



«АККРЕДИТЕУ ЖӘНЕ РЕЙТИНГТИҢ
ТӘУЕЛСІЗ АГЕНТТІГІ» КЕМ

НУ «НЕЗАВИСИМОЕ АГЕНТСТВО
АККРЕДИТАЦИИ И РЕЙТИНГА»

INDEPENDENT AGENCY FOR
ACCREDITATION AND RATING

Report

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

6B04202 Legal support of entrepreneurial activity
6B04203 Legal support of public administration

NON-PROFIT JOINT-STOCK COMPANY
«TORAIGYROV UNIVERSITY»

during the period from 01 to 03 April 2024

INDEPENDENT ACCREDITATION AND RATING AGENCY
External Expert Commission

Addressed to
To the Accreditation Center
NAAR Council



report

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

6B04202 Legal support of entrepreneurial activity
6B04203 Legal support of public administration

NON-PROFIT JOINT-STOCK COMPANY
«TORAIGYROV UNIVERSITY»

during the period from 01 to 03 April 2024

03 April 2024
Pavlodar city

Content

(I) LIST OF DESIGNATIONS AND ABBREVIATIONS.....	3
(II) INTRODUCTION	4
(III) REPRESENTATION OF THE EDUCATIONAL ORGANIZATION	6
(IV) DESCRIPTION OF THE PREVIOUS ACCREDITATION PROCEDURE	7
(V) DESCRIPTION OF THE EC SESSION	7
(VI) COMPLIANCE WITH PRIMARY SPECIALIZED ACCREDITATION STANDARDS	8
6.1. <i>Educational program Management</i>	8
6.2. <i>Information management and reporting.....</i>	12
6.3. <i>Development and approval of the educational program.....</i>	15
6.4. <i>Continuous monitoring and periodic evaluation of educational programs</i>	19
6.5. <i>Student-centered learning, teaching and assessment of academic performance</i>	21
6.6. <i>Trainees.....</i>	25
6.7. <i>Teaching staff.....</i>	28
6.8. <i>Educational resources and student support systems.....</i>	31
6.9. <i>Informing the public.....</i>	33
(VII) OVERVIEW OF STRENGTHS/ BEST PRACTICES FOR EACH STANDARD.....	34
(VIII) OVERVIEW QUALITY IMPROVEMENT RECOMMENDATIONS FOR EACH STANDARD.....	35
(IX) RECOMMENDATION TO THE ACCREDITATION COUNCIL	38
Appendix 1. Evaluation table "Conclusion of the external Expert Commission" (6B04202 Legal support for entrepreneurship, 6B04203 Legal support for public administration).....	39
Appendix 2. PROGRAM OF A VISIT TO AN EDUCATIONAL ORGANIZATION	46
Appendix 3. RESULTS OF THE TEACHING STAFF SURVEY.....	46
Appendix 4. RESULTS OF THE STUDENT SURVEY.....	51

(I) LIST OF DESIGNATIONS AND ABBREVIATIONS

RK-Republika Kazakhstan

MSHE RK – Ministry of Science and Higher Education of the Republic of Kazakhstan

ToU – Toraighyrov University/Toraighyrov University

AC- Accreditation Council

HEI – higher education institution

EEC – external expert commission

AIS-automated information system

SCES – state compulsory education standards

IARA - Independent Accreditation and Rating Agency

RW – research work

RLA – regulatory legal acts

NQF – National Qualifications framework

NQC – National Qualifications System

EO – educational organization

EP – educational program

TS – teaching staff

ECTS – European Credit Transfer and Accumulation System

ESG – Standards and Guidelines for Quality assurance in the European Higher Education Area

QF-EHEA – Qualifications Framework in the European Higher Education Area

QMS – quality management system

EED – general education disciplines

BD – basic disciplines

PD – profile disciplines

IWS – independent work of students

MOC - massive open online course

EMCD - educational and methodological complex of the discipline

WC – working curriculum

CED – catalog of elective disciplines

AK – Academic Committee for the development of OP at the faculty

IC – individual curriculum

EMC – educational and methodological Council

UP – curriculum

BC – boundary control

FC – final control

CC – current control

IT – information technology

ECTS – European Credit Transfer System

(II) INTRODUCTION

В соответствии с приказом Генерального директора № In accordance with the order of the General Director No. 41-24-OD dated 31.01.2024 and the approved program of the Independent Accreditation and Rating Agency, from April 01 to April 03, 2024, an external expert commission assessed the compliance of educational programs 6B04202 Legal Support for Entrepreneurship, 6B04203 Legal Support for Public Administration of NAO "Toraigyrov University" with the standards of primary specialized accreditation of the NAAR in a hybrid format.

The WEC report contains an assessment of the submitted educational programs according to the NAAR criteria, recommendations of the WEC for further improvement of educational programs, and parameters of the profile of educational programs.

The structure of the VEC:

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

IAAR expert-Zharkenova Svetlana Bakhytovna Candidate of Law, Associate Professor, Acting Professor of the Department of Constitutional and Civil Law, L. N. Gumilyov Eurasian National University (Astana, Kazakhstan)

IAAR expert-Sisenova Assel Tursyngaliyevna Candidate of Economic Sciences, Associate Professor, Turan University (Almaty, Kazakhstan)

IAAR expert- Tatibekov Bauyrzhan Nurlanovich, PhD in Economics, Director of the Department for Research and International Cooperation, International University of Engineering and Technology (Almaty, Kazakhstan)

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

IAAR expert-Zeynullina Aigul Zhumagaliyevna Candidate of Economic Sciences Professor, Head of the Department of Shakarim SSU (Semey, Republic of Kazakhstan)

IAAR expert IAAR-Akimzhanova Marzhangul Tursunkhanovna, доктор PhD, Associate Professor, Head of the Department of Civil and Labor Law, Karaganda State University. Academician E. A. Buketov (Karaganda, Republic of Kazakhstan)

IAAR expert IAAR-Nargiza Smailovna Baltabayeva доктор PhD, Associate Professor, Women's National Pedagogical University (Almaty, Republic of Kazakhstan)

IAAR expert, Employer- Alexey Vladislavovich Kan, Head of EXPLORATION PRODUCTION LLP (Almaty, Republic of Kazakhstan)

IAAR Expert, Employer- Adylkhan Asset Berdygaliuly of Atameken NPP in the East Kazakhstan region (Ust-Kamenogorsk, Kazakhstan);

IAAR Expert, Student- Adel Omarova, member of the Alliance of Students of Kazakhstan, S. Seifullin Kazakh Agrotechnical University (Astana, Republic of Kazakhstan)

IAAR expert, student-Arystan Aidana 3rd year doctoral student specialty "Nanotechnologies", Kazakhstan-British Technical University (Almaty)

IAAR Expert, Student - Zhakenova Rabiga, 1st year Postgraduate student, Baltic Federal University

IAAR Expert, Student- Sofia Fominykh, 3rd year student, Caspian Public University (Almaty, Republic of Kazakhstan)

IAAR expert, Student-Musabekova Aigerim, 1-year doctoral student, specialty 8D01702-Orys tili men adebieti, Abai Kazakh National Pedagogical University (Almaty, Republic of Kazakhstan)

IAAR Expert, Student-Ilyas Khamitov, 1st year Master's student, L. N. Gumilyov Eurasian National University (Astana, Republic of Kazakhstan)

IAAR Coordinator - Gulfiya Nazyrova, Ph. D. in Economics, Project Manager for IAAR Specialized and Institutional accreditation (Astana, Republic of Kazakhstan)



(III) REPRESENTATION OF THE EDUCATIONAL ORGANIZATION

Non-profit Joint-Stock Company "Toraigyrov University" – one of the largest universities in Kazakhstan, established in 1960, is the center of education, science and culture in the Pavlodar region and in Kazakhstan. It is a multi-functional university of an innovative type, a large scientific center known for its innovations and achievements in the country and abroad.

Due to the change in the organizational and legal form in the NAO in 2020, the university received academic and managerial freedom in its activities, which allows it to independently determine the directions of university development and develop its own educational programs.

According to the university's [website https://tou.edu.kz/ru/](https://tou.edu.kz/ru/), the university structure includes 8 faculties, 28 departments, Foundation Faculty, Military Department, ITschool, Toraigyrov University College, Startup Academy.

Educational activities of the university are carried out on the basis of state license No. 0137359, issued on February 03, 2010. The University trains specialists of higher professional education in various fields in the state and Russian languages in 174 bachelor's, master's, and doctoral programs. The university is actively implementing dual training, which makes it possible to translate practical and laboratory classes conducted by practical teachers into production. The University provides training, takes part in determining the prospects for the development of the main sectors of the region's economy, performs funded research and develops its own entrepreneurial initiatives.

Research activities are carried out on the basis of the IT HUB, 5 scientific and practical centers, the Ertis Science and Technology Park, the regional center for innovation and technology transfer, as well as the student research center.

At the time of the HEC visit, the university has about 8,000 students.

Toraigyrov University has achieved international recognition in the process of integration into the world educational space, and is a full participant in the European educational process. As part of the Oxford Summit of Business, Science and Art Leaders, ToU was awarded the European Quality International Award.

Toraigyrov University is a full member of the Bologna Charter of Classical Universities of the World, a member of the international Association for the exchange of student internships LAESTE, the Siberian Open University Association, the Association of Universities of Kazakhstan and the Shanghai Cooperation Organization. According to the results of this General rating of universities of the Independent Agency for Quality Assurance in Education (NAOKO), ToU took the 5th place in 2021, entering the ninth time in the top five multidisciplinary Kazakhstani universities; according to the results of the National Rating of NCE "Atameken" in 2021 – the 2nd place among multidisciplinary universities.

The university's infrastructure includes: 5 academic buildings with a total area of 44,460.7 sq. m.; 2 dormitories; assembly hall; Beisembayev Library science Library; technopark; sports center; stadium; sports hall; medical center; military Department; ToU Higher College. The overall university employment rate is 92%.

The activities of NAO "Toraigyrov University" are determined by its mission, vision and strategy, which are reflected in the program documents on the official resource <http://www.tou.edu.kz/>. The main program documents defining the development of the university are the Development Strategy of NAO "Toraigyrov University" for 2020-2024 (<https://tou.edu.kz/arm/storage/files/642173b60c5c34.62206768.pdf>) and the Development Program of NAO "Toraigyrov University" for 2023-2029 (<https://tou.edu.kz/arm/storage/files/65d840ee112081.39488597.pdf>).

The University has qualified human resources to carry out educational and research activities.

The Faculty of Economics and Law started its activity in 1993 and is now one of the largest faculties of the university. The faculty has 3 departments: Law, Economics and the Department of Finance and Accounting.

The accredited educational programs 6B04202-Legal support of entrepreneurial activity, 6B04203-Legal support of Public Administration were opened in 2023 and are implemented at the Department of Law <https://tou.edu.kz/ru/component/university?department=102§ion=employees>.

Preparation of Bachelor of laws in these OP is carried out on the basis of the appendix to the license dated September 28, 2020 (<https://tou.edu.kz/images/stories/pdf/goslicense.pdf>).

Graduates are awarded the academic degree: OP 6B04202-Legal support of entrepreneurial activity-Bachelor https://tou.edu.kz/ru/component/programms?spec_id=687 of Law (https://tou.edu.kz/ru/component/programms?spec_id=687) OP 6B04203-Legal support of Public Administration-Bachelor of Law (https://tou.edu.kz/ru/component/programms?spec_id=689). They should be competent in the field of legal support for business activities and public administration.

Bachelor's degrees in law are taught in the State and Russian languages. The standard term of study is 4 years (full-time) and 2 years (full-time-distance). The first set^{of 2} groups of students studying in the second higher education is made in 2023. There was no issue for accredited OPS. At the time of the HEC visit, the number of students enrolled in the accredited OP is: 6B04202-Legal support for entrepreneurship - 5 people, 6B04203-Legal support for public administration-7 people, a total of 12 people (duration of study – 2 years).

(IV) DESCRIPTION OF THE PREVIOUS ACCREDITATION PROCEDURE

Educational programs 6B04202 - Legal support for entrepreneurship and 6B04203-Legal support for Public Administration are accredited in the NAAR for the first time.

(V) DESCRIPTION OF THE EC SESSION

The work of the EEC was carried out on the basis of the approved Program of the hybrid visit of the expert Commission on international specialized accreditation of educational programs of Toraigrov University in the period from April 01 to April 03, 2024.

In order to coordinate the work of the HEC, an orientation meeting was held, during which powers were distributed among the commission members, the HEC's work schedule was clarified, and agreement was reached on the choice of examination methods.

In order to obtain objective information about the quality of educational programs and the entire infrastructure of the university, to clarify the content of self-assessment reports, meetings were held with the university's vice-rectors in the areas of activity, heads of structural divisions, heads of departments, teachers, students, graduates, employers. A total of 116 university representatives took part in the meetings (see Table 1).

Table 1. Information about employees and trainees who participated in about meetings with VEC NAAR:

Category of participants	Number
of members Chairman of the Management Board - Rector	1
Vice-Rector	's Office 3
Heads of structural divisions	17
Deans	2

Heads of Departments	4
Teachers	23
Students	31
Graduates	21
Employers	14
Total	116

During the visual inspection, the EEC members got acquainted with the state of the material and technical base, looked at the academic building, classrooms, library, student service center, forensic training ground, courtroom, specialized classrooms.

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

In order to confirm the information provided in the Self-assessment Report, external experts requested and analyzed the university's working documentation. Along with this, the experts studied the Internet positioning of the university through the official ToU website <https://tou.edu.kz/ru/>.

Within the framework of the planned program, recommendations for improving the accredited educational programs of Toraigyrov University, developed by the HEC based on the results of the expert examination, were presented at a meeting with the management on 02.04.2024.

(VI) COMPLIANCE WITH PRIMARY SPECIALIZED ACCREDITATION STANDARDS

6.1. Educational program Management

- ✓ *The organization of higher and / or postgraduate education must have a published quality assurance policy. A quality assurance policy should reflect the relationship between research, teaching, and learning.*
- ✓ *The organization of higher and / or postgraduate education should demonstrate the development of a culture of quality assurance, including in the context of OP.*
- ✓ *Commitment to quality assurance should apply to any activity performed by contractors and partners (outsourcing), including the implementation of joint/two-degree education and academic mobility.*
- ✓ *The PA management demonstrates its readiness to ensure transparency in the development of the PA development plan based on an analysis of its functioning, the real positioning of the PA 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 dates for the implementation of the educational program.*
- ✓ *The EP management demonstrates the existence of mechanisms for forming and regularly reviewing the EP development plan and monitoring its implementation, evaluating the achievement of training goals, meeting the needs of students, employers and society, and making decisions aimed at continuous improvement of the EP.*
- ✓ *The EP management should involve representatives of groups of stakeholders, including employers, trainees and teaching staff, in the formation of the EP development plan.*
- ✓ *The EP management should demonstrate the individuality and uniqueness of the EP development plan, its consistency with national priorities and the development strategy of the organization of higher and (or) postgraduate education.*
- ✓ *The organization of higher and (or) postgraduate education should demonstrate a clear definition of those responsible for business processes within the framework of the OP, an unambiguous distribution of job responsibilities of personnel, and the division of functions of collegial bodies.*
- ✓ *The OP management should provide evidence of the transparency of the educational program management system.*
- ✓ *The EP management should demonstrate the existence of an internal system for ensuring the quality of the EP, including its design, management and monitoring, their improvement, and fact-based decision-making.*
- ✓ *The management of the OP should manage risks, including within the framework of the OP undergoing initial accreditation, and also demonstrate a system of measures aimed at reducing the degree of risk.*
- ✓ *The EP management should ensure the participation of representatives of employers, teaching staff, students and other interested persons in the composition of the collegial management bodies of the educational program, as well as their representativeness in making decisions on the management of the educational program.*
- ✓ *The public organization must demonstrate innovation management within the framework of the EP, including the analysis and implementation of innovative proposals.*
- ✓ *The EP management should demonstrate evidence of readiness for openness and accessibility for students, teaching staff, employers, and other interested parties.*
- ✓ *The OP management should be trained in educational management programs.*

Proof part

The objectives and types of activities of the OP cover the educational and methodological, educational and research areas, career guidance work for the employment of graduates, cooperation with partners and employers.

