



«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 specialized
accreditation of educational programs

6B04105 "Accounting and economic analysis",
6B04106 "Banking and Financial Management"

Kokshetauoro State University named after Sh. Ualikhanov

during the period from 27 to 29 May 2024 г.

INDEPENDENT ACCREDITATION AND RATING AGENCY
External Expert Commission

*Addressed to
To the Accreditation Center
совеу to the IAAR Council*



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г. Kokshetau, 2024 year old

content

(I) LIST OF SYMBOLS AND ABBREVIATIONS	3
(II) INTRODUCTION	4
(III) REPRESENTATION OF AN EDUCATIONAL ORGANIZATION	6
(IV) DESCRIPTION OF THE PREVIOUS ACCREDITATION PROCEDURE	6
(V) DESCRIPTION OF THE EC SESSION	7
(VI) COMPLIANCE WITH SPECIALIZED ACCREDITATION STANDARDS	8
6.1. Standard "Educational Program Management"	8
6.22. Standard "Information Management and Reporting"	13
6.33. Standard "Development and approval of the educational program"	17
6.44. Standard "Continuous monitoring and periodic evaluation of educational programs"	20
6.55. Standard "Student-centered learning, teaching and assessment of academic performance"	23
6.66. Standard "Students"	26
6.77. Standard "Teaching staff"	35
6.88. Standard "Educational resources and student support systems"	39
6.99. Public Awareness Standard	45
(VII) OVERVIEW OF STRENGTHS/ BEST PRACTICES FOR EACH STANDARD	48
(VIII) OVERVIEW QUALITY IMPROVEMENT RECOMMENDATIONS FOR EACH STANDARD	49
(X) RECOMMENDATION TO THE ACCREDITATION COUNCIL	52
Appendix 1. Evaluation table " Conclusion of the external expert Commission "(for OP 6B04105 "Accounting and Economic Analysis", 6B04106 "Banking and Financial Management")	53
Appendix 2. PROGRAM OF A VISIT TO AN EDUCATIONAL ORGANIZATION	59
Appendix 3. RESULTS OF THE TEACHER SURVEY	82
Appendix 4. STUDENT SURVEY RESULTS	90

(I) LIST OF SYMBOLS AND ABBREVIATIONS

KU named after Sh. Ualikhanov-Kokshetau University named after Sh. Ualikhanov
IAAR-Independent Accreditation and Rating Agency
VEC – external expert commission
OP-educational program
QMS-Quality management system
US-Academic Council
Teaching staff – faculty members
AIS-automated information system
LMS – Learning Management System
UMKD – educational and methodical complex of the discipline
ECTS-European system for transferring and accumulating points
SSO – The State mandatory standard of education
R & D – research work
DAR – Department of Academic Development
TSPUIUMR - Center for planning educational and methodical work
TSKIT-Career and Employment Center
NCE – National Chamber of Entrepreneurs
GPA - Grade point average
KIE-Research Ethics Committee
R & D – research and development activities
RMEB-Republican Interuniversity Electronic Library
Mass media – mass media
NCSTI – National Center for Scientific and Technical Information
MOOC-Massive open online course
NOBD – National Educational Database
DSP-Student Service Center



(II) introduction

In accordance with the order No. 93-24-OD of 01.03.2024 the Independent Agency for Accreditation and Rating from 2 May 2-7 to 29 May 2-9 2024, 202.4, an external expert commission evaluated the compliance of educational programs 6B04105 "Accounting and Economic Analysis", 6B04106 "Banking and Financial Management" of Kokshetau University named after Sh. Ualikhanov standard meets the IAAR Specialized Accreditation Standards (dated June 16, 2020, No. 57-20-OD, sixth edition) in a hybrid format.

The report of the External Expert Commission (EC) contains an assessment of the submitted educational programs according to the IAAR criteria, recommendations of the EC for further improvement of educational programs, and parameters of the profiles of educational programs.

The composition of the VEC:

Chairman of the EEC- Акыбаева Gulvira Sovetbekovna Акыбаева, Ph. D. in Economics, Karaganda State University named after Academician E. A. Buketov (Karaganda); *Off-line participation*

IAAR Foreign Expert IAAR- Natalia Kulagina, Doctor of Economics, Professor, MIREA-Russian Technological University (Moscow, Russia); *On-line participation*;

Foreign expert of IAAR- Астанов Shavkatbek Mominzhanovich, responsible for clinical training of students, senior lecturer of the Department of Hospital Therapy, Faculty of Medicine of Zhalal Abad State University named after Bekmamat Osmonov (Zhalal Abad, Kyrgyzstan); *On-line participation*

IAAR expert- Кулахметова Mergul Sabitovna, PhD in Philology, Associate Professor of the Department of Foreign Languages of Pavlodar Pedagogical University named after Alkey Margulan (Pavlodar); *Off-line participation*;

IAAR expert- Назым Kazhimuratovna Nosieva, Candidate of Philological Sciences, Acting Associate Professor, Astana Academy of Physical Culture and Mass Sports (Astana); *On-line participation*

IAAR expert - Закирова Dilnara Ikramkhanova Zakirova, PhD, Research Professor, Turan University (Almaty); *Off-line participation*

IAAR expert- Ошакбаева Zhuldyz Oryntaykyzy, Candidate of Biological Sciences, Associate Professor, Kostanay Engineering and Economic University named after M. Dulatov (Kostanay); *Off-line participation*

IAAR expert - Мусабалина Gulnar Musabarina, Doctor of Historical Sciences, Professor, L. N. Gumilyov Eurasian National University (Astana); *On-line participation*

IAAR expert- Карстина Svetlana Gennadyevna, Doctor of Physical and Mathematical Sciences, Professor of the Department of Physics and Nanotechnologies of NAO "Karaganda State University named after V. I. Shishkin". Academician E. A. Buketov" (Karaganda); *Off-line participation*

IAAR expert - Ruslan Zairovich Safarov, Candidate of Chemical Sciences, L. N. Gumilyov Eurasian National University (Astana); *Off-line participation*

IAAR expert- Баймагамбетова Aigerim Askharovna, PhD, Dean of the School of Public Health and Management of NAO Astana Medical University (Astana); *Off-line participation*

IAAR expert, employer- Максим Sutula, доктор PhD, Leading Researcher, National Center of Biotechnology (Astana) *On-line participation*

IAAR expert, employer- Абдикадирова Akniet Maratovna, Head of the Human Capital Development Department of the Chamber of Entrepreneurs "Atameken" in Shymkent (Shymkent); *On-line participation*

IAAR expert, student – Жолдасова Nazira Zhenisovna, 4th year student of OP "Kazakh language and Literature", NAO "Aktobe Regional University named after K. Zhubanov" (Aktobe); *On-line participation*

IAAR expert, student- Adel Zhanatovna Omarova, 3rd year student of OP Finance, S. Seifullin Kazakh Agrotechnical Research University(Astana); *On-line participation*

*IAAR expert, student-*КандратьеваEkaterina S. Kandratyeva, 2nd year student of OP 7M05101 Biology of the M. Kozybayev North Kazakhstan University«Козыбаева» (Petropavlovsk); *On-line participation*

*IAAR expert, student-*Yerkhankyzy Dinara, 2nd year student of OP "History", Korkyt Ata Kyzylorda University (Kyzylorda); *On-line participation*

IAAR expert, студент – Umirzakova student Gulshat Armankyzy, 2nd year master's student of OP 7M01501-Mathematics of NAO " Aktobe Regional University named after K.Zhubanov"(Aktobe); *On-line participation*

*IAAR expert, student-*Кауырбеков Nariman Ruslanuly, 1st-year master's student of OP Chemistry, Sarsen Amanzholov East Kazakhstan UniversityСарсена Аманжолова(Ust-Kamenogorsk); *On-line participation*

*IAAR expert, student-*Makulbek Aygerim Serikpaykyzy 1-year master's degree in public health of the NAO " Medical University of Karaganda "(Karaganda); *On-line participation*

Coordinator of the IAAR EEC - БекеноваDinara Kairbekovna Bekenova, IAAR Project Manager (Astana); *Off-line participation.*



(III) REPRESENTATION OF AN EDUCATIONAL ORGANIZATION

Kokshetau University named after Sh. Ualikhanov University was formed in 1996 by merging the Kokshetau Pedagogical Institute named after Ch. Ch. Valikhanov, a branch of the Karaganda Polytechnic Institute and the Institute of Agriculture

The University operates under license no. KZ94LAA00018491 dated 28.07.2020.

Kokshetau University named after Sh. Ualikhanov has 5 academic buildings, 5 student dormitories, 2 sports and recreation complexes, a student nutrition center, an educational, research and production complex "Elite", a bath and laundry complex. The university structure includes the Pedagogical Institute, the S. Sadvakasov Agrotechnical Institute, the Higher School of Business and Law, and the Higher School of Medicine, which include 19 departments that train personnel in 60 bachelor's degree programs and 51 postgraduate programs.

The Higher School of Business and Law started its activity on September 1, 2021 and provides bachelor's and master's degrees in business and Management, law, and service sector. The school consists of 2 departments, including the Department of Business and Services, which trains bachelors in OP 6B04106 "Banking and Financial Management", 6B04105 "Accounting and Economic Analysis".

КУ имSh. Ualikhanov КУ. Уалихановаfor the first time entered the international QS Central Asia rankings and took 29th place, in the QS Asia ranking-550th place. In the international Times Higher Education (THE) Impact Ranking , the university was ranked in 1000+, and in the quality of education category it took 200th place out of 1500 universities in the world.

The University's quality management system is certified for compliance with the international standard ISO 9001: 2015.

Admission to the university is carried out on the basis of state educational grants and on a contractual basis. The total number of students for 2023 is 7,708, including 273 holders of the "Altyn Belgi" badge and 322 foreign students. Currently, the number of students is 7,744, including 7,344 undergraduate students, 376 graduate students, PhDand 24 PhD students. The educational process is carried out by 551 teachers, including 410 full – time teachers, including 19 doctors of science, 80 candidates of science, and 34 doctors of philosophy (PhD)., 221 master's degree programs.

The number of students enrolled in the аккредитуемыIEP accreditation program is as follows:

- OP 6B04105 "Accounting and economic analysis" - 151 students, including full – time students-83 peoplea, with the use of DOT-68 studentss.

- OP 6B04106 "Banking and financial management" - 114 students, including 99 full-time students, with the use of DOT – 15 students.

The number of teaching staff is 410 full-time teachers – 20 doctors of sciences, 91 candidates of sciences, 27 doctors of PhD, 220 masters.

International cooperation is carried out on the basis of 64 agreements with foreign universities, research centers and other scientific organizations in Bulgaria, Great Britain, Hungary, Germany, Spain, Italy, China, Latvia, Lithuania, Turkey, the USA, South Korea, and the CIS countries.

The University implements 23 research projects, including 14 projects – grant financing of the Ministry of Foreign Affairs of the Republic of Kazakhstan and 9 contractual projects. The amount of financings is 304,847,000tenge.

(IV) DESCRIPTION OF THE PREVIOUS ACCREDITATION PROCEDURE

Educational programs 6B04105 "Accounting and Economic Analysis", 6B04106 "Banking and Financial Management" are accredited by IAAR 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 visit of the Expert Commission for specialized accreditation of educational programs of Kokshetau University named after Sh. Ualikhanov in the period from 27 to 29 May 2024.

In order to coordinate the work of the HEC, an online orientation meeting was held on 24.05.2024, during which powers were distributed among the commission members, the schedule of the visit was clarified, and agreement was reached on the choice of examination methods.

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 acting rector, vice-rectors of the university in the areas of activity, heads of structural divisions, directors of schools and institutes, heads of departments, teachers, students, graduates, employers. A total of 89 representatives participated in the meetings (Table 1).

Table 1-Information about employees and trainees who participated in meetings with the IAAR HEC:

Category of participants	Number
of Acting Rector	1
Vice Rector	4
Heads of structural divisions	14
Vice-Vice rectors of schools and institutes	4
Heads of departments	10
Teachers	18
Students	17
Graduates	8
Employers	13
Total	89

During the visual inspection, the EEC members got acquainted with the state of the material and technical base, visited building No. 2 of the Higher School of Business and Law, the library, the reading room, and the auditorium. No. 301 Startup cafeteria "Bodry den", room No. 318 Laboratory "1C Accounting", room no. No. 413 Mini Bank Laboratory, aud. No. 416 ERASMUS+ Training Laboratory, SARUD and other 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.

The EEC members visited the database of practices and accredited programs: Gormolzavod LLP, First Heartland Jusanbank JSC.

In accordance with the program of the visit, employees are not allowed to attend training sessions.

In accordance with the accreditation procedure, 60 teachers, and 52 students, including undergraduates and undergraduates, were interviewed.

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 website of the university <https://shokan.edu.kz>.

Within the framework of the planned program, recommendations for improving the accredited educational programs of Kokshetau University named after Sh. Ualikhanov documents developed by the HEC based on the results of the expert examination were presented at the meeting with the management on 29.05.2024.

(VI) COMPLIANCE WITH SPECIALIZED ACCREDITATION STANDARDS

6.1. Educational Program Management Standard

- ✓ *The university should demonstrate the development of the goal and strategy for the development of the OP based on the analysis of external and internal factors with a wide involvement of various stakeholders.*
- ✓ *A quality assurance policy should reflect the relationship between research, teaching, and learning.*
- ✓ *The university demonstrates the development of a quality assurance culture.*
- ✓ *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 EP management ensures transparency in the development of the EP development plan based on an analysis of its functioning, the actual positioning of the university and the focus of its activities on meeting the needs of students, the state, employers and other interested parties.*
- ✓ *The EP management demonstrates the functioning 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 development priorities and the development strategy of the educational organization.*
- ✓ *The university must demonstrate a clear definition of those responsible for business processes within the framework of the EP, the distribution of job responsibilities of personnel, and the division of functions of collegial bodies.*
- ✓ *The management of the EP ensures coordination of the activities of all persons involved in the development and management of the EP and its continuous implementation, as well as involves all stakeholders in this process.*
- ✓ *The EP management should ensure the transparency of the management system, the functioning of the internal quality assurance system, including its design, management and monitoring, and the adoption of appropriate decisions.*
- ✓ *The management of the OP should manage risks.*
- ✓ *The EP management should ensure the participation of representatives of interested parties (employers, teaching staff, students) in the collegial management bodies of the educational program, as well as their representativeness in making decisions on the management of the educational program.*
- ✓ *The university must demonstrate innovation management within the framework of the EP, including the analysis and implementation of innovative proposals.*
- ✓ *The EP management should demonstrate its openness and accessibility to students, teaching staff, employers, and other interested parties.*
- ✓ *The OP management confirms the completion of training in educational management programs.*
- ✓ *The EP management should strive to ensure that progress made since the last external quality assurance procedure is taken into account when preparing for the next procedure.*

Proof part

The University manages educational programs through systematization and formalization of current procedures within the internal quality assurance system. This system includes QMS RK 01-2020 Quality Manual (dated 29.10.2020), Политику в Quality Policy (<https://shokan.edu.kz/documents/1412/%D0%9F%D0%BE%D0%BB%D0%B8%D1%82%D0%B8%D0%BA%D0%B0%D0%9A%D0%A3%2023%D0%B3%D0%BE%D0%B4.pdf>), annual Quality Goals (https://shokan.edu.kz/documents/1413/%D0%A6%D0%B5%D0%BB%D0%B8%D0%BD%D0%B0_2023-2024.pdf), as well as a description of the processes in a series of internal university documents developed in the context of the quality management system (<https://shokan.edu.kz/ru/documents/>). The quality policy of Sh. Ualikhanov KU Уалиханова is built in accordance with the strategic directions of the university's development, reflecting the relationship between scientific research, teaching and learning. The University has developed an internal система quality assurance system (QMS P 1.01-2020 Regulations on the internal quality assurance system (approved by US 30.11.2020), which reflects common approaches, key principles and basic mechanisms for quality assurance and the development of a culture of continuous quality improvement (<https://drive.google.com/file/d/1Nx4NGwdqQXVGnmiK43QknhxAJ8fhBW1f/view>).

Documents related to the policy and quality assurance are publicly available on the university's website, which ensures accessibility and openness not only for employees and students, but also for employers and other interested parties. This information is also distributed to all educational and service departments through an internal communication system.

The mission of the university is "Inspiring ideas, creating the future! We nurture talents capable of solving global problems using cutting-edge technologies for the development of the

region and the country»." Based on this, in the Program of development of Sh. III. Ualikhanov Ku for 2023-202-2029 years (https://shokan.edu.kz/documents/1312/ПРОГРАММА_РАЗВИТИЯ_КУ_ИМ.Ш.Уаликханов_ф_ор_2023-2029_gg.pdf) defined strategic directions: training of specialists of a new formation, development of research activities of the university, sustainable development and corporate governance of the University (approved by the Board of Directors 28.12.2023 on 28.12.2023, Minutes No.1-4).

To manage educational programs in the context of a quality assurance culture, various documents are used that regulate key processes. In particular, these are QMS P 4.45-2022 "Academic Policy" (approved by the decision of the US No.4 of 12.12.2022), whose tasks include regulation of the educational process; formation of a contingent of students; development of popular educational programs; creation of a system of control over the quality of training; creation of conditions for academic mobility of students and teaching staff; streamlining the rights and responsibilities of teaching staff and students (<https://drive.google.com/file/d/1QX36DUKgdS5cznr5Z6v3aJ1wGaG2zXmG/view>) QMS P 1.08-2022 "Social Policy" (approved by the Board decision No.1 of 15.01.2022), which is aimed at providing favorable conditions for the training and work of members of the student and labor collective in order to improve the quality of the living environment. The University has also developed a Code of Corporate Ethics (pr. No.10 of 14.06.2021) (https://shokan.edu.kz/documents/151/2_kodeks_korporativnoi_etiki1.pdf) The Regulation on the Anti-Corruption Compliance Service (pr. No. 16 of 17.11.2021) defines the status, powers and organization of the anti-corruption compliance service's work on quality assurance and the development of a culture of continuous quality improvement (https://shokan.edu.kz/documents/171/polozhenie_ob_antikorruptsionnoi_komplaens_sluzhbe.pdf), Policy of zero tolerance to harassment (pr. #2 of 09.02.2024) and QMS P 1.0.02-2023 Правила Internal regulations (pr. #10 of 22.06.2023), QMS P 1.04-2020 Academic Integrity Policy (from 30.11.2020), etc..

The university has implemented collegial forms of governance: the Academic Council of the University (<https://shokan.edu.kz/ru/academic-council/>), Academic Council (<https://drive.google.com/file/d/14KtYgygQCtBa-VB2LWgcKXplQD1c7Gsh/view>), Industrial Committee (<https://drive.google.com/file/d/1w1fYICIU3wdHFoWptj4Ds1LS7vqEDACN/view>), Educational and Methodical Council (<https://drive.google.com/file/d/19G7rR9V2FhAXqVwhn4OOUexqJE98u3G3/view>), Совет Ethics Council (<https://drive.google.com/file/d/1dEz-lrbWbqsCPmt-6PoMlu-ohZjxjyWu/view>), Council of Young Scientists (<https://drive.google.com/file/d/1jLOGS-T0hMee1E8ZUGyM-2kX5bz7pmWu/view>), as well as the Research Ethics Committee (<https://drive.google.com/file/d/176Hs5vmiI0UsDUTRyf3q8jFB-8GHBSQU/view>) and the Committee implementation of the strategy and development of international cooperation (https://drive.google.com/file/d/1BF0i6a2AkOV0J75zBXWAUPU_Q1RyZXV/view), which in one way or another participate in the planning, monitoring and improvement of the educational system of the university.

The Academic Council of the University for 202-102-4-2024 years includes: rector, vice-rector's office, vice-rectors of institutes and schools, heads of structural divisions, heads of departments, representatives of teaching staff (Khusainov A. T., Fatkueva G. T., Khamitova A. S.) and students (Saparov A. T., Yandieva E. G.) (approved by order no.54a of 07.09.2021).

The university функционирует has an Academic Council (QMS N 4.24-2021 Regulations on the Academic Council, 12.11.2021), and schools/institutes have Academic Quality Councils (QMS N 4.22-2021 Regulations on the Academic Quality Council), whose activities are aimed at improving the effectiveness and efficiency of the educational process. The Academic Quality Council of the Higher School of Business and Law includes the director, Deputy Director, heads of departments, representatives of teaching staff (Zakirova M. S., Seytikov A. T., Alpysbayeva Zh. Zh., Zhaksybayeva D. T., Khabdulin A. B., Maksimenko E. V., Nukiev B. A.) and students

(Evloeva T. R., Omarova A.S., Epesh N.) (approved by Order No. 589 of 16.09.2022).

Development plans of OP 6B04105 "Accounting and Economic Analysis", 6B04106 "Banking and Financial Management" for 202.4-202.8 were reviewed at the meeting of the Department of Business and Services (Protocol No.4 от 30.11.2023), recommended by the Council for Academic Quality of the Higher School of Business and Law (Protocol No. 5 of 21.12.2023). approved by the Vice -Rector for Academic Affairs (22.12.2023).12.

There is an Internal Audit Service, whose mission is to provide the necessary assistance to the Board of Directors and the Management Board in fulfilling their responsibilities to achieve the strategic goals of the University (<https://share.kz/gh8z>). Annual work plans of the Service are available on the University's website (<https://shokan.edu.kz/ru/corporate-governance/sluzhba-vnutrennego-audita/>).

At the end of each academic year, the managers of the OP, taking into account the needs, make an application for the necessary information and other material resources. The OP is assigned the required number of classrooms and specialized offices.

During the interviews, visual inspection and analysis of documents, the HEC made sure that those responsible for the business processes within which the implementation of the OP is regulated were appointed, the official duties of the staff were distributed, and the functions of collegial bodies were differentiated. At the beginning of each academic year, those responsible for the main business processes for the development and implementation of the EP are appointed, which is fixed in the minutes of the department meeting.

The University has developed a Risk Management Policy (approved by the decision of the Board of Directors 28.12.2023, Protocol No.14), which defines the principles and approaches to the organization of the risk management system in the university's activities (<https://shokan.edu.kz/documents/1400/%D0%9F%D0%BE%D0%BB%D0%B8%D1%82%D0%B8%D0%BA%D0%B0%D1%83%D0%BF%D1%80%D0%B0%D0%B2%D0%BB%D0%B5%D0%BD%D0%B8%D1%8F%D1%80%D0%B8%D1%81%D0%BA%D0%B0%D0%BC%D0%B8%D1%80%D1%83%D1%81.pdf>).

The university and OP management demonstrate their openness and accessibility to students, teaching staff, employers and other interested parties. Contact details are available on the university's website: university management - <https://shokan.edu.kz/ru/rectorate/>; Higher School of Business and Law - <https://shokan.edu.kz/ru/schools/vyshshaya-shkola-biznesa-i-prava/>; department of Business and Services - <https://shokan.edu.kz/ru/schools/vyshshaya-shkola-biznesa-i-prava/kafedra-biznesa-i-uslug/>.

Analytical part

HEC IAAR, having held meetings, conversations and interviews with the rector, vice-rectors, heads of structural divisions, students, faculty members, heads of OP, representatives of practice, as well as conducting online questionnaires of faculty and students, virtual familiarization with the university's educational infrastructure, material and technical, information and methodological resources, etc. with the necessary documents, notes the following.

