The leadership of the EP demonstrates the functioning of the mechanisms for the formation and regular review of the EP development plan and monitoring its implementation, assessing the achievement of training goals, compliance with the needs of students, employers and society, making decisions aimed at the continuous improvement of the EP		+		
7	7.	The management of the EP should involve representatives of stakeholder groups, including employers, students and teaching staff in the formation of a development plan for the EP		+		
8	8.	The management of the OP must demonstrate individuality and uniqueness EP development plan , its consistency with national development priorities and the development strategy of the educational organization			+	
9	9.	The university must demonstrate a clear definition of those responsible for business processes within the EP, the distribution of job responsibilities of staff, and the delimitation of the functions of collegial bodies		+		
10	10.	The management of the EP ensures coordination of the activities of all persons involved in the development and management of the EP, and its continuous implementation, and also involves all interested parties in this process		+		
ele ven	11.	The management of the EP must ensure the transparency of the management system, the functioning of the internal quality assurance system, including its design, management and monitoring, and the adoption of appropriate decisions		+		
12	12.	The management of the EP must exercise risk management		+		
13	13.	The management of the educational program must ensure the participation of representatives of interested parties (employers, teaching staff, students) in the collegial bodies governing the educational program, as		+		

		well as their representativeness when making decisions on issues of managing the educational program				
14	14.	The university must demonstrate innovation management within the EP, including the analysis and implementation of innovative proposals		+		
15	15.	The management of the EP must demonstrate its openness and accessibility to teaching staff students, employers and other interested parties		+		
16	16.	The management of the EP confirms completion of training in educational management programs		+		
17	17.	The management of the EP should ensure that the progress made since the last external quality assurance procedure is taken into account in preparation for the next procedure		+		
Total according to standard			0	16	1	0
Information Management and Reporting Standard						
18	1.	The university must ensure the functioning of a system for collecting, analyzing and managing information based on modern information and communication technologies and software	+			
19	2.	The management of the EP demonstrates the systematic use of processed, adequate information to improve the internal quality assurance system		+		
20	3.	The management of the EP demonstrates the presence of a reporting system reflecting the activities of all structural divisions and departments within the EP, including an assessment of their effectiveness		+		
21	4.	The university must determine the frequency, forms and methods of assessing the management of the educational program, the activities of collegial bodies and structural divisions, and senior management		+		
22	5.	The university must demonstrate a mechanism for ensuring the protection of information, including identifying responsible persons for the accuracy and timeliness of information analysis and data provision		+		
23	6.	The university demonstrates the involvement of students, employees and teaching staff in the processes of collecting and analyzing information, as well as making decisions based on it		+		
24	7.	The management of the EP must demonstrate the availability of communication mechanisms with students, employees and other interested parties, including conflict resolution		+		
25	8.	The university must ensure that the degree of satisfaction of the needs of teaching staff, staff and students within the EP is measured and demonstrate evidence of eliminating the identified deficiencies		+		
26	9.	The university must evaluate the effectiveness and efficiency of activities, including in the context of EP		+		
		Information collected and analyzed by the university within the framework of the EP must take into account:				
27	10.	key performance indicators		+		
28	eleven.	dynamics of the student population in terms of forms and types		+		
29	12.	grade level, student achievement and dropout		+		
thirty	13.	student satisfaction with the implementation of the EP and the quality of education at the university		+		
31	14.	Availability of educational resources and support systems for students		+		
32	15.	employment and career growth of graduates		+		
33	16.	Students, employees and teaching staff must document their consent to the processing of personal data		+		
34	17.	The management of the EP should help provide all the necessary information in the relevant fields of science		+		
Total according to standard			1	16	0	0
Standard “ Development and approval of an educational program ”						
35	1.	The university must demonstrate the existence of a documented procedure for developing EP and its approval at the institutional level		+		

36	2.	The university must demonstrate compliance of the developed EP with the established goals and planned learning outcomes		+		
37	3.	The management of the educational program must determine the influence of disciplines and professional practices on the formation of learning outcomes		+		
38	4.	The university can demonstrate the presence of a model of an EP graduate that describes learning outcomes and personal qualities		+		
39	5.	The qualification awarded upon completion of the EP must be clearly defined, explained and correspond to a certain level of the NQF, QF - EHEA		+		
40	6.	The management of the EP must demonstrate the modular structure of the program, based on the European Credit Transfer and Accumulation System (ECTS), ensure that the EP and its modules (in content and structure) comply with the set goals with a focus on achieving the planned learning outcomes		+		
41	7.	The management of the EP must ensure that the content of academic disciplines and learning outcomes correspond to each other and the level of study (bachelor's, master's, doctoral)		+		
42	8.	The management of the EP must demonstrate the conduct of external examinations of the EP		+		
43	9.	The management of the EP must provide evidence of the participation of students, teaching staff and other stakeholders in the development of the EP and ensuring their quality		+		
44	10.	The management of the EP must demonstrate the positioning of the EP in the educational market (regional/national/international), its uniqueness			+	
45	11.	An important factor is the ability to prepare students for professional certification		+		
46	12.	An important factor is the presence of a double-degree EP and/or joint EP with foreign universities		+		
Total according to standard			0	elev en	1	0
Standard “Continuous monitoring and periodic evaluation of educational programs”						
47	1.	The university must ensure a revision of the content and structure of the EP, taking into account changes in the labor market, the requirements of employers and the social demands of society		+		
48	2.	The university must demonstrate the existence of a documented procedure for monitoring and periodically evaluating the EP to achieve the goal of the EP. The results of these procedures are aimed at continuous improvement of the EP		+		
Monitoring and periodic evaluation of the EP should consider:						
49	3.	content of programs in the context of the latest achievements of science and technology in a specific discipline		+		
50	4.	changes in the needs of society and the professional environment		+		
51	5.	workload, performance and graduation of students		+		
52	6.	effectiveness of student assessment procedures		+		
53	7.	needs and degree of satisfaction of students		+		
54	8.	compliance of the educational environment and the activities of support services with the goals of the EP		+		
55	9.	All interested parties must be informed of any planned or undertaken actions regarding the OP. All changes made to the OP must be published		+		
56	10.	Support services should identify the needs of various groups of students and the degree of their satisfaction with the organization of training, teaching, assessment, and development of EP in general		+		
Total according to standard			0	10	0	0
Standard “Student-centered learning, teaching and assessment”						