Educational programs are developed on the basis of the "Development Strategy of NAO" Toraigyrov University "for 2020-2024" dated June 03, 2022 (<https://tou.edu.kz/arm/storage/files/642173b60c5c34.62206768.pdf>) and the Development Program of NAO "Toraigyrov University" for 2023-2029 (<https://tou.edu.kz/arm/storage/files/65d840ee112081.39488597.pdf>).

The management of the AP demonstrates the individuality and uniqueness of the accredited AP, their consistency with national priorities and the ToU development strategy, since bachelor's training in such areas is relevant in the region, which was noted during interviews with teaching staff and students. At the same time, there is reason to believe that the plans for the development of higher education require additional measures aimed at ensuring the sustainability of accredited higher education institutions to various external factors, since in 2023 the admission of students was carried out only for higher education institutions based on higher education for 2 years.

Since the accredited SCS were implemented in 2023 (minutes of the UMS meeting No. 10 dated May 30, 2023, minutes of the ToU Academic Council Meeting ToUNo. 10 dated May 31, 2023), improvement issues were not relevant at the time of the visit. However, the OP management understands and knows how to improve them in the future, since the OP development plans involve making changes to the work programs of disciplines in accordance with modern requirements, requests from employers, students and other interested parties.

OP's are included in the register of Foreign Economic entities of the Republic of Kazakhstan:

- OP 6B04202 - Legal support of entrepreneurial activity - https://tou.edu.kz/ru/component/programms?spec_id=687;
- OP 6B04203-Legal support of public administration - https://tou.edu.kz/ru/component/programms?spec_id=689.

The analysis of the real positioning of the listed educational programs is carried out by the head of the department with the involvement of competent teaching staff in order to improve and continuously improve the quality of educational programs, taking into account the real needs of the state, employers, interested parties and students, which was emphasized at a meeting with the Chairman of the Board - Rector of ToU Sadykov E. T. on April 01, 2024.

To monitor the implementation of plans for the development of accredited educational programs and evaluate their effectiveness, the faculty has established an Academic Committee for the development of educational programs, which includes an expert commission. Study guides, textbooks, syllabuses, and UMKDS of subjects studied in the OP are also analyzed and examined. At the meetings of the Academic Council of the University and Faculty, issues related to the implementation of the development plans of the University and the results of the implementation of planned activities are regularly discussed. Reports on the implementation of OP development plans are included in the annual reports of the department, faculty with critical analysis. These reports are reviewed and approved at meetings of the Department, Academic Council of the Faculty and the University.

When developing the OP and during its implementation, relationships with internal and external stakeholders are taken into account on an ongoing basis. Internal stakeholders of the OP are students and teaching staff. External stakeholders are employers with whom constant communication is maintained, seminars and round tables are held to improve the quality of implementation of the EP. Employers, as external stakeholders, can use their letter of recommendation to suggest subjects that are necessary for inclusion in the curriculum of the OP.

The following employers were involved in the development and evaluation of the EP, which were included in the academic and expert committees of the ToU in the areas of training 6B042-Law: S. Aubakirov-Deputy Director for Legal Affairs of the Chamber of Entrepreneurs of Pavlodar region "Atameken"; E. Abenov-Chairman of the Chamber of Legal Consultants of Pavlodar "Adilet"; M. Imyatova-Head of the Department justice of Pavlodar region.

The EP is updated annually, taking into account the strategic objectives of state development. On the basis of the existing potential of the university and cooperation with partners, the interdisciplinary nature of the OP is ensured. The results of evaluating the effectiveness of the implementation of the stages of development of the educational program are used to adjust the activities of the department, faculty for the next academic year and are included in the work plan. Employers' reviews are provided for accredited training centers.

The university has a mechanism for internal and external evaluation of the OP in the process of its formation. Internal evaluation of the OP is carried out at the level of the department, AC, Faculty Council, UMS and ToU Academic Council.

Accredited OPEOS are focused on students: it is mandatory that they achieve the expected learning outcomes and competencies required in the labor market stated in the EOS. The joint activity of teachers, students, and employers in formulating learning outcomes that meet the qualification requirements of the bachelor's degree and the needs of the labor market is ensured. The models of graduates of accredited educational institutions were approved together with the development plans of the educational institutions for 2023-2026 on August 31, 2023 (Minutes No. 1 of the meeting of the Department of Law).

Since the department also implements other EP directions 6B042-Law, kafedra monitors the implementation of EP development plans, systematically reviews and hears reports on the effectiveness of the implementation of plans at the department meeting at the beginning of each academic year. Accordingly, the implementation of plans for the development of accredited OP is monitored while adjusting the competence models of OP graduates.

Internal and external review is performed when forming the OP. No changes have been made since the start of the implementation of the accredited OPS.

The OP management was able to demonstrate that they completed training in the following educational management programs:

Table 2. OP management's completion of program training education management system

Full name	Position	Training result
1 Kolesnikov Yu. Y.	Dean of the Faculty of EIP	In the period from 20.07.2023 to 19.08.2023-advanced training course in the amount of 72 hours on the topic "Management in education"
2 Zhetpisov S. K.	Head of the Department of "Jurisprudence"	In the period from 05 to 17.09.2022 - advanced training courses in the amount of 72 hours on the topic "Management in education"

HEC members attended the following training sessions according to the schedule:

- in the discipline "Contract law", practical lesson on the topic "Banking service agreements", time 09.15 hours, teacher Beksultanov Aldiyar Sagyndykovich, group Jur-34, room 440;

- по дисциплине «Шарттық құқық», практическое занятие на тему «Банктік қызмет көрсету шарттары», время 09.15 час., старший преподаватель Кыдыралинова Айнаш

Каргабаевна, группа ҚТ-303, ауд.436 (использован метод онлайн-тестирования через <https://quizizz.com>).

In accordance with the accreditation procedure, a survey was conducted of 22 teachers, of whom 1 person (4.5%) and 31 students represent the accredited OP.

Analytical part

B ToU has developed and has been operating since 05.11.2023: The University Development Program <https://tou.edu.kz/arm/storage/files/65d840ee112081.39488597.pdf> for 2023-2029, approved by the decision of the Board of Directors (Minutes No. 8, <https://tou.edu.kz/arm/storage/files/65d840ee112081.39488597.pdf> from 03.06.2022, the updated Development Strategy of Toraigyrov University for 2020-2024, approved by the decision of the Board of Directors (Minutes No. 5, <https://tou.edu.kz/arm/storage/files/642173b60c5c34.62206768.pdf>). The documents include the ideology, purpose, priorities and tasks of modernization of accredited CS, stages of modernization, diversification of CS, indicative indicators of CS, structuring the content of CS, conditions and resources for implementing CS. The AP submitted for accreditation should be updated and upgraded in the future, taking into account the internal and external environment, since the admission of students was made in 2023.

The management of the OP manages risks, including within the framework of the OP, and demonstrates a system of measures aimed at reducing the degree of risk.

Plans for the development of accredited educational institutions contain specific measures aimed at reducing the risks associated with a small number (5 and 7 people) of students. The need to ensure the sustainability of accredited CS is related to their relevance and uniqueness in the field of legal training in the field of business and public service.

When developing an educational program and during its implementation, connections with internal and external stakeholders are taken into account on an ongoing basis, with whom constant communication is maintained, seminars and round tables are held to improve the quality of the implementation of the EP. During an online meeting with employers, the latter indicated that they have the opportunity to recommend subjects that are necessary for inclusion in the curriculum of the educational program, for example, they recommended the course "Judicial Bankruptcy".

The meeting with students showed that practice-oriented courses and an increase in production practice hours are in demand for them.

Innovation management is poorly expressed within the framework of accredited EOS, the EOS management failed to prove the implementation of innovative proposals, and faculty members do not practice using online training courses (Moodle, MOOCS.KZ, etc.) and other modern technologies for studying disciplines accredited by the OP, although the university has an information resource for mass open courses: <https://openu.tou.edu.kz/>

The results of the student survey showed that 100% of students are completely satisfied with their relations with the dean's office; 96.8% - with the level of accessibility of the dean's office (faculty, department); 100% of students are completely satisfied with the level of accessibility and responsiveness of the management. Similar results were obtained for other indicators related to quality assurance.

Recommendation for OP 6B04202 - Legal support of entrepreneurial activity, OP 6B04203 – Legal support of public administration:

- By September 01, 2024, the EP management should develop an action plan for innovation management within the framework of accredited EP, including the analysis and implementation of innovative proposals.

WEC's conclusions based on the following criteria:

According to the standard "Management of the educational program", the educational programs 6B04202 - Legal support for entrepreneurship and 6B04203-Legal support for public administration have 14 satisfactory, 1 suggesting improvement positions.

6.2. Information management and reporting

- ✓ *The public organization should demonstrate that it has a system for collecting, analyzing and managing information based on the use of modern information and communication technologies and software tools, and that it uses a variety of methods for collecting and analyzing information in the context of OP.*
- ✓ *The CA management should demonstrate that there is a mechanism in place to systematically use the processed, adequate information to improve the internal quality assurance system.*
- ✓ *OP management should demonstrate evidence-based decision-making.*
- ✓ *The EP should include a system of regular reporting that reflects all levels of the structure, including an assessment of the effectiveness and efficiency of the activities of structural divisions and scientific research.*
- ✓ *The public organization should establish the frequency, forms and methods of evaluating the management of the Public Organization, the activities of collegial bodies and structural divisions, senior management, and the implementation of scientific projects.*
- ✓ *The public organization must demonstrate the definition of the procedure and ensuring the protection of information, including the identification of those responsible for the accuracy and timeliness of information analysis and data provision.*
- ✓ *An important factor is the availability of mechanisms for involving students, employees and teaching staff in the processes of collecting and analyzing information, as well as making decisions based on them.*
- ✓ *The EP management should demonstrate that there is a mechanism for communication with students, employees, and other stakeholders, as well as mechanisms for conflict resolution.*
- ✓ *The PA should demonstrate that there are mechanisms in place to measure the degree of satisfaction with the needs of staff, staff, and trainees within the framework of the EP.*
- ✓ *The public organization should provide for an assessment of the effectiveness and efficiency of its activities, including in the context of the OP.*
- ✓ *Information intended to be collected and analyzed within the framework of the EP should take into account:*
 - *key performance indicators;*
 - *dynamics of the number of students in the context of forms and types;*
 - *the level of academic performance, student achievements, and deductions.*
 - *satisfaction of students with the implementation of the OP and the quality of education at the university;*
 - *availability of educational resources and support systems for students.*
- ✓ *The public organization must confirm the implementation of procedures for processing personal data of students, employees and teaching staff on the basis of their documented consent.*

Proof part

B ToU has a system for collecting and analyzing external and internal statistical and analytical data and facts "ARM", which is its own information and analytical development of the University.

The EP is managed on the basis of information provided by this system for collecting and analyzing data on the number of students and graduates, available resources, and personnel. The University's information system also provides the necessary information for consulting, research and international activities and other areas. Information management at the university takes place within the framework of established business processes and is a regulated procedure. To provide technical support for the university's informatization, TSU operates a structural division called the "Information Technology Implementation Department", which is part of the "IT HUB".

The operation of the automated control system is carried out on the basis of modern communication technologies and software. Starting from 2021, the standard "Concept of Digitalization" (Order 7.1-09/121 of 26.02.2021) is being implemented, which sets requirements for the organization of digitalization of business processes. The requirements that are summarized in the Concept are mandatory for all ToU employees and teaching ToU staff (https://tou.edu.kz/ru/?option=com_docs/CO_MK_8.16.1-21_conception_of_implification.pdf).

IS of NAO" Toraigyrov University " operates AWS: ARM "HR-service"; Automated library information system "Irbis"; ARM "Questionnaire"; ARM "Audit"; ARM "Library"; ARM "VMCH"; ARM "Login issue"; ARM "Dean's Office"; ARM "Diploma"; ARM "Contract"; ARM "Department" APM "Commandant"; APM "Director of PR"; APM "Head of UDiP"; APM "Registration Office"; APM "Practice"; APM "Admissions Committee"; APM "Pass"; APM "Registration of disciplines"; APM "Rector"; APM "Sysadmin"; APM " Student Department HR Department"; APM "UME"; APM "Academic performance"; APM "CDO"; - APM "DSP"; APM

"Adviser"; APM "Electronic journal"; Personal account of the teaching staff/employee; Personal account of the student.

The system of regular reporting and monitoring includes: annual reports of teaching staff, which reflect information on the implementation of individual work plans; annual reports of departments and faculties on UMR, research and development, R & D, educational work; analysis of the results of implementation of the development plans of the Department at the Faculty Council; analysis of internal audits.

Information channels of feedback between staff and students with the university management (meetings, meetings and Councils) have been formed and are functioning. Information received through all feedback channels is analyzed and used to correct and improve the university's policy, strategy, and development plans.

Implemented systems, questionnaires of teaching staff and students reflect the effectiveness and efficiency of the activities of structural divisions.

In order to improve the quality of training of students, as well as to improve and develop the educational program, students, teaching staff and staff are monitored for satisfaction with the implementation of accredited educational programs by conducting a survey.

One of the tools for analyzing the activities of OP 6B04202 – Legal support for entrepreneurship, OP 6B04203 – Legal support for public administration are annual sociological surveys of students, employers and teachers. Students are regularly interviewed about the quality of information received and its completeness.

Accredited CS participate in events held by the university: participation of the CS faculty in a survey to assess the effectiveness of research; students participate in the survey "Teacher through the eyes of students", "Online questionnaire for evaluating the use of digital services and technologies in the learning process", "University without corruption" about satisfaction with the quality of educational services in disciplines through online access via the " Student's Personal Account "in the" APM " system.

Teachers participating in the implementation of accredited programs demonstrated the work of "ARM" to the members of the EEC from the position of a student (A. Akhmetova) and from the position of a teacher (Rev. Titkov A. A.), which proved the relevance, completeness and maneuverability of this system.

OP management systematically uses survey and questionnaire data to improve the internal quality assurance system. The CA managers evaluate the effectiveness of the planned improvement activities, and develop and implement the necessary corrective actions.

In the course of organizing the management of the current activities of the university, when conflict situations arise, a step-by-step method is used to resolve them at meetings of the department, faculty, and structural divisions of the university.

The survey software is integrated into the Automated Information System (AIS) functionality and provides an opportunity to generate differentiated results and reporting materials in the context of all structural divisions of the university.