The HEC confirms that the university has a quality policy that reflects the relationship between research, teaching and learning. The quality policy, as well as the main directions of the university's development, are published, available and posted on the university's website. Measures to develop a culture of quality in the educational, research and educational process are reflected in the University's Development Program and are included in the R& D plans of structural divisions.

The EC notes that the university demonstrates the management of educational programs in the context of the implementation of strategic documents. It also notes the focus of the mission and vision on meeting the needs of the state, society, real economy sectors, and potential stakeholders.

The HEC emphasizes that during interviews with focus groups, as well as based on the

results of a questionnaire survey, it was revealed that the OP management actively demonstrates its readiness for open and accessible interaction with students and teachers. This is reflected in regular open discussions, consultations and meetings that are held to discuss current and future initiatives and changes in the EP. Such events provide an opportunity for students and teachers to express their opinions, ask questions and offer their ideas for improving the educational process. Such open and accessible interaction helps create an atmosphere of trust and cooperation, improves the quality of education and increases the level of satisfaction of all participants in the educational process.

In 2021, the director of the Higher School of Business and Law Iskakov A. Zh. was trained in the program "Features of corporate governance in higher education institutions" at the National Academy of Corporate Governance "Alatau". Information and documents confirming the completion of training in the management in education program are not provided to the head of the department and the heads of the OP.

The transparency of the processes of forming the development plan of the OP is confirmed by the participation of interested parties in their discussion. The management of accredited EOS confirmed the participation of employers and trainees in the development of the EOS. However, in the course of studying the submitted documentation, the HEC revealed their formal involvement. Moreover, this fact was not confirmed during conversations with representatives of employers and students. This group does not have any information about the existence of such a document as a Plan for the development of the OP in the university.

The structure of the OP development plan contains the goals and objectives of the OP development, measures to achieve them, deadlines and responsible persons are defined. Analysis of the content of the development plans of OP 6B04105 "Accounting and economic analysis", 6B04106 "Banking and financial management" showed the absence of their individuality and uniqueness, the plans are almost identical. The lack of individuality and uniqueness in the development plans of the OP may indicate a number of problems that may make it difficult to achieve the goals and objectives set. The goals and objectives should be clearly adapted to the specifics of each OP, taking into account its features and the needs of the labor market. Using the same activities for different OPS may not be effective, as they may have different needs and problems. The lack of individual approaches to the development of each EP can lead to inefficiency and loss of competitiveness of the program. In this regard, the HEC recommends developing specific goals and objectives for each EP, taking into account its unique characteristics and labor market needs; identifying individual target indicators for each EP that reflect its characteristics and goals; developing activities that will be specific to each EP and aimed at solving its unique tasks and problems; including: the process of developing development plans requires representatives of employers, graduates and students to receive feedback and take their views into account; conduct regular monitoring of the implementation of development plans and make adjustments, if necessary, to ensure their relevance and effectiveness.

During the EC visit, the mechanism of regular review of the development plans of the OP and monitoring of their implementation was not demonstrated. The presence of these shortcomings requires the development of an institutional procedure for regular monitoring of its implementation, taking into account the results. Moreover, in the course of the previous procedures accreditation of OP for accreditation of the Higher Educational Establishment's EEOC, it was recommended to develop an internal regulatory document regulating the review and monitoring of the EE development plans, but this recommendation was not implemented. Regular identification of successful and problematic aspects of the EP implementation, identifying the reasons for deviations from the plan and potential areas for improvement will allow the EP management to quickly respond to changing conditions and needs, adjust the strategy and introduce innovations. Regular monitoring of the EP development plan ensures that it is up-to-date, effective, and adaptable to changing conditions and requirements.

Процесс управления The risk management process within the EP is regulated by the Risk

Management Policy. The risks described in the development plans of OP 6B04105 "Accounting and Economic analysis", 6B04106 "Banking and financial Management" are identical and do not take into account the specifics of the OP. Moreover, for the identified risks, measures have been proposed to eliminate them or reduce their impact, but they are not effective. In the context of accredited CS, it is necessary to carry out systematic work on forecasting and analyzing risks, as well as forming an appropriate risk map. The quality of this work can be ensured by training the OP management in advanced training programs in the field of risk management.

As part of the introduction of online learning, the university carries out certain work on the formation and development of new roles and competencies of teachers. The development plans of the University provide for the creation of an innovative educational environment through the activation of the work of teaching staff on the development and implementation of electronic educational publications in the educational process, advanced training of teaching staff in the field of information and innovative technologies, holding open classes using innovative training technologies. However, during the organization of interviews with teaching staff and employees, the HEC was convinced of the lack of formation of the innovation component. The EEC considers it necessary to develop a plan for improving the innovation management mechanism, which provides for the introduction of various types of educational and extracurricular activities to form competencies that allow flexible and dynamic response to all innovative processes, products and services in the professional sphere. In modern conditions, it is necessary to pay more attention to teaching teaching staff and the introduction of various forms and methods of teaching, including the use of innovative technologies and evaluation of learning outcomes. Proficiency in modern assessment methods helps teachers create a more effective and adaptive educational environment that promotes the achievement of students' learning goals and their personal development, in order to ensure objectivity, take into account the diversity of students' abilities, promote skills development, adapt to technological changes, stimulate motivation, etc.

During the survey on the question "How is the management of an educational institution paying attention to the content of the educational program?" 70% of the teaching staff (42 people) answered "very good", 30% (18 people) - "good".

To the question "How is the innovative activity of teaching staff encouraged?" 53.3% (32 people) gave the answer "very good", 45% (27 people) - "good", 1.7% (1 person) - "relatively bad".

The results of the student survey showed high satisfaction of students with the explanation of the rules and strategy of the educational program (73.1% (38 people) are fully satisfied, частично удовлетворены – , 25% (13 people) are partially satisfied, 1.9% (1 person) are not satisfied).

Уровнем доступности и отзывчивости руководства полностью удовлетворены 84.6% (44 people) of students are fully satisfied with the level of accessibility and responsiveness of the management (44 чел.) обучающихся, частично удовлетворены – , 13.5% (7 people) are partially satisfied не удовлетворены – , and 1.9% (1 person) are partially dissatisfied.

Strengths/best practices in OP 6B04105 "Accounting and Economic analysis", 6B04106 "Banking and Financial Management":

- The OP management has demonstrated its readiness for open and accessible interaction, both for students and teachers.

Recommendations for OP 6B04105 "Accounting and economic analysis", 6B04106 "Banking and financial management":

- Until the beginning of the 2024-2025 academic year, provide advanced training in the educational management program for the head of the department and heads of the OP.

- In the 2024-2025 academic year, the EP management should review the EP development plans with the involvement of key stakeholders, identify the uniqueness and individuality of the EP development plans, and detail development indicators by year.
- Annually monitor the implementation of the development plans of the EE for the implementation of target indicators, assessment of the achievement of training goals, compliance with the needs of stakeholders, and on this basis make decisions aimed at continuous improvement of the EE. Communicate the results of monitoring to all interested parties.
- In the 2024-2025 academic year, the university's management should ensure that the heads of the OP and other persons involved in the OP management complete risk management training.
- By the end of the 2024-2025 academic year, the EP management should conduct a detailed risk analysis in the context of the EP, specify measures to reduce the impact of risks, specifying measurable performance indicators, responsible persons and implementation deadlines.
- In the 2024-2025 academic year, develop an action plan for introducing new innovative teaching and evaluation methods, including our own, into the educational process, as well as provide feedback on the effectiveness of their use.

WEC's conclusions based on the following criteria:

According to the standard "Management of the educational program" OP 6B04105 "Accounting and economic analysis", 6B04106 "Banking and financial management" has 1 strong, 13 satisfactory positions, 3 criteria require improvement.

6.22. Information Management and Reporting Standard»

- ✓ The university should ensure the functioning of a system for collecting, analyzing and managing information based on modern information and communication technologies and software tools.
- ✓ The OP management demonstrates the systematic use of processed, adequate information to improve the internal quality assurance system.
- ✓ The EP management demonstrates the existence of a reporting system that reflects the activities of all structural divisions and departments within the EP, including an assessment of their performance.
- ✓ The university should determine the frequency, forms and methods of evaluating the management of the OP, the activities of collegial bodies and structural divisions, and top management.
- ✓ The university must demonstrate a mechanism for ensuring information security, including identifying those responsible for the accuracy and timeliness of information analysis and data provision.
- ✓ The university demonstrates the involvement of students, employees and teaching staff in the processes of collecting and analyzing information, as well as making decisions based on them.
- ✓ The EP management should demonstrate the existence of mechanisms for communication with students, employees, and other stakeholders, including conflict resolution.
- ✓ The university should measure the degree of satisfaction with the needs of students, teaching staff and staff within the framework of the EP and demonstrate evidence of addressing the identified shortcomings.
- ✓ The university should evaluate the effectiveness and efficiency of its activities in the context of OP.
- ✓ Information collected and analyzed by the university 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;
 - ✓ employment and career development of graduates.
- ✓ Students, teaching staff and staff must document their consent to the processing of personal data.
- ✓ The management of the OP should help to provide the necessary information in the relevant fields of science.

Proof part

Information management and reporting is based on the collection, analysis and application of relevant information. The OP management ensures this process using modern information and communication technologies and software solutions. The scope and structure of information that is regularly updated is determined, and responsible persons are appointed to verify its accuracy, timeliness, completeness and safety.

Aboutфициальный сайт the university's official website (<https://shokan.edu.kz/ru/>) developed to quickly familiarize interested parties with various aspects of the university's

activities, increase the effectiveness of interaction with the target audience, as well as ensure effective communication between structural divisions, receive official and specialized information by employees and students. The University has developed QMS P 3.03-2022 Regulations on the website (dated 31.08.2022), which defines the status of the official information site of the university, the structure and procedure for posting information materials on the Internet, as well as the rights, responsibilities and regulations for the activities of structural divisions that provide information and software support for the site (<https://drive.google.com/file/d/1pXbZXcN0tYyQ8Pd4-HCbbbbh2xIkwDQI/view>).

The University uses an electronic document management system, the general requirements for the use of which are defined in QMS P 1.18-2021 " Regulation on electronic document management "(dated 24.12.2021).

The information and analytical complex for managing the educational process is a set of information systems that accompany them throughout the entire cycle of the educational process - from the formation of a contingent to the final certification of students. The university uses e-University, AIS "Platonus" (<https://platonus.kgu.kz/>) and LMS "MOODLE" (<https://moodle.shokan.edu.kz/>).

The work of the Platonus AIS is organized and supervised by the Information Technology Department. In this system, a personal account has been created for each student and employee, which allows you to automate the tasks of university employees, students to get the necessary information, and remote students to instantly access electronic educational materials and knowledge control, as well as the ability to communicate with teachers in real time via the Internet or the internal network of the university. Each student can use their personal account to: get acquainted with the syllabuses of disciplines and the curriculum; register for elective subjects and form an individual curriculum; view the transcript and schedule of classes; access the virtual classroom.

For distance learning students, there is a "Moodle" system that allows them to learn, gain knowledge and exchange information with teachers. In the "Moodle" system, you can attach the UMKDS, tasks, and student responses. The management of the OP and the university has the opportunity to track the digital footprint of students and get the necessary information about academic performance and data loading.

Collection, analysis and provision of reporting information on the University's activities is carried out within the framework of the processes built into the QMS of the University. Feedback is provided through document management, regular questionnaires, personal requests, statements, memos, the rector's blog, and groups in social networks. The university management and the OP hold meetings with students as necessary to clarify any questions that arise.

Information protection and security is ensured by an unambiguous distribution of roles and functions in the information systems used, the availability of antivirus programs, system administration of servers, a backup system on servers, restriction of access of individuals to the premises with servers, technical equipment of premises with servers to ensure work security. The University has developed a new Regulation on Information Security (pr .No. 10 of 14.06.2021), which takes into account the current state and immediate prospects for the development of the corporate data transmission network of Universitya, the goals, objectives and legal bases of operation, operating modes, as well as the analysis of security threats to its resources (https://shokan.edu.kz/documents/164/17_polozhenie_ob_informatsionnoi_bezopasnosti.pdf).

The university has implemented collegial forms of governance: the Academic Council of the University (<https://shokan.edu.kz/ru/academic-council/>), Academic Council (<https://drive.google.com/file/d/14KtYgygQCtBa-VB2LWgcKXpIQD1c7Gsh/view>), Industrial Committee (<https://drive.google.com/file/d/1w1fYICIU3wdHFoWptj4Ds1LS7vqEDACN/view>), Educational and Methodical Council (<https://drive.google.com/file/d/19G7rR9V2FhAXqVwhn4OOUexqJE98u3G3/view>), Совет Ethics Council (<https://drive.google.com/file/d/1dEz-lrbWbqsCPmt-6PoMlu-ohZjxjyWu/view>),

etc. Collegial management bodies are involved in planning, monitoring and improving the university's educational system.

Annual reports on the university's activities for a number of years are posted on the university's website (<https://share.kz/geaa>).

To assess the effectiveness of the OP's activities, stakeholders annually participate in a survey on satisfaction with the quality of educational services. The results of the survey are considered at meetings of departments, councils of schools/institutes, where decisions are made on corrective measures. анкетированийThe Department of Strategy, Accreditation and Quality Management is responsible for conducting surveys.

The management's policy for resolving conflicts of interest consists in implementing preventive measures and includes: familiarizing teaching staff, employees and students with the provisions of internal regulatory documentation, requirements for the organization of the educational process, the main areas of work of structural divisions, internal regulations, etc.; creating a corporate culture based on equality of rights and obligations of employees, teachers, etc. students, respecting their personal dignity. In order to prevent conflict situations at the university, the Academic Policy and Internal Regulations were approved and put into effect внутреннего распорядка(Protocol US No. 10 of 22.06.2023), which provides for the procedure for regulating relations in the organization of work and the educational process (<https://drive.google.com/file/d/1skWfJBifwkBa9yE4rCmIgfPsbCCJhAiQ/view>). Academic Integrity Policy (as of 30.11.2020), etc. The Regulation on the Prevention and Settlement of Corporate Conflicts (pr. No. 10 of 14.06.2021) defines the procedures for preventing and resolving corporate conflicts in the activities of university bodies(https://shokan.edu.kz/documents/163/16_polozhenie_po_predotvrashcheniiu_i_uregulirovaniu_korporativnykh.pdf). Systematic and organized work is being carried out to prevent and eliminate conflict situations in internal corporate relations, in which both the university administration on the part of the rector's office, deans ' offices, and a team of employees and students take part.

All interested persons have the opportunity to make an appointment with the rector and vice-rectors according to the approved schedule of appointments. There is an opportunity to address working questions to the vice-rectors and heads of departments in working mode without prior appointment. In addition, anyone can contact the rector personally through his blog on the university's website (https://shokan.edu.kz/ru/rector_message/).

The University collects, processes and protects personal data in accordance with the legislation of the Republic of Kazakhstan "On personal data and their protection". Due to the requirements of this law, employees and teaching staff document their consent to the processing of personal data when entering into an employment contract. Students document their consent to the processing of personal data when applying for admission to the first year.

Analytical part

The Commission notes that the University has a multi-level information and reporting management system. Information management includes the management of traditional flows and digital information flows. All documents developed at the university are distributed to all structural divisions through electronic documentmanagement.

The management of accredited educational institutions ensures that work is carried out to assess the degree of satisfaction of students, employees and teachers through their questionnaires. The HEC notes that the information collected in the framework of the university's activities, including through statistical processing of information and reporting, makes it possible to form analytical reports.

The analysis of internal regulatory documentation, in particular QMS STU 4.03-2022 Design, development of educational services, management of educational and organizational processes (dated 31.08.2022) and QMS P 4.45-2022 Academic Policy (21.12.2022, Protocol No. 4), showed that the university does not define the criteriaрезультативностьfor effectiveness and

efficiency of activities in the field of education. in the OP section. It is recommended to analyze and institutionalize these indicators so that they are objective, comprehensive and reflect, both quantitative and qualitative aspects of evaluating the effectiveness of the EP. Performance and effectiveness criteria play an important role in the educational process, as they help to assess how well the EP meets the established standards and goals; how effectively resources are used to achieve educational goals; how well the EP meets the needs and interests of students, as well as contributes to their personal and professional development; and also help to identify the weaknesses of the EP and make the necessary changes to improve the learning process.

In the course of an online survey of teaching staff, 53.3% of teaching staff (32 people) rated the level of feedback between teaching staff and management as "very good", 4.9% (25 people) - "good", 5% (3 people) - "relatively bad".

Участием в принятии управленческих решений полностью удовлетворены 75% of teaching staff (45 people) are fully satisfied with their participation in managerial decision (45 чел.), частично удовлетворены – making, and 25% (15 people) are partially satisfied.

76.7% (46 people) are fully satisfied with the support of suggestions and comments from the teaching staff, 76.7% (46 чел.), частично удовлетворены – staff, and 23.3% (14 people) are partially satisfied.

At the same time, 26.7% of teaching staff (16 people) answered "very well", 63.8% (41 people) - "good", 5% (3 people) - "relatively bad" to the question "How does the management and administration of the university perceive criticism in their address?" (3 чел.).

An online survey of students showed:

- 76.9% of students (40 people) are fully satisfied with the content and information content of the website of the educational organization in general and faculties in particular 76.9% обучающихся (40 чел.), частично удовлетворены – , 19.2% (10 people) are partially satisfied, 1.9% (1 person) are partially dissatisfied and unsatisfied;

- 78.8% of students (41 people) are fully satisfied with the speed of responding to feedback from teachers regarding the educational process 78.8% обучающихся (41 чел.), частично удовлетворены – , 17.3% (9 people) are partially satisfied, and 3.8% (2 people) are partially dissatisfied.

- 80.8% of students (42 people) are fully satisfied with informing students about courses, educational programs and academic degrees obtained 80.8% обучающихся (42 чел.), частично удовлетворены – , 13.5% (people), are partially satisfied – , 3.8% (2 people) are partially dissatisfied, and 1.9% (1 person) are not satisfied.

Strengths/best practices of OP 6B04105 "Accounting and economic analysis", 6B04106 "Banking and financial Management" are absent.

Recommendations for OP 6B04105 "Accounting and economic analysis", 6B04106 "Banking and financial management":

- In the 2024-2025 academic year, determine the criteria for the effectiveness and effectiveness of the EP, and conduct an annual assessment of the EP based on approved indicators.

WEC's conclusions based on the following criteria:

According to the standard "Information management and reporting" OP 6B04105 "Accounting and economic analysis", 6B04106 "Banking and financial management" имеют 1 there are 1 6 satisfactory positions, 1 criterion requires improvement.

6.33. Standard "Development and approval of the educational program"

- ✓ The university must demonstrate the existence of a documented procedure for developing the EP and its approval at the institutional level.
- ✓ The university must demonstrate that the developed OP meets the established goals and planned learning outcomes.
- ✓ The OP management should determine the impact of disciplines and professional practices on the formation of learning outcomes.
- ✓ The university demonstrates the existence of a graduate model of the OP, which describes the results of training and personal qualities.
- ✓ The qualification awarded upon completion of the EP should be clearly defined, explained and correspond to a certain level of NSC, QF-EHEA.
- ✓ The management of the EP should demonstrate the modular structure of the program based on ECTS, ensure that the structure of the content of the EP corresponds to the goals set, with a focus on achieving the planned learning outcomes of each graduate.
- ✓ The OP management should ensure that the content of academic disciplines and learning outcomes correspond to each other and the level of study (bachelor's, master's, doctoral studies).
- ✓ The OP management must demonstrate that external reviews of the OP are conducted.
- ✓ The EP management should provide evidence of the involvement of students, teaching staff, and other stakeholders in the development and quality assurance of the EP.
- ✓ The OP management should demonstrate the uniqueness of the educational program, its positioning in the educational market (regional/national/international).
- ✓ An important factor is the ability to prepare students for professional certification.
- ✓ An important factor is the existence of a joint and / or two-degree OP with foreign universities.

Proof part

Development and approval of educational programs at the university is carried out in accordance with the provisions of regulatory legal acts in the field of higher and postgraduate education, the Программой развития University Development Program, as well as documentation developed by the university, including QMS STU 4.03-2022 Design, development of educational services, management of educational and organizational processes (dated 31.08.2022).

(<https://drive.google.com/file/d/1GI3x1SBnFRLZH1CQHbT1HtEOEALsrif9/view>) P 4.45-2022 Academic Policy (21.12.2022, Protocol No. 4) (<https://drive.google.com/file/d/1QX36DUKgdS5cznr5Z6v3aJ1wGaG2zXmG/view>).

The objectives of the OP are consistent with the mission of the university, the National Qualification System. When developing the EP, the degree of labor intensity of the student's academic load is taken into account for all types of educational activities provided for in the curriculum, and credits are clearly defined. The content of academic subjects and learning outcomes of accredited OP correspond to the level of training.

The purpose of OP 6B04105 "Accounting and Economic Analysis" is to train competitive specialists in the field of accounting and auditing, who have mastered fundamental knowledge in the professional field, are capable of implementing them in practice and are ready for continuous professional self-improvement and self-development throughout their lives in a changing external environment.

The purpose of OP 6B04106 "Banking and financial Management" is to train future creative employees of the financial sector who are in demand in the labor market, have mastered fundamental knowledge in the field of finance, financial analytics and management, are able to implement them in practice and are ready for continuous professional self-improvement throughout their lives.

ОП проектируются They are designed on the basis of a modular training system in accordance with the Dublin Descriptors, based on ECTS. The content and structure of the OP correspond to the State educational standards and are implemented through working curricula, based on educational and methodological complexes of OP and disciplines.

The Department of "Business and Services" keeps in constant contact with organizations of the city and region. Representatives of enterprises participate in drawing up the list and content of elective subjects, in providing opportunities for practical training, and are also involved in the development and updating of the OP. Thus, employers took part in the development of OP 6B04106 "Banking and Financial Management" in 2024: Aidarbekov R..D..-Director for Lending of the Akmolra branch «of First Heartland Jusan Bank JSC, Kishibaev Zh.. E.-Deputy director of the branch of Bereke Bank JSC, Dosmaganbetova M..S.. - Director of IP

"Dosmaganbetova", Sharipov Zh. S. - head coach of the training Center of HR Management of JSC "Eurasian Bank", Myrza G.S. – Chief Manager of JSC "Halyk Bank". During the development of OP 6B04105 "Accounting and economic analysis" - Deputy Director for Economic Affairs of the State Enterprise "Kokshetau Higher Medical College" Karashina A. A., HR manager of "BeautyBrand" LLP» Komarov S. V., leading expert of the KSU "Financial and Informatization Center" At the Board of Education of the Akmola region Gabbasova A. A.; leading specialist of the Department Head of road maintenance of UAPF JSC D. S. Salimov, accountant of Altyn Bala Aybakirova State Enterprise A. R. Aubakirova, accountant of AUDITING LLP Нұрлан D. S. Nurlan, accountant of Yasmina Agro LLP Яковчук O. A. Yakovchuk.