57	1.	The management of the educational program must ensure respect and attention to different groups of students and their needs, providing them with flexible learning paths	+			
58	2.	The management of the EP must provide teaching based on modern achievements of world science and practice in the field of training, the use of various modern teaching methods and assessment of learning outcomes that ensure the achievement of the goals of the EP, including competencies, skills in performing scientific work at the required level			+	
59	3.	The management of the EP must determine mechanisms for distributing the educational load of students between theory and practice within the EP, ensuring the mastery of the content and achievement of the goals of the EP by each graduate		+		
60	4.	An important factor is the presence of your own research in the field of teaching methods of EP disciplines			+	
61	5.	The university must ensure that the procedures for assessing learning outcomes comply with the planned results and goals of the EP		+		
62	6.	The university must ensure consistency, transparency and objectivity in the mechanism for assessing the educational results of the EP. Criteria and methods for assessing learning outcomes should be published in advance		+		
63	7.	Evaluators must be proficient in modern methods of assessing learning outcomes and regularly improve their skills in this area		+		
64	8.	The management of the educational program must demonstrate the presence of a feedback system on the use of various teaching methods and evaluation of learning outcomes		+		
65	9.	The leadership of the educational program must demonstrate support for student autonomy while simultaneously providing guidance and assistance from the teacher.		+		
66	10.	The management of the educational program must demonstrate the existence of a procedure for responding to student complaints		+		
Total according to standard			1	7	2	0
Standard " Learners "						
67	1.	The university must demonstrate a student enrollment policy and ensure the transparency of its procedures. Procedures regulating the life cycle of students (from admission to completion) must be defined, approved, published		+		
68	2.	The management of the EP should provide for special adaptation and support programs for newly admitted and foreign students		+		
69	3.	The university must demonstrate compliance of its actions with the Lisbon Recognition Convention, including the presence and application of a mechanism for recognizing the results of academic mobility of students, as well as the results of additional, formal and informal learning		+		
70	4.	The university must provide opportunities for external and internal academic mobility of students, as well as assist them in obtaining external grants for studying		+		
71	5.	The university must actively encourage students to self-education and development outside the main program (extracurricular activities)		+		
72	6.	An important factor is the presence of a mechanism to support gifted students		+		
73	7.	The university must demonstrate cooperation with other educational organizations and national centers of the "European Network of National Information Centers for Academic Recognition and Mobility/National Academic Recognition Information Centers" ENIC / NARIC in order to ensure comparable recognition of qualifications		+		
74	8.	The university must provide students with places of practice, demonstrate a procedure for promoting the employment of graduates, and maintaining contact with them		+		

75	9.	The university must demonstrate the procedure for issuing documents to graduates confirming the qualifications obtained, including the achieved learning outcomes		+		
76	10.	The management of the EP must demonstrate that program graduates have skills that are in demand in the labor market and that these skills are actually in demand in the labor market		+		
77	11.	The management of the educational program must demonstrate the existence of a mechanism for monitoring the employment and professional activities of graduates		+		
78	12.	An important factor is the presence of an active alumni association/union		+		
Total according to standard			0	12	0	0
Standard " Faculty "						
79	1.	The university must have an objective and transparent personnel policy in the context of the EP, including recruitment (including invited teaching staff), professional growth and development of personnel, ensuring the professional competence of the entire staff		+		
80	2.	The university must demonstrate compliance of the qualitative composition of the teaching staff with the established qualification requirements, the strategy of the university, and the goals of the EP		+		
81	3.	The leadership of the EP must demonstrate a change in the role of the teacher in connection with the transition to student-centered learning and teaching		+		
82	4.	The university must provide opportunities for career growth and professional development of teaching staff, including young teachers		+		
83	5.	The university must involve in teaching specialists from relevant industries who have professional competencies that meet the requirements of the EP		+		
84	6.	The university must demonstrate the presence of a mechanism for motivating the professional and personal development of teaching staff		+		
85	7.	The university must demonstrate the widespread use of information and communication technologies and software by teaching staff in the educational process (for example, on-line learning, e-portfolio, MOOC, etc.)			+	
86	8.	The university must demonstrate a focus on developing academic mobility and attracting the best foreign and domestic teachers		+		
87	9.	The university must demonstrate the involvement of each teacher in promoting a culture of quality and academic integrity at the university, determine the contribution of teaching staff, including invited ones, to achieving the goals of the EP		+		
88	10.	An important factor is the involvement of teaching staff in the development of the economy, education, science and culture of the region and country	+			
Total according to standard			1	8	1	0
Standard "Educational Resources and Student Support Systems"						
89	1.	The university must guarantee the compliance of educational resources, including material and technical resources, and infrastructure with the goals of the educational program		+		
90	2.	The management of the EP must demonstrate the availability of classrooms, laboratories and other facilities equipped with modern equipment and ensuring the achievement of the goals of the EP		+		
		The university must demonstrate the compliance of information resources with the needs of the university and the educational programs being implemented, including in the following areas:		+		
91	3.	technological support for students and teaching staff in accordance with educational programs (for example, online learning, modeling, databases, data analysis programs)		+		