Documented approval of procedures for processing information about personal data of employees and teaching staff is fixed in the internal regulatory documents of the university (https://tou.edu.kz/ru/?option=com_content&view=article&id=7835).

Communication or transfer of the employee's personal data to a third party without the employee's written consent is not allowed. Access to the employee's personal data is allowed only to special authorized persons on the basis of their powers issued in accordance with the procedure established by the university (<https://tou.edu.kz/arm/storage/files/660649ef9722d1.20147331.pdf>).

B ToU operates an IT HUB, whose main tasks are to promote the image of the university, develop a general concept of the University's information strategy, improve the quality of IT education, provide electronic services for organizing the educational process, issue credentials

for teaching staff and students, and others (Regulation of [02.10.2023 https://tou.edu.kz/arm/storage/files/65b0f0f199fd85.30203496.pdf](https://tou.edu.kz/arm/storage/files/65b0f0f199fd85.30203496.pdf)).

As part of the implementation of the PPP work plan, key performance indicators are taken into account, which later become the basis for incentives. The university has introduced a system of dividing the positions of teaching staff and employees into classes, which allows stimulating the work of staff.

Analytical part

The internal system for assessing the quality of education is aimed at ensuring the management of operational, objective and reliable information on the state and development of the educational system, the educational process and its accompanying and supporting processes, on the compliance of intermediate and final results with target settings and regulatory requirements. The internal system for assessing the quality of education forms a single whole with the external evaluation system, since it is aimed at ensuring the proper quality of education and finding opportunities for its improvement.

HEC members have established that teachers, students, and all employees are provided with access to the necessary information resources for work and training.

Every year, on the basis of an order for the university, an internal audit is conducted in accordance with the schedule, which covers each component of the management system in accordance with the requirements of the documented procedure.

In the course of conducting an internal audit, objective evidence is collected by interviewing the personnel of the audited unit(official), studying documents and conducting observations. At the same time, it is mandatory to check the maintenance of internal and external documents and the execution of planned work by the division's personnel. When nonconformities are identified, a plan of corrective and preventive actions is developed. The management of accredited CS is based primarily on facts when making decisions.

In order to clearly reflect all levels of the structure, a system of regular reporting has been developed within the framework of accredited educational institutions, which includes an assessment of the effectiveness and efficiency of the activities of departments, departments, and research.

To ensure the quality of the implementation of the OP, management uses various methods of collecting and analyzing information: questionnaires, conversations, open classes, analysis of the results of intermediate and final controls, etc. Fact analysis is one of the prerogatives of the OP management, the main assistant in data collection and analysis is AIS "ARM", which accumulates data: news of the Ministry of Internal Affairs of the Republic of Kazakhstan and the University, academic policy, E-services, catalog of disciplines, personal account of the student/teacher, class schedule, academic calendar, current certification, IPR student information, questionnaires, ratings, information for the adviser, syllabuses, UMKD, methodological support for courses, library, publications, training load, statements and much more.

The University takes the necessary measures stipulated by the legislation, including the legislation on personal data protection, to ensure the safety, immutability and restriction of access to information (depending on the type of information).

The results of the student survey showed that 96.8% of students are satisfied with the availability of academic counseling; 96.8% are satisfied with the availability of personal counseling; 100% are satisfied with the relationship between students and teachers; 100% are satisfied with the existing educational resources of the university.

Strengths/best practices in OP 6B04202 - Legal support for entrepreneurship, OP 6B04203-Legal support for public administration:

- availability of a system for collecting and analyzing external and internal statistical and analytical data and facts "ARM", which is the university's own information and analytical development;

- the management of accredited CS demonstrates the existence of an effective system for collecting, analyzing and managing information based on the use of modern information and communication technologies and software tools, and that it uses a variety of methods for collecting and analyzing information in the context of accredited CS;

- a system of regular reporting that reflects all levels of the structure and includes an assessment of the effectiveness and efficiency of the activities of departments, departments, and scientific research is provided within the framework of accredited educational institutions;

- the management of accredited educational institutions ensures the protection of information, while taking into account information efficiency indicators, the dynamics of the student population, their academic performance, as well as satisfaction with the quality of educational institutions;

- information intended to be collected and analyzed within the framework of accredited educational programs allows us to take into account: key performance indicators; dynamics of the student population in terms of forms and types; the level of academic performance, student achievements and deductions; student satisfaction with the implementation of accredited educational programs and the quality of education at the university; availability of educational resources and support systems for students.

There are no recommendations for OP 6B04202 – Legal support for entrepreneurship, OP 6B04203 – Legal support for public administration .

WEC's conclusions based on the following criteria:

According to the standard "Information Management and Reporting", the educational programs 6B04202 - Legal support for entrepreneurship, 6B04203-Legal support for Public Administration have 1 strong, 15 satisfactory positions.

6.3. Development and approval of the educational program

- ✓ *The PA should define and document procedures for the development of the EP and their approval at the institutional level.*
- ✓ *The EP management should ensure that the content of the EP meets the established goals, including the expected learning outcomes.*
- ✓ *The EP management should demonstrate the existence of mechanisms for reviewing the content and structure of the EP, taking into account changes in the labor market, the requirements of employers and the social demand of society.*
- ✓ *The management of the OP should ensure that the developed models of the OP graduate are available, describing the learning outcomes and personal qualities.*
- ✓ *The management of the EP should demonstrate that external reviews of the content of the EP and the planned results of its implementation are conducted.*
- ✓ *The qualification awarded upon completion of the EP should be clearly defined and correspond to a certain level of NSC and QF-EHEA.*
- ✓ *The OP management should determine the impact of disciplines and professional practices on the formation of learning outcomes.*
- ✓ *An important factor is the possibility of training students for professional certification.*
- ✓ *The management of the EP should provide evidence of the participation of students, teaching staff and other interested parties in the development of the EP, ensuring its quality.*
- ✓ *The OP management should 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 organizations of higher and / or postgraduate education in the EHEA.*

Proof part

Accredited educational institutions determine the content of education that promotes mutual understanding and cooperation between people, peoples, regardless of race, national, ethnic, religious and social affiliation, take into account the diversity of worldview approaches, promote the realization of students' rights to free choice of opinions and beliefs, ensure the development of each student's abilities, formation and development of his personality in accordance with the

standards adopted in family and society with spiritual, moral and socio-cultural values. The training programs are developed in accordance with the requirements of the State Educational Standard of the Republic of Kazakhstan on the principle of modular training in accordance with the Classifier of training areas for personnel with higher and postgraduate education in the Republic of Kazakhstan, Qualification requirements for levels operating in the European Educational Space, the National Qualifications Framework, and professional standards.

The curriculum development system consists of the following procedures: appointment of a commission on curricula and programs by order of the Dean's office and by order for the university; preparation of a working curriculum at the department and its discussion with the participation of academic experts, employers, students; preparation of a set of OP documents (RUP, QED, passport of the OP), review of the OP by external reviewers; review of the OP at the meeting AK, of the Academy of Education, the Department of Management of the Faculty; approval of the OP at the Faculty Meeting, at the meeting of the Academic Council; updating/development of the OP, development of the UMKD in the disciplines included in the content of the OP; formation of the IEP of students (Regulation on the Department of Academic Activities of 02.10.2023 <https://tou.edu.kz/arm/storage/files/65af9ba17a5917.32614488.pdf> Regulation on the Academic Support Department of 02.08.2023. <https://tou.edu.kz/arm/storage/files/65af85871c79e6.12148893.pdf>).

At the planning stage, a working group is created for the development of the EP by levels, directions of a specific specialty, within which teachers, students, and employers interact to formulate training results relevant to the qualification requirements of higher education levels and the needs of the modern labor market, the achievement of which is ensured by modern scientific knowledge that has received international recognition, which is confirmed by the order of the Faculty of Law. The working group on the development of the EP includes coordinators, developers, employers, graduates, students, and foreign experts.

The creation of an EP begins with an analysis of employers' requirements for professional activities that correspond to the training area in accordance with the industry qualifications framework and professional standard, its relevance and uniqueness are determined, as well as the current and potential volumes of the labor market for graduates of this educational program.

Table 3. Parameters for launching an educational program

Control parameters	Characteristics of parameters			
Demand for the OP	Availability of a labor market for graduates	Availability of a target audience	Confidence in the assistance of stakeholders	Predicted adaptability of in the future
OP profile	Compliance with the University Strategy	Uniqueness of the OP	Availability of a competitive advantage	Promotion of university development
Provision of the OP	with teaching	staff Material and technical base	Information resources	Possibility of attracting external resources
Adequate administration system	Availability of departments, practice bases	Availability of system quality guarantees	Motivation	Management efficiency

The expected result of the control stage is the final decision on the development of the OP by level, direction and specialty of training in accordance with the declared parameters.

The most important procedures aimed at ensuring high-quality implementation of accredited OP are:

1) formation of a human resource of teaching staff capable of providing a guarantee of the quality of training due to: the level of scientific qualification; the formation of conceptual views on the essence of modern professional education; the ability to use modern teaching

methodologies within the framework of their specialty; the ability to generate and transfer new training technologies to the sphere of personal professional activity;

2) development of a system for planning, implementing and monitoring the quality of educational programs, their information technology support, which is based on the principles defined by the mission and strategy of the university: constant monitoring of the quality level and implementation of actions aimed at improving this level; involvement of students in quality assessment procedures; inclusion of employers in the circle of subjects for assessing the quality of education, representatives of professional associations and scientific communities, independent experts; transparency of quality assessment procedures and making informed decisions based on the analysis of complete and objective information;

3) creation of educational and methodological resources for the formation of the educational environment and implementation of various types of educational activities aimed at achieving learning outcomes.

The quality issues of accredited academic programs are discussed at meetings of the Department of Law as necessary, but at least once a semester. Meetings of the supervised OP department are recorded in minutes. The report on the work of the department on OP is submitted to the Academic Council of the Faculty for consideration. Educational programs are subject to external expertise and are included in the national Register of educational programs, have a single approval procedure, including their sequential consideration: the decision of the Quality Committee of the faculty; the decision of the Academic Council of the Faculty; approval by the Methodological Work Service of the University; approval by the Academic Committee; approval by the Academic Council of the University.

The reviewers of OP 6B04202 - Legal support of entrepreneurial activity, OP 6B04203- Legal support of public administration are academic experts and employers. The OP is reviewed annually. Practicing lawyers from the business environment and state bodies are involved in conducting an external examination of the OP, for example, E. Abenov-Chairman of the Chamber of Legal Consultants of Pavlodar "Adilet".

Within the framework of the implementation of accredited OP of the departments, cooperation is being developed with international organizations and educational institutions, such as: Tomsk State University (RF), Peoples' Friendship University of Russia (RF), Omsk State University, Dostoevsky University (Russian Federation); Kemerovo State University (Russian Federation); Bashkir State University named after M. Akmula (Russian Federation), Dagestan State Institute of National Economy (Russian Federation), Palatsky University, Olomouc (Czech Republic), Mogilev State University, named after A. A. Kuleshov (Belarus), Russian Academy of National Economy and Public Administration under the Russian Academy of National Economy and Public Administration resident of the Russian Federation (RF), etc.

According to the rules of the university, the grounds for an unscheduled revision of the EP are to conduct an internal assessment of the quality of the effectiveness of the EP, based on reliable facts; determine the degree of compliance of educational programs with the needs of the labor market; develop recommendations for improving the EP. In order to ensure high-quality implementation, timely modernization of accredited CS, and their successful positioning in the labor market, the CS is updated annually on the basis of periodic evaluation. To analyze the demand for legal professionals, a job fair is held with the participation of potential employers, conferences/seminars/round tables with the participation of graduate students, where well-known legal practitioners are invited. However, accredited SPS are implemented starting from 2023. At the time of the HEC visit, there was no revision.

The EP coordinator is responsible for organizing the revision of the EP. During the interview with the teaching staff on 01.04.2024, it was noted that the activity of the OP coordinator is carried out under the supervision of the head of the department.

The OP graduate model provides an understanding of the content and profile of a specific qualification upon completion of the educational program, including taking into account the prospects for the development of a professional subject area. The graduate's competence model serves as the main reference point for the development, examination, implementation and improvement of the OP. The competence model разработана of a graduate of accredited educational institutions is developed taking into account the structural components of professional activity (field of activity; types and objects of professional activity; subject, goals and objectives of activity; regulatory framework and requirements of the professional community; directions, labor functions; positions and skill levels, etc.). В её разработке/developers of the OP, employers who study based on the professional activity model, then the model is approved according to the documented procedures. In the process of creating a competency model for graduates of accredited ОП training centers, the developers and consultants conductedлись surveys and consultations on the formed list of competencies with external experts, employers, professional associations and associations, and students. There were no issues for accredited OPS.

For accredited CS, graduate models are included in the Development Plans of the CS, but are not posted on the official resource of the university.

One of the forms of joint cooperation with employers in the development, management and implementation of the EP is to conduct training sessions (lectures and practical exercises, SAC meetings) for students by leading scientists and experienced law enforcement officers.

Программ Practical training programs практики разрабатываются are developed by the department taking into account the OP profile, are coordinated with the practice bases and approved by the Academic Council of the Faculty. Practice bases for OP 6B04203 – Legal support of public administration, OP 6B04202 – Legal support of entrepreneurial activity: state and local authorities and administrations, akimats, civil society institutions государственных доходов, state revenue bodies of the Ministry of Finance of the Republic of Kazakhstan, the Department of Justice and its territorial structures, etc.

The general results of the practice are summed up at the meeting of the Department, the meeting of the Academic Council of the Faculty of Economics and Law with the participation of representatives of the practice bases.

Analytical part

During the interview, the OP management noted that employers and interested stakeholders are involved in the development and external evaluation of the OP. During the interview with the heads of the university's structural divisions, it was noted that ToU creates conditions for professional certification of students, but the decision to pass it is made by the students themselves.

The management of the OP presents Plans for the development of accredited OP, including the passport of the OP, the analytical justification of the OP, the main goals and objectives of the development of the OP, measures to reduce the impact of risks for the OP and their list, the mechanism for implementing the development plan of the OP, an assessment of the socio-economic effectiveness of the implementation of the development plan of the OP, the graduate model, target indicators of the development program of the OP (approved 31.08.2023, Minutes No. 1 of the meeting of the Department of Law).

Plans for the development of accredited CS allow us to note that the procedures for developing and approving CS are transparent, and CS are aimed at training qualified personnel for the system of representative and executive authorities and management, state and non-state organizations. However, a review of the university's website showed that ToU there are no OP development plans on the official ToU Internet resource.

The Department of Law, which implements accredited programs, is working on the development of joint programs with educational centers of near and far abroad, and assumes close cooperation with Russian educational centers and research institutes, since the implementation of accredited programs is carried out for the first year.

The OP management plans to gradually immerse itself in multilingual education; expand the range of disciplines/ modules, as well as their parts implemented in a foreign language.

The University gradually introduces into the educational process certain types of work to be performed by students in a foreign language (for example, English). Such activities contribute to the implementation of the principle of internationalization of education.

The results of a survey of students showed that 93.5% are fully satisfied with the quality of educational programs, 6.5% are partially satisfied with the subjectivity of assessing knowledge, skills and other educational achievements, 96.8% are fully satisfied, and 3.2% are satisfied.