In order to improve the quality of training of qualified specialists, strengthen the practical orientation of the educational process, conduct joint research and implement research results in production, branches of departments are created at enterprises (QMS P 4.05-2020 Regulations on the branch of the department (https://drive.google.com/file/d/14PfmFe1GmcKBg1zG7e5S_iSR91elo2sm/view). The Department of Business and Services has an agreement on the organization of a branch of the department in production with JSC "Eurasian Bank" (No. 16 dated 23.09.2022), Akmola regional branch of JSC "First Heartland Jusanbank" (No. 31 dated 19.10.2020), Akmola regional branch of JSC "Kazpost" (No. 15 dated 22.09.2022).

Accredited training programs are developed by working groups that include teaching staff, employers, students, and graduates. The working group on OP 6B04106 "Banking and financial management" includes the head of OP Alpysbayeva Zh. Zh., head of the Department "Business and Services" Utegenova Zh. S., employer Aidarbekov R. D., student Sarsembayeva D. Zh., graduate Dorogova A.V. On OP 6B04105 "Accounting and economic analysis" the developers are the head of OP Zakirova M.S., head of the Department "Business and Services" Utegenova Zh. S., employer Serikpaev B. S., student Kaparov E. E., graduate Shapar M. V. OP agreed with the Chairman of the Academic Council, head of the DAR, head of the CPUiUMR, Director of the Higher School of Business and Law, head of the CCIT, considered at the meeting of the Academic Council of the University (Protocol No. 2 of 24.02.2023) and approved by the decision of the Academic Council (Protocol No. 10 of 22.06.2023).

В оценк Representatives of the academic community, employers and students, graduates, industry experts, and the regional council of the Atameken National Chamber of Entrepreneurs participate in the assessment of the quality of software development Атамекен.

OP's are subject to external expertise by employers. To identify the needs of employers, the university conducts an annual survey. Expert opinions and reviews received from employers' representatives ensure the improvement, modernization and updating of the implemented educational concepts. In 2023, OP received positive expert opinions and recommendations from employers: Kishibaev Zh. E. - Deputy Director of the branch of JSC "Bereke bank" in the Akmola region; Serikpaeva B. S. - Chief accountant of the Akmola regional branch of JSC "Kazpost"; Shaimergenova Zh. B. – Director of branch No. 17 of JSC "Eurasian Bank"; Kuandykova U. S. - Director of the branch No. 17 of JSC "Eurasian Bank". Chief accountant of the Akmola regional representative office of JSC NCFood Corporation».

The University develops graduate models based on the Qualification Directory of positions of managers, specialists and other employees, the results of a survey of academic experts and employers.

The University has created conditions for internships: programs have been developed that meet the goals and objectives of training specialists; long-term and short-term contracts for conducting internships have been concluded. The main goal of professional practices is the formation of practical skills of professional activity. Kokshetau enterprises are the bases for passing industrial practice in OP 6B04105 "Accounting and economic analysis", 6B04106 "Banking and financial management". являются предприятия г. : Er-Agro-2008 LLP, Eurasian

Bank JSC, AO «Home Credit Bank JSC, Bereke bank JSC, KT Dostyk-Druzhba LLP, AO «First Heartland Jusanbank JSC, NPO YUNA LLP, Freedom Finance Bank Kazakhstan JSC, Forte Bank", "Gormolzavod" LLP, "Agriolan" LLP, "PetroRetail" LLP, "RAIWALL" LLP, etc.

The university's development plan provides for the internationalization of the educational process by increasing the share of educational programs with English as the language of instruction, joint and double-degree educational programs, including in the direction of Business and Management education with Woosong University (South Korea).

Analytical part

During the visit, experts analyzed educational programs, educational and methodological support for their implementation. The documentation is developed in accordance with intra-university guidelines and regulatory requirements of the Republic of Kazakhstan.

The CE management ОП justifies the individuality and uniqueness of accredited CE's by their focus on training specialists in the relevant industries. So, for example, "the specialty of ОП 6B04105 Accounting and Economic Analysis is to provide training for bachelors in accounting, analytical, organizational, managerial and research activities in the field of accounting and audit, who have competencies in accordance with the needs of developing enterprises in Kazakhstan." "The uniqueness of ОП 6B04106 "Banking and financial management" is due to the growing demand in the labor market for financial professionals – professionals in the financial management of the state, private enterprises, joint international enterprises and organizations of various forms of ownership and management». However, such a framework approach, which can be applied to any similar-oriented SPS, should be specified in the direction of revising the SPS in terms of their competitiveness and uniqueness in accordance with national priorities and regional development features. When determining the uniqueness of the EP, the management of the EP should focus on certain skills, teaching methods or specific aspects of the content of the EP, such as the development of unique courses and modules that reflect current trends and new technologies; the introduction of innovative teaching methods and pedagogical approaches; cooperation with industry and partnership with organizations; international cooperation and exchange programs; support for student initiatives and research projects, etc.

The university has some elements of preparing students for professional certification. The Higher School of Economics recommends increasing the training of students for professional certification, including international certification, in order to provide graduates with competitive advantages in the labor market. Passing certification confirms the level of knowledge, skills and competencies of students, making them more attractive to employers. International certification expands employment opportunities abroad and strengthens the university's reputation as a high-quality educational institution. It also promotes the development of international partnerships and increases the prestige of the university on a global scale.

Also, the management of accredited educational institutions should strengthen their work on developing joint /two-degree educational programs with universities in the near and far abroad. The university has a large number of cooperation agreements with foreign universities, and some experience in academic mobility of students and teaching staff. The procedure for developing and implementing two-degree and joint educational programs is regulated by the relevant Regulation of the QMS No. 4.28-2022 (approved by US 20.10.2022, Protocol No. 2). Joint and two-degree programs will allow the university to strengthen its international relations and partnerships with foreign educational institutions. This will facilitate the exchange of knowledge, best practices and teaching methods and innovations, and enrich the educational experience, for both students and teachers.

According to paragraph 5 of Article 5 of the Law "On Professional Qualifications", the Ministry of Finance of the Republic of Kazakhstan has developed the professional standard "Accountant", which should be applied in the areas of accounting and financial reporting in the development and updating of educational programs for the professional component, as well as in the independent assessment of qualifications. In this regard, the management of the ОП should

review the existing model and the graduate of the OP 6B04105 "Accounting and Economic Analysis" for its compliance with the requirements of the professional standard and make appropriate adjustments to the content of the OP and other educational and methodological documentation.

The survey of teaching staff conducted during the visit to IAAR showed that the content of the educational program "very well" meets the scientific and professional interests and needs of 71.7% (43 people) of respondents, "well" - 28.3% (17 people).

70% of teaching staff (42 people) believe that the management of the educational institution pays "very good" attention to the content of the educational program, 30% (18 people) - "good".

58.3% (35 people) "very well" assess the compliance of educational programs in terms of content and quality of implementation with the expectations of the labor market and employers, 41.7% (25 people) rate "good".

Поддержку вуза и его руководства разработки новых образовательных программ 66.7% of teaching staff (40 people) rated the support of the university and its management for the development of new educational programs (40 чел.) "very good", 33.3% (20 people) - "good".

The survey of students showed that 82.7% (43 people) were fully satisfied with the quality of educational programs in general (43 чел.), частично удовлетворены, and 17.3% (9 people) were partially satisfied.

Strengths/best practices of OP 6B04105 "Accounting and economic analysis", 6B04106 "Banking and financial Management" are absent.

Recommendations for OP 6B04105 "Accounting and economic analysis", 6B04106 "Banking and financial management":

- In the 2024-2025 academic year, the OP management should identify the uniqueness and individuality of each individual OP based on its positioning as a competitive program that can meet the current and future needs of stakeholders.

- In the 2024-2025 academic year, conduct an analysis of international professional certification programs, determine the list of disciplines whose content is aimed at preparing students for professional certification; by the beginning of the 2025-2026 academic year, make appropriate adjustments to the content of OP and academic disciplines.

- In the 2024-2025 academic year, develop an action plan to harmonize the content of the OP with similar OP of foreign universities in order to form and implement joint and/or two-degree OP in the period up to 2026.

- By the end of the 2023-2024 academic year, bring the graduate model of OP 6B04105 "Accounting and Economic Analysis" in accordance with the requirements of the professional standard "Accountant", make appropriate adjustments to the content of the educational program.

WEC's conclusions based on the following criteria:

According to the standard "Development and approval of the educational program" OP 6B04105 "Accounting and economic analysis", 6B04106 "Banking and financial Management" I have 9 satisfactory positions, 3 criteria require improvement.

6.44. Standard "Continuous monitoring and periodic evaluation of educational programs"

✓ The university should ensure that the structure and content of the EP are reviewed, taking into account changes in the labor market, the requirements of employers and the social demand of society.

- ✓ The university must demonstrate that there is a documented procedure for monitoring and periodic evaluation in order to achieve the goal of the EP and continuously improve the EP.
- ✓ Monitoring and periodic evaluation of the EP should consider:
 - ✓ content of the program in the context of the latest achievements in science and technology in a particular discipline;
 - ✓ changes in the needs of society and the professional environment;
 - ✓ students' workload, academic performance, and graduation;
 - ✓ effectiveness of student assessment procedures;
 - ✓ the needs and degree of satisfaction of students;
 - ✓ compliance of the educational environment and support services with the goals of the OP.
- ✓ The EP management should publish information about changes to the EP, inform interested parties about any planned or taken actions within the framework of the EP.
- ✓ Support services should identify the needs of different groups, students and the degree of their satisfaction with the organization of training, teaching, assessment, and development of the OP in general.

Proof part

Monitoring and periodic evaluation of the QMS is carried out on the basis of internal regulatory documents, including clause 14 of the QMS P 1.01-202-2020 Regulation on the Internal Quality Assurance System (30.11.2020). Continuous monitoring, periodic evaluation and revision of the QMS are aimed at ensuring their effective implementation and creating a favorable learning environment for students (<https://drive.google.com/file/d/1Nx4NGwdqQXVGnmiK43QknhxAJ8fhBW1f/view>).

Monitoring of the EP is carried out by the Department of OM Academic Development, Department of Strategy, Accreditation and Quality Management together with Академическим the Academic Quality Department of the Higher School of Business and Law.

The university conducts an internal audit on a regular basis. A corresponding documented procedure has been developed (QMS DP 02-2020 of 29.10.2020 "Internal Audit"), which sets out the responsibilities and requirements for planning and conducting internal audits of the university's quality management system, documenting and maintaining internal audit certificates, as well as for subsequent actions, including verification of the measures taken. The purpose of the audit is to identify the strengths and weaknesses of practical activities within the framework of the EP management and develop recommendations for eliminating shortcomings and spreading positive experience. Feedback in the form of a report on corrective actions allows you to track the implementation of the plan to eliminate deficiencies.

Monitoring of students' academic achievements is carried out in accordance with the requirements of regulatory documents in the "Platonus" system. The results of current and mid-term control, as well as intermediate certification, are available to students on the educational portal and in the AIS "Platonus". Teachers submit the results of the current control to the AIS "Platonus" progress log on a daily basis. The results of the exams are also available to students on the day they are held. There is a mobile version of the site that allows students to quickly view all information from mobile devices. Questions of the quality of students' knowledge are considered at meetings of collegial bodies – meetings of the Department, the Academic Council for Quality, and the Academic Council.

To assess the satisfaction of internal needs, the Department of Strategy, Accreditation and Quality Management organizes and conducts a survey of students, teachers and employers of the university every academic period, which assesses the content of the subjects studied and overall satisfaction.

Also, visits to teaching staff classes are organized annually in order to check the quality of classroom classes in accredited educational programs, evaluate the teacher's performance and professional development. Results in the context of teachers are compiled in the form of reports for discussion at meetings of the department.

On a regular basis, the EP is reviewed taking into account changes in the labor market, the needs of employers, the latest scientific achievements in specific disciplines, and the social demand of society.

Internal quality assessment and expertise of educational programs are provided by the Academic Council of the university, the Educational and Methodological Council of the

university and the educational and methodological commissions of schools/institutes. The system of external monitoring of the effectiveness of the implementation of the EP includes university accreditation procedures, participation in the EP ratings conducted by various independent organizations.

The faculty of the department is constantly working to study the state of the labor market and the demand for graduates of the OP. During the year, the department monitors employment, constantly updates the database of graduates. The results of employment are discussed at meetings of the department and transmitted to the Career and Employment Center (<https://shokan.edu.kz/ru/departments/career-center/>).

Analytical part

During the analysis of the self-assessment report, website materials and conversations with university staff, the HEC noted that the university has taken measures to regulate the process of monitoring and evaluating the OP. Monitoring mechanisms are described and implemented within the framework of the current quality management system. However, insufficient information is provided to all stakeholders about any planned or implemented actions in relation to the EP, which is an important element of monitoring the implemented EP.

The HEC considers it necessary to carry out a number of measures to improve the effectiveness of student assessment procedures: review and improve the assessment system to ensure its transparency, fairness and objectivity; introduce various forms of assessment to fully assess students' achievements; train and improve the skills of teaching staff in modern assessment methods and the use of assessment criteria; include feedback from students on the following issues: evaluation procedures for continuous improvement; develop clear and understandable evaluation criteria that are accessible to students; regularly audit and self-evaluate evaluation procedures to identify weaknesses and opportunities for improvement. Such measures will help improve the quality of the assessment process at the university, make it more effective and contribute to a more accurate reflection of the level of knowledge and skills of students.

According to the university, "the mechanism of informing all interested parties about any planned or taken actions in relation to the OP has been developed and implemented automatically. Employers, teachers, and other interested parties are informed about the meeting 1 month before the OP is discussed, and the time and methods of participation of specific individuals are agreed upon. The results of the discussion при необходимости are published in the mass media, if necessary». However, when studying the official website of the university, the lack of updated information was revealed, which makes it difficult to inform the main stakeholders. In the course of interviews, students of accredited EOS also demonstrated ignorance about changes related to the EOS. Thus, the mechanism for timely informing all interested parties about organizational decisions taken and planned in relation to the OP has not been implemented.

According to the results of a survey of teaching staff, 56.7% (34 people) believe that the knowledge of students obtained at this university "very well" corresponds to the realities of the requirements of the modern labor market, 43.3% (26 people).

For 30% of teaching staff (18 people), the training load "very well" corresponds to their expectations and capabilities, for 68.3% (41 people) - "good", for 1.7% (1 person) - "relatively bad".

58.3% of teaching staff (35 people) believe that the educational program in terms of content and quality of implementation "very well" meets the expectations of the labor market and employers, 41.7% (25 people) - "good".

78.8% of students (41 people) are fully satisfied with the academic load and student requirements, 17.3% (9 people) are partially satisfied, and 3.8% (2 people) are not satisfied.

7.5% (39 people) are fully satisfied with the objective assessment of knowledge, skills and other educational achievements 75% (39 чел.), частично удовлетворены – , 23.1% (12 people)

are partially satisfied– , and 1.9% (1 person) are not satisfied.

75% (39 people) of students expressed full agreement that the material proposed by the teacher is relevant and reflects the latest achievements in science and practice, agree – 15.4% (8 people), partially agree-7.7% (4 people), disagree – 1.9% (1 person).

We fully agree that the assessment criteria used by the teacher are clear: 71.2,2% (3-77 чел.), согласны people), 21.2% (11 people) agree чел.), and 7.7% (4 people) partially agree.

Strengths/best practices of OP 6B04105 "Accounting and economic analysis", 6B04106 "Banking and financial Management" are absent.

Recommendations for OP 6B04105 "Accounting and economic analysis", 6B04106 "Banking and financial management":

- Руководству The OP management should annually monitor the effectiveness of assessment systems used by teachers in academic disciplines; discuss the results of monitoring at meetings of collegial management bodies.

- Conduct annual monitoring and evaluation of the quality of educational programs; publish the results of monitoring on the university's website.

- In 2024, the university management will develop and implement a mechanism for timely informing stakeholders about the organizational decisions taken and planned actions regarding the OP using the official website of the university.

WEC's conclusions based on the following criteria:

According to the standard "Continuous monitoring and periodic evaluation образовательных of educational programs" OP 6B04105 "Accounting and economic analysis", 6B04106 "Banking and financial management" have 8 satisfactory positions, 2 критерия require improvement.

6.55. Standard "Студентоцентрированное 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 management of the EP should ensure that teaching is based on modern achievements of world science and practice in the field of training, the use of various modern teaching methods and assessment of learning outcomes that ensure the achievement of the goals of the EP, including competencies, skills in performing scientific work at the required level.

✓ The management of the OP should determine the mechanisms for distributing the academic load of students between theory and practice in the framework of the OP, ensuring the development of the content and achievement of the goals of the OP by each graduate.

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

✓ The university must ensure that the procedures for evaluating learning outcomes are consistent with the planned results and goals of the EP.

✓ The university should ensure consistency, transparency and objectivity of the mechanism for evaluating the learning outcomes of the OP, publication of evaluation criteria and methods in advance.

✓ Evaluators should be familiar with modern methods of evaluating learning outcomes and regularly improve their skills in this area.

✓ The EP management should demonstrate the existence of a feedback system for using various teaching methods and evaluating learning outcomes.

✓ The OP leadership should demonstrate support for 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.

Proof part

Принцип The principle of student-centered learning at Kokshetau University named after Sh. Ualikhanov is based on respect and attention to the personality of students and their needs, expressed in the provision of flexible learning paths; the use of various forms of teaching and a variety of pedagogical methods and technologies; regular feedback on all issues; support for student autonomy with proper guidance and assistance from the teacher; strengthening mutual respect between teachers and students; having the necessary procedures in place to respond to student complaints.

Respect and attention to different groups of students and their needs is shown in the form

of providing information on the official website of the educational organization in three languages: Kazakh, English and Russian, which allows you to ensure the same conditions for learning and other activities (<https://shokan.edu.kz/ru/about/>).

According to the educational programs of Cluster 2 6b04105 Accounting and Economic Analysis; 6b04106 Banking and Financial Management, the faculty implements a student-centered approach to training in accordance with the Regulation "Academic Integrity Policy" (https://drive.google.com/file/d/17mB9L_s51DBMplVNF_Pm49QBa8SJCTef/view). The document directly reflects the principles of academic integrity, rights and obligations, the list of violations, responsibility and penalties, the procedure for applying measures in case of violation of the policy, as well as the specifics of the functioning of the disciplinary commission.

Planning of the educational trajectory (registration for disciplines) is carried out in accordance with the academic calendar. The registration procedure for elective courses is organized by the office registrar in electronic form with the methodological and advisory assistance of the department and advisors (<https://drive.google.com/file/d/1aQ4ozk9sb1HE4ONn2Xejd9Zca05DRCE1/view>), office registrar (<http://www.kgu.kz/ru/ofis-registrator-i-centr-obluzivania-obucausihsa>).

In order to improve educational and methodological activities, improve the quality of education, review catalogs of elective subjects, academic calendars, disciplines, study best teaching practices, etc. the Kokshetau University named after Sh. Ualikhanov operates an Educational and Methodological Council (<https://drive.google.com/file/d/19G7rR9V2FhAXqVwhn4OOUexqJE98u3G3/view>).

When implementing the OP, equal opportunities for students are provided due to the availability of all training materials in all academic disciplines on the Educational Portal (lecture texts, presentations, methodological recommendations, video materials, tasks, questions, tests, literature, etc.). Students have access to the academic schedule, scientific library, ratings, additional information via their personal account. educational services, orders, your academic performance, terms and results of intermediate certification, absenteeism, elective courses, etc.

Members of the EEC noted that the university takes into account the needs of various groups of students when forming the EP. Participation of students in inter-university, inter-faculty, regional and international Olympiads, competitions, conferences also allows to assess the level of students' training in OP 6b04105 Accounting and economic analysis; 6b04106 Banking and financial management by independent experts. The necessary information about the results of students' participation in various Olympiads and competitions is available at the department and posted on the university's website, as well as on social networks.

For the development of a comprehensive, interesting and useful student life for the full realization of the individual, the organization of systematic work to improve the mechanisms of student self-government at the level of the student group, course, and faculty, the university implements the principles of Student Self-government.

B Kokshetau University named after Sh. Ualikhanov has established a Student Self-Government Fund (<https://drive.google.com/file/d/1JX9YJoRHAHj9D-v7u-rKR12v1GiXGpZx/view>) whose funds are used to finance educational activities, implement projects and creative ideas, acquire students' skills in working life, etc.

Studying the opinion of graduates on educational programs is carried out using the Graduate Questionnaire posted on the official website of the university, in Russian and Kazakh (https://docs.google.com/forms/d/e/1FAIpQLSdwIq7JozWWy_t1rYY9NtUc38JOaswqmSacJhi56zHm_ZdeA/viewform).

B Kokshetau University named after Sh. Ualikhanov has documented the procedure for responding to student complaints (https://drive.google.com/file/d/10s3JF4K4v4gqq9-4KUhx6M2_QQoC9EzA/view). The university has developed a system of advising, that is, mentoring for students in order to improve the individual development trajectory, and also developed a curatorial procedure (<https://drive.google.com/file/d/1mtHKBI9n1rfYbFkPf6RT3heg2ivEy6KX/view>).

Members of the EEC noted that the university takes into account the needs of various groups of students when forming the EP. Participation in inter-university, inter-faculty, regional and international scientific events makes it possible to assess the level of training of students as satisfactory.

Analytical part

During the accreditation procedure 6BB04105 Accounting and Economic Analysis; 6b04106 Banking and Financial Management at Kokshetau University named after Sh. Ualikhanov, the members of the Higher School of Economics confirmed the existence of processes that ensure equal opportunities for students to form an individual educational trajectory.

Assessment of learning outcomes is a general process of critical and systematic analysis, which determines the level and quality of students' training in academic disciplines, as well as the skills acquired by students at the end of their studies. At the same time, the commission notes the lack of development, implementation and effectiveness of active training methods.

In the report on self-examination of the University regarding the implementation of accredited programs, it is noted that the teaching staff does not have their own research in the field of teaching methods of academic disciplines of the OP. However, during the interview with the teaching staff, it was noted that there are such developments (author's online courses, case studies, etc.), but they are not published properly, but are only discussed at the department meeting.

Various forms of assessment include: assessment of knowledge, the level of their understanding and processing, assessment of specific skills, abilities and competencies of the student in a particular field. The university has established and described criteria for evaluating student performance, but there is no transparency and accessibility of their communication to students. Assessment tools are defined by the objectives of the OP and are focused on the definition/assessment of emerging competencies. The number of credits is set in the UE and means that the student has fully completed the amount of work, which is an indicator of the presence of the specified competencies. However, as it was revealed during the work of the HEC, evaluators do not fully improve their skills in terms of mastering modern methods for evaluating learning outcomes, as well as improving evaluation criteria.

To attract qualified teachers, the University has established partnerships with enterprises and institutions, guest lectures, round tables and other events are held, information on which is presented on the official website. At the same time, the EEC experts noted the lack of information in open sources about planned scientific and methodological seminars and conferences, which would contribute to improving the methodology of teaching academic disciplines of the OP.

Members of the Higher School of Economics noted that teachers create the most comfortable conditions for students to master the disciplines of OP and obtain qualifications. However, based on the results of interviews with students and graduates of the university, the commission got acquainted with the wishes to increase practice-oriented classes for preparing for professional activities.

Strengths/best practices of OP 6B04105 "Accounting and economic analysis", 6B04106 "Banking and financial Management" are absent.