9 2	4.	library resources, including a fund of educational, methodological and scientific literature on general education, basic and major disciplines on paper and electronic media, periodicals, access to scientific databases	+			
93	5.	examination of research results, graduation works, dissertations for plagiarism		+		
94	6.	access to educational Internet resources		+		
95	7.	functioning of WI-FI on your territory		+		
9 6	8.	The university must demonstrate that it creates conditions for conducting scientific research, integrating science and education, publishing the results of research work of teaching staff, staff and students		+		
9 7	9.	The university should strive to ensure that the educational equipment and software used to master educational programs are similar to those used in the relevant sectors of the economy		+		
9 8	10.	The management of the educational program must demonstrate the availability of procedures for supporting various groups of students, including information and consultation		+		
9 9	elev en.	The management of the educational program must show the existence of conditions for the student's advancement along an individual educational path		+		
100	12.	The university must take into account the needs of different groups of students (adults, working people, foreign students, as well as students with special educational needs)		+		
101	13	The university must ensure that the infrastructure meets security requirements		+		
Total according to standard			1	12	0	0
Public Information Standard						
10 2	1.	The information published by the university must be accurate, objective, relevant and reflect all areas of the university's activities within the educational program		+		
103	2.	Public information should include support and explanation of the country's national development programs and the system of higher and postgraduate education		+		
104	3.	University management must use a variety of methods of information dissemination (including the media, web resources, information networks, etc.) to inform the general public and interested parties		+		
		Information published by the university about the educational program must be objective and relevant and include:		+		
105	4 .	purpose and planned results of the EP, assigned qualifications		+		
106	5 .	information and system for assessing educational achievements of students		+		
107	6 .	information about academic mobility programs and other forms of cooperation with partner universities and employers		+		
10 8	7 .	information about opportunities for developing personal and professional competencies of students and employment		+		
10 9	8 .	data reflecting the positioning of EP in the market of educational services (at the regional, national, international levels)		+		
110	9 .	An important factor is publication on open resources of reliable information about teaching staff, broken down by personalities		+		
1 11	10 .	The university must publish audited financial statements for the EP on its own website		+		
11 2	elev en .	The university must post information and links to external resources based on the results of external assessment procedures		+		
1 13	12 .	An important factor is the placement of information about cooperation and interaction with partners, including scientific/consulting organizations, business partners, social partners and educational organizations		+		
Total according to standard			0	12	0	0
TOTAL			4	104	5	0

(XI) Appendix 2. PROGRAM OF THE VISIT TO THE EDUCATIONAL ORGANIZATION

(this section must be deleted before sending it to the educational organization to agree on factual inaccuracies and before publishing the report on the website)



AGREED
Chairman _____
Board -
Toraigyrov
University
Sadykov E.T.
2024



I APPROVED
General Director of NU
Accreditation and Rating
"Independent agency"
Zhumagulova A.B.
2024

ПРОГРАММА
VISIT OF THE EXTERNAL EXPERT COMMISSION
OF THE INDEPENDENT ACCREDITATION AND RATING AGENCY (IAAR)
TORAIGYROV UNIVERSITY

SPECIALIZED ACCREDITATION
Date of visit: April 01-03, 2024

- 1 cluster
- 1) 6804101 Economics
- 2) 6804102 Management
- 3) 7104101 Economics
- 4) 8D04101 Economics
- 2 cluster
- 5) 6804105 State and local government
- 6) 7104102 Management
- 7) 7104104 Marketing
- 8) 6804106 Marketing
- 3 cluster
- 9) 6804103 Accounting and audit
- 10) 6804104 Finance
- 11) 7104103 Finance
- 12) 7104103 Finance
- 4 cluster
- 13) 6804201 Jurisprudence
- 14) 704201 Jurisprudence
- 15) 7104251 Jurisprudence
- 5 cluster
- 16) 8D02302 Kazakh philology
- 6 cluster
- 17) 6804202 Legal support for business activities (primary accreditation)
- 18) 6804203 Legal support for public administration (primary accreditation)

Date and time	Work of VEC with target groups	Position and Last Name, First Name, Patronymic of the participants target groups	Contact form
March 29, 2024			
15.00-16.00	Preliminary meeting of the EEC	IAAR External Experts	Join the Grod conference https://us02web.zoom.us/j/6813032588 Conference ID: 681.303.2588
March 31, 2024			
As scheduled throughout the day	Arrival of members of the External Expert Commission		
20.00	Dinner	IAAR External Experts	
Day 1: April 01, 2024			
08.30-09.00	Transfer hotels University	External experts IAAR, university coordinator - Gulnar Sagipovna Bayakhmetova	Hotel-University
09.00-09.15	Distribution responsibility organizational questions	IAAR External Experts	Auditorium A-239 Join the Grod conference https://us02web.zoom.us/j/6813032588 Conference ID: 681.303.2588
09.15-09.45	Interview with the rector	Chairman of the Board-Rector Sadykov Erkin Tokmukhamedovich	Auditorium A-209 Join the Grod conference https://us02web.zoom.us/j/6813032588 Conference ID: 681.303.2588
09.45-09.55	Technical break	External experts IAAR	
09.55-10.35	Interview with vice-rectors	Member of the Board for Academic Affairs - Vice-Rector Bykov Peter Olegovich; Member of the Board for Scientific Work and International cooperation - vice-rector Erzhanov Nurlan Telmanovich; Member of the Board for Youth Policy, Social Economic Affairs - Vice-Rector Shahman Yertargyn Toyganuly.	room A-209 Join the conference Grod https://us02web.zoom.us/j/6813032588 Conference ID: 681.303.2588
10.35-10.50	Technical break	External IAAR experts	
10.50-11.30	Interview with structural divisions of TU	Directors of Departments, heads of departments, managers services (Appendix 1)	audience A-5 Join the conference Prodd https://us02web.zoom.us/j/6813032588 Conference ID: 681.303.2588