The results of the survey of teaching staff showed that the content of accredited educational programs meets the scientific and professional interests and needs of teaching staff very well - 77.3 %, good - 22.7%.

Recommendation for OP 6B04203-Legal support of public administration, OP 6B04202 – Legal support of entrepreneurial activity:

- аккредитуемых by August 01, 2024, the management of accredited educational institutions should post their Development Plans on the official Internet resource of the University.

WEC's conclusions based on the following criteria:

According to the standard "Development and approval of the educational program", educational programs 6B04203 – Legal support of public administration, 6B04202 - Legal support of entrepreneurial activity have 12 satisfactory positions.

6.4. Continuous monitoring and periodic evaluation of educational programs

✓ *The public organization should define mechanisms for monitoring and periodically evaluating the EP to ensure that the goal is achieved and that the needs of students and society are met, and show that the mechanisms are aimed at continuous improvement of the EP.*

✓ *Monitoring and periodic evaluation of the EP should include:*

• *content of programs in the light of the latest scientific achievements in a particular discipline to ensure the relevance of the discipline taught;*

- *changes in the needs of society and the professional environment;*
- *students' workload, academic performance, and graduation;*
- *effectiveness of student assessment procedures;*
- *students' expectations, needs, and satisfaction with their OP training;*
- *educational environment and support services, and their compliance with the goals of the OP.*

✓ *The EP management should demonstrate a systematic approach to monitoring and periodically evaluating the quality of the EP.*

✓ *The PA and the management of the PA should define a mechanism for informing all stakeholders of any planned or undertaken actions in relation to the PA.*

✓ *All changes made to the OP must be published.*

Proof part

The analysis of procedures for monitoring and periodic evaluation of educational programs is carried out on the basis of: analysis of curricula, catalog of elective subjects, individual program plans of students, internal regulatory documents regulating the implementation of educational programs, their monitoring and evaluation; minutes of collegial bodies and meetings of departments; interviews and questionnaires of students, teaching staff and interested parties; results of observations on the activities of support services.

Guidelines for ensuring the quality of education at ToU are defined by the university standards: QMS 8.02.7-23 "General requirements for organizing and conducting professional practices"; QMS 8.06.4-23 "Managing the processes of research activities of students"; QMS 8.07.3-21 "Design and development of educational services" ; QMS 8.08.3-23 Management of

the academic process; with QMS 8.08.3-23 "Monitoring and evaluation of students 'academic achievements" , etc.; methodological instructions: "Educational works", "Procedure for using the classroom fund", "Checking written works for plagiarism", "Standard control" , etc.

Program coordinators/developers regularly evaluate and review programs with the involvement of students, graduates, and employers to improve the quality of accredited programs./разработчики ОП регулярно проводят оценивание и пересмотр программ с привлечением обучающихся, выпускников и работодателей Conducting a systematic collection, analysis and management of information allows OP 6B04203 – Legal support for public administration, OP 6B04202 – Legal support for entrepreneurial activity to be meaningful, motivational, and aimed at forming a competitive graduate who is ready for professional growth, social and professional mobility. At the same time, various indicators are taken into account (the number of students, their satisfaction with the implementation of the program, prospects for the development of the OP, etc.).

Continuous monitoring, periodic evaluation and revision of the EP are aimed at ensuring their effective implementation and creating a favorable learning environment. Monitoring and periodic evaluation of programs includes evaluating: the content of programs in the light of the latest scientific achievements in a particular discipline to ensure the relevance of the discipline taught; changing needs of society; workload, student performance; effectiveness of student assessment procedures; expectations, needs and satisfaction of students with training in a particular program; the educational environment and support services and their compliance with the goals of the OP.

At the same time, the faculty provides constant communication with the labor market through employers represented by graduates of other EOS (for example, EOS Law, since there were no graduates of accredited EOS).

To form an individual learning path, students annually register for the OP disciplines in order to form an IEP. Registration is regulated by the "Rules of registration of students for disciplines and teachers at Toraigyrov University". Registration for disciplines is made in the student's personal account (http://tou.edu.kz/student_cabinet).

The system of methodological support for accredited educational programs assumes the existence of a single methodology, procedure and requirements for the planning and organization of the educational process, for different types of educational work, for different types of educational programs and forms of training.

According to the content of the OP, IUP, QED and the Regulation on the organization of the educational process on credit technology of training at the Department of Law in all disciplines of accredited OP, syllabuses and UMKDS were developed, which was demonstrated during the visit of the HEC through AIS "ARM". Educational and methodical complexes of educational programs are compiled on the basis of the requirements of QMS 8.10.7-23 "Requirements for UMKOP and UMKD".

Intermediate and final certification of students is organized by the Registrar's office. The Registrar's Office constantly monitors the results of students ' intermediate assessment and analyzes them in accordance with the assessment table, which reflects the actual percentage distribution of absolute grades above the passing level in groups of students. All data of continuous monitoring and periodic evaluation of the OP are reflected in the AIS"ARM".

The quality of teaching is monitored. Monitoring of training sessions is carried out through mutual visits and video surveillance.

Continuous monitoring of accredited academic programs also includes monitoring of the examination session. For this purpose, university-wide and faculty commissions are formed from among the university staff.

When monitoring and reviewing the EP, the opinion of the teaching staff of the department and the faculty as a whole is taken into account. At the meetings of the Department of Law and

the Academic Council of the Faculty of Economics and Law, the results of monitoring the EP, the need for its revision and amendments to the EP are discussed. Employers and trainees have the opportunity to influence decision-making on the management of the SP.

One of the tools for monitoring student satisfaction is the Student Satisfaction Assessment questionnaire. The questionnaire has been updated to reflect the QS University Rankings Methodology (Student Satisfaction) and implemented in AIS "ARM". The survey is aimed at studying the satisfaction of students as the main consumers of educational services at the university with the assessment of such indicators as the quality of education and the provision of the educational process, the quality of teaching, satisfaction with the services received, involvement in research work, etc. The survey contains two criteria: overall satisfaction, which includes an assessment of the educational and material base, social problems, etc.; satisfaction with the quality of teaching and learning.

Continuous monitoring, periodic evaluation and revision of accredited educational programs ensure their effective implementation and creation of a favorable learning environment for students of the educational program.

Analytical part

Students, employers and other stakeholders participate in the revision of the accredited OP 6B04203-Legal support of public Administration, OP 6B04202 - Legal support of entrepreneurial activity, which is confirmed by the analyzed minutes of meetings of the Department of Law.

Catalogs of elective subjects are systematically analyzed and revised. The procedure for informing interested parties about changes in accredited QoS by management is carried out through QoS coordinators and advisors.

The results of the survey of students showed that 96.8% were fully satisfied with the speed of response to feedback from teachers regarding the educational process, 3.2% were partially satisfied; 100% were fully satisfied with the quality of educational programs in the OP; 100% were fully satisfied with the academic load and requirements for students.

According to the results of the survey of teaching staff, to the question "How is the management of the educational institution paying attention to the content of the educational program?" 72.7% gave the answer "very good", 27.3% "good". 54.5% of teaching staff answered "very good" and 45.5% - "good" to the question "Do you assess the focus of educational programs/training programs on developing students' skills to analyze the situation and make forecasts?" To the question "How much does the educational program meet the expectations of the labor market and employers in terms of content and quality of implementation?" 54.5% of teaching staff answered "very good", 45.5% - "good".

There are no recommendations for OP 6B04203 – Legal support for public administration, OP 6B04202 – Legal support for entrepreneurial activity.

WEC's conclusions based on the following criteria:

According to the standard "Continuous monitoring and periodic evaluation of educational programs", educational programs 6B04203 – Legal support of public administration, 6B04202 - Legal support of entrepreneurial activity have 10 satisfactory positions.

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

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

✓ The OP guidelines should provide for the use of various forms and methods of teaching and learning.

- ✓ An important factor is the availability of our own research in the field of teaching methods of academic disciplines of the OP.
- ✓ The EP management should demonstrate the existence of feedback mechanisms on the use of various teaching methods and assessment of learning outcomes.
- ✓ The OP management should demonstrate the existence of mechanisms to support students' autonomy, while providing guidance and assistance from the teacher.
- ✓ The EP management should demonstrate that there is a procedure in place to respond to student complaints.
- ✓ The PA should ensure consistency, transparency and objectivity of the learning outcomes assessment mechanism for each OP, including appeal.
- ✓ The public organization should ensure that the procedures for evaluating the learning outcomes of OP students correspond to the planned results and goals of the program, and that the evaluation criteria and methods are published in advance.
- ✓ The public organization should define mechanisms for ensuring that each OP graduate achieves learning outcomes and ensure that they are fully formed.
- ✓ Evaluators should be familiar with modern methods of evaluating learning outcomes and regularly improve their skills in this area.

Proof part

Implementation of OP 6B04203 – Legal support of public administration, OP 6B04202 - Legal support of entrepreneurial activity is carried out in accordance with the principle of student-centered training and is aimed at comprehensive development of students, taking into account their needs.

Academic values, rules of organization of the educational process, issues of involvement in the educational process and ensuring the quality of their implementation are regulated by internal documents, one of them is the "Academic Policy of Toraigyrov University" dated 27.08.2021. (<https://tou.edu.kz/arm/storage/files/612f3b8a28a745.72298776.pdf>).

With the support of advisors, students create a learning path with the inclusion of the selected subjects in their individual curriculum (IEP), developed taking into account personal, educational and professional interests, needs and requests. Registration of students for disciplines is regulated by the "Rules for registration of students for disciplines and teachers in NAO "Toraigyrov University" (<https://tou.edu.kz/arm/storage/files/6526423b188d39.73349797.pdf>). Each discipline is divided into semesters, their placement in the content of the OP has a logical sequence and continuity of knowledge, taking into account the observance of prerequisites and post-prerequisites. The student's PPI is approved annually by the Dean of the faculty and contains a list of disciplines and a set number of credits.

An important role in the educational and socio-educational process, the formation of students' individual educational strategy belongs to advisors. The rights and obligations of advisors are defined by the internal Regulations on the work of the adviser dated 15.11.2022. (<https://tou.edu.kz/arm/storage/files/63770266418701.10659383.pdf>). Before choosing a discipline, the student is provided with information about the goals and expected results of training, QED. Teaching staff prepares video presentations on the presented disciplines, the entire process of selecting disciplines and forming the learning path is controlled by the course adviser.

Practical teachers from employers, including those based on third-party organizations, are involved in conducting training sessions, and they are also involved in the final certification of graduates in order to ensure the competitiveness and demand of university graduates.

In the educational process, teachers use different forms of classes, which develops students' ability to analyze, make timely and clear decisions in the professional sphere, as well as respond to innovations applied by teaching staff.

In AIS "ARM", each student has their own personal account with unified authorization data, which is organized in such a way that it allows you to ensure maximum availability of information and services online. In the personal account, students can get acquainted with teaching materials for each discipline, which explain the policy and procedure for evaluating academic achievements, the principles of academic integrity, their academic achievements, academic calendar, schedule for the current semester, etc.

By the beginning of the semester, each student is provided with a Master's degree program in all disciplines of the curriculum. UMKD includes: syllabus; methodological recommendations

for the study of topics; training materials for practical / seminar classes; guide to the organization of SRO; summary of lectures; map of educational and methodological security of the discipline; program of the final exam in the discipline.

B ToU has a system of discounts and benefits for all forms of education based on the "Rules for providing discounts for educational services to students of Toraigyrov University" dated 22.05.2023 (Protocol of the US No. 10/5). (<https://tou.edu.kz/arm/storage/files/64c0f61ba3f6c8.28180819.pdf>). Individual training programs are offered for students with disabilities. When drawing up the OP, the needs of students are necessarily taken into account. During interviews with students, they noted that "excellent students" get a 20% discount, and those who study "good" get a 10% discount.

The teacher has developed criteria and summative assessments for each discipline. Current quality control is carried out orally and in writing when performing the SRO system in the discipline. According to the academic policy of the university, additional classes can be provided to support students who do not perform well in their subjects, gain low ratings, or have absences for good reasons (illness, emergencies, accidents, unforeseen circumstances, etc.). An additional semester is organized for students who have academic arrears in disciplines, as well as differences in the curriculum during translation.

Tasks for completing work are based on the principle from simple to complex, taking into account theoretical and practical training. Boundary control is carried out according to the cumulative system as a result of the teacher's work during the training period. The final certification upon completion of the course is an exam. During the examination session, an appeal commission is created from among experienced teachers, through which the results of academic performance of students are appealed. Procedures for responding to student complaints within academic activities are based on the "Rules of Work of the Appeals Commission in ToU" (<https://tou.edu.kz/arm/storage/files/652641ccf2fb78.93888519.pdf>).

Evaluation of student-centered learning and the objectivity of knowledge assessment processes is carried out on the basis of analysis of: curricula, CD, class schedules, individual plans of students, internal regulatory documents regulating the implementation of OP; analysis of teaching methods and organization of SRO; analysis of declared learning outcomes; applied methods and technologies for evaluating learning outcomes; independent determination of the topics of theses.

The University considers feedback as one of the most effective mechanisms for ensuring the quality of the educational process and student satisfaction (https://tou.edu.kz/ru/?option=com_content&view=article&id=7835).

The teaching methods and tools used in the educational process are modern, effective and support the development of digital culture. The university has all the opportunities to use distance learning technologies.

По аккредитуемым ОП The following works are presented for accredited OP: Constitutional law of foreign countries, authors Grigorieva R. V., Musabekova N. M., Avilkhan A., Voronova T. E.; International legal problems of the CIS countries in the field of customs and transit, authors Chukina A. Kh., Musabekova N. M.; Labor law of the Republic of Kazakhstan, authors Olzhabaev B. Kh., Ishekov K. A., Badanina M. A.; "Kazakhstan Republikasynyn constitutionalnyk kukygy", authors Dzhandarbek B. A., Ishekov K. A., Kalimullina K. K., Avilkhan A.; "Kazakhstan Republikasynyn enbek kukygy", authors Akhmedzhanova G. B., Akhmediyeva A. T., Kabdulina K. T.; "Anti-corruption policy of the Republic of Kazakhstan", authors Olzhabaev B. Kh., Bayangazin E. E., Akhmedzhanova G. B., Dorozhinskaya E. A., Balgozhin A. A.; "Memleket zhane kuyk teoriyasy men tarikhy", authors Musabekova N. M., Kabdulina K. T., Kabdulin Zh. T.; Criminology, authors Olzhabaev B. Kh., Shagiyaeva G. T.; Modern problems of law Author: Doctor of Law, Professor Zhetpisov S. K. educational and methodical manual on the discipline "Criminalistics", authors Dosymzhan A. D., Smagulov.

Teachers of the Department of Law do not have enough own research in the field of teaching methods of legal disciplines, which form the basis of elective subjects and are introduced into the content of the OP.

The university has an ongoing monitoring system for educational activities, which includes several types of research, the results of which are used to analyze educational activities and develop measures to adjust and improve the organization of the scientific and educational process at the university. For example, the "Teacher through the eyes of students" survey is conducted annually following the results of the autumn and spring semesters, the "Curator-advisor through the eyes of students" - held annually and others.

Responding to students' requests is of an operational nature, this is facilitated by AIS "ARM", which provides a feedback function from the OP management.