Recommendations for OP 6B04105 "Accounting and economic analysis", 6B04106 "Banking and financial management":

- In order to master modern teaching methods and improve the effectiveness of the procedure for evaluating learning outcomes, the OP management should carry out annual planning of teaching staff participation in scientific and methodological seminars and conferences, as well as training in advanced training programs on modern methods of evaluating

learning outcomes.

- In the 2024-2025 academic year, develop criteria for evaluating students' academic achievements in all types of control provided for by academic disciplines, with reflection in syllabuses.

- In the 2024-2025 academic year, develop and ensure the implementation of a plan of training activities for teaching staff in the field of teaching based on modern achievements of world science and practice, the use of various modern teaching methods and assessment, the development and implementation of their own research in the field of teaching methods of academic disciplines; by the beginning of the 2025-2026 academic year, reflect the results obtained in the content of the by the end of the 2025-2026 academic year, provide feedback on the effectiveness of their use.

WEC's conclusions based on the following criteria:

According to the standard "Студентоцентрированное Student-centered learning, teaching and assessment of academic performance" OP 6B04105 "Accounting and economic analysis", 6B04106 "Banking and financial management" have 6 satisfactory positions, 4 criteria require improvement.

6.66. The "Learners" Standard

- ✓ The university must demonstrate the policy of forming a contingent of students and ensure transparency and publication of procedures regulating the life cycle of students (from admission to completion).
- ✓ The OP management should provide for special adaptation and support programs for newly enrolled and foreign students.
- ✓ The university must demonstrate that its actions comply with the Lisbon Recognition Convention, including the existence and application of a mechanism for recognizing the results of academic mobility of students, as well as the results of additional, formal and non-formal education.
- ✓ The university should provide opportunities for external and internal academic mobility of students, as well as assist them in obtaining external grants for training.
- ✓ The university should encourage students to self-educate and develop outside of the main program (extracurricular activities).
- ✓ An important factor is the availability of a support mechanism for gifted students.
- ✓ The university must demonstrate cooperation with other educational organizations and national centers of the "European Network of National Information Centers for Academic Recognition and Mobility/National Academic Recognition Information Centers" ENIC/NARIC to ensure comparable recognition of qualifications.
- ✓ The university should provide students with places of practice, demonstrate the procedure for promoting employment of graduates, and maintain communication with them.
- ✓ The university must demonstrate the procedure for issuing graduates with documents confirming their qualifications, including the achieved learning outcomes.
- ✓ The management of the OP should demonstrate that graduates of the program have the skills that are in demand in the labor market and that these skills are really relevant.
- ✓ The OP management should demonstrate the existence of a mechanism for monitoring the employment and professional activities of graduates.
- ✓ An important factor is the existence of a functioning alumni association.

Proof part

To implement a systematic policy of forming a contingent of students, the University conducts a set of measures that ensure the image of the University in the region and the republic as a whole. Determination of professional orientation and professional qualities is a key aspect of the contingent formation policy 6b04105 Accounting and Economic Analysis; 6b04106 Banking and Financial Management at Кокшетауском Sh. Ualikhanov Kokshetau University..

The policy of forming a contingent of students in the context of OP, which ensures transparency and publication of its procedures, as well as regulates the life cycle of students, is reflected in the University's regulatory documents.

The implementation of the main tasks, procedure and organization of work of the admission committee of NAO "Kokshetau University named after Sh. Ualikhanov" is regulated by the relevant Regulation.

The University has approved the Rules for admission of students to educational programs of higher and postgraduate education (https://shokan.edu.kz/documents/165/18_pravila_priema_obuchaiushchikhsia_na_obrazovateln

ye_programmy.pdf).

Separate tabs have been created for students on the educational organization's website, which provide detailed information.

The section "Apply" presents threshold points for educational programs, deadlines for accepting documents, as well as organizational aspects of the implementation of the Charity Program "Educational Grants of the Public Foundation "Kazakhstan Halkyna" (<https://shokan.edu.kz/ru/undergraduate/>).

For international students, the following information is provided:

- a list of educational programs is available (https://shokan.edu.kz/documents/165/18_pravila_priema_obuchaiushchikhsia_na_obrazovatelnyye_programmy.pdf);

- all components of the admission process are presented (<https://www.global.shokan.edu.kz/ru/international-students/admission-process/>);

- the cost of admission and support opportunities are disclosed (<https://www.global.shokan.edu.kz/ru/international-students/cost-financial-aid/>);

- a brochure about the university is presented (https://www.global.shokan.edu.kz/documents/27/буклет_ИНДИЯ_А5_3.pdf).

The University has a Registrar's Office - an academic service that records the entire history of a student's educational achievements and provides organization of all types of knowledge monitoring and calculation of their academic rating. The registrar's office is designed to organize the educational process using credit technology of training, control the quality of students' knowledge, take into account the movement of the student body and prepare statistical reports (<https://shokan.kgu.kz/en/departments/ofis-registratora/>).

For each academic year, advisors register students, form a catalog of elective subjects, and also conduct the procedure for choosing elective subjects by students. On their basis, an individual educational trajectory of students is designed.

Advisors conduct training and consulting sessions to inform the content of the module and the competencies being formed. During the academic year, students' academic achievements are monitored and analyzed.

With first-year students, a series of training sessions is conducted to adapt students to the educational process of the university.

Examination materials are approved annually at a meeting of the department and provided to students no later than two months before the start of the examination session, along with the assessment criteria.

After completing the exam in each discipline, the student is given a final grade, which serves as an assessment of his academic achievements.

The final assessment of the discipline includes assessments of the admission rating and final control. The admission rating score is 60 % of the final discipline knowledge score, and the exam score is 40 % of the final discipline knowledge score.

The results of the exam, according to the exam sheet, are entered by the teacher in the Platonus information system within 24 hours after the end of the exam.

The subjects studied according to the selected OP contribute to the formation of professional consciousness and the development of the future profession, and the acquisition of the necessary skills in communicating with people of various categories.

Table 6.1 Total number of students enrolled in the educational program OP 6B04105-Accounting and Economic analysis for 5 years.

Akadem. year	Form of education	the Number of students in courses				total for all courses
		I	II	III	IV	
	Cipher OP	6B04102	5B050800	5B050800	5B050800	

September 2019/2020	full-time	on the basis of abouteducati	-	1	-	-	1
		On a paid basis	5	19	16	21	61
		On the basis of the	1	-	-	-	1
	Correspon dence	College	15	40	24	-	79
UNIVERSI TY		3	17	-	-	20	
Cipher OP			6B04105	6B04102	5B050800	5B050800	
September 2020/2021	full-time	on the basis of abouteducati	4	-	-	-	4
		On a paid basis	16	7	20	15	58
		On the basis of the	4	1	-	-	5
	Correspon dence DOT	College	28	10	35	-	73
		UNIVERSI TY	5	3	-	-	8
Cipher OP			6B04105	6B04105	6B04102	5B050800	
September 2021-2022	full-time	on the basis of abouteducati	-	3	-	-	3
		On a paid basis,	18	16	7	19	60
		On the basis of the	4	2	1	-	7
	DOT	College	28	18	12	-	58
		UNIVERSI TY	9	7	-	-	16
Cipher OP			6B04105	6B04105 with	6B04105	6B04102	
September 2022-2023	full-time	on the basis of abouteducati	2	-	3	-	5
		On a paid basis	21	16	15	7	59
		On the basis of College	-	3	1	-	4
	DOT	College	23	18	20	-	61
		HEI	-	9	-	-	9
Cipher OP			6B04105	6B04105	6B04105	6B04102	
September	full-time	on the basis of abouteducati	-	2		3	5

2023/2024		On a paid basis	12	23	16	16	67
		On the basis of the	7		3		10
	DOT	College	28	17	15		60
		UNIVERSITY	8	-	-		8

Table 6.2 Contingent of students of OP 6B04106 Banking and financial management for the 2019-2024 academic year.

	2019-2020 academic year	2020-2021 academic year	2021-2022 academic year	2022-2023 academic year	2023-2024 academic year
Full					
- time CO	42	31	44	54	33
RO	47	44	68	89	67
Full-time distance learning with the use of educational technologies					
CO	14	10	3	2	0
RO	40	38	29	20	20

The dynamics of the movement of the contingent and its safety from the 1st year is presented on the example of the 4th year of recruitment in 2020.

Table 6.3 Dynamics of movement контингента обучающихся of the 4th year students ' contingent

4th year	September 2020-2021 academic year	September 2021-2022 academic year.	September 2022-2023 academic year.	September 2023 - 2024 academic year.
KO	7	11	11	11
RO	11	13	11	11

Assessment of students ' knowledge, skills and abilities is carried out at the following levels: current assessment at seminars, practical and final classes, intermediate certification - exams and tests after completing the study of disciplines and practical training, final final certification.

The final grade in the lesson is set as the average student's grade for each stage of the lesson. Depending on the type of activity, the current control may include one or more forms of control. Forms of current control must be recorded in the discipline's work program. It is allowed to use computer technologies for conducting a control event and processing its results.

The HEC members confirmed that the management of the evaluated OP systematically analyzes the academic performance of students. The analysis conducted by the EEC members

allowed us to determine the presence of consistently high academic performance of students in accredited OP 2 clusters.

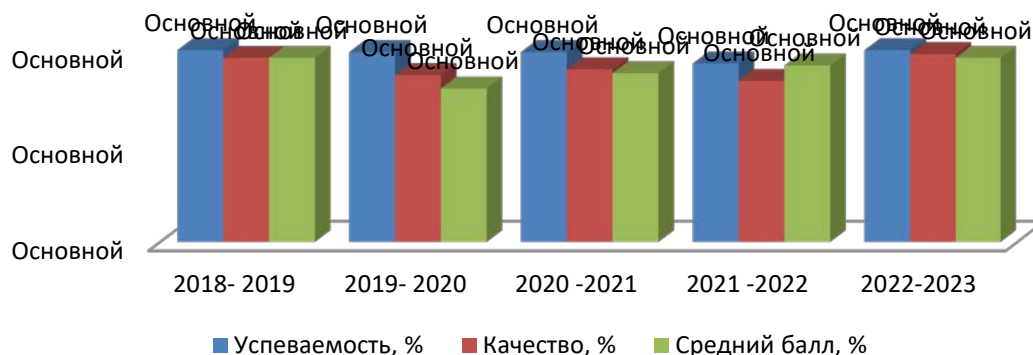


Figure 6.1 Student performance in 6B04102 Accounting and Economic analysis

The academic performance of students of the accredited OP 6B04106 Banking and Financial Management for the reporting period of the analysis remains at a fairly high level, so the success rate of passing sessions in the 2021-2022 academic year is 100%, in the 2022-2023 academic year-100%. in the 2023-2024 academic year-100%.

Academic performance and quality of students' knowledge 6B04102 Accounting and economic analysis at a high level. The average full-time academic achievement score for 4 years was 89 points, and the quality of knowledge on average is 91 %, the average score is 88.

Table 6.4 Analysis of academic performance of students of the OP Accounting and Economic Analysis for the academic year 2019-2023.

Year	Number of students	Academic performance in %	Quality in %
2021-2022	69	100	97
2022-2023	68	90	79
2023-2024	83	90	61
Average for 3 years	93	93	79

Academic performance and quality of students' knowledge OP 6B04103 Accounting and economic analysis at a high level. The average full-time academic achievement score for 3 years was 93 points, and the quality of knowledge on average is 79 %, the average score is 80.

Table 6.5 Academic performance by OP 6B04106 Banking and financial management

Year	Number of students	Academic performance (%)	Quality (%)
2019-2020	89	96	92
2020-2021	75	98	89
2021-2022	112	97	91
2022- 2023	143	89	59
2023-2024	100	98	58

Students who have achieved the established level of average academic performance are transferred to the next course by order of the Chairman of the Management Board-Rector.

Table 6.6 Transferable GPA score established at the Sh. Ualikhanov KUUалиханова

	1st to 2nd year	2nd to 3rd year	3rd to 4th year
Bachelor	's degree 1,9	2,1	2,33

The University has an international cooperation department that develops international cooperation between the university and foreign educational organizations, research centers, and supports academic mobility of teaching staff and students (<https://shokan.edu.kz/ru/departments/mezhdunarodnyj-otdel/>). At the same time, information on external and internal academic mobility of students enrolled in accredited programs requires detailed planning.

Academic mobility at the university is carried out in two main areas: training of students in Kazakhstan partner universities and training in foreign universities. Mobility programs are implemented within the framework of agreements between partner universities.

To improve the training of specialists and implement the principle of academic mobility, the university has signed agreements with leading universities of near and far abroad: the Baltic International Academy (Latvia, Riga), the Latvian Agricultural University (Latvia, Jelgava), the University named after Prof. Asena Zlatarova (Bulgaria, Burgas), Latvian Agricultural University (Latvia, Jelgava), Vytautas the Great University (Lithuania, Kaunas), University of Alicante (Spain, Alicante), University of Goa (India, Marmagao), Shenyang Pedagogical University (China, Shenyang), Tomsk State University of Architecture and Civil Engineering-Tomsk State University of Civil Engineering (Russian Federation). Inenyu University (Turkey, Malatya), A. S. Pushkin Brest State University (Belarus, Brest), Guilin University of Tourism (China), University of Gdansk (Poland, Gdansk), Woosong University (South Korea, Daejeon), Миколаас Mikolas Romeris University (Lithuania, Vilnius), University of Nebrija (Spain, Madrid), Sukmen University Сукмен (South Korea), University of Minnesota (USA).

Within the framework of internal academic mobility, agreements on academic mobility were signed with partner universities of the Republic of Kazakhstan (Almaty Technological University, Atyrau Oil and Gas University named after S. Utebayev, Aktobe Regional University named after K. Zhubanov, S. Amanzholov East Kazakhstan University Аманжолова, L. Gumilyov Eurasian National University, West Kazakhstan State University). University named after M. Utemisov, West Kazakhstan State Medical University named after Marat Ospanov, Kazakh National Pedagogical University named after Abai, Kazakh Women's National Pedagogical University, Karaganda University named after E. A. Buketov, Kazakh National Agrarian University, North Kazakhstan University named after M. Kozybayev and others). Every year, the university allocates 12,000,000 tenge.

Over the past 5 years, the following students have participated in academic mobility programs under OP 6B04106 "Banking and Financial Management":

In the 2021-2022 academic year 2 курса, Denis Prichipeev, a 2nd-year student, studied external academic mobility at the University of National and World Economy Bulgaria (Sofia);

in the 2021-2022 academic year, Букетовastudents of the 3rd year of the OP "Banking and Financial Management" Omash Zhuldyzai, Syzdykova Madina arrived from Karaganda University named after E. A. Buketov for 1 semester Омаш Жұлдызай.

in the 2022-2023 academic year, 2nd-year student Alimov Dinmukhammed was trained in external academic mobility at Vytautas Magnus University (Lithuania) at the expense of the university (university travel and insurance costs):

in the 2022-2023 academic year, 3rd-year student Kairzhan Aidana Kairatkyzy completed external academic mobility training at Mykolas Romeris the University of Mykola Romeris (Lithuania) at the expense of the university's funds (university travel and insurance costs):

in the 2023-2024 academic year, students from the International University of Tourism and Entrepreneurship of Tajikistan (Tajikistan, Dushanbe) were trained in external academic mobility in an online format:

1. Inoyatov Firdavs Farkhodovich-for the 3rd year, OP "Banking and financial management";
2. Nasridinova Umeda Nuritdinovna-for the 3rd year, OP "Banking and financial Management";
3. Zavkibekova Nigora Mastibekovna - for the 3rd year, OP "Banking and financial management";
4. Rakhimov Samaridin Akobirovich-for the 3rd year, OP "Banking and financial management".

On the tab of the educational institution's website, in the section "Career and Employment Center", information is provided regarding the bases of internships, the calendar schedule of their implementation, the list of branches of departments in production, the features of compiling diaries for industrial, educational and pedagogical practice (<https://shokan.edu.kz/ru/departments/career-center/>).

A special mention should be made of the list of ads on the website for information on employment opportunities for graduates (<https://shokan.edu.kz/ru/departments/career-center/>), as well as providing employment information.

Table 6.7 Number of employed graduates
OP Accounting and economic analysis from 2019-2023

OP Accounting and economic analysis	Number of graduates	Employed	% of employment
2019	24	19	79
2020	22	13	59
2021	16/1	8	53
2022	19	15	79
2023	8/1	6	86

As can be seen from the table, the number of employed graduates of the OP "Accounting and Economic Analysis" from 2019-2023 shows an upward trend in employment. On average, over 5 years, this indicator was 71.2 %.

Graduates of OP 6B04106 Banking and financial management are employed mainly in enterprises of the city and region. In general, employment rates are high, which confirms the demand for specialists in this profession.

Table 6.8. Employment of graduates of OP 6B04106 Banking and financial management

№	Academic year	Number of graduates	% of employment
1	2018/2019	26	69
2	2019/2020	31	54
3	2020/2021	8	75
4	2021/2022	13	77
5	2022/2023	36	91

In order to improve the quality of education, further expand and strengthen cooperation with foreign and Kazakh partner universities, the University organizes internal and external mobility programs for students (https://drive.google.com/file/d/1jZ_vz-TnAYuJWWL4FOrhgLnWkV19Iek/view).

It should be noted that for foreign students, a set of measures is carried out aimed at their

rapid adaptation
(https://drive.google.com/file/d/1UOqsM5JFzICAb0Tybyn0K_2LP0_T_ZX/view).

Financial support for gifted and talented youth, as well as promotion of high-quality academic performance and research is carried out in accordance with the Regulations on awarding scholarships to students (https://drive.google.com/file/d/1WJcNtZxTq_n-rJjbTyUbQ_-cZPQ5dV4a/view).

In order to identify gifted students in the NAO "KU named after Sh. Ualikhanov" among third-year students of all educational programs, an intra-university competition "Shokan Tarlandary" is held (<https://drive.google.com/file/d/13pJ8ZLY4-BUojxvKq0FediX3XgJQ9L1x/view>).

The University evaluates:

- social competencies of students
(<https://drive.google.com/file/d/1t71NYzOLvXFkNInvzJVthOdDJ4k88p7h/view>);

- research competencies of students
(https://drive.google.com/file/d/1md5_b9ksil_QIRVT0wXAvus7wOOB-tdr/view).

For the purpose of additional training, the website of the educational organization contains a Catalog of additional educational programs (Minor), which allows all students at the end of the first year of bachelor's degree to complete training in order to form key skills in 6-7 interrelated disciplines of a non-core training area for the student (<https://shokan.edu.kz/ru/for-a-student/katalog-dopolnitelnyh-obrazovatelnyh-programm-minor/>).

The procedure for recognition of learning outcomes is contained in the following documents and reflected on the website of the educational organization:

- Regulation on the procedure for recognition of non-formal education results by applicants of all levels of higher education
(<https://drive.google.com/file/d/13QIzYMPiZsKcvLwAYc5mgfHmk5UWDzmK/view>);

- Regulation on credit Recognition (<https://drive.google.com/file/d/1-sudyG4NW-8gL-0Efa-NqvSA-z9AA2PQ/view>);

- Regulation on the issue of the European Graduate Diploma Supplement
(https://drive.google.com/file/d/19A0IQgQuA24H2WtQ_qd-_DUkOX4oe1ai/view);

- Regulation on ensuring transparency of the national qualification testing process
(<https://drive.google.com/file/d/1ILXfRh4G52v71BmhocZoCHDiRoWzrVa8/view>).

The University develops and implements two-degree programs and joint educational programs (<https://drive.google.com/file/d/1LAYnRe80ulinomJ8F1YoOIKTixnxePLv/view>), as well as the implementation of dual training programs (https://drive.google.com/file/d/1FP_W3QkM08PMxOL9QmJEA11yZx8wsQM9/view).

Up to students in open form on the website of NAO "Kokshetau University named after Sh. Ualikhanov" provides information about released grants and quotas (<https://shokan.edu.kz/ru/for-a-student/vysvobodivshiesya-granty/>), including information about applicants for grants, which emphasizes the openness of the university's policy towards students. At the same time, scientific student circles function (<https://drive.google.com/file/d/116r0pDmSmI-YSPxycelnJhkyXM7DDm-n/view>), which allow you to develop the skills of independent scientific research.

(https://drive.google.com/file/d/1NAzW4UZn0I0aIFAh1fvVlwwvvGg_Zm-/view).

The practice bases correspond to the profile of a particular OP, and all types of practices are provided with educational materials.

В целях поддержки и содействия для развития деятельности НАО «КУ им. Ш. The Public Foundation "Ualikhanov University Alumni Association" operates in order to support and promote the development of higher and postgraduate education activities of NAO "KU named after Sh. Ualikhanov» в сфере высшего и послевузовского образования осуществляет свою деятельность Общественный фонд "Ассоциация выпускников " University(<https://shokan.edu.kz/ru/associaciya-vypusknikov-ualikhanov-university/obshestvennyj-fond-associaciya-vypusknikov/>). To officially join the Association, you

must fill out an appropriate application (<http://surl.li/fcswi>), which indicates that the university is open to graduates.

The Career Center is a structural division of Sh. Ualikhanov KUUалиханова, which provides assistance in building the career trajectory of university students and assistance in finding employment for graduates (<https://shokan.edu.kz/ru/departments/career-center/>).

Analytical part

In the process of analyzing the submitted documents and based on the results of the visit to the university, the EEC members came to the conclusion that the admission process to study at the university is clearly regulated, consistent and detailed on the university's website.

In the course of the work of the HEC NAAR in the NAO "KU named after Sh. Ualikhanov", it was confirmed that the university has pre-defined, published and consistently applied rules governing all periods of the student's "life cycle", i.e. admission, academic performance and recognition of results. This is also confirmed by the existence of a procedure for recognizing learning outcomes, which in turn follows from the existing academic freedom, which is reflected in the involvement of students in international project activities.

The policy of forming a contingent at the university is regulated and reflected in the relevant regulatory documents, as well as in the University's Development Strategy. The principles of creating an educational environment for students to achieve the required professional level, methods of feedback and informing students are presented. The University systematically evaluates communication with employers.

The analysis of the student body revealed relatively stable trends in accredited educational programs.

However, the EEC members note that recognition of previous learning outcomes is possible only within the framework of academic transfer, which excludes the possibility of recognizing the results of additional and/or non-formal training received outside the university / academic education system, which reduces students' opportunities for scientific integration and competitiveness in the labor market.

It should also be noted that in the course of interviewing students, HEC members found evidence of widespread support for students, both in scientific and creative activities. Students noted that teaching staff and university management can combine both the provision of some autonomy for students, and universal support and advice to students. This information is also reflected in the results of the student survey, and when asked how satisfied students are with the relationship between a student and a teacher, 80.8% (or 42 people) answered "fully satisfied", and 10 people (19.2%) "partially satisfied". 86.5% or 45 people are fully satisfied with their relations with the dean's office and the department. In turn, 84.6% (44 people) are completely satisfied with the level of responsiveness and accessibility of management (44 чел); 82.7% (or 43 people) are completely satisfied with the level of academic counseling.

During the visit and survey of students by the members of the Higher School of Economics, it was found that students need additional conditions to support and develop their potential, as well as improve independent work in terms of developing professional, scientific and social competencies.