11.30-11.45	Exchange of views among members of the external expert commission	IAAR External Experts	audience A-5 Join the conference Grod https://us02web.zoom.us/j/82972841841 Conference ID: 829 7284 1841
11.45-12.30	Interviews with department heads	Deans of faculties, heads of departments (Appendix 2)	room A-5 Join the Grod conference https://us02web.zoom.us/j/6813032588 Conference ID: 681.303 2588
12.30-13.00	Work of the VEC	IAAR External Experts	Auditorium A-239 Join the Grod conference https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
13.00-14.00	Lunch	IAAR External Experts	
14.00-14.15	Exchange of views among members of the external expert commission	IAAR External Experts	room A-239 Join the conference Grod https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
14.15-15.00	Interview with teaching staff	Teaching staff OP (Appendix 3)	audience A-5 Join the Grod conference https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
15.00-15.15	Technical break	External IAAR experts	
15.00-16.00	Survey of teaching staff (in parallel)	Teaching staff OP (Appendix 3)	The link is sent to e-mail, the teacher personally
15.15-16.00	Interview with students	OP students (Appendix 4)	audience A-5 Join the Grod conference https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
16.00-17.00	Questionnaire rating (in parallel)	OP students (Appendix 4)	The link is sent to the student's e-mail personally
16.15-17.00	Meeting with stakeholders (representatives of practice bases and employers)	Employers of the OP (Appendix 5)	audience A-5 Join the maternity conference https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588



17.00-18.00	Visual inspection material, technical and educational laboratory base of the public organization	Route sheet (Appendix 6)	
18.00-19.00	Work of the VEC discussion of the results of the first day	IAAR External Experts	audience A-239 Join the Grotto conference https://us02web.zoom.us/j/6813032588 Conference ID: 681.303 2588
19.00-20.00 Dinner			
Day 2: April 02, 2024			
08.30-09.00	Transfer from hotel to University	External IAAR experts, university coordinator - Gulnar Bayakhmetova Sagpovna	
09.00-09.15	Work of the VEC	IAAR External Experts	room A-239 Join the conference Grod https://us02web.zoom.us/j/6813032588 Conference ID: 681.303 2588
09.15-10.15	Attending scheduled classes and working with documents (Attachment: links to classes)	IAAR External Experts (Appendix 7)	Appendix 7
10.15-10.55	Interview with alumni	EP graduates (Appendix 8)	audience A-5 Join the conference Grod https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
10.55-11.05	Technical break	IAAR External Experts	
11.05-12.05	Selective visiting the practice bases of the EP (video must be uploaded to cloud)	IAAR External Experts	audience A-239 Join the Grod conference https://us02web.zoom.us/j/6813032588 Conference ID: 681.303 2588
12.05-13.00	Work of the VEC	IAAR External Experts	room A-239 Join the conference Grod https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588

13.00-14.00	Lunch	IAAR External Experts	
14.00-16.00	Work of the EEC, discussion of results, voting (recorded)	IAAR External Experts	Auditorium A-239 Join the Grod conference https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
16.00-16.15	Technical break	IAAR External Experts	
16.15-17.00	Work of the VEC, discussion of results, voting (recorded)	IAAR External Experts	audience A-239 Join the Grod conference https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
17.00-17.30	Final VEC meeting with university management	Heads of the university and structural divisions (Appendices 1-2)	audience A-5 Join the Grod conference https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
17.30-19.30	Dinner	IAAR External Experts	
Day 3: April 03, 2024			
09.00-11.00	VEC's work on reports	IAAR External Experts	Connect to the Grod conference https://us02web.zoom.us/j/6813032588 Conference ID: 681.303.2588
11.15-11.30	Technical break	IAAR External Experts	
11.30-13.00	VEC's work on reports	IAAR External Experts	Join the Zoom conference https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588
13.00-14.00	Lunch	IAAR External Experts	
14.00-16.00	VEC work on reports	IAAR External Experts	Join the Groz conference https://us02web.zoom.us/j/6813032588 Conference ID: 681.303.2588
16.00-16.15	Technical break	IAAR External Experts	
16.15-18.00	VEC work on reports	IAAR External Experts	Join the conference Grod https://us02web.zoom.us/j/6813032588 Conference ID: 681 303 2588



(XII) Appendix 3. RESULTS OF THE PPP SURVEY

(this section must be deleted before sending it to the educational organization to agree on factual inaccuracies and before publishing the report on the website)