Analytical part

During the interview with the ToU vice-rectors (P. O. Bykov, N. T. Yerzhanov, E. T. Shakhman), it was noted that the university has created conditions for inclusive education. Inspection of the university's resources, interviews with students, and internal regulatory documents demonstrated a high level of organization of inclusive education (Regulation on the Procedure for Organizing Inclusive Education of 06.01.2022). <https://tou.edu.kz/arm/storage/files/6362353bb9f0a9.97170047.pdf>). Despite the availability of conditions, students with disabilities (4 students at the university) prefer to attend classes offline, communicate with their classmates and teaching staff.

The availability of own research in the field of teaching methods of academic disciplines accredited by the EE is an important factor in ensuring the quality of program implementation, and therefore the experts of the EEEEC note the lack of their own research in the field of teaching methods of EE disciplines.

The stated links with the practice bases, the involvement of experienced lawyers in teaching, and the human resources potential of the OP themselves allow us to demonstrate relatively better educational conditions only in certain areas of law and legislation. For example, the published works of teaching staff are mainly devoted to the theory of state and law, the formation of an anti-corruption culture, although in the content of the OP there are more popular disciplines in modern conditions: Civil Law of the Republic of Kazakhstan, Civil Procedure Law of the Republic of Kazakhstan, Administrative Law of the Republic of Kazakhstan and others that suggest improvements in teaching methods.

VEC members note that the teaching of legal disciplines is noticeably skewed towards criminal law specialization, while the civil direction of law in modern conditions is much more in demand, this is proved by the names of the accredited legal entities themselves and modern judicial statistics (property, social and labor, inheritance, liability disputes, etc.).

EP monitoring is conducted through the implementation of IEP by students and further improving the effectiveness of the cumulative point-rating system of knowledge control (current, milestone and final knowledge controls). The results of the educational process are recorded by the Department of Academic Activities of the University.

Students are informed about the assessment strategy used: when performing tasks in seminars, performing SROs, encouraging initiative in the classroom, the quality of responses to final exams, and activity in student research activities.

Students have the right to send their comments, complaints and suggestions on any issues related to the organization and quality of the educational process to the management of accredited educational institutions at any time by means of oral or written appeals addressed to the responsible persons. The implementation of accredited educational programs is student-centered, teaching and evaluating students' academic performance meet their educational interests and needs.

The results of the survey of students showed that 93.5% were fully satisfied with the teaching methods in general, 6.5% were partially satisfied; 96.8% were fully satisfied with the quality of teaching in general, 3.2% were partially satisfied; 96.8% were fully satisfied with the quality of exam materials, 3.2% were partially satisfied; the objectivity of the assessment of knowledge and skills and other educational achievements was completely satisfied. 96.8% are satisfied, and 3.2% are partially satisfied.

According to the results of the survey of teaching staff, to the question "Do you assess whether the knowledge of students obtained at this university corresponds to the realities of the modern labor market?" 50% of teaching staff answered "very good", 50% - "good".

Strengths/best practices in OP 6B04203-Legal support for public administration, OP 6B04202 - Legal support for entrepreneurship:

- the management of accredited educational institutions ensures a high level of organization of inclusive education (Regulation on the procedure for organizing inclusive education of [06.01.2022 https://tou.edu.kz/arm/storage/files/6362353bb9f0a9.97170047.pdf](https://tou.edu.kz/arm/storage/files/6362353bb9f0a9.97170047.pdf)).

Recommendations for OP 6B04203-Legal support of public administration, OP 6B04202 – Legal support of entrepreneurial activity:

- provide for the use of effective forms and methods of teaching and learning in the disciplines of accredited educational institutions based on the development of relevant materials (MOOCs, own video lectures, etc.) in the disciplines of Civil Law of the Republic of Kazakhstan (General and Special parts), Civil Procedure Law of the Republic of Kazakhstan, Administrative Law of the Republic of Kazakhstan by October 30, 2024;

- increase the number of own research in the field of teaching methods of subjects accredited by the OP based on the development of a plan of relevant activities by November 15, 2024.

WEC's conclusions based on the following criteria:

According to the standard "Student-centered learning, teaching and assessment of academic performance", the educational programs 6B04203-Legal support of public administration, 6B04202 - Legal support of entrepreneurial activity have 1 strong, 7 satisfactory, 2 improving positions.

6.6. Trainees

✓ The public organization should demonstrate the existence of a policy for forming a contingent of students in the context of the OP, ensure transparency and publication of its procedures regulating the life cycle of students (from admission to completion).

✓ The OP management should determine the procedure for forming a contingent of students based on:

- minimum requirements for applicants;
- maximum group size for seminars, workshops, laboratories, and studios;
- forecasting the number of state grants;
- analysis of available material and technical resources, information resources, and human resources;
- analysis of potential social conditions for students, including the provision of places in dormitories.

✓ The OP management should demonstrate its readiness to conduct special adaptation and support programs for newly enrolled and foreign students.

✓ The public organization must demonstrate that its actions comply with the Lisbon Recognition Convention and that there is a mechanism for recognizing the results of academic mobility of students, as well as the results of additional, formal and non-formal education.

✓ The NGO 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 to ensure comparable recognition of qualifications.

✓ The PA should provide opportunities for external and internal mobility of OP students, as well as readiness to assist them in obtaining external grants for training.

✓ The OP management should demonstrate its readiness to provide students with places of practice, promote employment of graduates, and maintain communication with them.

✓ The public organization should provide the opportunity to provide graduates of the OP with documents confirming their qualifications, including the achieved learning outcomes, as well as the context, content and status of the education received and evidence of its completion.

Proof part

The formation of a contingent of students under OP 6B04203-Legal support for public administration, OP 6B04202 – Legal support for entrepreneurial activity is carried out by paying for training at the expense of citizens ' own funds and other sources. The number of accredited SPS is shown in Table 4.

Table 4. Student population for 2023-2024-2024 r.

Title of OP	Number of students in OP	2023-2024
OP 6B04203-Legal support of public administration	7	7
OP 6B04202 – Legal support of entrepreneurial activity	5	5
Total	12	12

The academic calendar of each academic year includes a career guidance week. According to the internal regulatory documents of the university, this week the student gets acquainted with: the university, the adviser, teachers, services of OVPO (medical services, service center, library, museum, etc.).

With foreign students of the first year, the adviser conducts an individual introductory conversation in the form of a consultation. The adviser's consulting activities include: familiarizing students with the rules of organizing the educational process; determining the priorities of students, their aptitudes and capabilities; familiarizing them with the curriculum and QED; explaining the number of credits and how to master them.

A foreign student, as well as other students, has their own personal account with unified authorization data in the AWP system, which is organized in such a way that it allows you to ensure maximum availability of information and services online. In the personal account, students can get acquainted with the teaching materials for each discipline, which explain the policy and procedure for evaluating academic achievements, the principles of academic integrity, with their grades in the disciplines, the academic calendar and schedule for the current semester. In AIS "ARM", the student is provided with an educational and methodological complex for the OP disciplines by the beginning of the semester.

For students, a presentation week is provided, the purpose of which is to study credit technology, which includes knowledge of the university's standards and internal regulations. Heads of departments and teachers conduct introductory classes, where students are introduced to the specifics of studying the OP and the department. Introductory courses in the form of OP consultations help you make a choice of elective component disciplines.

During the entire period of study, students are actively involved in cross-cultural projects and sports and entertainment events: forums, relay races, quests, creative contests, festivals, etc.

Students have the opportunity to study in a modern library, which is well equipped with educational and other literature, has original design solutions that encourage students to work effectively.

The University ensures that its actions comply with the Lisbon Recognition Convention. The EP management provides an opportunity for external and internal mobility of students, there is a mechanism for recognizing the results of academic mobility of students, as well as the results of additional training.

The university has developed a mechanism for recognition of results in the course of academic mobility of students, its provisions and features are posted on the university's website at https://tou.edu.kz/images/october2014/perezach_ects.pdf.

Implementation of OP 6B04202 Legal support for entrepreneurship and OP 6B04203 Legal support for Public administration involves external and internal mobility of students. The general organization of academic mobility at Toraigyrov University is carried out by the Department of Academic Affairs through the Center for Academic mobility in cooperation with the Departments of International Cooperation, Economics and Finance, Innovative development and Research, Science, the Dean's office of the faculty, the Department and the legal service. Students have the right to participate in academic mobility programs.

The International Office creates a database of external and internal partners and existing academic exchange programs on the university's educational portal and constantly updates them. Announcements and informational messages are posted on the educational portal of the university, the stand of the dean's office, the department and include all information related to the procedure for mandatory conditions, periods and criteria for selecting candidates, etc. Academic mobility of students is provided on the basis of cooperation agreements with partner universities.

The OP includes two types of internships: industrial and pre-graduate. The goals and objectives of practices are described in the OP:

- OP 6B04202 Legal support of entrepreneurial activity -
https://tou.edu.kz/ru/component/programms?spec_id=687;

- OP 6B04203 Legal support of public administration -
https://tou.edu.kz/ru/component/programms?spec_id=689.

The university has a mechanism for supporting gifted students. Teaching staff assist in the preparation of projects, scientific papers for competitions, the results of research and development are published in the collections of international, republican scientific and practical conferences.

According to the accreditation of the Ministry of Education and Science, to confirm the effectiveness of the Ministry of Education and Science, it is planned to recruit students for training on the basis of a general education school, since the recruitment of 2023 is carried out on the basis of higher education (the training period is 2 years).

Students who need a hostel are provided with places to stay.

Analytical part

The ToU contingent formation policy ToU is regulated by the document "WITH QMS 4.02.3-21 Management of the selection process of applicants" and includes the procedure for planning the contingent, enrolling students, moving the contingent, expelling students, granting academic leave, monitoring and analyzing the movement of the contingent.

На сайте университета размещены информационные материалы для абитуриентов
 The university's website contains information materials for applicants about the admissions committee, terms and conditions for accepting documents, admission rules, additional courses to prepare for admission to the ToU, social support for students, conditions for awarding grants, program features, and educational programs of the university in the areas of higher and postgraduate education (<https://tou.edu.kz/ru/component/abitur>).

The official website of the university could not find the reference guide in the electronic version. The University administration has not been able to demonstrate its readiness to conduct special adaptation and support programs for newly enrolled foreign students, as the university's website also does not have a guide book for incoming foreign students in English.

The management of the EP has ensured the conclusion of memoranda and agreements with the bases of practices, which are state bodies, law enforcement agencies, courts and the prosecutor's office system, expert and commercial organizations. Students have the opportunity to choose the practice base.

During the interview, students noted that they want to see more hours of practical training in the content of the OP to form practical work skills.

Employment of graduates at the university is carried out through the "ToU Career Center".

The Alumni Association operates (the Regulations on the Alumni Association were approved on 22.04.2019. - <https://tou.edu.kz/arm/storage/files/609ce5d9ed8894.55495816.pdf>), whose participants are well-known personalities in the region who maintain ties with the faculty, but according to the accredited OP, the first issue is planned for the next 2025.

The results of the student survey showed that 87.1% of students are fully satisfied with the students' care for the dormitory, 3.2% are partially satisfied; 83.9% of students agree that teachers use effective teaching methods; 96.8% believe that teachers objectively assess students' achievements; 83.9% of students believe that equal opportunities are provided to all students.

The results of a survey of teaching staff showed that 95.5% of teachers believe that they never encounter a lack of classrooms; 77.3% - believe that there are never inappropriate conditions for classes in classrooms.

Recommendations for OP 6B04203-Legal support of public administration, OP 6B04202 – Legal support of entrepreneurial activity:

-The OP management should develop a guide-book for adaptation and support of newly enrolled foreign students, taking into account the migration rules for staying in the territory of the Republic of Kazakhstan, and post it on the official website of the University until August 01, 2024.

WEC's conclusions based on the following criteria:

According to the standard "Students" educational programs 6B04203-Legal support of public administration, 6B04202 - Legal support of entrepreneurial activity have 11 satisfactory, 1 suggesting improvement of the position.

6.7. Teaching staff

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

Proof part

Accredited OP 6B04203-Legal support of public administration, OP 6B04202 - Legal support of business activities are implemented by the Department of Law (<https://tou.edu.kz/ru/component/university?department=102>), which is a structural division of the Faculty of Economics and Law.

HR The ToU HR policy meets the requirements of the current labor and educational legislation of the Republic of Kazakhstan. Job descriptions of teaching staff and other regulatory documents on personnel issues are available on the university's Internet resource at https://tou.edu.kz/ru/?option=com_content&view=article&id=7835.

At the department, teaching and scientific work is carried out by professors, associate professors and teachers: Doctor of Law, Professor. Zhetpisov S. K., Doctor of Law, prof. Akhmedzhanova G. B., Candidate of Law, prof. Bastemiev S. K., Candidate of Law, professor-practitioner Nashirbaeva Kh. A., Candidate of Law, assoc. prof. Olzhabaev B. Kh., Candidate of

Law, assoc. prof. Zhunusov N. Zh., Candidate of Law, prof. Zhamuldinov V. N., Candidate of Historical Sciences, prof. Musabekova N. M., Candidate of Political Sciences, assoc. prof. Voronova T. E., M. Yu. n., senior teachers Dubovitskaya O. B., Badanina M. A., Kabdulina K. T., Akhmadieva A. T., Talipova Zh. Zh., Shagieva G. T., Kabdullin Zh. T., Tleulenov R. K., teacher-assistant Beksultanov A. S. and others, in total 28 people work at the department. (see Table 5)

Table 5. Quantitative and qualitative composition of teaching staff of accredited SPS

Academic year	Total Teaching	staff of Full-time Teaching staff	of Doctors of Sciences	Candidates of Sciences	Doctoral moat students PhD	Masters	% of graduation
2023-2024	28	21	5	9	1	7	46.4

Young teachers under the age of 40 make up only 17% of the total number of graduates. So, if the personnel potential of the university includes 302 people, 50 of them are persons under the age of 40, including candidates of science-5 people, PhD-45 people.

В деятельности ППС Mentoring is practiced in the activities of the teaching staff of ToU, it is regulated by the Regulation on Mentoring dated 12.10.2023 (minutes of the meeting of the University Management Board No. 15) (<https://tou.edu.kz/arm/storage/files/65891ad47c6aa0.12915294.pdf>).

Conditions for personal development and regulation of socio-cultural processes that contribute to the strengthening of moral, civic and general cultural qualities, for the formation of general cultural (social and personal) competencies are created and maintained for teaching staff. There are ample opportunities for professional development for the University's teaching staff – internships, seminars, an internal system of professional development, English language courses, work with well-known foreign professors, the opportunity to engage in creative work, and much more. The university also has a well-developed social support system.

Legal practitioners also participate in the implementation of accredited EOS. As practitioners for conducting training sessions in the disciplines OP 6B04203 – Legal support of public administration, OP 6B04202 – Legal support of entrepreneurial activity, the following persons were involved: Kapanov A. K.-Chief State Labor Inspector for Pavlodar region, Alnazar K. S.-investigator of the Investigative Department of the Police Department Pavlodar region.

During the visual inspection, the capabilities of teaching staff to use modern computer technologies in the educational process were demonstrated, including the functional content of AIS " ARM " in the role of a teacher. The available UMKDS of accredited ops were demonstrated.