This trend is confirmed by the following results.

To the question "Are you satisfied with the rest rooms for students?":

- 44.2% (23 people) are completely satisfied;
- 21.2% or 11 people are partially satisfied;
- 4 people (7.7%) are partially dissatisfied;
- 15.4% or 8 people are not satisfied;
- 6 people or 11.5% of the respondents find it difficult to answer.

When asked about the provision of students with dormitories, the following results were obtained:

- 55.8% (29 people) are completely satisfied;

- 26.9% or 14 people are partially satisfied;
- 3 people (5.8%) are partially dissatisfied;
- 3.8% or 2 people are not satisfied;
- 4 people or 7.7% of respondents find it difficult to answer.

Strengths/best practices of OP 6B04105 "Accounting and economic analysis", 6B04106 "Banking and financial Management" are absent.

Recommendations for OP 6B04105 "Accounting and economic analysis", 6B04106 "Banking and financial management":

- In the 2024-2025 academic year, develop a functioning mechanism for recognizing the results of non-formal and informal education. Regularly conduct awareness-raising activities among students and teaching staff about the possibilities and necessity of non-formal and informal education.
- Organize recreation areas in academic buildings and dormitories to realize the creative and scientific potential of students, as well as create a comfortable space, develop creativity and improve performance to continue educational activities until December 2025.
- Develop an action plan for the development of internal and external academic mobility of students in accredited educational programs for the 2024-2025 academic year.

WEC's conclusions based on the following criteria:

According to the standard "Trainees" OP 6B04105 "Accounting and economic analysis", 6B04106 "Banking and financial management" имеют there are 12 satisfactory positions.

6.77. Standard "Teaching staff"

- ✓ The university should have an objective and transparent HR policy in the context of OP, including hiring (including invited teaching staff), professional growth and development of personnel, ensuring the professional competence of the entire staff.
- ✓ The university must demonstrate that the quality of teaching staff meets the established qualification requirements, the university's strategy, and the goals of the OP.
- ✓ The OP management should demonstrate a change in the role of the teacher in connection with the transition to student-centered learning and teaching.
- ✓ The university should provide opportunities for career growth and professional development of teaching staff, including young teachers.
- ✓ The university should involve in teaching specialists of relevant industries who have professional competencies that meet the requirements of the EP.
- ✓ The university must demonstrate the existence of a mechanism for motivating the professional and personal development of teaching staff.
- ✓ The university must demonstrate the wide use of teaching staff of information and communication technologies and software tools in the educational process (for example, on-line training, e-portfolio, MOHSs, etc.).
- ✓ The university must demonstrate its focus on developing academic mobility and attracting the best foreign and domestic teachers.
- ✓ The university must demonstrate the involvement of each teacher in promoting a culture of quality and academic integrity in the university, and determine the contribution of teaching staff, including invited ones, to achieving the goals of the OP.
- ✓ An important factor is the involvement of teaching staff in the development of the economy, education, science and culture of the region and the country.

Proof part

The university pays special attention to the issue of providing highly qualified personnel. Selection and placement of scientific and pedagogical personnel is carried out in strict accordance with the requirements of the legislation of the Republic of Kazakhstan: The Constitution of the Republic of Kazakhstan, the Labor Code of the Republic of Kazakhstan, the Civil Code of the Republic of Kazakhstan, the Laws of the Republic of Kazakhstan "On Education" and personnel Policy

The University has approved internal regulations (<https://drive.google.com/file/d/1skWfJBifwkBa9yE4rCmIgfFPsbCCJhAiQ/view>).

The personnel policy on recruitment and selection ensures equality and accessibility to

vacancies available at the university and guarantees equal opportunities and an objective assessment of the professional qualities of applicants.

Priority is given to persons with higher qualifications, results of pedagogical, scientific, and professional activities. Qualification requirements for teaching staff positions related to teaching staff are approved by the rector's order.

Departments carry out systematic work on the formation of personnel and a reserve of teaching staff, ensuring the implementation of educational programs.

The qualification of teaching staff corresponds to all profiles of educational programs and disciplines taught, which is confirmed by the presence of diplomas in the relevant specialties, certificates, issued educational and methodological manuals, publications of articles and monographs.

Admission of teaching staff is carried out on a competitive basis in accordance with the Board of Directors of NAO "KU named after Sh. Ualikhanov" Rules for competitive replacement of positions of teaching staff and researchers of NAO KU named after Sh. Ualikhanov. Ualikhanov".

The faculty of the Department of Business and Services, which graduates students in the programs applied for accreditation, is currently represented by 25 full-time faculty members, including:

- 1 Doctor of Economics;
- 5 candidates of economic sciences;
- 3 PhD doctors;
- 14 master's degrees
- 2 graduates of the specialty

Including training and graduation of bachelors in OP from the faculty of the department is carried out by 1 Doctor of Sciences; 5 candidates of Sciences; 3 PhD doctors, as well as experienced teachers from among the masters of Sciences.

There is a positive trend in the training of scientific and pedagogical personnel for a scientific degree:

- In 2021, at the L. N. Gumilyov ENU, Zh. S. Utegenova successfully defended her dissertation for the degree of Doctor of Philosophy in the specialty "Innovation Management". Утегеновой Ж.С.

- On May 12, 2017, at the International University of Kyrgyzstan, Bishkek, M. S. Zakirov defended his dissertation for the degree of Doctor of Philosophy PhD in Economics. The Head of State в 2024 signed the Law of the Republic of Kazakhstan "On ratification of the Agreement on Mutual recognition of documents on academic degrees in the member States of the Eurasian Economic Union" in 2024.

- In 2023, she received the degree of Candidate of Economic Sciences Кусаинова А. А. Kussainova, defending her PhD thesis on "Development of the social insurance system in Kazakhstan based on the creation of multicomponent insurance products" at the Plekhanov Russian University of Economics in Moscow. г. Москве.

Готовятся к защите диссертации на соискание степени доктора философии PhD Teachers Akhmedyarov E. A., Akzhanova G. A., Utegenov E. K., Dzhakupova A. N., who were trained in the doctoral program, are preparing to defend their dissertations for the degree of Doctor of Philosophy PhD in economics, которые.

The main directions of forming the personnel reserve and developing the personnel potential of teaching staff are: scientific internships, advanced training of teaching staff, academic mobility of teaching staff, training in Ph. D doctoral studies.

The implementation of the EP is provided by scientific and pedagogical personnel who have a basic education corresponding to the profile of the discipline taught, and are systematically engaged in scientific and methodological activities within the competence model

The university has approved time standards for determining the amount of teaching staff load (<https://drive.google.com/file/d/1Pwo3wvSLe4h54g0LHA7HqJARZ2fu45cu/view>), as well

as the planning process for the implementation of educational programs is disclosed on the website.

For registration of labor relations with teaching staff, the Regulation on hourly wages also applies (<https://drive.google.com/file/d/13GAm97rSIA6PActzhdLlfdLQWGSsuOX9/view>).

Since 21.08.2021, the Council of Young Scientists and Specialists has been functioning, whose activities are aimed at supervising, supporting, and increasing the scientific activity of young scientists (<https://drive.google.com/file/d/1jLOGS-T0hMee1E8ZUGyM-2kX5bz7pmWu/view>).

Starting from 01.06.2021, the University has a Regulation on operating expenses for financing the scientific activities of faculties (<https://drive.google.com/file/d/1fBC5Nzj3kKuR2yMCyTO5WMeDR0dse3pf/view>).

The University implements advanced training and retraining courses, which are regulated by the relevant Regulations (<https://drive.google.com/file/d/1BoGPK8SNyqDMXvQLG9lvMHcBpHev0BfU/view>).

To ensure the career growth of young teachers, Kokshetau University named after Sh. Ualikhanov:

- a commission has been set up to assign young specialists and / or doctors of philosophy to work (https://drive.google.com/file/d/1WPfEKV18jmyBWSA6QUYq2jVjL_NX5Yyi/view);

- there are opportunities for training in post-doctoral programs (<https://drive.google.com/file/d/1-7VqZgr9HN2mb5dP08ZuqstylsmXe9OX/view>);

- since 20.10.2022, an intra-university competition for young scientists has been held (https://drive.google.com/file/d/110qRhJaCHyRaHA1-2ltL-II65_R4j1qC/view);

- a mentoring procedure is being implemented (<https://drive.google.com/file/d/106p74b2N5VhU2jYEIJVmxU822wXRtBSe/view>).

To monitor compliance with research ethical norms and rights, counteract unethical conduct of scientific research by university employees and students Кокшетауском университете им. Ш. Уалиханова, a Research Ethics Committee (RIC) has been established at Kokshetau University named after Sh. Ualikhanov (https://drive.google.com/file/d/176Hs5vmi0UsDUTRyf3q8jFB_8GHBSQU/view). KIE works to prevent moral and ethical problems associated with the publication of scientific research results, unreliability of scientific research results, copyright compliance, plagiarism problems, etc.

An Industrial Committee functions for participation and development of educational programs, R & D, and strategic tasks of the University (<https://drive.google.com/file/d/1w1fYICIU3wdHFOwptj4Ds1LS7vqEDACN/view>), the main task of which is the introduction of modern teaching methods, implementation of innovative activities, etc. (<https://drive.google.com/file/d/1w1fYICIU3wdHFOwptj4Ds1LS7vqEDACN/view>).

In order to improve international activities and strengthen contacts with foreign educational institutions, including the organization of academic mobility programs at the University, the Committee for the Implementation of the Strategy and Development of International Cooperation operates (https://drive.google.com/file/d/1BF0i6a2AkOV0J75zBXWAUPU_Q1RyZXV_/view).

The University creates conditions for inviting both Kazakhstani and foreign scientists and specialists to carry out teaching and scientific activities within the framework of the "Invited Specialist at the expense of the University" program (<https://drive.google.com/file/d/1dYUo7o3guIxAlDpxdbwCc1TK3-ptkDsP/view>).

At the end of the program of stay and read special courses of the invited foreign professor, a scientific and practical conference of students "E-commerce in the scope of innovative development of the regional economy" (by the example of Northern Kazakhstan) was held, which was held in the form of project protection from October 3 to 5, 2022.

(https://m.facebook.com/story.php?story_fbid=499891358665586&id=100059341772819)

&mibextid=Nif5oz).

For full-time employees who hold the positions of assistant lecturer, lecturer, assistant professor, associate professor, professor, applying for the status of a research teacher, it is provided to obtain the status of a research teacher (<https://drive.google.com/file/d/1eTxpf-83ALM31BV2Laa8zofgGRTtnj4e/view>).

PPP provides for the payment of bonuses, surcharges and the provision of various measures of material support (<https://drive.google.com/file/d/1L0XdruE2t3fYViFo26wOpMy5ndH0xtJv/view>).

Key and invited employees of the University are provided with official housing for temporary residence when performing their work functions (<https://drive.google.com/file/d/1b-IK6vib-sFCo6MCjNsIfZXsEK1JPZb7/view>).

Analytical part

The process of promotion and rotation of personnel is carried out by management on the basis of professional achievements, performance discipline, and managerial skills of the employee. The process of selection, recruitment and certification of personnel is directly related to the movement of personnel, which is reflected in the relevant orders of the university and is carried out by the management on the basis of professional achievements, executive discipline, and managerial skills of the employee.

To create a competence model of teaching staff at the university, a corresponding Regulation on competitive replacement of positions of teaching staff was developed, which reflects the requirements for teaching staff holding positions of different skill levels. The national qualifications framework and professional standards define the required level of knowledge and skills for each level of training. These requirements are laid down in the university's current Qualifications of teachers, their quantitative composition corresponds to the accredited areas of training, meet the licensing requirements.

The university has and actively operates a system of staff motivation and encouragement, through a rating assessment of the achievements of teaching staff, which makes it possible to stimulate the work of teaching staff, including research. At the same time, insufficient attention is paid to supporting young teachers, increasing their involvement in scientific, educational and educational work.

The share of retired teachers from the total number of teaching staff in the implementation of OP 6B04105 Accounting and Economic analysis is not less than 41.2 %, which meets the established qualification requirements.

The analysis of advanced training programs for teaching staff allowed us to conclude that only some of them have advanced training in risk management, which is insufficient for the implementation of risk management measures in the management of educational programs.

The distribution (approval) of the workload is carried out at the departments, taking into account the capabilities of each individual.

This positive trend allows the Department of "Business and Services" in the near future to increase the share of teaching staff with academic degrees in the total number of teachers involved in training personnel in the educational programs of the department.

In the first semester of the 2021-2022 academic year, the Department engaged visiting foreign Professor Zhelev Pascal Nedelchev (Contract No. 24 of 01.09.2020, Order No. 584 of 11.11.2020), Sofia University of National and World Economy, Bulgaria - conducting lectures and practical classes in the discipline "World Economy "(in English) for 2 students courses of economic specialties, "Academic Writing" for undergraduates.

(https://m.facebook.com/story.php?story_fbid=268606615127396&id=100059341772819 &mibextid=Nif5oz)

In the first semester of the 2022-2023 academic year, Professor Petrova Mariana, Veliko Tarnovo University of Saints Cyril and Methodius, Bulgaria, was invited to conduct classes for students of OP 6B04102 " Accounting and Audit "(Accounting and Economic Analysis), OP

6B04103 "Management in Industries" and OP 6B04106 "Banking and Financial Management" in the discipline "E-commerce (in English).

As the survey results showed:

- 71.7% or 43 respondents are fully satisfied with the content of the educational program in accordance with their scientific and professional interests and needs; 43 репондента;
- 38 people or 63.3 % of full-time students have a good assessment of the opportunities provided by the University for the professional development of teaching staff and the degree of academic freedom of teaching staff;
- there is feedback from the teaching staff with the management;
- respondents noted that the university has created opportunities for professional and personal growth for each teacher and employee;
- Teaching staff are involved in the process of making managerial and strategic decisions;
- innovative activities of teaching staff are encouraged.

The results of interviews with teaching staff and employers showed the expediency of establishing communication processes regarding the exchange of pedagogical and practical experience. Therefore, it makes sense to involve more practitioners and representatives of employers in the educational process, as well as organize field lectures in companies and institutions.

Strengths/best practices of OP 6B04105 "Accounting and economic analysis", 6B04106 "Banking and financial Management" are absent.

Recommendations for OP 6B04105 "Accounting and economic analysis", 6B04106 "Banking and financial management":

- Develop a plan for publishing their own research in the field of methods of teaching OP disciplines and a set of measures for its implementation;
- Develop an action plan to attract foreign teaching staff as invited lecturers to participate in the training process for accredited educational programs until August 31, 2024.
- The university management will organize курсы advanced training courses for teaching staff and employees on risk management, methods of evaluating learning outcomes and inclusive education during the 2024-2025 academic year.
- Until December 2024, develop an action plan for the development of internal and external academic mobility of teachers in accredited educational programs.

WEC's conclusions based on the following criteria:

According to the standard "Teaching staff" OP 6B04105 "Accounting and economic analysis", 6B04106 "Banking and financial management" have 10 satisfactory positions.

6.88. Standard "Educational resources and student Support Systems"

- ✓ The university must ensure that the infrastructure and educational resources, including material and technical resources, meet the goals of the educational program.
- ✓ The OP management must demonstrate that classrooms, laboratories, and other facilities equipped with modern equipment are sufficient to meet the OP's goals.
- ✓ The university must demonstrate that the information resources meet the needs of the university and the implemented educational programs, including in the following areas:
 - ✓ technological support for students and teaching staff in accordance with educational programs (for example, online training, 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;
 - ✓ operation of WI-FI on its territory.
- ✓ The university must demonstrate that it creates conditions for conducting scientific research, integrating science and education, and publishing the results of research work of teaching staff, employees, and students.
- ✓ The university should strive to ensure that the educational equipment and software used for mastering educational programs are similar to those used in the relevant sectors of the economy.

- ✓ 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 show that there are conditions for the student's progress along the individual educational path.
- ✓ The university should take into account the needs of different groups of students (adults, working people, foreign students, as well as students with special educational needs).
- ✓ The university must ensure that the infrastructure meets the security requirements.

Proof part

Indicators of the university's material and technical equipment for organizing the educational process are a characteristic of the institute's potential and a guarantee of its sustainability. The University carries out a set of measures to form a modern material base, information space and effectively developed communication infrastructure, as well as to introduce new forms and methods of providing educational services based on modern information technologies.

Interactive whiteboards, projectors, and electronic textbooks are actively used in the educational process. Demonstration slides and videos are regularly viewed at lectures. Field classes, involving practitioners in teaching and developing elective subjects and reviewing them, have also become traditional.

The need for material and technical resources and infrastructure for educational programs of cluster 2 6b04105 Accounting and economic analysis; 6b04106 Banking and financial management, is determined taking into account the forms of training, educational programs, and the number of students. The material and technical, library and information resources used to organize the learning process of the OP cluster are sufficient and meet the requirements of the educational program being implemented.

B Kokshetau University named after Sh. Ualikhanov creates the necessary conditions for students to choose an individual educational path, which include:

- the ability to choose the language of instruction, elective subjects, teachers;
- electronic registration for elective subjects;
- formation of an individual curriculum;
- организацию organization of an additional semester for repeated or additional study of disciplines;
- the possibility of learning by remote technologies;
- familiarization with personal results of academic achievements;
- the possibility of studying within the framework of academic mobility;
- the ability to use the educational portal;
- ability to use an electronic library (<http://biblioteka.kgu.kz>), which is implemented through the KABIS program), by the Republican Interuniversity Electronic Library;

for conducting laboratory and practical work at a modern level, students can use specialized classrooms, multimedia classes equipped with all the necessary technical and audio-visual means.

The University has a library in which a book collection has been formed for more than fifty years, including a fund of educational, methodological and scientific literature on general education, basic and profile disciplines on paper and electronic media, periodicals in Russian and Kazakh, languages (table).

Table 8.1-Dynamics of acquisition of the Fund by various types of publications OP 6B04105 Accounting and economic analysis

Type of publications	2019/20/2020 academic year	2020/2021 academic year	2021/2022 academic year	2022/2023 academic year	2023/2024 academic year
Scientific literature	2801	1802	2147	1992	1941

Educational literature	12995	9405	7864	10772	10749
Educational and other literature	2955	4182	1572	1578	1578
Total	18751	15389	11583	14342	14268

Table 8.2 Analysis of the structure of funds by type of literature OP Banking and financial management

Fund	2019-20		2020-21		2021-22		2022-23		2023-24	
	Total	%	Total	%	Total	%	Total	%	Total	%
Educational literature	9119	78	9371	66	12370	77	12726	77	12648	77
Scientific literature	1120	9,6	2126	15	2143	13	2187	13	2187	13
Educational, methodical and other literature	1389	12	2708	19	1562	10	1595	10	1595	10
Library resources total	11628	100	14205	100	16075	100	16508	100	16430	100

Access to external educational resources is organized:

- RMEB (Republican Interuniversity Electronic Library of Kazakhstan) – a single database that unites electronic resources of higher education Institutions of the Republic of Kazakhstan (agreement dated 05.04.2011)
- KAZNEB (Kazakhstan National Electronic Library electronic State National Fund). Language-Kazakh, Russian, English;(agreement dated 20.04.2012)
- Polpred. Polpred.com Media review, the university also uses the POLPRED database. COM, where the media overview is presented: articles, publications, and analytics.
- English-language sites: databases of electronic resources of THOMSONREUTERS companies.(agreement with the NTI Research Center dated 06.01.2012)
- Springerlink (agreement dated 06.12.2011)
- Open Access Theses and and Dissertations – The largest resource that provides free access to full-text dissertations for the service is provided by colleges, universities, and research institutes located in different countries of the world. The database of dissertations is constantly updated.

Table 8.3 Number of purchased electronic textbooks from the 2020-2024 academic year.

No	. Name of electronic libraries	2020 academic year		2021 academic year		2022 academic year		2023 Academic year	
		Number of electronic textbooks	Cost of electronic textbooks	Number of electronic textbooks	Cost of electronic textbooks	Number of electronic textbooks	Cost of electronic textbooks	Number of electronic textbooks	Cost of electronic textbooks
1	Collection of the Epigraph electronic library	66	21.000.000	66		66		1500	25200000

	system								
2	Multimedia textbooks				8	10,400,000	23	term until July 1, 2024	
3	Digital Library "Akpigrress"				126	23.400.000	2000	term until July 1, 2024	
	Total:		21.000.000			23.400.000			

The university uses various support systems, which are presented on the website in the section "Educational Portal" (<https://shokan.edu.kz/ru/e-university/>):

- Platonus, which requires entering your username and password (<https://platonus.kgu.kz/>);
- telegram bot (https://t.me/shoqan_university_bot);
- electronic schedule (<https://timetable.kgu.kz/>);
- MOODL (<https://moodle.shokan.edu.kz/>);
- Salem Office (<https://saleoffice.shokan.edu.kz/>);
- tuition benefits (<https://discounts.shokan.edu.kz/login?returnUrl=%2F>);
- Cochrane Library (<https://www.cochranelibrary.com/>)\$
- Survey (about:blank);
- IP Paragraph (<https://prg.kz/>);
- Digital library of Russian electronic textbooks (<https://aknurpress.kz/login>);
- Electronic library (<https://www.elib.kz/ru/accounts/login/?next=https%3A//www.elib.kz/ru/search/>);
- MegaPro (about:blank);
- Multimedia textbooks (<https://www.mbook.kz/ru/index/>);
- Test Bank (<https://shokan.edu.kz/ru/testy/>);
- Resource for booking audiences (<https://booking.shokan.edu.kz/ru/accounts/login/?next=/ru/>);
- Resource on academic mobility (<https://mobility.shokan.edu.kz/>).

Online courses are publicly available for students, the content of which and the order of development are determined in accordance with the Regulations.

The library uses modern WEB technologies:

- webApache webserver (ensures accessibility of the library's website).
- PHP interpreter (interpreting PHP code into ready-made scripts).
- MySQL databases MySQL(used for data storage and optimization).
- JabberOpenfire Jabberserver (interaction between library employees).
- FTP server (availability of all catalogs and e-books for external libraries);
- IIS server (ensuring the operation of the CABIS web module);
- web module of the KABIS program (providing general access to library catalogs).

In 2020, MS Teams was launched for fast communication and work in the academic processTeams. CurrentlyOffice 365 , 6862 students and 754 teachers are registered in Office 365.

Since 21.12.2023, Kokshetau University named after Sh. Ualikhanov has opened an Upgrade center, through which close cooperation is carried out with graduates of previous years in terms of considering various aspects of improving educational programs and introducing innovative teaching methods (<https://shokan.edu.kz/ru/associaciya-vypusnikov-ualikhanov-university/upgrade-center/>).

The University checks written works for borrowing in accordance with the Regulations (<https://drive.google.com/file/d/1XQbz5iS9AN8FI1AMaAhOepsiTdIO-OCM/view>).

Students are provided with certain types of benefits. In particular, benefits are provided for tuition fees (REGULATION on the provision of benefits for tuition fees in the NAO "Kokshetau University named after Sh. Ualikhanov" (https://shokan.edu.kz/documents/1079/Положение_о_предоставлении_льгот_по_оплате_за_обучение_2.pdf). International students are also provided with opportunities to receive scholarships (https://drive.google.com/file/d/1UfmwzSh90ZGwRF_wtmNRJGrW8fx1h5Yp/view).