**Results of an anonymous survey of teaching staff
Toraigyrov University**

1. Total number of questionnaires: 22**2. Which OP do you serve:**

Economy	3 people	13.6%
Management	1 person	4.5%
Marketing	1 person	4.5%
Accounting and Auditing	2 people	9.1%
Finance	4 people	18.2%
Jurisprudence	6 people	27.3%
Kazakh philology	4 people	18.2%
Legal support of public administration	1 person	4.5%

3. Position

Professor	6 people	27.3%
Assistant professor	4 people	18.2%
Aga Okytushy (Senior Lecturer)	11 people	50%
Okytushy (Teacher)	4 people	12.9%
Head Department	1 person	4.5%
And about. professors		
And about. associate professor		

4. Academic degree, academic title

KR enbek sinirgen kairatkeri (Honored Worker of the Republic of Kazakhstan)	0 people	0%
Gylym doctors (Doctor of Science)	2 people	9.1%
Gylym candidates (PhD)	8 people	36.4%
master	11 people	50 %
PhD	2 people	9.1%
Professor	2 people	9.1%
Assistant professor	2 people	9.1%
No (Zhok)	1 person	4.5%

5. Work experience

Less than 1 year	2 people	9.1%
1 year – 5 years	1 person	4.5%
Over 5 years	19 people	86.4%

No.	Questions	Very good	Fine	Relative ly bad	Badly	Very bad	Didn't answer
6	To what extent does the content of the educational program meet your scientific and professional interests and needs?	17 people (77.3%)	5 people (22.7%)	0 people (0%)	0 people (0%)	0 people (0%)	-
7	How do you assess the opportunities provided by the University for the professional development of teaching staff?	11 people (50%)	11 people (50%)	0 people (0%)	0 people (0%)	0 people (0%)	-
8	How do you assess the opportunities provided by the University for career growth of teaching staff?	9 people (40.9%)	13 people (59.1%)	0 people (0%)	0 people (0%)	0 people (0%)	-
9	How do you assess the degree of academic freedom of the teaching staff?	11 people (50%)	11 people (50%)	0 people (0%)	0 people (0%)	0 people (0%)	-
	To what extent can teachers use their own						
10	• Strategies	14 people (63.6%)	8 people (36.4%)	0 people (0%)	0 people (0%)	0 people (0%)	-
elev en	• Methods	16 people (72.7%)	6 people (27.3%)	0 people (0%)	0 people (0%)	0 people (0%)	-
12	• Innovation in the learning process	12 people (54.5%)	10 people (45.5%)	0 people (0%)	0 people (0%)	0 people (0%)	-
13	How do you evaluate the work on organizing medical care and preventing diseases at the university?	13 people (59.1%)	9 people (40.9%)	0 people (0%)	0 people (0%)	0 people (0%)	-
14	How much attention is paid by the management of the educational institution to the content of the educational program?	16 people (72.7%)	6 people (27.3%)	0 people (0%)	0 people (0%)	0 people (0%)	-
15	How do you assess the sufficiency and accessibility of the necessary scientific and educational literature in the library?	14 people (63.6%)	8 people (36.4%)	0 people (0%)	0 people (0%)	0 people (0%)	-
16	Assess the level of conditions created that take into account the needs of different groups of students?	12 people (54.5%)	10 people (45.5%)	0 people (0%)	0 people (0%)	0 people (0%)	-
	Evaluate the accessibility of the manual						

17	• For students	14 people (63.6%)	8 people (36.4%)	0 people (0%)	0 people (0%)	0 people (0%)	-
18	• For teachers	14 people (63.6%)	8 people (36.4%)	0 people (0%)	0 people (0%)	0 people (0%)	-
19	Assess the involvement of teaching staff in the process of making management and strategic decisions	11 people (50%)	10 people (45.5%)	1 person (4.5%)	0 people (0%)	0 people (0%)	-
20	How are innovative activities of teaching staff encouraged?	9 people (40.9%)	11 people (50%)	2 people (9.1%)	0 people (0%)	0 people (0%)	-
21	Assess the level of feedback from teaching staff to management	11 people (50%)	10 people (45.5%)	1 person (4.5%)	0 people (0%)	0 people (0%)	-
22	What is the level of stimulation and involvement of young specialists in the educational process?	10 people (45.5%)	12 people (54.5%)	0 people (0%)	0 people (0%)	0 people (0%)	-
23	Evaluate the created opportunities for professional and personal growth for each teacher and staff member	10 people (45.5%)	11 people (50%)	1 person (4.5%)	0 people (0%)	0 people (0%)	-
24	Assess the adequacy of recognition of teachers' potential and abilities	9 people (40.9%)	13 people (59.1%)	0 people (0%)	0 people (0%)	0 people (0%)	-
	How is the work delivered?						
25	• By academic mobility	8 people (36.4%)	14 people (63.6%)	0 people (0%)	0 people (0%)	0 people (0%)	-
26	• To improve the qualifications of teaching staff	9 people (40.9%)	13 people (59.1%)	0 people (0%)	0 people (0%)	0 people (0%)	-
	Rate the support of the university and its leadership						
27	• Faculty research endeavors	12 people (54.5%)	10 people (45.5%)	0 people (0%)	0 people (0.8%)	0 people (0%)	-
28	• Development of new educational programs/academic disciplines/methods	12 people (54.5%)	10 people (45.5%)	0 people (0%)	0 people (0%)	0 people (0%)	-
	Assess the level of ability of teaching staff to combine teaching						
29	• With scientific research	9 people (40.9%)	12 people (54.5%)	1 person (4.5%)	0 people (0%)	0 people (0%)	-
thirt y	• With practical activities	7 people (31.8%)	12 people	3 people (13.6%)	0 people	0 people	-