Teaching staff of educational programs have access to the main scientific databases: foreign databases (Web of Science, Springerlink, Scopus, Science Direct, Wiley Online Library) provided by JSC NCSTI, Kazakhstan databases (RMEB, PBB of scientific and educational works, KazNEB, IPS "Adilet", RNTB database), Russian EBS (Yurayt. Legendary books, IPRbooks, TNT, Epigraph).

Teaching staff of accredited educational institutions have scientific and educational publications, for example, only in 2023-2024 4 articles were published in the journals of the Scopus database.

As part of the academic mobility program for teaching staff, the University provides outgoing and incoming mobility for teachers, for example, the head of the Department of Law Zhetpisov S. K. received an invitation to Katowice Business University from April 27 to May 10, 2024.

Teachers of accredited educational institutions take part in competitions for grant funding of the Ministry of Education and Science of the Republic of Kazakhstan on scientific and scientific-technical projects. Based on the results of participation in the scientific competition for grant funding for scientific and (or) scientific and technical projects for 2023-2025 (MNVO RK), two scientific projects are under consideration in the NSS of the Science Committee: Project AP19680399 "Digital profile of a citizen: legal regulation and protection of personal data"; Project AP19679267 "Illegal and forced migration in Kazakhstan". Kazakhstan: Security Challenges and Counteraction measures".

An advanced training plan is being implemented for accredited ops20 people. members of the teaching staff have completed professional development. Within the framework of the university's existing Agreements on cooperation with foreign research centers, foreign professors are invited annually to participate in this work.

The faculty of the department is involved in legal practice, the faculty of the department includes members of the Chamber of Legal Consultants of Pavlodar (<https://zangerpvl.kz/ru#members>).

The teaching staff of accredited CS is involved in promoting the ToU's culture of quality and academic integrityToU.

Analytical part

According to the results of the student survey, 100% of students are completely satisfied with the relationship between the student and the teacher; 96.8% of students are completely satisfied with the requirements of the teaching staff for the student; 96.8% are completely satisfied with the objectivity and fairness of teachers, 3.2% are partially satisfied; 87.1% of students fully agree, 9.7% agree with the statement that thematerial it reflects the latest achievements in science and practice.

According to the results of the survey of teaching staff, 50% of teaching staff - very good, 50% - well assesses the opportunities provided by the University for the professional development of teaching staff; 40.9% of teaching staff - very good, 59.1% - well assesses the opportunities provided by the University for the career growth of teaching staff; academic freedom of teaching staff was " very good " rated by only 50% of teachers.

To the question " How much can teachers use educational innovations?", 54.5% of teachers answered-very good, 45.5% - good. 5 0% of teachers rated the involvement of teaching staff in the process of making managerial and strategic decisions 5as - very good, 45.5% - good.

However, only 50% of the teaching staff noted a very good level of feedback between the teaching staff and the management, 45.5% - think that it is good, 4.5% - gave a rating of "relatively bad".

According to the results of a survey on the satisfaction of teaching staff with working conditions at the university and at the department, 81.8% of teaching staff expressed their complete satisfaction, but the members of the EEC believe that every teacher has the right to an equipped workplace.

Although the OP management is aware of the responsibility for its employees and the importance of providing them with favorable working conditions, nevertheless, there are not enough jobs for teaching staff at the Department of Law.

In general, the university has demonstrated an objective and transparent personnel policy, including in the context of OP, including hiring, professional growth and development of personnel, ensuring the professional competence of the entire staff of teaching staff.

Recommendation for OP 6B04203-Legal support of public administration, OP 6B04202 – Legal support of entrepreneurial activity:

- by the beginning of the 2024-2025 academic year, the OP management should provide each teacher of the Law Department with an individually equipped workplace for full-time work during working hours and high-quality performance of official functions.

WEC's conclusions based on the following criteria:

According to the standard "Teaching staff", educational programs 6B04203-Legal support of public administration, 6B04202 - Legal support of entrepreneurial activity have 8 satisfactory, 1 suggesting improvement of the position.

6.8. Educational resources and student support systems

- ✓ *The PA should ensure that there are sufficient training resources and student support services to ensure that the goal of the EP is achieved.*
- ✓ *The public organization must demonstrate the adequacy of material and technical resources and infrastructure, taking into account the needs of various groups of students in the context of OP (adults, working students, foreign students, as well as students with disabilities).*
- ✓ *The EP management should demonstrate that there are procedures in place to support various groups of students, including informing and advising them.*
- ✓ *The OP management should demonstrate that the information resources correspond to the OP specifics, including:*
 - *technological support for students and teaching staff (for example, online learning, modeling, databases, data analysis programs);*
 - *library resources, including the collection of educational, methodological and scientific literature on general education, basic and profile disciplines on paper and electronic media, periodicals, access to scientific databases;*
 - *examination of research results, graduation papers, and dissertations for plagiarism;*
 - *access to online educational resources;*
 - *functioning of WI-FI on the territory of the educational organization.*
- ✓ *The public organization demonstrates planning for providing the OP with training equipment and software tools similar to those used in the relevant sectors of the economy.*

Proof part

The EEC notes the availability of material and technical support for accredited educational programs. ToU has a sufficient material and technical base to achieve its goals and solve educational, scientific, educational, socio-cultural, sports and health-improving tasks.

Financing of the implementation of the EP is made both at the expense of budget funds and at the expense of the organization's own funds raised under contracts for the provision of paid educational services. Financing of the development of the material and technical base and other necessary resources for the implementation of the EP is made in full. In addition to funding mandatory expenses, the public Organization finances activities aimed at increasing the opportunities for students and the prestige of the OP.

The extensive classroom fund includes classrooms for lecture-type classes, seminar-type classes, group and individual consultations, ongoing monitoring and intermediate certification, a forensic laboratory and a forensic training ground, a courtroom, and modern named classrooms created with the support of graduates.

The formation of students' personal qualities is also provided on the basis of a comprehensive system of extracurricular activities and resources that support them: a properly equipped assembly hall, conference halls, a library, a sports hall, and specialized facilities for extracurricular activities.

The university has installed an electronic information and analytical system "ARM" to improve the reliability and completeness of the information received, significantly to reduce labor costs for data processing, more efficiently to use the working time of teaching staff and employees, provide prompt access to information and receive reports, process data and generate the resulting information in real time. The AWP system is an educational process management system that automates the workplaces of teaching staff and university employees. Reference materials have been implemented in this program: "Admissions Committee", "Study plans", "Files for students (UMKD)", "Journal of attendance and progress", "Registration for disciplines", "Schedule", "Module of the educational department", "Module of the methodological department", "Module of the student department", "Management module", "Students",

"Disciplines", "Score scale", "Orders", "Exam sheets", "Transcript", "Training passport", "Summary sheet", "Contingent", "RUP", "IUP", "Catalog of elective disciplines", etc (https://tou.edu.kz/student_cabinet/; <https://tou.edu.kz/armp/>; <https://tou.edu.kz/arm/>; <https://sedo.tou.edu.kz/index.php?route=account/login> etc.).

In the " ARM " system, the main page publishes news of the University, the Ministry of Internal Affairs of the Republic of Kazakhstan, the Frequently Asked questions tab is located, where you can find answers to your questions about your studies, the system, and the work of the university as a whole. Here you can also find personal information about the teacher, his publications, and the subjects taught.

In the "teacher" tab, you can find the UMCD, attendance log, certification, schedules (classes, exams), an interactive log, as well as forms and platforms for conducting final control. Additional teacher files, exam questionnaires have been uploaded, and you can check your work through anti-plagiarism. In the "curator-adviser" tab, you can find all the information about the group: contacts, PPI, transcripts, attendance, points, information about parents, personal information.

The head of the department has additional options, from where you can get information about each teacher of the department (personal information, publications, schedule, statements-closed/not closed), approval of the IEP, forms and platforms for conducting final control, QMS, approval of questionnaires.

The "monitoring" tab allows you to get all possible reports on the university regarding your faculty, statistics, questionnaires, curricula, statements, teacher workload, graduation papers, advanced search for students with complete information about them.

Students can apply for accommodation in a hostel, obtaining certificates, deductions, etc. online through the portal "Student Service Center" (<https://cos.tou.edu.kz/authorization.php>).

Working with a modern automated library information system allows you to improve the methods of library work and create maximum convenience in serving readers. Access to the collection of electronic copies of books of libraries of Kazakhstan, including: National Library of the Republic of Kazakhstan in Almaty, regional libraries, university libraries and personally from authors: famous scientists, writers, public figures. Access to the Russian Scientific Electronic Library (licensed access), which is integrated with the Russian Science Citation Index (RSCI), is open.

The "Anti-plagiarism" system is used to conduct an expert examination of students' theses in order to find out the originality of research projects. Examination of the results is checked by the responsible person, the results and certificates issued for originality are strictly controlled by the Department of Academic Affairs.

The management of accredited educational institutions demonstrated that students' educational and infrastructure needs are taken into account in the implementation of the educational process.

Analytical part

According to the results of the student survey, 100% of students are completely satisfied with the level of availability of library resources; 83.9% of students fully agree that the library is well equipped and has a fairly good collection of books; 90.3% of students are completely satisfied with the availability of computer classes, 6.5% - sometimes; 100% - completely satisfied with the available educational resources of the university; 87.1% - fully satisfied with the availability and quality of Internet resources, 12.9% - sometimes; 100% completely satisfied with classrooms and classrooms for large groups; rest rooms completely satisfied-80.6%, partially satisfied-3.2%, difficult to answer-12.9% of students.

According to the results of the survey of teaching staff, 59.1% of teachers do not face lack of access to the Internet, 40.9% - sometimes, there are no cases of Internet absence; 63.6% of

teachers are fully satisfied with the terms of remuneration, 36.4% - partially satisfied; 77.3% of teachers are fully satisfied with the provision of a social package (recreation, sanatorium treatment, etc.); 81.8% of teachers are completely satisfied with the organization and quality of medical care.

During the HEC visit, it was established that the university guarantees a sufficient number of educational resources and student support services to ensure the achievement of the EP goal. The University has demonstrated sufficient material and technical resources and infrastructure to meet the needs of various groups of students in the context of OP, including foreign students and students with disabilities (Regulation on the procedure for organizing Inclusive Education, 16.01.2022 - <https://tou.edu.kz/arm/storage/files/6362353bb9f0a9.97170047.pdf>).

The EP management demonstrates the correspondence of information resources to the specifics of accredited EP, including: technological support for students and teaching staff (for example, online training, databases, etc.); library resources, including a fund of educational, methodological and scientific literature on basic and profile disciplines on paper and electronic media, periodicals; access to scientific publications. databases; examination of research results for plagiarism; access to educational Internet resources.

Strengths/best practices in OP 6B04203-Legal support for public administration, OP 6B04202 - Legal support for entrepreneurship:

- the university guarantees a sufficient number of educational resources and student support services to ensure that the goal of the EP is achieved;
- ToU demonstrates the adequacy of material and technical resources and infrastructure, taking into account the needs of various groups of students in the context of OP, including foreign students and students with disabilities;
- The EP management demonstrates the correspondence of information resources to the specifics of the accredited EP, including: technological support for students and teaching staff (for example, online training, databases, etc.); library resources, including a fund of educational, methodological and scientific literature on basic and profile disciplines on paper and electronic media, periodicals; access to scientific databases; examination of research results for plagiarism; access to educational Internet resources.

There are no recommendations for OP 6B04203 – Legal support for public administration, OP 6B04202 – Legal support for entrepreneurial activity.

WEC's conclusions based on the following criteria:

According to the standard "Educational resources and student support systems", educational programs 6B04203-Legal support of public administration, 6B04202 - Legal support of entrepreneurial activity have 2 strong, 7 satisfactory positions.

6.9. Informing the public

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

- expected learning outcomes of the implemented educational program;
- qualifications and / or qualifications that will be awarded upon completion of the educational program;
- teaching and learning approaches, as well as the system (procedures, methods and forms) of assessment;
- information about passing scores and training opportunities provided to students.
- information about employment opportunities for graduates.

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

✓ Public awareness should include supporting and explaining the national development programs of the country and the system of higher and postgraduate education.

✓ The public organization should demonstrate that the web resource reflects information that characterizes it in general and in the context of educational programs.

✓ An important factor is the availability of adequate and objective information about the staff of the OP.

✓ An important factor is to inform the public about cooperation and interaction with partners within the framework of the EP.

Proof part

Informing the public about OP 6B04203-Legal support of public administration, OP 6B04202 – Legal support of business activities is carried out by posting information on the official website of the university (<https://tou.edu.kz/ru/>), in social networks, city and national media, directly when stakeholders contact the university's structural divisions.

Information about students' academic performance, PPI, or teaching information, as well as other information is available in your personal account on the website of the information system "ARM" (https://tou.edu.kz/student_cabinet/; <https://tou.edu.kz/arm/>; <https://sedo.tou.edu.kz/index.php?route=account/login> etc.).

Expected learning outcomes, qualifications, information about possible employment opportunities, and learning opportunities of implemented EOS are also presented in the graduate model and MOS posted on the university's website (<https://tou.edu.kz/ru/component/university?faculty=91>).

Analytical part

A review of the official ToU website showed (<https://tou.edu.kz/ru/>) that the OP management ensures that the web resource is up-to-date and informative.

To inform the general public and interested persons, the OP management uses social networks. The official pages of accredited educational institutions in social networks perform several specific functions: they serve as a platform for communication between students; they present to different target audiences (applicants, parents, employers) the practice of university life of students, their actions, events, wishes, assessments, hopes, successes, needs, and career guidance information is also prepared for potential applicants.

The results of the student survey showed that 100% of students are fully satisfied with informing students about the courses, educational programs and academic degree obtained; 96.8% of students are fully satisfied with informing the requirements for successfully completing this educational program; 96.8% of students are fully satisfied with information support and explaining the admission rules and educational program strategy before entering the university.

The results of a survey of teaching staff showed that 90.9% of teaching staff are never faced with untimely receipt of information about events; 81.8% of teachers are completely satisfied with the working conditions, the list and quality of services provided at the university.

There are no recommendations for OP 6B04203 – Legal support for public administration, OP 6B04202 – Legal support for entrepreneurial activity.

WEC's conclusions based on the following criteria:

According to the standard "Informing the public", educational programs 6B04203 – Legal support of public administration, 6B04202 - Legal support of entrepreneurial activity have 10 satisfactory positions.

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

According to the "Information Management and Reporting" standard:

For OP 6B04202 – Legal support of entrepreneurial activity, OP 6B04203 – Legal support of public administration:

- availability of a system for collecting and analyzing external and internal statistical and analytical data and facts "ARM", which is the university's own information and analytical

development;

- the management of accredited CS demonstrates the existence of an effective system for collecting, analyzing and managing information based on the use of modern information and communication technologies and software tools, and that it uses a variety of methods for collecting and analyzing information in the context of accredited CS;

- a system of regular reporting that reflects all levels of the structure and includes an assessment of the effectiveness and efficiency of the activities of departments, departments, and scientific research is provided within the framework of accredited educational institutions;

- the management of accredited educational institutions ensures the protection of information, while taking into account information efficiency indicators, the dynamics of the student population, their academic performance, as well as satisfaction with the quality of educational institutions;

- information intended to be collected and analyzed within the framework of accredited educational programs allows us to take into account: key performance indicators; dynamics of the student population in terms of forms and types; the level of academic performance, student achievements and deductions; student satisfaction with the implementation of accredited educational programs and the quality of education at the university; availability of educational resources and support systems for students.