Additional courses in IT areas are organized for students, which allows them to actively apply digital technologies in the educational process (<https://drive.google.com/file/d/1L4qEVPUmNtd4TR4AzOeQTbm5rgQ-ytvX/view>).

On a paid basis, students are provided with opportunities to complete language courses (https://drive.google.com/file/d/1uYecyF7hh-qcLtsv8_X78XX49JG-anHk/view).

In order to select the best business ideas, with subsequent commercialization and (or) creation of a small enterprise at KU im.Sh.Ualikhanov, an annual project contest "StartUp Project" is held (https://drive.google.com/file/d/1HGF_pqQ5g0-z2hW5JGrpkyuMHWoFxDzI/view).

In order to improve the library stock during the holidays, the selection of publications and materials that are subject to exclusion is carried out and written off for subsequent completion with newer materials (<https://drive.google.com/file/d/1ozDJ8DJ7ahK6dzremmaHFxLLPgCdlqku/view>).

Students are provided with a hostel for accommodation (https://drive.google.com/file/d/1fCDeFLcAJKG_SGJHEIso0skiKgd4Psec/view).

Access to academic buildings and dormitories of NAO "Kokshetau University named after Sh.Ualikhanov" is carried out on the basis of the Regulation on the Access Control and Management System (<https://drive.google.com/file/d/18wuAONlfF4DUPi9ODiowA-jJYoc8AM8j/view>).

All University employees and teaching staff use an electronic document management system. Certified cryptographic information protection tools and corresponding software are installed on users' electronic places (https://drive.google.com/file/d/1Yj3-PRrJi_1Bp5xxtbX9nMCQcNdu-aK7/view).

To provide high-quality and fast psychological assistance to students, the University has a psychologist's blog (<https://shokan.edu.kz/ru/student-life/psychologist-blog/>) and the psychological and psychological service carries out its activities (<https://drive.google.com/file/d/19Eqh9iUAQ6wis2q9T7LjCcTYIPxRd4SN/view>).

Analytical part

During the EEC visit, the experts were convinced that the university has established and clearly operates a local infrastructure that ensures the implementation of the educational process in accordance with accredited educational programs. The training equipment and software meet the requirements for developing practical skills and competencies that can be applied and relevant in the upcoming professional activity, which was confirmed during the visit. The University has a well-equipped and regularly updated library collection that meets the requirements of accredited libraries. Teaching staff and students have access to various electronic databases for academic and scientific work.

The library annually creates a map of the OP's availability of educational, methodological and scientific literature, updating the book collection taking into account the standards – 10 years in all areas of science.

A MOOC center has been created, where teachers can record video courses.

There is a local network connecting academic building No. 1 and academic building No. 2 of the university. Users have the opportunity to use the necessary educational material in any computer class without coming to the library. The latest technologies have made it possible to significantly change the library's information service, improve the quality and efficiency of

providing information.

The University and Kazakhtelecom JSC signed an agreement No. OI / 230014 / 00 on the provision of video conferencing services видеоконференцсвязи, Internet access, data transmission channels, international and long-distance communications and SIP telephony. Thus, all teaching staff and students of the University have free access to Wi-Fi.

The university provides access to personal laptops of students and teaching staff to the wireless network (WiFi) of the university with Internet access. Therefore, providing communication between students, teachers, students with young people and school graduates through social networks Facebook, Instagram, VKontakte, YouTube, is one of the important works to ensure public awareness. Information about the department's activities is available on the university's website, which gives an idea of the head of the department and the teaching staff. The information includes information about academic, research, educational work, as well as the social life of departments.

There are responsible and student support systems.

Students have access to information on the subjects they study through the Educational portal of KSU named after Sh. Ualikhanov (Platonus). In the student's office there is a guide, registration for disciplines is carried out, a standard curriculum, a catalog of elective disciplines, the composition of teaching staff in disciplines, a module for registration for disciplines, through which an individual curriculum is formed, are placed.

The organization of leisure and everyday life is of great importance for students at KU. For this purpose, the Department of Youth Policy was established at the university. A complex of educational activities is being implemented with students. They are given many different and varied opportunities to develop their creativity and skills for personal growth. To ensure the extracurricular activities of students, there are service services. Creative associations provide conditions for the realization of the creative potential of gifted youth.

In order to meet the needs of students for self-realization and creativity, the Department of Youth Policy constantly operates: youth theater "Zhakazyn"; dance studio "Impulse"; folk instrument ensemble "Shanyrak"; vocal singing school, recording studio, video studio.

Each academic building is equipped with an assembly hall equipped with professional sound equipment. In the main building there is a ceremonial hall with 220 seats.

The results of a survey of students' satisfaction with educational resources and support systems are as follows:

- 80.8% or 42 students are fully satisfied with the level of availability of library resources and the quality of services provided in libraries and reading rooms *удовлетворены 80,8% или 42* ;
- 73.1% or 38 people are fully satisfied with the quality of services provided in libraries and reading rooms *или 38 человек*;
- 33 people (63.5%) are fully satisfied with the availability of computer classes).
- 20 respondents (57.7%) are fully satisfied with the availability and quality of Internet resources (57.7%); 11 people (21.2%) are partially satisfied, 9 people (7.3%) are not satisfied, and 2 people (or 3.8% of the respondents) find it difficult to answer.
- 76.9% of respondents, or 40 people, are completely satisfied with the content and information content of the website of educational organizations in general and faculties (schools) in particular *респондентов или 40 человек*;
- 76.9% of students, or 36 people, are fully satisfied with classrooms and auditoriums for large groups *обучающихся или 36 человек*.
- only 44.2% (23 people) of the respondents are completely satisfied with the rest rooms for students.

Strengths/best practices of OP 6B04105 "Accounting and economic analysis", 6B04106 "Banking and financial Management" are absent.

Recommendations for OP 6B04105 "Accounting and economic analysis", 6B04106 "Banking and financial management":

- Develop a plan to meet the need for resources for the educational programs and a set of measures to implement it, including providing broadband Internet and expanding WI-FI coverage areas until September 1, 2024.
- By the end of 2024, develop an action plan to actively attract graduates and employers to explain the advantages of studying at the university, as well as to develop the competitive advantages of the University in the educational market.

WEC's conclusions based on the following criteria:

According to the standard "Educational resources and student support systems" OP 6B04105 "Accounting and economic analysis", 6B04106 "Banking and financial management" have 12 satisfactory positions.

6.99. "Informing the Public" Standard

- ✓ The university guarantees that the published information is accurate, objective, up-to-date and reflects all areas of the university's activities within the framework of the educational program.
- ✓ Public awareness should include supporting and explaining the national development programs of the country and the system of higher and postgraduate education.
- ✓ University management should use a variety of ways to disseminate information (including mass media, web resources, information networks, etc.) to inform the general public and interested parties.
- ✓ Information about the educational program is objective, up-to-date and should include:
 - ✓ the purpose and planned results of the OP, the qualification to be assigned;
 - ✓ information about the system for evaluating students' academic achievements;
 - ✓ information about academic mobility programs and other forms of cooperation with partner universities and employers;
 - ✓ information about opportunities for developing students' personal and professional competencies and employment;
 - ✓ data that reflects the OP's positioning in the educational services market (at the regional, national, and international levels).
- ✓ An important factor is the publication on open resources of reliable information about teaching staff, in the context of personnel.
- ✓ The university must publish on its own web resource the audited financial statements on the OP.
- ✓ The university should post information and links to external resources based on the results of external assessment procedures.
- ✓ An important factor is the publication of information about cooperation and interaction with partners, including scientific/consulting organizations, business partners, social partners, and educational organizations.

Proof part

The University's management uses a variety of ways to disseminate information – the university's website, briefings held by the management, open days, job fairs, round tables with heads of enterprises and organizations, exhibitions of achievements, demonstrations of implemented new technologies and equipment, etc..

Procedure and conditions for information disclosure in NAO "Kokshetau University named after Sh.Ualikhhanov" is carried out in accordance with the Information Policy (https://drive.google.com/file/d/1-rOpxG3r_YM29hECoMoSLydNUBkz7Gyb/view).

The official information status of the University's website is established by the Regulations on the website (<https://drive.google.com/file/d/1pXbZXcN0tYyQ8Pd4-HCcbbbh2xIkwDQl/view>).

The main purpose of the website is to develop a high-quality information environment of the university, as a resource of educational and scientific networks and a national information resource. The information resource of the site is open and publicly accessible and is aimed at creating the image of the institute for prompt and objective informing the public about the university's activities.

Informing students about the requirements of educational programs and the specifics of its implementation before training is provided through publications on the official website of the university and

The procedure for receiving and sending corporate messages is carried out via corporate mail (https://drive.google.com/file/d/13Mxszf7g_pZf4gaU5RtpmKwgLwMojoI/view).

Public information is provided via a telegram bot (https://t.me/shoqan_university_bot).

Information about teaching staff and students is also presented in the AIS "Platonus" and is

integrated with the National Educational Database (NOBD).

In 2021, the mobile app Mobile was developed. To log in to the app, the student uses a username and password from Platonus. The menu contains general information about the university and its faculties. For those who are not authorized, the request is made through the DSP. Authorized users have access to the schedule, assessment log, and can submit transfer and reinstatement requests from other universities.

The University and its implemented programs annually participate in the General Rating of top-20 universities of the Republic of Kazakhstan IAAR and the National Rating of educational programs conducted by the National Chamber of Entrepreneurs "Atameken". The results are published on the university's website (<https://www.shokan.edu.kz/ru/>).

The website of the university also contains information on the results of accreditation of the university and educational programs (<https://www.shokan.edu.kz/ru/accreditation/>).

The financial statements are published on the website annually <http://shokan.edu.kz/ru/departments/departament-finansov/>.

The university has an editorial and publishing department (<https://shokan.edu.kz/ru/departments/rio/>), whose main task is to organize and carry out editorial and publishing activities and publish various types of literature in order to provide the educational process at the university with high-quality printed and electronic publications, popularize the results of university research, advertising and other types of work.

To obtain an objective assessment of the degree of satisfaction with information about the university's activities, the specifics and progress of the implementation of the EP, a survey and questionnaire are conducted at the university.

Analytical part

During the visit, the expert commission found that the management uses a variety of ways to disseminate information: mass media, web resources, information networks, etc. The web resource of the university reflects information that characterizes the university as a whole, the implementation of educational programs with a description of learning outcomes. At the same time, experts note that the information is not published regularly and not in full.

On the Higher School of Business and Law page [https://www.shokan.edu.kz/ru/schools/vyshshaya-shkola-biznesa-i-prava/departments of Business and Services](https://www.shokan.edu.kz/ru/schools/vyshshaya-shkola-biznesa-i-prava/departments%20of%20Business%20and%20Services) (<https://www.shokan.edu.kz/ru/schools/vyshshaya-shkola-biznesa-i-prava/kafedra-biznesa-i-uslug/>) information about the department's priorities, implemented by the OP, a list of practice bases and partners, information about teaching staff and graduates, as well as quality goals are posted. Information about teaching staff includes information about education, work experience, subjects taught, advanced training, research papers, and contact details.

On the library's website there is a file of works of university teachers <http://library.shokan.edu.kz/megapro/web>. According to statistics, the University is one of the most active users of RMEB.

To quickly respond to publications, complaints from students and other interested parties, the university's mentions in social networks and in the media are constantly monitored. If you find any complaints or negative references to information (with a screenshot, scan), it is reviewed by the university's management after reviewing it. Any complaint receives the necessary response in a timely manner – on average, from a few hours to a week.

Preparation of information for posting on the university's Internet resources, in addition to information posted by educational departments and teachers on the educational portal, is carried out by interested structural divisions.

Strengths/best practices of OP 6B04105 "Accounting and economic analysis", 6B04106 "Banking and financial Management" are absent.

Recommendations for OP 6B04105 "Accounting and economic analysis", 6B04106 "Banking and financial management":

- Until August 31, 2024, update the information posted on the website and other open resources about the procedure for evaluating learning outcomes, criteria and methods for evaluating learning outcomes, information about events taking place at the university, information about employment of graduates, information about partners involved in the OP.

WEC's conclusions based on the following criteria:

According to the standard "Informing the public" OP 6B04105 "Accounting and economic analysis", 6B04106 "Banking and financial management" have 12 satisfactory positions.



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

According to the standard "Educational program management"

Strengths/best practices in 6B04105 "Accounting and Economic Analysis", 6B04106 "Banking and Financial Management":

- The OP management has demonstrated its readiness for open and accessible interaction, both for students and teachers.

According to the "Information Management and Reporting" standard»

Strengths/best practices of OP 6B04105 "Accounting and economic analysis", 6B04106 "Banking and financial Management" are absent.

According to the standard "Development and approval of educational programs"

Strengths/best practices of OP 6B04105 "Accounting and economic analysis", 6B04106 "Banking and financial Management" are absent.

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

Strengths/best practices of OP 6B04105 "Accounting and economic analysis", 6B04106 "Banking and financial Management" are absent.

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

Strengths/best practices of OP 6B04105 "Accounting and economic analysis", 6B04106 "Banking and financial Management" are absent.

According to the "Students" standard

Strengths/best practices of OP 6B04105 "Accounting and economic analysis", 6B04106 "Banking and financial Management" are absent.

According to the standard "Teaching staff"

Strengths/best practices of OP 6B04105 "Accounting and economic analysis", 6B04106 "Banking and financial Management" are absent.

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

Strengths/best practices of OP 6B04105 "Accounting and economic analysis", 6B04106 "Banking and financial Management" are absent.

According to the "Informing the Public" standard

Strengths/best practices of OP 6B04105 "Accounting and economic analysis", 6B04106 "Banking and financial Management" are absent.

(VIII) OVERVIEW QUALITY IMPROVEMENT RECOMMENDATIONS FOR EACH STANDARD

According to the standard "Educational program management"

Recommendations for OP 6B04105 "Accounting and economic analysis", 6B04106 "Banking and financial management":

- Until the beginning of the 2024-2025 academic year, provide advanced training in the educational management program for the head of the department and heads of the OP.
- In the 2024-2025 academic year, the EP management should review the EP development plans with the involvement of key stakeholders, identify the uniqueness and individuality of the EP development plans, and detail development indicators by year.
- Annually monitor the implementation of the development plans of the EE for the implementation of target indicators, assessment of the achievement of training goals, compliance with the needs of stakeholders, and on this basis make decisions aimed at continuous improvement of the EE. Communicate the results of monitoring to all interested parties.
- In the 2024-2025 academic year, the university's management should ensure that the heads of the OP and other persons involved in the OP management complete risk management training.
- By the end of the 2024-2025 academic year, the EP management should conduct a detailed risk analysis in the context of the EP, specify measures to reduce the impact of risks, specifying measurable performance indicators, responsible persons and implementation deadlines.
- In the 2024-2025 academic year, develop an action plan for introducing new innovative teaching and evaluation methods, including our own, into the educational process, as well as provide feedback on the effectiveness of their use.

According to the "Information Management and Reporting" standard»

Recommendations for OP 6B04105 "Accounting and economic analysis", 6B04106 "Banking and financial management":

- In the 2024-2025 academic year, determine the criteria for the effectiveness and effectiveness of the EP, and conduct an annual assessment of the EP based on approved indicators.

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

Recommendations for OP 6B04105 "Accounting and economic analysis", 6B04106 "Banking and financial management":

- In the 2024-2025 academic year, the OP management should identify the uniqueness and individuality of each individual OP based on its positioning as a competitive program that can meet the current and future needs of stakeholders
- In the 2024-2025 academic year, conduct an analysis of international professional certification programs, determine the list of disciplines whose content is aimed at preparing students for professional certification; by the beginning of the 2025-2026 academic year, make appropriate adjustments to the content of OP and academic disciplines.
- In the 2024-2025 academic year, develop an action plan to harmonize the content of the OP with similar OP of foreign universities in order to form and implement joint and/or two-degree OP in the period up to 2026.
- By the end of the 2023-2024 academic year, bring the graduate model of OP 6B04105 "Accounting and Economic Analysis" in accordance with the requirements of the professional standard "Accountant", make appropriate adjustments to the content of the educational program.

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

Recommendations for OP 6B04105 "Accounting and economic analysis", 6B04106 "Banking and financial management":

- Руководству The OP management should annually monitor the effectiveness of assessment systems used by teachers in academic disciplines; discuss the results of monitoring at meetings of collegial management bodies.
- Conduct annual monitoring and evaluation of the quality of educational programs; publish the results of monitoring on the university's website.
- In 2024, the university management will develop and implement a mechanism for timely informing stakeholders about the organizational decisions taken and planned actions regarding the OP using the official website of the university.

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

Recommendations for OP 6B04105 "Accounting and economic analysis", 6B04106 "Banking and financial management":

- In order to master modern teaching methods and improve the effectiveness of the procedure for evaluating learning outcomes, the OP management should carry out annual planning of teaching staff participation in scientific and methodological seminars and conferences, as well as training in advanced training programs on modern methods of evaluating learning outcomes.
- In the 2024-2025 academic year, develop criteria for evaluating students' academic achievements in all types of control provided for by academic disciplines, with reflection in syllabuses.
- In the 2024-2025 academic year, develop and ensure the implementation of a plan of training activities for teaching staff in the field of teaching based on modern achievements of world science and practice, the use of various modern teaching methods and assessment, the development and implementation of their own research in the field of teaching methods of academic disciplines; by the beginning of the 2025-2026 academic year, reflect the results obtained in the content of the by the end of the 2025-2026 academic year, provide feedback on the effectiveness of their use.

According to the "Students" standard

Recommendations for OP 6B04105 "Accounting and economic analysis", 6B04106 "Banking and financial management":

- In the 2024-2025 academic year, develop a functioning mechanism for recognizing the results of non-formal and informal education. Regularly conduct awareness-raising activities among students and teaching staff about the possibilities and necessity of non-formal and informal education.
- Organize recreation areas in academic buildings and dormitories to realize the creative and scientific potential of students, as well as create a comfortable space, develop creativity and improve performance to continue educational activities until December 2025.
- Develop an action plan for the development of internal and external academic mobility of students in accredited educational programs for the 2024-2025 academic year.

According to the standard "Teaching staff"

Recommendations for OP 6B04105 "Accounting and economic analysis", 6B04106 "Banking and financial management":

- Develop a plan for publishing their own research in the field of methods of teaching OP disciplines and a set of measures for its implementation;
- Develop an action plan for the 2024-2025 academic year to attract foreign teaching staff as invited lecturers to participate in the educational process for accredited educational programs.
- The university management will organize advanced training courses for teaching staff

and employees on risk management, methods of evaluating learning outcomes and inclusive education during the 2024-2025 academic year.

- By the end of 2024, develop an action plan for the development of internal and external academic mobility of teachers in accredited educational programs.

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

Recommendations for OP 6B04105 "Accounting and economic analysis", 6B04106 "Banking and financial management":

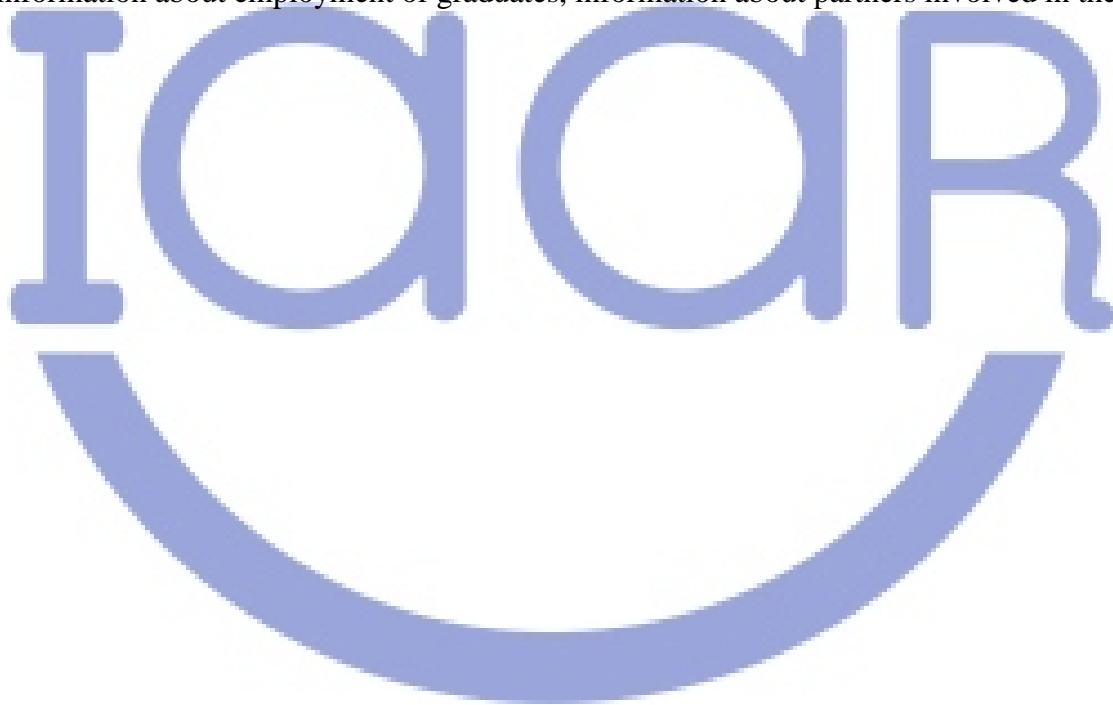
- Develop a plan to meet the need for resources for the educational program and a set of measures to implement it, including providing broadband Internet and expanding WI-FI coverage areas.

- By the end of 2024, develop an action plan to actively attract graduates and employers to explain the advantages of studying at the university, as well as to develop the competitive advantages of the University in the educational market.

According to the "Informing the Public" standard

Recommendations for OP 6B04105 "Accounting and economic analysis", 6B04106 "Banking and financial management":

- Until August 31, 2024, update the information posted on the website and other open resources about the procedure for evaluating learning outcomes, criteria and methods for evaluating learning outcomes, information about events taking place at the university, information about employment of graduates, information about partners involved in the OP.



(X) RECOMMENDATION TO THE ACCREDITATION COUNCIL

The external Expert Commission made a unanimous decision to recommend the Accreditation Committee to accredit the educational programs 6B04105 "Accounting and Economic Analysis", 6B04106 "Banking and Financial Management" of the NAO "Kokshetau University named after Sh.Ualikhanov" for a period of 5 (five) years.