			(54.5 %)		(0%)	(0%)	
31	Assess how well the students' knowledge acquired at this university corresponds to the realities of the requirements of the modern labor market	11 people (50 %)	11 people (50 %)	0 people (0%)	0 people (0%)	0 people (0%)	-
32	How do the management and administration of the university perceive criticism addressed to them?	7 people (31.8%)	14 people (63.6%)	1 person (4.5%)	0 people (0%)	0 people (0%)	-
33	Assess how well your workload meets your expectations and capabilities	8 people (36.4%)	14 people (63.6%)	0 people (0%)	0 people (0%)	0 people (0%)	-
34	Assess the focus of educational programs/curricula on developing students' skills and abilities to analyze the situation and make forecasts	12 people (54.5%)	10 people (45.5%)	0 people (0%)	0 people (0%)	0 people (0%)	-
35	Assess how well the educational program meets the expectations of the labor market and employers in terms of content and quality of implementation	12 people (54.5%)	10 people (45.5%)	0 people (0%)	0 people (0%)	0 people (0%)	-

36. Why do you work at this university?

- ✓ *Magan unaida.*
- ✓ *I am a university graduate, everything suits me*
- ✓ *Alkedegi ratings zhogary oku orny bolgandyktan*
- ✓ *leading regional university*
- ✓ *Friendly environment, professional growth, normal working conditions.*
- ✓ *I think that this is one of the best universities in Kazakhstan.*
- ✓ *Leading university in the region and Kazakhstan*
- ✓ *I like the working conditions, the university policy, and the prospects.*
- ✓ *Kassibi mamandyk ata-babamyzdan kele zhatkan 3 urpak*
- ✓ *The university provides opportunities for career and professional growth*
- ✓ *salystyrmali tyrde - zhogary enbekaky, biliktilikti arttyru, gylimi zhubalarga katysu, tazhiribe almasu*
- ✓ *Magan unady.*
- ✓ *This is the best university in our region*
- ✓ *Where are there opportunities to improve professional knowledge?*
- ✓ *To improve the level of education in our region*
- ✓ *I like the working conditions and the university policy*
- ✓ *All conditions for work have been created, there are prospects for career growth and advanced training, convenient access to work*
- ✓ *The best university in the region*

37. How often are master classes and readings with the participation of practitioners held as part of your course?

These are alive (very often)	3 people	13.6%
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Live (often)	12 people	54.5%
Kade (sometimes)	7 people	31.8%
Ote sirek (very rare)	0 people	0%
Muldem bolmaidy (never)	0 people	0%

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

These are alive (very often)	4 people	18.2%
Live (often)	9 people	40.9%
Kade (sometimes)	9 people	40.9%
Ote sirek (very rare)	0 people	0%
Muldem bolmaidy (never)	0 people	0%

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

	Often	Sometimes	Never	No answer
Lack of classrooms	0 people (0%)	1 person (4.5%)	21 people (95.5%)	-
Imbalance of teaching load by semester	0 people (0%)	11 people (50%)	11 people (50%)	-
Inaccessibility of necessary literature in the library	0 people (0%)	10 people (45.5%)	12 people (45.5%)	-
Overcrowding of study groups (too many students in a group)	0 people (6.5%)	2 people (9.1%)	20 people (90.9%)	-
Inconvenient schedule	1 person (4.5%)	10 people (45.5%)	11 people (50%)	-
Inadequate classroom conditions	0 people (0%)	5 people (22.7%)	17 people (77.3%)	-
Lack of Internet access/weak Internet	0 people (0%)	9 people (40.9%)	13 people (59.1%)	-
Lack of interest among students in learning	0 people (0%)	8 people (36.4%)	14 people (63.6%)	-
Late receipt of information about events	0 people (0%)	2 people (9.1%)	20 people (90.9%)	-
Lack of technical equipment in classrooms	0 people (0%)	9 people (40.9%)	13 people (59.1%)	-
Other problems	<p>- No Zhok lack of a sales office for university image products It is desirable to increase the number of computer classes. Problems of communication culture I take the journal, doctoral students bolu t.b. zhok no problem</p>			

	<i>I do not encounter any problems related to working at ToU NJSC. The university management has created all the necessary conditions for work</i>
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40. There are many different sides and aspects in the life of a university that in one way or another affect every teacher and employee. Rate how satisfied you are:

Question	Completely satisfied	Partially satisfied	Not satisfied	I find it difficult to answer
The attitude of the university management towards you	16 people (72.7%)	6 people (27.3%)	0 people (0%)	0 people (0%)
Relationships with immediate management	18 people (81.8%)	4 people (18.2%)	0 people (0%)	0 people (0%)
Relations with colleagues at the department	21 people (95.5%)	1 person (4.5%)	0 people (0%)	0 people (0%)
Participation in management decision making	16 people (72.7%)	6 people (27.3%)	0 people (0%)	0 people (0%)
Relations with students	19 people (86.4%)	3 people (13.6%)	0 people (0%)	0 people (0%)
Recognition of your successes and achievements by the administration	15 people (68.2%)	6 people (27.3%)	1 person (4.5%)	0 people (0%)
Support for your suggestions and comments	15 people (68.2%)	4 people (18.2%)	0 people (0%)	3 people (13.6%)
Activities of the university administration	19 people (86.4%)	3 people (13.6%)	0 people (0%)	0 people (0%)
Terms of payment	14 people (63.6%)	8 people (36.4%)	0 people (0%)	0 people (0%)
Working conditions, list and quality of services provided at the university	18 people (81.8%)	4 people (18.2%)	0 people (0%)	0 people (0%)
Labor protection and safety	20 people (90.9%)	2 people (9.1%)	0 people (0%)	0 people (0%)
Managing changes in the activities of the university	17 people (77.3%)	5 people (22.7%)	0 people (0%)	0 people (0%)
Providing a social package: rest, sanatorium treatment, etc.	17 people (77.3%)	4 people (18.2%)	0 people (0%)	1 person (4.5%)
Organization and quality of food at the university	14 people (63.6%)	7 people (31.8%)	0 people (0%)	1 person (4.5%)
Organization and quality of medical care	18 people (81.8%)	4 people (18.2%)	0 people (0%)	0 people (0%)