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

For OP 6B04202 – Legal support of entrepreneurial activity, OP 6B04203 – Legal support of public administration:

- the management of accredited educational institutions ensures a high level of organization of inclusive education (Regulation on the procedure for organizing inclusive education of [06.01.2022 https://tou.edu.kz/arm/storage/files/6362353bb9f0a9.97170047.pdf](https://tou.edu.kz/arm/storage/files/6362353bb9f0a9.97170047.pdf)).

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

For OP 6B04202 – Legal support of entrepreneurial activity, OP 6B04203 – Legal support of public administration:

- the university guarantees a sufficient number of educational resources and student support services to ensure that the goal of the EP is achieved;

- ToU demonstrates the adequacy of material and technical resources and infrastructure, taking into account the needs of various groups of students in the context of OP, including foreign students and students with disabilities;

- The EP management demonstrates the correspondence of information resources to the specifics of the accredited EP, including: technological support for students and teaching staff (for example, online training, databases, etc.); library resources, including a fund of educational, methodological and scientific literature on basic and profile disciplines on paper and electronic media, periodicals; access to scientific databases; examination of research results for plagiarism; access to educational Internet resources.

(VII) OVERVIEW QUALITY IMPROVEMENT RECOMMENDATIONS FOR EACH STANDARD

According to the Educational Program Management standard:

For OP 6B04202 – Legal support of entrepreneurial activity, OP 6B04203 – Legal support of public administration:

- By September 01, 2024, the EP management should develop an action plan for innovation management within the framework of accredited EP, including the analysis and implementation of innovative proposals.

According to the "Information Management and Reporting" standard:

For OP 6B04202 - Legal support of entrepreneurial activity, OP 6B04203-Legal support of public administration are absent.

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

For OP 6B04202 – Legal support of entrepreneurial activity, OP 6B04203 – Legal support of public administration:

- аккредитуемых by August 01, 2024, the management of accredited educational institutions should post their Development Plans on the official Internet resource of the University.

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

For OP 6B04202 - Legal support of entrepreneurial activity, OP 6B04203-Legal support of public administration are absent.

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

For OP 6B04202 – Legal support of entrepreneurial activity, OP 6B04203 – Legal support of public administration:

- provide for the use of effective forms and methods of teaching and learning in the disciplines of accredited OP based on the development of relevant materials (MOOCs, own video lectures, etc.) in the disciplines of Civil Law of the Republic of Kazakhstan (General and Special parts), Civil Procedure Law of the Republic of Kazakhstan, Administrative Law of the Republic of Kazakhstan;

- increase the number of own research in the field of teaching methods of subjects accredited by the OP based on the development of a plan of relevant activities by November 15, 2024.

According to the "Students" standard:

For OP 6B04202 – Legal support of entrepreneurial activity, OP 6B04203 – Legal support of public administration:

-The OP management should develop a guide-book for adaptation and support of newly enrolled foreign students, taking into account the migration rules for staying in the territory of the Republic of Kazakhstan, and post it on the official website of the University until August 01, 2024.

According to the standard "Teaching staff":

For OP 6B04202 – Legal support of entrepreneurial activity, OP 6B04203 – Legal support of public administration:

- by the beginning of the 2024-2025 academic year, the OP management should provide each teacher of the Law Department with an individually equipped workplace for full-time work during working hours and high-quality performance of official functions.

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

For OP 6B04202 - Legal support of entrepreneurial activity, OP 6B04203-Legal support of public administration are absent.

According to the "Informing the Public" standard:

For OP 6B04202 - Legal support of entrepreneurial activity, OP 6B04203-Legal support of public administration are absent.



(IX) RECOMMENDATION TO THE ACCREDITATION COUNCIL

"The members of the EEC came to a unanimous opinion that OP 6B04202 Legal support for entrepreneurship, OP 6B04203 Legal support for Public Administration are recommended for accreditation for a period of 5 years."



Appendix 1. Evaluation table "Conclusion of the external Expert Commission" (6B04202 Legal support for entrepreneurship, 6B04203 Legal support for public administration)

n\п	№ n\п	Evaluation criteria	Position of an educational organization			
			Strong	Satisfactory	Implies improvement	Unsatisfactory
Standard "Educational Program Management" 1 An organization of						
1		higher and / or postgraduate education must have a published quality assurance policy that reflects the relationship between research, teaching and learning		+		
2		An organization of higher and / or postgraduate education should demonstrate the development of a culture of quality assurance, including in the context of the OP		+		
3		Commitment to quality assurance should relate to any activities performed by contractors and partners (outsourcing), including the implementation of joint/two-degree education and academic mobility		+		
4		The OP management demonstrates transparency in the development of the OP development plan, which contains the start dates based on the analysis of its functioning, the real positioning of the public organization and the focus of its activities on meeting the needs of the state, employers, students and other stakeholders		+		
5		The management of the Public Organization demonstrates the existence of mechanisms for forming and regularly reviewing the development plan of the public organization and monitoring its implementation, assessing the achievement of training goals, meeting the needs of students, employers and society, making decisions on the implementation of the Public Organization's development plan. decisions aimed at continuous improvement		of the SP+		
6		The SP management should involve representatives of interested groups, including employers, students and teaching staff, in the formation of the		SP + development plan		
7		The SP management should demonstrate the individuality and uniqueness of the SP development plan, its consistency with national priorities and the		+		

		development strategy of the organization of higher and (or) postgraduate education				
8		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, differentiation of functions of collegial bodies		+		
9		The EP management must provide evidence of the transparency of the educational program management system		+		
10		The EP management must demonstrate the existence of an internal quality assurance system for the EP, including its design, management and monitoring, their improvement, adoption fact-based decision		-making+		
11		The management of the OP should manage risks, including within the framework of the OP undergoing primary accreditation, and demonstrate a system of measures aimed at reducing the degree of risk.		+		
12		Guide OP should ensure the participation of representatives of employers, faculty, students and other stakeholders in the composition of the collegial management bodies of the educational program, as well as their representation in decision-making on the management of the educational program		+		
13		OO must demonstrate innovation management in OP, including analysis and implementation of innovative proposals			+	
14		Manual OP must demonstrate proof of the readiness to openness and accessibility for students, faculty, employers and other stakeholders		+		
15		Manual OP should be trained in management education,		+		
total standard			0	14	1	0
Standard is "information Management and reporting"						
16		OO must demonstrate the existence of a system of collection, analysis, and information management through the application of modern information and communication technologies and software that uses a variety of methods to collect and analyze information in the context of the OP	+			
17		Manual OP must demonstrate a mechanism for systemic use processed adequate information to improve the internal quality assurance system		+		
18		Manual OP must demonstrate decision-making based on facts		+		
19		In OP should be a system of regular reporting on all levels of structure, including the assessment of the effectiveness and efficiency of activity of divisions and departments, scientific research,		+		

20		OO should set the frequency, forms and methods of assessment, management, activities of collective bodies and structural units, senior management, research projects		+		
21		OO must demonstrate the determination of the order and protection of information including the definition of responsible persons for the accuracy and timeliness of information analysis and provide data		+		
22		Important factor is the availability of mechanisms for the involvement of students, employees and teachers in the process of collecting and analyzing information and making decisions based on them		+		
23		Manual OP must demonstrate the existence of a mechanism of communication with students, employees and other stakeholders, as well as mechanisms of conflict resolution		+		
24		OO must demonstrate the existence of mechanisms for measuring the degree of satisfaction of needs of faculty, staff and students within the framework of OP		+		
25	10.	The PA should provide for an assessment		+		



		efficiency and effectiveness of activities, including in the context of OP				
		<i>Information intended for collection and analysis within the framework of the EP should take into account:</i>				
26	11.	key performance indicators		+		
27	12.	dynamics of the number of students in the context of forms and types		+		
28	13.	level of academic performance, student achievements and deductions		+		
29	14.	satisfaction of students with the implementation of the OP and the quality of education at the university		+		
30	15.	availability of educational resources and support systems for students		+		
31	16.	The public organization must confirm the implementation of procedures for processing personal data of students, employees and teaching staff on the basis of their documented consent		+		
Total according to the standard			1	15	0	0
Standard "Development and approval of the educational program"						
32		The PA should define and document procedures for the development of the EP and their approval at the institutional level		+		
33		The EP management should ensure that the content of the EP meets the established goals, including expected learning outcomes		+		
34		The EP Management should demonstrate that mechanisms are in place to review the content and structure of the EP, taking into account changes in the labor market, employer requirements, and social needs		+		
35		The EP Management should It should ensure that there are developed models of the OP graduate describing learning outcomes and personal qualities		+		
36		The OP management should demonstrate external expertise of the OP content and planned results of its implementation		+		
37		The qualifications awarded upon completion of the OP should be clearly defined and correspond to a certain level of NSC and QF-EHEA		+		
38		The OP management should determine the impact of disciplines professional practices on the formation of learning outcomes		+		
30		An important factor is the possibility of preparing students for professional certification		+		
40		The EP management should provide evidence of the participation of students, teaching staff and other interested parties in the development of the EP, ensuring its quality		+		
41		The EP management should ensure that the content of academic disciplines and planned results correspond to the level of training (bachelor's, master's, doctoral		+		

		program)				
42		The structure of the EP should include various types of activities that ensure that students achieve the planned learning outcomes		+		
43		An important factor is the correspondence of the content of the EP and the learning outcomes of the EP implemented by organizations of higher and / or postgraduate education in the EHEA		+		
Total according to the standard			0	12	0	0
Standard "Continuous monitoring and periodic evaluation of educational programs"						
44		The public organization should determine the mechanisms for monitoring and periodic evaluation of educational programs to ensure the achievement of the goal and meet the needs of students and society, and show the focus of the mechanisms on continuous improvement of educational		programs+		
		<i>Monitoring and periodic evaluation of the EP should include:</i>				
45		the content of the program in the light of the latest scientific achievements in a particular discipline to ensure the relevance of the discipline taught		+		
46		changes in the needs of society and the professional environment		+		
47		the load, academic performance and graduation of students		+		
48		the effectiveness of student assessment procedures		+		
49		the expectations, needs and satisfaction of students with the training in the EP		+		
50		educational environment and support services, and their compliance with the goals of the EP		+		
51		The EP management should demonstrate a systematic approach to monitoring and periodically evaluating the quality of the EP		+		
52		The PA, the EP management should determine a mechanism for informing all interested parties about any planned or taken actions in relation to the EP		+		
53		All changes made to the OP must be published		+		
Total for the standard			0	10	0	0
Standard "Student-centered learning, teaching and evaluation of academic performance"						
54		The EP management should ensure respect and attention to different groups of students and their needs, provide them with flexible learning paths	+			
55		The EP management should provide for the use of various forms and methods of teaching and learning			+	
56		An important factor is the availability of their own research in the field of teaching methods of academic disciplines, the EP			+	

57		The EP Management should demonstrate the existence of feedback mechanisms for using various teaching methods and evaluating learning outcomes		+		
58		The EP management should demonstrate the existence of mechanisms to support student autonomy while providing guidance and assistance from the teacher		+		
59		The EP management should demonstrate the existence of a procedure for responding to student complaints		+		
60		the PA should ensure consistency, transparency and objectivity of the learning outcomes assessment mechanism for each OP, including appeal		+		
61		The PA should ensure that the procedures for evaluating the learning outcomes of OP students correspond to the planned results and program goals, publish evaluation criteria and methods in advance		+		
62		The PA should define mechanisms for ensuring that each OP graduate achieves learning outcomes and ensure their completeness		.63 +		
63		Evaluators should be proficient in modern methods of evaluating learning outcomes and regularly improve their skills in this area		+		
Total according to the standard			1	7	2	0
Standard "Students"						
64		The public organization should demonstrate the existence of a policy for forming a contingent of students in the context of OP, ensure transparency and publication of its procedures regulating the life cycle of students (from admission to completion).		+		
		<i>The OP management should determine the procedure for forming a contingent of students based on:</i>				
65		minimum requirements for applicants		+		
66		maximum group size when conducting seminars, practical, laboratory and studio classes		+		
67		forecasting the number of state grants		+		
68		analysis of available material and technical resources, information resources, and human resources		+		
69		analysis of potential social conditions for students, including: including the provision of places in the hostel		+		
70		The OP management must demonstrate readiness to conduct special adaptation and support programs for newly enrolled and foreign students			+	
71		The NGO must demonstrate that its actions comply with the Lisbon Recognition Convention, that it has a mechanism for recognizing the results of academic mobility of students, as well as the results of additional, formal and non-formal education		+		
72		The NGO 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				
73		The Public Organization should provide opportunities for external and internal mobility of students of the OP, as well as readiness to assist them in obtaining external grants for training		+		
74		The management of the OP should demonstrate readiness to provide students with places of practice, promote employment of graduates, maintain		the +		
75		The public organization should provide for the possibility of providing graduates of the OP with documents confirming their qualifications, including the achieved learning outcomes, as well as the context, content and status of the education received and evidence of its completion		+		
Total according to the standard			0	11	1	0
Standard "Teaching staff"						
76		The public organization should have an objective and transparent personnel policy, including in the context of the OP, including hiring, professional growth and development of personnel, ensuring professional competence of the entire staff		+		
77		The public organization should demonstrate that the personnel potential of the teaching staff corresponds to the specifics of the OP		+		
78		Management The PA should demonstrate awareness of responsibility for its employees and provide them with a favorable working environment		+		
79		The PA management should demonstrate a change in the role of teachers due to the transition to student-centered learning		+		
80		The PA should determine the contribution of the PA teaching staff to the implementation of the PA development strategy and other strategic documents		+		
81		the PA should provide opportunities for career growth and professional development Teaching staff of the OP			+	
82		The management of the OP should demonstrate readiness to attract practitioners from relevant sectors of the economy to teach		+		
83	The	public organization should demonstrate motivation for the professional and personal development of teachers of the OP, including encouragement for the integration of scientific activities and education, the use of innovative teaching methods		+		
84		An important factor is readiness to develop academic mobility within the the best foreign and domestic teachers		+		
Total according to the standard			0	8	1	0
Standard "Educational resources and student Support systems"						

85	1.	The public organization should guarantee a sufficient number of educational resources and student support services to ensure the achievement of the OP		+		
86	2 goal.	The PA must demonstrate sufficient material and technical resources and infrastructure, taking into account the needs of different groups of students in the context of OP (adults, working people, foreign students, as well as students with disabilities)	+			
87	3.	The EP management should demonstrate that there are procedures in place to support various groups of students, including informing and advising		them+		
		<i>The OP management must demonstrate that information resources correspond to the OP specifics, including:</i>				
88	4.	technological support for students and teaching staff (for example, online training, modeling, databases, data analysis programs)		+		
89	5.	library resources, including a fund of educational, methodological and scientific literature on general education, basic and profile disciplines on paper and electronic media, periodicals, access to scientific databases	+			
90	6.	examination of research results, graduation papers, dissertations for plagiarism		+		
91	7.	access to educational Internet resources		+		
92	8.	functioning of WI-FI on the territory of the educational organization		+		
93	9.	The public organization demonstrates planning for providing the OP with training equipment and software tools similar to those used in the relevant sectors of the economy		+		
Total according to the standard			2	7	0	0
Standard "Informing the public"						
		<i>The public organization must publish reliable, objective, and up-to-date information about the educational program and its specifics, which should include:</i>				
94	1.	expected learning outcomes of the implemented educational program		+		
95	2.	qualifications and / or qualifications that will be awarded upon completion of the educational program		+		
96	3.	teaching and learning approaches, as well as the assessment system (procedures, methods and forms)		+		
97	4.	information about passing scores and training opportunities provided to students		+		
98	5.	information about graduate employment opportunities		+		
99	6.	The management of the OP should provide for a variety of ways to disseminate information, including the media, information networks to inform the general public and interested persons		+		