Appendix 1. Evaluation table "Conclusion of the external expert Commission" (for OP 6B04105 "Accounting and Economic analysis", 6B04106 "Banking and Financial Management")

p/n	p/n	evaluation Criteria	, the organization of education			
			Strong	Suit- tive	Involves improving	Unsatisfa- tional
Standard "educational program"						
1	1.	the University must demonstrate the development of goals and strategies for the development of OP based on the analysis of external and internal factors, with wider involvement of diverse stakeholders		+		
2	2.	quality assurance Policy needs to reflect the relationship between research, teaching and learning of		+		
3	3.	, the University demonstrates the development of a quality assurance culture		+		
4	4.	Commitment to quality assurance should relate to any activity carried out by contractors and partners (outsourcing), including the implementation of joint/double-diploma education, academic mobility		+		
5	5.	OP Guide provides transparency on the development of the plan of development of OP based on the analysis of its functioning, the actual positioning of the University and focus its activities to meet the needs of students, the state, employers and other stakeholders		+		
6	6.	OP Guide demonstrates the mechanisms of formation and regular review of the plan for the development of OP and monitoring its implementation, and assessment of achievement of learning objectives, meet the needs of students, employers and society, decision-making, aimed at continuous improvement of OP		+		
7	7.	Guide OP should involve representatives of stakeholder groups, including employers, students and teachers to the formation of a plan of development OP		+		
8	8.	Manual OP must demonstrate the individuality and uniqueness of the plan development OP, consistency with national development priorities and development strategy to the organization of education			+	
9	9.	the Institution must demonstrate a clear definition of responsible for the business processes within the framework of the OP, the distribution of duties of personnel, segregation of collective bodies		+		
10	10.	Guide OP is coordinating the activities of all persons involved in the development and management of OP and its continuous implementation and involving in this process all stakeholders		+		
11	11.	Manual OP should maintain the transparency of the management system, the functioning of the internal quality assurance system, including its design, control and monitoring, the adoption of the resolutions		+		
12	12.	Guide OP should implement risk management			+	
13	13.	Manual OP should ensure the participation of representatives of stakeholders (employers, faculty, students) as part of the collegial management bodies of the educational program, as well as their representation in decision-making on the management of the educational program		+		
14	14.	University must demonstrate innovation management in OP, including analysis and implementation of innovative proposals			+	
15	15.	Manual OP needs to demonstrate its openness and accessibility for students, Faculty, employers, and other stakeholders	+			
16	16.	EP management confirms training in educational management programs		+		

17	17.	The EP management should strive to ensure that progress made since the last external quality assurance procedure is taken into account when preparing for the next procedure		+		
Total according to the standard			1	13	3	0
Standard "Information Management and reporting"						
18	1.	The university should ensure the functioning of a system for collecting, analyzing and managing information based on modern information and communication technologies and software tools		+		
19	2.	The OP management demonstrates the systematic use of processed, adequate information to improve the internal quality assurance system		+		
20	3.	The OP management demonstrates the availability of a system for reports reflecting the activities of all structural divisions and departments within the framework of the EP, including an assessment of their performance		+		
21	4.	The university should determine the frequency, forms and methods of evaluating the management of the EP, the activities of collegial bodies and structural divisions, and top management		+		
22	5.	The university should demonstrate a mechanism for ensuring information security, including identifying those responsible for the accuracy and timeliness of information analysis and data provision		+		
23	6.	The university demonstrates the involvement of students, employees and teaching staff in the processes of collecting and analyzing information, as well as making decisions based on them		+		
24	7.	The management of the EP should demonstrate the existence of communication mechanisms with students,co-workers,+		+		
25	8.	The university should measure the degree of satisfaction with the needs of students, teaching staff and staff within the framework of the EP and demonstrate evidence of addressing the identified shortcomings		+		
26	9.	The university should evaluate the effectiveness and efficiency of activities in the context of the EP		+		
<i>Information collected and analyzed by the university within the framework of the EP should take into account:</i>						
27	10.	key performance indicators			+	
28	11.	dynamics of the number of students in the context of forms and types		+		
29	12.	level of academic performance, student achievements and deductions		+		
30	13.	satisfaction of students with the implementation of the OP and the quality of education at the university		+		
31	14.	availability of educational resources and support systems for students		+		
32	15.	employment and career development of graduates		+		
33	16.	Students, teaching staff and staff must document their consent to the processing of personal data		+		
34	17.	The management of the OP should help to provide the necessary information in the relevant fields of science		+		
Total according to the standard			0	16	1	0
Standard "Development and approval of the educational program"						
35	1.	The university must demonstrate the existence of a documented procedure for the development of the educational program and its approval at the institutional level		+		
36	2.	The university must demonstrate the compliance of the developed educational program with the established goals and planned learning outcomes		+		
37	3.	The management of the educational program must determine the impact of disciplines and professional practices on the formation of learning outcomes		+		
38	4.	The university demonstrates the existence of a graduate model of the OP describing learning outcomes and personal qualities		+		
39	5.	The qualification awarded upon completion of the OP should be clearly defined, explained and correspond to a certain level of NSC, QF-EHEA		+		
40	6.	The OP management should demonstrate the modular structure of the program based on ECTS, ensure that the structure of the content of the OP corresponds to the goals set to achieve the planned learning outcomes of		+		

		each graduate				
41	7.	, the OP management must ensure that the content of academic disciplines and learning outcomes correspond to each other and the level of study (bachelor's, master's, doctoral studies).		+		
42	8.	The OP management should demonstrate that the OP has external expertise		+		
43	9.	The OP management should provide evidence of the participation of students, teaching staff and other stakeholders in the development and quality assurance of the OP		+		
44	10.	The OP management should demonstrate the uniqueness of the educational program, its positioning in the educational market (regional/ national/ international)			+	
45	11.	An important factor is the possibility of preparing students for professional certification			+	
46	12.	An important factor is the availability of joint (s) and/or two-degree OP with foreign universities			+	
Total according to the standard			0	9	3	0
Standard "Continuous monitoring and periodic evaluation of the educational program"						
47	1.	The university should provide a review of the structure and content of the EP, taking into account changes in the labor market, employer requirements and social demand of society		+		
48	2.	The university should demonstrate the existence of a documented procedure for monitoring and periodic evaluation to achieve the goal of the EP and continuous improvement of the EP		+		
<i>Monitoring and periodic evaluation of the EP should consider:</i>						
49	3.	the content of the program in the context of the latest achievements in science and technology in a particular discipline		+		
50	4.	changes in the needs of society and the professional environment		+		
51	5.	the workload, academic performance and graduation of students		+		
52	6.	the effectiveness of student assessment procedures			+	
53	7.	the needs and degree of satisfaction of students		+		
54	8.	compliance of the educational environment and OP		+		
55	9.	The management of the OP should publish information about changes to the OP, inform interested parties about any planned or undertaken actions within the framework of the OP			+	
56	10.	Support services should identify the needs of various groups of students and the degree of their satisfaction with the organization of training, teaching, assessment, and development of the OP as a whole		+		
Total according to the standard			0	8	2	0
Standard " Student-centered/Студентоцентрированное training, teaching and assessment of academic performance"						
57	1.	The EP leadership should ensure respect and attention to different groups of students and their needs, provide them with flexible learning paths		+		
58	2.	The EP leadership should ensure that teaching is based on modern achievements of world science and practice in the field of training, use various modern teaching methods and assessment of learning outcomes that ensure the achievement of the EP goals, including competencies skills of performing scientific work at the required level		+		
59	3.	The EP management should determine the mechanisms for distributing the academic load of students between theory and practice within the EP, ensuring the development of the content and achievement of the goals of the EP by each graduate		+		
60	4.	An important factor is the availability of their own research in the field of teaching methods of OP disciplines			+	
61	5.	The university should ensure compliance with the procedures for evaluating learning outcomes			+	

62	6.	university should ensure consistency, transparency and objectivity of the learning outcomes assessment mechanism of the EE, publication of criteria and methods for evaluating learning outcomes in advance			+	
63	7.	Evaluators should be familiar with modern methods for evaluating learning outcomes and regularly improve their skills in this area			+	
64	8.	The EE management should demonstrate a feedback system on the use of various methods of evaluating learning outcomes. teaching methods and assessment of learning outcomes			+	
65	9.	The EP management should demonstrate support for students ' autonomy while providing guidance and assistance from the teacher			+	
66	10.	The EP management should demonstrate that there is a procedure in place to respond to student complaints			+	
Total according to the standard			0	6	4	0
Standard "Students"						
67	1.	The university must demonstrate the policy of forming a contingent of students and ensure transparency and publication of procedures regulating the life cycle of students (from admission to completion).			+	
68	2.	The EP management should provide for special adaptation and support programs for newly enrolled and foreign students			+	
69	3.	The university should demonstrate that its actions comply with the Lisbon Recognition Convention, including the existence and application of a mechanism for recognizing the results of academic mobility of students, as well as the results of additional, formal and non-formal education			+	
70	4.	The university should ensure that opportunity for external and internal academic mobility of students, as well as to assist them in obtaining external grants for training			+	
71	5.	The university should encourage students to self-educate and develop outside the main program (extracurricular activities)			+	
72	6.	An important factor is the availability of a mechanism for supporting gifted students			+	
73	7.	The university must demonstrate cooperation with other educational organizations and national centers of the " European Network of National Information Centers for Academic Recognition and Mobility/National Academic Information Centers of Recognition " ENIC/NARIC in order to ensure comparable recognition of qualifications			+	
74	8.	The university must provide students with places of practice, demonstrate the procedure for promoting employment of graduates, maintaining communication with them			+	
75	9.	The university must demonstrate the procedure for issuing graduates with documents confirming their qualifications, including the achieved learning outcomes			+	
76	10.	The management of the OP must demonstrate that graduates of the program have skills that are in demand in the labor market and that these skills are really relevant			+	
77	11.	The The EP management should demonstrate that there is a mechanism for monitoring the employment and professional activities of graduates			+	
78	12.	An important factor is the presence of a functioning alumni association/association			+	
Total according to the standard			0	12	0	0
Standard "Teaching staff"						
79	1.	The university must have an objective and transparent HR policy in the context of the OP, including hiring (including invited faculty members), professional growth and development of personnel, ensuring the professional competence of the entire staff			+	
80	2.	The university must demonstrate compliance with the quality of the teaching staff with the established requirements qualification requirements, the university's strategy, and the goals of the AP			+	
81	3.	The AP management should demonstrate a change in the role of the teacher due to the transition to student-centered learning and teaching			+	

82	4.	The university should provide opportunities for career growth and professional development of teaching staff, including young teachers		+		
83	5.	The university should attract specialists from relevant industries with professional competencies to teach		4	The	
84	6.	university must demonstrate the existence of a mechanism for motivating the professional and personal development of teaching staff+85 The		+		
85	7.	university must demonstrate the widespread use of information and communication technologies and software tools in the educational process (for example, on-line training, e-portfolio, MEPs		+		
86	8.	The university should demonstrate its focus on developing academic mobility, attracting the best foreign and domestic teachers		+		
87	9.	The university should demonstrate the involvement of each teacher in promoting a culture of quality and academic integrity in the university, determine the contribution of teaching staff, including invited students, to achieving the goals of the OP		+		
88	10.	An important factor is the involvement of teaching staff in the development of the economy, education, science and culture of the region and the country		+		
Total according to the standard			0	10	0	0
Standard "Educational resources and student support systems"						
89	1.	The university must ensure that its infrastructure and educational resources, including material and technical resources, meet the goals		of the +		
90	2 edu cati onal pro gra m.	The OP management must demonstrate that classrooms, laboratories, and other facilities equipped with modern equipment are sufficient to meet the OP's goals			+	
<i>The university must demonstrate that the information resources meet the needs of the university and the implemented educational programs, including in the following areas:</i>						
91	3.	technological support for students and teaching staff in accordance with educational programs (for example, online training, modeling, databases, data analysis programs)		+		
92	4.	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		+		
93	5.	examination of research results, graduation papers, dissertations for plagiarism		+		
94	6.	access to educational Internet resources		+		
95	7.	functioning of WI-FI on its territory		+		
96	8.	The university must demonstrate that it creates conditions for conducting scientific research, integrating science and education, and publishing the results of research work of teaching staff, employees, and students		+		
97	9.	The university should strive to ensure that the educational equipment and software used for mastering educational programs are similar to those used in the relevant sectors of the economy		+		
98	10.	The EP management should demonstrate the availability of support procedures for various groups of students, including informing and advising		+		
99	11.	The OP management should show that there are conditions for the student's progress along the individual educational path		+		
100	12.	The university should take into account the needs of various groups of students (adults, working people, foreign students, as well as students with special educational needs).		+		
101	13	The university must ensure that the infrastructure meets the security requirements		+		
Total according to the standard			0	12	1	0
Standard "Informing the public"						

102	1.	The university guarantees that the published information is accurate, objective, up-to-date and reflects all areas of the university's activities within the framework		of the +		
103	2 educational program.	Public awareness should include supporting and explaining the national development programs of the country and the system of higher and postgraduate education		+		
104	3.	The university management should use a variety of ways to disseminate information (including mass media, web resources, information networks, etc.) to inform the general public and interested persons		+		
<i>Information about the educational program is objective, relevant and should include:</i>						
105	4.	the purpose and planned results of the OP, the assigned qualification		+		
106	5.	information about the system for evaluating students' academic achievements		+		
107	6.	information about academic mobility programs and other forms of cooperation with partner universities and employers		+		
108	7.	information on opportunities for developing students' personal and professional competencies and employment		opportunities+		
109	8.	data reflecting the positioning of the OP in the educational services market (at the regional, national, and international levels)		+		
110	9.	An important factor is the publication on open resources of reliable information about teaching staff, in the context of personnel		+		
111	10.	The university must publish on its own web resource the audited financial statements on the OP		+		
112	11.	The university should post information and links to external resources based on the results of external assessment procedures		+		
113	12.	An important factor is the publication of information about cooperation and interaction with partners, including scientific/consulting organizations, business partners, social partners, and educational organizations		+		
Standard total			0	12	0	0
TOTAL			1	98	14	

Appendix 2. PROGRAM OF A VISIT TO AN EDUCATIONAL ORGANIZATION



APPROVED
Chairman of the Management Board-Rector
of Kokshetau State University named after Sh. Ualikhanov"

_____ **M. Syrlybayev**
 "....." May 2024ode

APPROVED
General Director of the Independent Agency for
Accreditation and Rating"

_____ **A. Zhumagulova**
 "...." May 2024 odeode

PROGRAM
VISIT OF THE IAAR EXTERNAL EXPERT COMMISSION
IN NAO "KOKSHETAU UNIVERSITY NAMED AFTER SH. UALIKHANOV"
(SPECIALIZED AND PRIMARY SPECIALIZED ACCREDITATION)

Date of the visit: May 27-29 2024, 20-24

Cluster	Educational programs
Cluster 1 (specialized accreditation)	6B02302 Translation (English, German/Chinese) 8D02301 Philology: Kazakh Philology
Cluster 2 (specialized accreditation)	6B04106 Banking and Financial Management 6B04105 Accounting
Cluster 3 (specialized accreditation)	6B05102 Biotechnology by industry 7M01504 Biology 7M08102 Soil Science and Agrochemistry
Cluster 4 (specialized accreditation)	8D02201 History 7M02201 History and Socio-religious sciences
Cluster 5 (primary accreditation) accreditation)	8D01501 Methodology of scientific research in mathematical education
Cluster 6 (primary accreditation)	7M05203 Waste

		management 7M05303 Chemistry of biologically active compounds	
Cluster 7 (primary accreditation)		6B10102 Public Health	
Date and time	HEC work with target groups	Position and Surname, first name, patronymic of target group participants	Contact form
<i>May 24 , 2024</i>			
16.00-17.00 (Astana time)	A preliminary meeting of the WEC (<i>discussion of key issues and the program of the visit</i>)	<i>External experts of the IAAR</i>	to connect to the conference Zoom https://us02web.zoom.us/j/4641732969 the conference ID: 464 173 2969
<i>On schedule during the day,</i>	the Arrival of members of the External expert Commission		
18.00	Dinner	<i>External experts of the IAAR</i>	
<i>1st Day: may 27, 204 years</i>			
09.00-09.30	Allocation of responsibilities experts, the organizational issues	<i>External experts of the IAAR</i>	to connect to the conference Zoom https://us02web.zoom.us/j/4641732969 the conference ID: 464 173 2969 conference room, main building, 2nd floor
09.30-10.00	meeting with the Chairman of the Board - Rector,	<i>Chairman of the Board – Rector – Syrlybaev Marat Kadirli</i>	to connect to the conference Zoom https://us02web.zoom.us/j/4641732969 the conference ID: 464 173 2969 Academic Council Hall, the main building, Floor 2

10.00-10.15	Technical break		
10.15-11.00	meeting with the Members of the management Board - Vice-Rectors	<p><i>Hlen of the Board of academic Affairs – Medetov Nurlan Amirovich, doctor of physical and mathematical Sciences;</i></p> <p><i>Hlen of the Board for research and interaction with the region – Zhakupova Aigul Dosjanova, doctor of philological Sciences, Professor</i></p> <p><i>Hlen of the Board for the internationalization and development of infrastructure – Sagyndykova of Gilgul Oralovna, candidate of philological Sciences</i></p> <p><i>, the Member of the Board for socio-cultural development Kapyshev Ardak Kairzhanovich, candidate of historical Sciences</i></p>	<p>to connect to the conference Zoom https://us02web.zoom.us/j/4641732969</p> <p>the conference ID: 464 173 2969</p> <p>Academic Council Hall, main building, 2nd floor</p>
11.00-11.10	Technical break		
11.10-11.50	Meeting with heads of structural divisions	<p><i>chief of staff of the rector Baymanova Lyazzat the Seytziyevna, candidate of philological Sciences</i></p> <p><i>, head of the Department of academic development - Memetov sansyzbay The koyshibaevich, candidate of agricultural Sciences</i></p> <p><i>, head of the Department of science and international cooperation - baicalin Marden Ersainovich, doctor PhD</i></p> <p><i>, head of the Department of postgraduate education – Kusainova Ayman Akaeva, candidate of economic Sciences</i></p> <p><i>, head of the Department of youth policy - Muhamadiyeva Zhadyra tanatova the</i></p> <p><i>Head of the Department of economic Affairs - Bagatell Nurlan Kadyrbekovich</i></p> <p><i>head of the Department of strategy, accreditation and quality management – Turdiyeva Gulnara Banovina, candidate of pedagogical Sciences,</i></p> <p><i>head of the centre of planning and teaching work - Yergaliyeva Galia manasuna the</i></p> <p><i>head of the office of the Registrar – Kenesarina Aidan</i></p>	<p>to connect to the conference Zoom https://us02web.zoom.us/j/4641732969</p> <p>the conference ID: 464 173 2969</p> <p>Academic Council Hall, main building, 2nd floor</p>

		<p><i>zhumabekovna the head of the center for career and employment - Tagieva Aizhan alikulova the head of the center for international project management - Kakabaev Anuarbek Abaevich, candidate of biological Sciences Head of Department of international cooperation – Toktarova Ainur baurzhanovna the head of the Department of digitalization – of Almashev Olzhas Sazanovich</i></p>	
11.50-12.00	Exchange of opinions of members of the external expert Commission of	<i>the IAAR External expert</i>	<p>to connect to the conference Zoom https://us02web.zoom.us/j/4641732969 the conference ID: 464 173 2969</p>
12.00-12.40	meeting with the Directors of the institutes /schools of higher education accredited OP	<p><i>Director of the pedagogical Institute – Bekseitova Akbota Tastanbekova, candidate of historical Sciences, Director of agronomic Institute. S. Sadvakasova – Zhaparova Sayagul Beketova, candidate of technical Sciences, Director of the higher school of medicine – Muratbekov Svetlana Kabdenova, doctor of medical Sciences, Director of the higher school of business and law – Abay Iskakov Gantsevich, doctor of Economics</i></p>	<p>to connect to the conference Zoom https://us02web.zoom.us/j/4641732969 the conference ID: 464 173 2969 Academic Council Hall, the main building, 2nd floor</p>
12.40-13.00	Work WEC	<i>External experts of the IAAR</i>	<p>to connect to the conference Zoom https://us02web.zoom.us/j/4641732969 the conference ID: 464 173 2969 conference room, main building, 2nd floor</p>
13.00-14.00	Lunch		
14.00-14.15	Work WEC	<i>External experts of the IAAR</i>	<p>to connect to the conference Zoom https://us02web.zoom.us/j/4641732969</p>

			69 the conference ID: 464 173 2969 conference room, main building, 2nd floor
14.15-15.00	Meeting with heads of departments and heads of OP	<i>Head of the Department of English language and teaching methodology – Theme Dinara Sarsenbaevna, candidate of philological Sciences, Head of the Department of Kazakh language and literature of Malgazhdarov Kasiet Kakenovich, candidate of philological Sciences, Head of Department of business and services – Utegenova Zhuldyz Sayranovna, candidate of economic Sciences , Head of the Department of chemistry and biotechnology – Nurmukhanbetov Nurgul Nurkanovna, candidate of chemical Sciences , Head of Department of biology and teaching methods – Durakbasa Shynar Nurlanbekova, candidate of biological Sciences, Head of the Department of agriculture and bioresources – the Shegenami Serikbay Tashibaev, candidate of agricultural Sciences, Head of the Department of history, geography and the social Sciences and Humanities – Utegenov Marat Zinatovich, candidate of historical Sciences, Head of Department of mathematics, physics and Informatics – Costagliola Alma Akanova, candidate of pedagogical Sciences, Head of the Department of mining, construction and environment – Hatina Natalia Head of the Department of morphology, physiology and General pathology – of Jungalow Baurjan Bayanovich, PhD</i>	to connect to the conference Zoom https://us02web.zoom.us/j/4641732969 69 the conference ID: 464 173 2969 Academic Council Hall, main building, 2nd floor
15.00-15.10	Technical break		Convention hall, main building, 2nd

			floor
15.10-16.00	Meeting with PPP OP	Clusters 1, 4, 5 (<i>Appendix No. 1</i>) (<i>the session hall zoom 1</i>)	To connect to the conference Zoom https://us02web.zoom.us/j/4641732969 the conference ID: 464 173 2969 Academic Council Hall, main building, floor 2
		Clusters 3, 6 (<i>Annex No. 1</i>) (<i>the session hall zoom 2</i>)	to connect to the conference Zoom https://us02web.zoom.us/j/4641732969 the conference ID: 464 173 2969 AUD. No. 207
		Cluster 7 (<i>Appendix No. 1</i>) (<i>the session hall zoom 3</i>)	to connect to the conference Zoom https://us02web.zoom.us/j/4641732969 the conference ID: 464 173 2969 conference room, main building, 2nd floor,
		Cluster 2 (<i>Appendix No. 1</i>) (<i>the session hall zoom 4</i>)	to connect to the conference Zoom https://us02web.zoom.us/j/4641732969 the conference ID: 464 173 2969 AUD. No. 106
16.00-17.00	Survey of teaching staff(in parallel)	(<i>Appendix No. 2</i>)	The link is sent to the teacher's e-mail address in person
16.00-16.10	Exchange of views of members of the external expert commission		Connect to the Zoom conference the Zoom conference https://us02web.zoom.us/j/4641732969 69 Conference ID: 464 173 2969 Conference hall, main building, 2nd floor

16.10-17.00	Meeting with students of OP	Clusters 1, 4, 5 (<i>Appendix #3</i>) (<i>zoom session hall 1</i>)	Connect to the Zoom conference the Zoom conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Academic Council Hall, Main building, 2nd floor
		Clusters 3, 6 (<i>Annex # 3</i>) (<i>zoom session hall 2</i>)	Connect to Zoom conference https://us02web.zoom.us/j/4641732969 https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Room. # 207
		Cluster 7 (<i>App #3</i>) (<i>zoom Session Hall 3</i>)	Connect to Zoom Conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Conference hall, main building, 2nd floor
		Cluster 2 (<i>Annex #3</i>) (<i>zoom session hall 4</i>)	Connect to Zoom conference https://us02web.zoom.us/j/4641732969 https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Room. No. 106
17.00-18.00	Survey of OP students (in parallel)	(<i>Appendix no. 4</i>)	The link is sent to the student's e-mail personally