(XIII) Appendix 4. RESULTS OF THE STUDENT SURVEY

(this section must be deleted before sending it to the educational organization to agree on factual inaccuracies and before publishing the report on the website)

**Results of anonymous student survey
NJSC "Toraigrov University"**

Total number of profiles: 31

Er (male)	10 people	32.3%
Өyel (female)	21 people	67.7%

1. Please rate how satisfied you are:)

Questions	Completely satisfied	Partially satisfied	Partially unsatisfied	Not satisfied	I'm at a loss answer
1. Relations with the dean's office	31 people (100 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)
2. Level of accessibility of the dean's office	30 people (96.8 %)	1 person (3.2 %)	0 people (0 %)	0 people (0%)	0 people (0%)
3. The level of accessibility and responsiveness of the university management	31 people (100 %)	0 people (0%)	0 people (0%)	0 people (0%)	0 people (0 %)
4. Availability of academic advising to you	30 people (96.8 %)	1 person (3.2 %)	0 people (0 %)	0 people (0%)	0 people (0%)
5. Support with educational materials during the learning process	30 people (96.8 %)	1 person (3.2 %)	0 people (0 %)	0 people (0%)	0 people (0%)
6. Availability of counseling on personal problems	30 people (96.8 %)	1 person (3.2 %)	0 people (0 %)	0 people (0%)	0 people (0%)
7. Relationship between student and teacher	31 people (100 %)	0 people (0%)	0 people (0%)	0 people (0%)	0 people (0%)
8. Financial and administrative services of the educational institution	29 people (93.5%)	1 person (3.2%)	0 people (0%)	0 people (0%)	1 person (3.2%)
9. Availability of health services	27 people (87.1%)	3 people (9.7%)	0 people (0%)	0 people (0%)	1 person (3.2%)
10. Quality of medical care at the university	24 people (77.4%)	5 people (16.1%)	0 people (%)	0 people (%)	2 people (6.5%)
11. Level of accessibility of library resources	31 people (100 %)	0 people (0%)	0 people (0%)	0 people (0%)	0 people (0%)
12. The quality of services provided in libraries and reading rooms	31 people (100 %)	0 people (0 %)	0 people (0%)	0 people (0%)	0 people (0%)
13. Satisfaction with existing educational resources of the university	31 people (100 %)	0 people (0 %)	0 people (0%)	0 people (0%)	0 people (0%)
14. Availability of computer classes	28 people (90.3%)	2 people (6.5%)	0 people (0%)	0 people (0%)	1 person (3.2%)
15. Availability and quality of Internet resources	27 people (87.1%)	4 people (12.9%)	0 people (0%)	0 people (0%)	0 people (0%)
16. The content and information content of the website of educational organizations in general and faculties (schools) in particular	28 people (90.3%)	3 people (9.7%)	0 people (0%)	0 people (0%)	0 people (0%)
17. Study rooms, auditoriums for large groups	31 people (100 %)	0 people (0 %)	0 people (0%)	0 people (0%)	0 people (0%)
18. Lounges for students (if available)	25 people (80.6%)	1 person (3.2%)	1 person (3.2%)	0 people (0 %)	4 people (12.9%)
19. Clarity of procedure for taking disciplinary action	26 people (83.9%)	2 people (6.5%)	0 people (0%)	0 people (0%)	3 people (9.7%)

Questions	Completely satisfied	Partially satisfied	Partially unsatisfied	Not satisfied	I'm at a loss answer
20. The quality of the educational program as a whole	29 people (93.5%)	2 people (6.5%)	0 people (0%)	0 people (0%)	0 people (0%)
21. The quality of educational programs in the EP	31 people (100%)	0 people (0%)	0 people (0%)	0 people (0%)	0 people (0%)
22. Teaching methods in general	29 people (93.5%)	2 people (6.5%)	0 people (0%)	0 people (0%)	0 people (0%)
23. Quick response to feedback from teachers regarding the educational process	30 people (96.8%)	1 person (3.2%)	0 people (0%)	0 people (0%)	0 people (0%)
24. Overall quality of teaching	30 people (96.8%)	1 person (3.2%)	0 people (0%)	0 people (0%)	0 people (0%)
25. Academic load/requirements for the student	31 people (100%)	0 people (0%)	0 people (0%)	0 people (0%)	0 people (0%)
26. Requirements of teaching staff for students	30 people (96.8%)	1 person (3.2%)	0 people (0%)	0 people (0%)	0 people (0%)
27. Information support and explanation before entering the university of the rules of admission and the strategy of the educational program (specialty)	30 people (96.8%)	1 person (3.2%)	0 people (0%)	0 people (0%)	0 people (0%)
28. Informing the requirements in order to successfully complete a given educational program (specialty)	30 people (96.8%)	1 person (3.2%)	0 people (0%)	0 people (0%)	0 people (0%)
29. The quality of examination materials (tests and examination questions, etc.)	30 people (96.8%)	1 person (3.2%)	0 people (0%)	0 people (0%)	0 people (0%)
30. Objective assessment of knowledge, skills and other educational achievements	30 people (96.8%)	1 person (3.2%)	0 people (0%)	0 people (0%)	0 people (0%)
31. Available computer classes	27 people (87.1%)	3 people (9.7%)	0 people (0%)	0 people (0%)	1 person (3.2%)
32. Available scientific laboratories	27 people (87.1%)	1 person (3.2%)	0 people (0%)	0 people (0%)	3 people (9.7%)
33. Objectivity and fairness of teachers	30 people (96.8%)	1 person (3.2%)	0 people (0%)	0 people (0%)	0 people (0%)
34. Informing students about courses, educational programs and the academic degree they receive	31 people (100%)	0 people (0%)	0 people (0%)	0 people (0%)	0 people (0%)
35. Providing students with hostel accommodation	27 people (87.1%)	1 person (3.2%)	0 people (0%)	0 people (0%)	3 people (9.7%)