100	7.	Public awareness should include supporting and explaining the national development programs of the country and the system of higher and postgraduate education		+		
101	8.	The public organization should demonstrate that the web resource reflects information that characterizes it in general and in the context of educational programs		+		
102	9.	An important factor is the availability of adequate and objective information about the PPP of OP		+		
103	10.	An important factor is to inform the public about cooperation and interaction with partners within the framework of the OP		+		
Standard total			0	10	0	0
TOTAL			4	94	5	0

Appendix 2. PROGRAM OF A VISIT TO AN EDUCATIONAL ORGANIZATION

(insert if necessary)

Appendix 3. RESULTS OF THE TEACHING STAFF SURVEY

1. Total number of questionnaires: 22

2. What OP do you serve:

Economics	3 pers. 13.6	%
Management I	pers.	4.5%
Marketing	1 pers.	4.5%
Accounting and audit	2 pers	9.1%
Finance	4 pers	18.2%
Law	6 pers	27.3%
Kazakh philology	4 pers	18.2%
Legal support of public administration	1 pers	4.5%

3. Position

Профессор	6 чел.	27,3 %
Доцент	4 чел.	18,2 %
Аға оқытушы (Старший преподаватель)	11 чел.	50%
Оқытушы (Преподаватель)	4 people	12.9%
Head of Department	1 person	4.5%
Acting Professor		
Acting Professor Acting Associate Professor		

4. Academic degree, academic title

ҚР еңбек сіңірген қайраткері (Заслуженный деятель РК)	0 чел.	0%
Ғылым докторы (Доктор наук)	2 чел.	9,1%
Ғылым кандидаты (Кандидат наук)	8 people	36.4 %
Master	11 people	50 %
PhD	2 people	9.1 %
Professor	2 people	9.1%
Associate Professor	2 people	9.1%

No (Jok)	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	Good	Relatively bad	Bad	Very bad	Not answered
6	To what extent does the content of the educational program meet your scientific and professional interests and needs?	17 people (77.3%)	5 people (22.7%)	0 people (0%)	0 people (0%)	0 people (0%)	-7
7	How do you assess the opportunities provided by the University for the professional development of teaching staff	11 people (50%)	11 people (50%)	0 people (0%)	0 people (0%)	0 people (0%)	-8
8	How do you assess the opportunities provided by the University for career growth of teaching	9 people (40.9%)	13 people (59.1%)	0 people (0%)	0 people (0%)	0 people (0%)	-9
9	How do you assess degree of academic freedom of teaching staff	11 people (50%)	11 people (50%)	0 people (0%)	0 people (0%)	0 people (0%)	-
	How much teachers can use their own						
10	• Strategies	14 people (63.6%)	8 people (36.4%)	0 people (0%)	0 people (0%)	0 people (0%)	-11
11	• Methods	16 people (72.7%)	6 people (27.3%)	0 people (0%)	0 people (0%)	0 people (0%)	-12
12	• Innovations in the learning process	12 people (54.5%)	10 people (45.5%)	0 people (0%)	0 people (0%)	0 people (0%)	-13
13	How do you assess the work on the organization of medical care and disease prevention at the university?	13 people (59.1%)	9 people (40.9%)	0 people (0%)	0 people (0%)	0 people (0%)	-14
14	How does the management of an educational institution pay attention 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
15	How do you assess the sufficiency and availability of 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
16	Evaluate the level of created conditions 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						
to 17	• Students	14 people (63.6 %)	8 people (36.4%)	0 students. (0%)	0 people (0%)	0 people (0%)	-18
18	• Teachers	14 people (63.6 %)	8 people (36.4%)	0 people. (0%)	0 people (0%)	0 people (0%)	-19
19	Evaluate the involvement of teaching staff in the process of making managerial and strategic decisions	11 people (50%)	10 people (45.5%)	1 person (4.5%)	0 people (0%)	0 people (0%)	-20
20	How is it encouraged innovative activity of teaching staff?	9 people (40.9%)	11 people (50%)	2 pers . (9.1%)	0 pers . (0%)	0 pers . (0%)	-21
21	Estimate the level of feedback of the teaching staff with the management	11 pers . (50%)	10 pers . (45.5%)	1 pers . (4.5%)	0 pers . (0%)	0 pers . (0%)	-22
22	What is the level of incentive and attracting young professionals to the educational process?	10 people (45.5%)	12 people (54.5%)	0 people (0%)	0 people (0%)	0 people (0%)	-23
23	Evaluate the created opportunities for professional and personal growth for each teacher and employee	10 people (45.5%)	11 people (50%)	1 person (4.5%)	0 people (0%)	0 people (0%)	-24
24	Assess the adequacy of recognition of the potential and abilities of teachers	9 people (40.9%)	13 people (59.1%)	0 people (0%)	0 people (0%)	0 people (0%)	-
	How is the work set						
25	• On academic responsibility? mobility	services 8 people (36.4%)	14 people (63.6 %)	0 people (0%)	0 people (0%)	0 people (0%)	-
26	• - Advanced training programs for 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 management						
27	• Research initiatives	12 faculty members pers . (54.5%)	10 pers . (45.5%)	0 pers . (0%)	0 pers . (08%)	0 people (0%)	-28
28	• Development of new educational programs/disciplines/methods	12 people (54.5%)	10 people (45.5%)	0 people (0%)	0 people (0%)	0 people (0%)	-
	Assess the level of teaching staff's ability 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%)	-30
30	• With practical activities	7 people (31.8%)	12 people (54.5%)	3 people (13.6%)	0 people (0%)	0 people (0%)	-31
31	Evaluate how students ' knowledge obtained at this university corresponds to the realities of the modern labor market requirements	11 people. (50 %)	11 people. (50 %)	0 people (0%)	0 people (0%)	0 people (0%)	-32
32	How does the management and	7 pers	14 pers	1 pers	0 pers	0 pers	-33

	administration of the university perceive criticism in their address?	. (31.8%)	. (63.6 %)	. (4.5%)	. (0%)	. (0%)	
33	Evaluate how much your training load meets your expectations and capabilities	8 pers (36.4%)	14 pers (63.6 %)	0 pers (0%)	0 people (0%)	0 people (0%)	-34
34	Evaluate the focus of educational programs/training programs on developing students ' skills to analyze the situation and make forecasts	12 people (54.5 %)	10 people (45.5%)0 people (0%)	0 people (0%)	0 people (0%)	0 people (0%)	-35
35	Evaluate how much 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 particular university?

- ✓ *Маған ұнайды.*
- ✓ *I am a university graduate, everything suits me*
- ✓ *Өлкедегі рейтингі жоғары оқу орны болғандықтан*
- ✓ *leading regional university*
- ✓ *Friendly environment, professional growth, normal working conditions.*
- ✓ *I believe that this is one of the best universities in the Republic of Kazakhstan.*
- ✓ *Leading university in the region and the Republic of Kazakhstan*
- ✓ *I like working conditions, university policies, and prospects.*
- ✓ *Кәсіби мамандық ата-бабамыздан келе жатқан 3 ұрпақ*
- ✓ *The university provides opportunities for career and professional growth*
- ✓ *салыстырмалы түрде - жоғары еңбекақы, біліктілікті арттыру, ғылыми жобаларға қатысу, тәжірибе алмасу*
- ✓ *Маған ұнады.*
- ✓ *This is the best university in our region*
- ✓ *Where there are opportunities to improve professional knowledge*
- ✓ *To improve the level of education in our region*
- ✓ *I like working conditions and university policies*
- ✓ *All conditions for work are created, there are prospects for career growth and professional development, it is convenient to get to work*
- ✓ *The best university in the region*

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

Өте жиі (очень часто)	3 people	13.6%
live (often)	12 people	54, 5%
Сәде (sometimes)	7 people	31.8%
Өте сирек (very rare)	0 чел.	0%
Мүлдем болмайды (никогда)	0 people	0%

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

Өте жиі (очень часто)	4 pers	. 18, 2 %
Zhi (often)	9 pers	. 40, 9%
Kade (sometimes)	9 people	40, 9%
Өте сирек (very rare)	0 чел.	0%
Мүлдем болмайды (никогда)	0 people	0%

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

	Often	Sometimes There is	Never an	answer
Lack of classrooms	0 pers. (0%)	1 pers. (4.5%)	21 pers. (95.5%)	-
Unbalanced academic load by semester	0 pers (0%)	11 pers (50%)	11 pers (50%)	-
Unavailability of necessary literature in the library	0 pers (0%)	12 people (45.5%)	12 people (45.5%)	-
Overcrowded study groups (too many students in the group)	0 people (6.5%)	2 people (9.1%)	20 people (90.9%)	-
Inconvenient schedule	1 person (4.5%)	10 people (45.5%)	11 pers. (50%)	-
Inappropriate 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 students ' interest 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 pers (90.9%)	-
Lack of technical facilities in the classrooms	0 pers (0%)	9 pers (40.9%)	13 pers (59.1%)	-
Other problems	<ul style="list-style-type: none"> ✓ - ✓ no ✓ Jok ✓ no sales office for image products of the university ✓ It is desirable to increase the number of computer classes. ✓ Problems ✓ of communication culture Zhurnalga maqala beru, PhD student of Bolu T. B. ✓ zhok ✓ there are no problems ✓ I do not face problems related to working in the NAO "ToU". The university management has created all the necessary conditions for work 			

40. In the life of a university, there are many different aspects and aspects that affect each teacher and employee in one way or another. Rate how satisfied you are with:

Question	Fully satisfied	Partially satisfied	Not satisfied	I find it difficult to answer
The attitude of the university management towards you	16 people (72.7%)	6 people (27.3%)	0 people (0%)	0 people. (0%)
Relationships with direct management	18 people (81.8%)	4 people (18.2%)	0 people (0%)	0 people (0%)
Relations with colleagues in the department	21 people (95.5%)	1 person (4.5%)	0 person (0%)	0 person (0%)
Participation in managerial 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 success 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	4 people	0 people	3 people

	(68.2%)	(18.2%)	(0%)	(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%)
Occupational health and safety	20 people (90.9%)	2 people (9.1%)	0 people (0%)	0 people (0%)
Management of changes in the university	's activities 17 people (77.3%)	5 people (22.7%)	0 people (0%)	0 people (0%)
Providing a social package: recreation, 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%)

Appendix 4. RESULTS OF THE STUDENT SURVEY

Total number of questionnaires: 31

Ep (male)	10 people	32, 3 %
Ayel (female)	21 people	67.7%

1. Төмендегі жағдайларға көңіліңіздің қаншалықты толатындығын бағалаңыз: (Оцените, насколько Вы удовлетворены:)

Questions	Fully satisfied	Partially satisfied	Partially	dissatisfied Not satisfied	I can't answer
1. Relations with the dean	's office 31 people (100 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)
2. Dean's office accessibility level	30 people (96.8 %)	1 person (3.2 %)	0 person (0 %)	0 person (0 %)	0 person (0 %)
3. The level of accessibility and responsiveness of the university management	is 31 people (100 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)
4. Access to academic counseling	30 people (96.8 %)	1 person (3.2 %)	0 person (0 %)	0 person (0 %)	0 person (0 %)
5. Support of educational materials in the learning process	30 people (96.8 %)	1 person (3.2 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)
6. Access to personal counseling	30 people (96.8 %)	1 person (3.2 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)
7. Student-teacher relations	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. Access to 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 %)	0 people (0 %)	2 people (6.5%)
11. Availability of library resources	: 31 people (100 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)
12. Quality of services provided in libraries and reading rooms	31%	0 people	0 people	0 people	0 people

Questions	Fully satisfied	Partially satisfied	Partially	dissatisfied Not satisfied	I can't answer
	(100 %)	(0 %)	(0 %)	(0 %)	(0 %)
13. Satisfaction with the existing educational resources of the university	31% (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. 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, classrooms for large groups	of bees (100 %)	0 pers (0 %)	0 pers (0 %)	0 pers (0 %)	0 pers (0 %)
18. Student rest rooms (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 measures	26 people (83.9 %)	2 people (6.5 %)	0 people (0 %)	0 people (0 %)	3 people (9.7 %)
20. 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. Quality of educational programs in the OP	31 people (100 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)
22. Learning 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 teaching quality	30 people (96.8 %)	1 person (3.2 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)
25. Academic load / student requirements	31 people (100 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)
26. Teaching staff requirements to the student	30 people (96.8 %)	1 person (3.2 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)
27. Information support and explaining the rules of admission and the strategy of the educational program (specialty)before entering the university	30 people (96.8 %)	1 person (3.2 %)	0 person (0 %)	0 person (0 %)	0 person (0 %)
28. Informing the requirements for successfully completing this educational program (specialty)	30 people (96.8 %)	1 person (3.2 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)
29. The quality of exam materials (tests and exam questions, etc.)	30 people (96.8 %)	1 person (3.2 %)	0 people (0 %)	0 person (0 %)	0 person (0 %)
30. Objective assessment of knowledge, skills and other academic 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. Objective and fair 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 academic degrees	31 people (100%)	0 people (0 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)
35. Providing students with a hostel	27 people (87.1 %)	1 person (3.2 %)	0 people (0 %)	0 people (0 %)	3 people (9.7 %)

2. Evaluate how much you agree with:

Approval	Full agreement	Agree	Partially agree	Disagree	Fully disagree	Not answered
----------	----------------	-------	-----------------	----------	----------------	--------------

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 in 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 taught material	12 people (75 %)	3 people (18.8 %)	1 person (3.2 %)	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 %)	-8
. The teacher presents the material in an interesting form	27 people (87.1 %)	4 people (12.9 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)	-9
. Objective assessment of knowledge, skills and other academic achievements	28 people (90.3 %)	3 people (9.7 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)	-10
. Timely assessment of students ' academic achievements	26 people (83.9 %)	5 people (16.1 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)	-11
.The teacher meets my requirements for personal development and professional development	28 people (90.3 %)	3 people (9.7%)	0 people (0%)	0 people (0%)	0 people (0%)	-12
. The teacher encourages the activity of students	28 people (90.3 %)	3 people (9.7 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)	-13
. The teacher encourages students ' creative thinking	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 of assessment of academic 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 evaluation 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 the achievements of students	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 opportunities 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 for all students	26 people (83.9 %)	5 people (16.1 %)	0 people (0 %)	0 people (0 %)	0 people (0 %)	-

3. Other problems regarding the quality of teaching (Baska maseleler): 7 responses

Not available

There are no specific proposals on the quality of teaching. Fully satisfied with the quality.

there are no problems

I'm fine with that. Thank you very much to all the teachers for their contribution. Thank you for being able to prepare me for a Presidential scholarship. I am grateful to the university as a whole.

Меселе жоқ

No.

No problems.