4. Rate how much you agree:

Statement	Full agreement	Agree	Partially agree	I don't agree	Complete disagreement	Didn't answer
1. The course program was clearly presented	28 people (90.3%)	3 people (9.7%)	0 people (0%)	0 people (0%)	0 people (0%)	-
2. Course content is well structured	27 people (87.1%)	4 people (12.9%)	0 people (0%)	0 people (0%)	0 people (0%)	-
3. Key terms are sufficiently explained	27 people (87.1%)	4 people (12.9%)	0 people (0%)	0 people (0%)	0 people (0%)	-
4. The material proposed by the teacher is relevant and reflects the latest achievements of science and practice	27 people (87.1%)	3 people (9.7%)	1 person (3.2%)	0 people (0%)	0 people (0%)	-
5. The teacher uses effective teaching methods	26 people (83.9%)	4 people (12.9%)	1 person (3.2%)	0 people (0%)	0 people (0%)	-
6. The teacher knows the material being taught.	12 people (75%)	3 people (18.8%)	1 person (6%)	0 people (0%)	0 people (0%)	-
7. The teacher's presentation is clear	26 people (83.9%)	5 people (16.1%)	0 people (0%)	0 people (0%)	0 people (0%)	-

	(83.9%)					
8. The teacher presents the material in an interesting way.	27 people (87.1%)	4 people (12.9%)	0 people (0%)	0 people (0%)	0 people (0%)	-
9. Objectivity in assessing knowledge, skills and other educational achievements	28 people (90.3%)	3 people (9.7%)	0 people (0%)	0 people (0%)	0 people (0%)	-
10. Timely assessment of students' educational achievements	26 people (83.9%)	5 people (16.1%)	0 people (0%)	0 people (0%)	0 people (0%)	-
11. The teacher satisfies my requirements for personal development and professional formation	28 people (90.3%)	3 people (9.7%)	0 people (0%)	0 people (0%)	0 people (0%)	-
12. The teacher stimulates student activity	28 people (90.3%)	3 people (9.7%)	0 people (0%)	0 people (0%)	0 people (0%)	-
13. The teacher stimulates creative thinking of students	26 people (83.9%)	5 people (16.1%)	0 people (0%)	0 people (0%)	0 people (0%)	-
14. The appearance and manners of the teacher are adequate	27 people (87.1%)	4 people (12.9%)	0 people (0%)	0 people (0%)	0 people (0%)	-
15. The teacher shows a positive attitude towards students	27 people (87.1%)	4 people (12.9%)	0 people (0%)	0 people (0%)	0 people (0%)	-
16. The system for assessing educational achievements (seminars, tests, questionnaires, etc.) reflects the content of the course	29 people (93.5%)	2 people (6.5%)	0 people (0%)	0 people (0%)	0 people (0%)	-
17. The assessment criteria used by the teacher are clear	28 people (90.3%)	3 people (9.7%)	0 people (0%)	0 people (0%)	0 people (0%)	-
18. The teacher objectively evaluates student achievements	28 people (90.3%)	3 people (9.7%)	0 people (0%)	0 people (0%)	0 people (0%)	-
19. The teacher speaks a professional language	29 people (93.5%)	2 people (6.5%)	0 people (0%)	0 people (0%)	0 people (0%)	-
20. The organization of education provides sufficient opportunity for sports and other leisure activities	26 people (83.9%)	4 people (12.9%)	0 people (0%)	0 people (0%)	1 person (3.2%)	-
21. Facilities and equipment for students are safe, comfortable and modern	28 people (90.3%)	3 people (9.7%)	0 people (0%)	0 people (0%)	0 people (0%)	-
22. The library is well equipped and has a fairly good collection of books	26 people (83.9%)	5 people (16.1%)	0 people (0%)	0 people (0%)	0 people (0%)	-
23. Equal opportunities are provided to all students	26 people (83.9%)	5 people (16.1%)	0 people (0%)	0 people (0%)	0 people (0%)	-

5. Other problems regarding the quality of teaching (Baska maseleler): 7 answers

Not available

On the issue of teaching quality, there are no specific proposals. Completely satisfied with the quality.

no problem

I'm happy with everything. Thank you very much to all the teachers for their contributions. Thank you for being able to prepare me to receive the Presidential Scholarship. I am grateful to the university as a whole.

Mesele zhok

No.

No problem