17.00-17.50	Visual inspection of the OP and the material and technical and educational laboratory base	<i>(Appendix No. 9)</i>	<i>On the route</i>
17.50-18.00	EEC work discussion of the results of the first day	<i>IAAR External experts</i>	Connect to the Zoom conference the Zoom conference https://us02web.zoom.us/j/4641732969 69 Conference ID: 464 173 2969 Conference hall, main building, 2nd floor
18.00-19.00	Dinner	<i>IAAR External Experts</i>	
<i>Day 2: May 28, 2024</i>			
09.00-09.30	HEC work IAAR	<i>External experts</i>	Connect to the conference Zoom https://us02web.zoom.us/j/4641732969 69 Conference ID: 464 173 2969 Conference hall, main building, 2nd floor
09.30-11.30	Selective visit to OP practice bases	<i>IAAR External experts according to the itinerary (Appendix No. 7)</i>	
11.30-13.00	Working with department documents and attending faculty classes according to the schedule	<i>(Appendix No. 8)</i>	
13.00-14.00	Lunch		

14.00-14.20	Exchange of views of members of the external expert commission	<i>IAAR External experts</i>	Connect to the Zoom conference the Zoom conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Conference hall, main building, 2nd floor
14.20-15.10	Meeting with stakeholders (representatives of practice bases and employers) (hybrid)	Clusters 1, 4, 5 (<i>Appendix # 6</i>) (<i>zoom Session Hall 1</i>)	Connect to Zoom Conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Academic Council Hall, Main building, 2nd floor
		Clusters 3, 6 (<i>Annex #6</i>) (<i>zoom session hall 2</i>)	Connect to Zoom conference https://us02web.zoom.us/j/4641732969 https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Aud. # 207
		Cluster 7 (<i>App #6</i>) (<i>zoom Session Hall 3</i>)	Connect to Zoom Conference https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Conference hall, main building, 2nd floor
		Cluster 2 (<i>Annex # 6</i>) (<i>zoom session hall 4</i>)	Connect to Zoom conference https://us02web.zoom.us/j/4641732969 https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Room. No. 106
15.10-15.30	Technical break		

15.30-16.10	Meeting with OP graduates (hybrid)	Clusters 1, 4, 5 (<i>Appendix # 5</i>) (<i>zoom Session Hall 1</i>)	Connect to Zoom Conference https://us02web.zoom.us/j/4641732969 69 Conference ID: 464 173 2969 Academic Council Hall, Main building, 2nd floor
		Clusters 3, 6 (<i>Annex #5</i>) (<i>zoom session hall 2</i>)	Connect to Zoom conference https://us02web.zoom.us/j/4641732969 https://us02web.zoom.us/j/4641732969 69 Conference ID: 464 173 2969 Aud. # 207
		Cluster 7 (<i>App #5</i>) (<i>zoom Session Hall 3</i>)	Connect to Zoom Conference https://us02web.zoom.us/j/4641732969 69 Conference ID: 464 173 2969 Conference hall, main building, 2nd floor
		Cluster 2 (<i>Annex #5</i>) (<i>zoom session hall 4</i>)	Connect to Zoom conference https://us02web.zoom.us/j/4641732969 https://us02web.zoom.us/j/4641732969 69 Conference ID: 464 173 2969 Room. No. 106
16.10-16.30	Technical break		
16.30-19.00	Work of the HEC, discussion of the results of the second day and profile parameters (<i>recorded</i>)	<i>IAAR External Experts</i>	Join Zoom Conference https://us02web.zoom.us/j/4641732969 69 Conference ID: 464 173 2969 Conference hall, main building, 2nd floor

19.00-20.00	Dinner	<i>IAAR External Experts</i>	
<i>Day 3: May 29, 2024</i>			
09.00-11.30	Work of the HEC: development and discussion of recommendations IAAR	<i>external experts</i>	Connect to the Zoom conference https://us02web.zoom.us/j/4641732969 https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Conference hall, main building, 2nd floor
11.30-11.40	Technical break		
11.40-12.30	Work of the HEC: development and discussion of recommendations (<i>recorded</i>)	<i>IAAR External Experts</i>	Join Zoom Conference https://us02web.zoom.us/j/4641732969 https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Conference hall, main building, 2nd floor
12.30-13.00	Work of the HEC	<i>External experts IAAR</i>	Connect to the Zoom conference https://us02web.zoom.us/j/4641732969 https://us02web.zoom.us/j/4641732969 Conference ID: 464 173 2969 Conference hall, main building, 2nd floor
13.00-14.00	Lunch		Canteen of the University
14.00-16.00	Work of the HEC: discussion, decision-making by voting	<i>IAAR External Experts</i>	Join Zoom Conference https://us02web.zoom.us/j/4641732969

	<i>(recorded)</i>		69 Conference ID: 464 173 2969 Conference hall, main building, 2nd floor
16.00-16.30	Work of the HEC, Discussion of quality assessment results	<i>External IAAR experts</i>	Connect to the Zoom conference https://us02web.zoom.us/j/4641732969 https://us02web.zoom.us/j/4641732969 69 Conference ID: 464 173 2969 Conference hall, main building, 2nd floor
16.30-17.00	Final meeting of the HEC with the university management		Connect to the Zoom conference https://us02web.zoom.us/j/4641732969 https://us02web.zoom.us/j/4641732969 69 Conference ID: 464 173 2969 Academic Council Hall, main building, 2nd floor
18.00-19.00	Dinner		

Appendix 3. RESULTS OF THE TEACHER SURVEY**Teaching staff questionnaire****1. Total number of questionnaires: 60****2. Position, %**

Professor	6 (10%)
Associate Professor / Associate Professor	8(13.3%)
Senior teacher	26(43.3%)
Teacher	12 (20%)
Head of Department Department	1(1.7%)
Lecturer's Assistant	1(1.7%)
Lecturer	1(1.7%)
R&D Doctor, Professor assistant	1(1.7%)
Assistant Professor	1(1.7%)
Assistant lecturer	1(1.7%)
Other	2 (3.4%)

3. Academic degree, academic title

Honored Worker	0(0%)
Doctor of Science	1(1.7%)
Candidate of Science	10(16.7%)
Master	's degree 34(56.7%)
PhD	12(20%)
Professor	0(0%)
Associate Professor / Associate Professor	5(8.3%)
No	3(5%)
Completed doctoral studies	1(1.7%)
Other	

4. Work experience at this university

Less than 1 year	4(6.7%)
1 year – 5 years	10 (16.7%)
Over 5 years	46(76.7%)
Other	

№	Questions	Very good	Good	Relatively bad	Bad	Very bad	Not answered
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1	To what extent does the content of the educational program meet your scientific and professional interests and needs?	43(71,7%)	17(28,3%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
2	How do you assess the opportunities provided by the University for the professional development of teaching	38(63,3%)	22(36,7%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
3	How do you assess the opportunities provided by the University for career growth of teaching	33 (55%)	27(45%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
4	How do you assess the degree of academic freedom of teaching	38(63,3%)	22(36,7%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
	To what extent can teachers use their own						
5	• Learning Strategies	39(65%)	21(35%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
6	• Teaching methods	42(70%)	18(30%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
7	• Educational innovations	41(68,3%)	18(30%)	1(1,7%)	0 (0%)	0 (0%)	0 (0%)
8	How do you assess the work on the organization of medical care and disease prevention at the university?	34(56,7%)	23(38,3%)	3(5%)	0 (0%)	0 (0%)	0 (0%)
9	What attention is paid by the management of the educational institution to the content of the educational program?	42(70%)	18(30%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
10	How do you assess the adequacy and availability of the necessary scientific and educational literature in the library?	28(46,7%)	29(48,3%)	3(5%)	0 (0%)	0 (0%)	0 (0%)
11	Evaluate the level of	25(41,7%)	35(58,3%)	0 (0%)	0	0 (0%)	0 (0%)

	created conditions that take into account the needs of different groups of students?				(0%)		
	Evaluate the openness and accessibility of the manual						
12	• Students	39(65%)	20(33,3%)	1(1,7%)	0 (0%)	0 (0%)	0 (0%)
13	• for teachers	37(61,7%)	23(38,3%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
14	Evaluate the involvement of teaching staff in the management and strategic decision-making process	20(33.3%)	37(61,7%)	3(5%)	0 (0%)	0 (0%)	0 (0%)
15	How is the innovative activity of teaching staff encouraged?	32(53,3%)	27(45%)	1(1,7%)	0 (0%)	0 (0%)	0 (0%)
16	Evaluate the level of feedback between the staff and the management	32(53,3%)	25(41,7%)	3(5%)	0 (0%)	0 (0%)	0 (0%)
17	What is the level of encouragement and involvement of young professionals in the educational process?	33(55%)	26(43,3%)	1(1,7%)	0 (0%)	0 (0%)	0 (0%)
18	Evaluate the opportunities created for professional and personal growth for each teacher and employee	28(46,7%)	31(51,7%)	1(1,7%)	0 (0%)	0 (0%)	0 (0%)
19	Assess the adequacy of the university management's recognition of the potential and abilities of teachers	26(43,3%)	32(53,3%)	2(3,3%)	0 (0%)	0 (0%)	0 (0%)
	How is job						
20	• on academic mobility	29(48,3%)	30(50%)	1(1,7%)	0 (0%)	0 (0%)	0 (0%)
21	• On advanced training of teaching	38(63,3%)	22(36,7%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
	Evaluate the support			0 (0%)	0	0 (0%)	0 (0%)

	of the university and its management				(0%)		
22	• Research initiatives of teaching staff	39(65%)	21(35%)	0 (0%)	0 (0%)	0 (0%)	0 (023)
23	• Development of new educational programs/disciplines/teaching methods	40(66,7%)	20(33,3%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
	Assess the level of teaching staff's ability to combine teaching						
24	• with scientific research	23(38,3%)	33(55%)	4(6,7%)	0 (0%)	0 (0%)	0 (0%)
25	• with practical activities	19(31,7%)	40(66,7%)	1(1,7%)	0 (0%)	0 (0%)	0 (0%)
26	Evaluate how students ' knowledge obtained at the university corresponds to the realities of the modern labor market requirements	34(56,7%)	26(43,3%)	0 (0%)	0 (0%)	0 (0%)	0 (027)
27	How does the management and administration of the university perceive criticism in their address?	16(26,7%)	41(63,8%)	3(5%)	0 (0%)	0 (0%)	0 (0%)
28	Rate it to what extent does your training load meet your expectations and capabilities?	18(30%)	41(68,3%)	1(1,7%)	0 (0%)	0 (0%)	0 (0%)
29	Evaluate the focus of educational programs/training programs on developing students ' skills and abilities to analyze the situation and make forecasts?	29(48,3%)	30(50%)	1(1,7%)	0 (0%)	0 (0%)	0 (0%)
30	Evaluate the extent to which the educational program meets the expectations of the labor market and employers in terms of its content and quality	35(58,3%)	25(41,7%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)

	of implementation						
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Why do you work at this particular university?

Everything suits you

Good team and students

Team, like to teach

It is possible to combine teaching activities with scientific research

Degree rewards

Good working conditions, a hearing management, the opportunity to improve their skills

The university provides good opportunities for professional growth and development

Себебі ,өңірдегі бәсекеге қабілетті мамандарды даярлайтын оқу орны

I believe that this university corresponds to my career development

I like working with students

The university in this region and city is the leading and best.

Allows you to realize opportunities in the area of my interests

I like the atmosphere, the team, working with students

Salary, participation in projects, team

My favorite university, Alma Mater

I am a graduate of the university and from the moment of graduation to this day I work at the department

Patriot of this university is the best university in our region

Professional approach, adequate and responsible management

I grew up in Kokshetau, studied there, and live here

I was educated at this university and worked for over 50 years

By invitation

This university has all the conditions for pedagogical development.

Patriot of this university

Because this is my home university, my home department, I want to be as useful as possible for students

By place of residence

I graduated from this University and want to support it

Scientific focus of the university

Opportunity for professional development,

As a university graduate, I want to work together with professionals in my field, grow and develop under the guidance of highly qualified specialists

Маман дайындау үшін

I studied at this university in a bachelor's degree, master's degree. I like the atmosphere in the department. Great features

Солтүстік өңірде ең сапалы білім беретін білім ордасы

Good working conditions

Солтүстік өңірдегі бетке ұстар ЖОО

Strong teachers,high university rating

Мен бұл жоғары оқу орнына министрлік жолдамасымен келгем.

The working conditions satisfy me

The best university was in the former Soviet Union

Because there are all the conditions that suit us

Оқу орнын өте жақсыткөремін! Түлегімін!барлық жағдай жасалған!

I like to combine research work with teaching. It is possible to plan your free time.

Career opportunities

Like

I am satisfied with the working conditions

The University provides good opportunities for both students and teachers. It is a pleasure to work in a circle of intelligent people who are professionals.

Бұл оқу орнында шындық адалдық бар. Ұстаздың өзін-өзі жетілдірді не жағдай жасалған. Кәсіби дамуыма барынша жағдай жасалған

I graduated from this university in 2004-2008, was the winner of competitions from my student years, Shokan zhuldyz-2007, graduated from the master's program in 2008-2010 in the same place, became the Curator of the year -2017, Deputy Dean for BP from 2010-2015. Graduated from the target doctoral program. Support at the university was provided from the very beginning, at any stage.

I studied here, a good team

This is my alma mater

I wanted to start a teaching career

This is the best university in the region

Әлеуеті жақсы

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

very often	often	sometimes	very rarely	never
15(25%)	39(65%)	6(10%)	0 (0%)	0 (0%)

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

very often	often	sometimes	very rarely	never
18(30%)	34(56,7%)	8(13,3%)	0 (0%)	0 (0%)

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

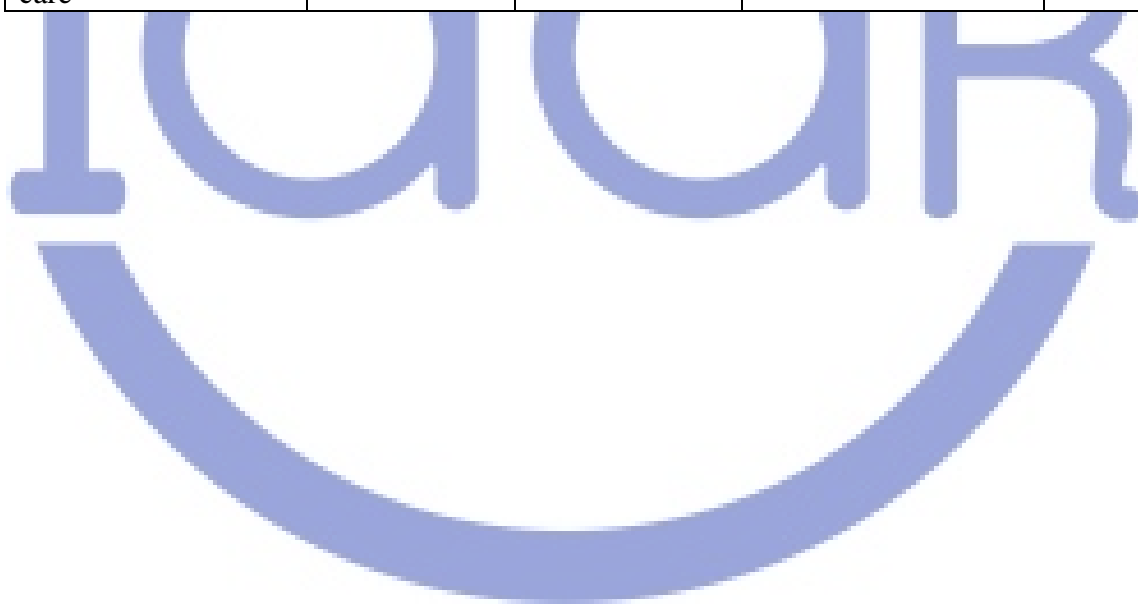
Questions	Are Often	Sometimes	Never	Answered
Lack of classrooms	2(3,3%)	17(28,3%)	41(68,3%)	
Unbalanced academic load by semester	4(6,7%)	16(26,7%)	40(66,7%)	
Unavailability of necessary literature in the library	1(1,7%)	32(53,3%)	27(45%)	
Overcrowding of study groups (too many students in the group)	2(3,3%)	14(23,3%)	44(73,3%)	
Inconvenient schedule		17(28,3%)	43(71,7%)	
Inappropriate classroom conditions		21(35%)	39(65%)	

Lack of Internet access/weak Internet	connection 3(5%)	36(60%)	21(35%)	
Students ' lack of interest in learning		29(48,3%)	31(51,7%)	
Late receipt of information about events	1(1,7%)	17(28,3%)	42(70%)	
Lack of technical training tools in classrooms	1(1.7%)	33(55%)	26(43,3%)	
Other problems	<p>Barlyk zhagdaylar zhasalgan There are no obvious problems in the dynamics Sometimes problems with the Internet and those. Providing salary increases Low salaries Above are listed Repairs to the audience of Masele jok small details that can be solved in the current order There were no situations that could not be solved</p>			

35. 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:

Questions	Fully satisfied (1)	Partially satisfied (2)	Not satisfied (3)	Not sure (4)
The attitude of the university's management towards you	47(78,3%)	12(20%)	0 (0%)	1(1,7%)
Relationships with direct management	51(85%)	7(11,7%)	1(1,7%)	1(1,7%)
Relations with colleagues in the department	58(96,7%)	2(3,3%)	0 (0%)	0 (0%)
Degree of participation in management decision	45(75%)	15(25%)	0 (0%)	0 (0%)
Student relations	60(100%)	0 (0%)	0 (0%)	0 (0%)
Recognition of your success and achievements by the administration	51(85%)	8(13,3%)	1(1,7%)	0 (0%)
Support for your suggestions and comments	46(76,7%)	14(23,3%)	0 (0%)	0 (0%)

Activities of the university administration	47(78,3%)	13(21,7%)	0 (0%)	0 (0%)
Payment terms and conditions	25(41,7%)	28(46,7%)	7(11,7%)	0 (0%)
Working conditions, list and quality of services provided at the university	47(78,3%)	13(21,7%)	0 (0%)	0 (0%)
Occupational health and safety	48(80%)	12(20%)	0 (0%)	0 (0%)
Managing changes in the university	41(68,3%)	19(31,7%)	0 (0%)	0 (0%)
Providing a social package: recreation, sanatorium treatment, etc	34(56,7%)	13(21,7%)	7(11,7%)	6(10%)
Organization and quality of nutrition at the university	33(55%)	23(38,3%)	2(3,3%)	2(3,3%)
Organization and quality of medical care	41(68,3%)	15(25%)	1(1,7%)	3(5%)



Appendix 4. RESULTS OF THE STUDENT SURVEY***Application form for students*****Total number of questionnaires: 52****Gender:**

Male	36(69.2%)
Female	16(36.8%)

Rate how satisfied you are with:

Questions	Fully satisfied	Partially satisfied	Partially удов.летворен	dissatisfied Not satisfied	I can't answer
1. Relations with the dean's office (school, faculty, department)	45(86,5%)	7(13,5%)	0 (0%)	0 (0%)	0 (0%)
2. The level of accessibility of the dean's office (school, faculty, department)	42(80,8%)	10(19,2%)	0 (0%)	0 (0%)	0 (0%)
3. The level of accessibility and responsiveness of the management (university, school, faculty, department)	44(84,6%)	7(13,5%)	1(1,9%)	0 (0%)	0 (0%)
4. Access to academic counseling	43(82,7%)	8(15,4%)	1(1,9%)	0 (0%)	0 (0%)
5. Support of educational materials in the learning process	39(75%)	12(23,1%)	1(1,9%)	0 (0%)	0 (0%)
6. Availability of advice on personal issues	42(80,8%)	7(13,5%)	2(3,8%)	1(1,9%)	0 (0%)
7. Student-teacher relations	42(80,8%)	10(19,2%)	0 (0%)	0 (0%)	0 (0%)
8. Activities of financial and administrative services of the educational institution	36(69,2%)	15(28,8%)	1(1,9%)	0 (0%)	0 (0%)
9. Access to health services	41(78,8%)	10(19,2%)	1(1,9%)	0 (0%)	0 (0%)

		%)	%))	
10. Quality of medical care at the university	33(63,5%)	16(30,8%)	1(1,9%)	1(1,9%)	1(1,9%)
11. Level of availability of library resources	42(80,8%)	8(15,4%)	2(3,8%)	0(0%)	0(0%)
12. The quality of services provided in libraries and reading rooms	38(73,1%)	12(23,1%)	2(3,8%)	0(0%)	0(0%)
13. Existing educational resources of the university	42(80,8%)	8(15,4%)	1(1,9%)	1(1,9%)	0(0%)
14. Availability of computer classes	33(63,5%)	11(21,2%)	5(9,6%)	3(5,8%)	0(0%)
15. Availability and quality of Internet resources	20(57,7%)	11(21,2%)	9(17,3%)	2(3,8%)	0(0%)
16. Content and information content of the website of educational organizations in general and faculties (schools) in particular	40(76,9%)	10(19,2%)	1(1,9%)	1(1,9%)	0(0%)
17. Study rooms and auditoriums for large groups	36(69,2%)	12(23,1%)	2(3,8%)	2(3,8%)	0(0%)
18. Rest rooms for students (if available)	23(44,2%)	11(21,2%)	4(7,7%)	8(15,4%)	6(11,5%)
19. Clarity of disciplinary action procedures	40(76,9%)	10(19,2%)	0(0%)	1(1,9%)	1(1,9%)
20. The overall quality of the educational program	43(82,7%)	9(17,3%)	0(0%)	0(0%)	0(0%)
21. Quality of educational programs in the OP	43(82,7%)	9(17,3%)	0(0%)	0(0%)	0(0%)
22. Teaching methods in general	43(82,7%)	9(17,3%)	0(0%)	0(0%)	0(0%)
23. Quick response to teachers ' feedback on the learning process	41(78,8%)	9(17,3%)	2(3,8%)	0(0%)	0(0%)
24. The quality of teaching in general	42(80,8%)	9(17,3%)	1(1,9%)	0(0%)	0(0%)

25. Academic load/requirements for the student	41(78,8%)	9(17,3%)	0(0%)	2(3,8%)	0(0%)
26. Teaching staff requirements for the student	42(80,8%)	9(17,3%)	0(0%)	1(1,9%)	0(0%)
27. Information support and explanation of the admission rules and strategy of the educational program (specialty) before entering the university	.38(73,1%)	13(25%)	1(1,9%)	0(0%)	0(0%)
28. Informing the requirements for successfully completing a given educational program (specialty)	43(82,7%)	8(15,4%)	1(1,9%)	0(0%)	0(0%)
29. The quality of exam materials (tests and exam questions, etc.)	38(73,1%)	11(21,2%)	0(0%)	2(3,8%)	1(1,9%)
30. Objective assessment of knowledge, skills, and other academic achievements	39(75%)	12(23,1%)	0(0%)	1(1,9%)	0(0%)
31. Available computer classes	33(63,5%)	13(25%)	3(5,8%)	3(5,8%)	0(0%)
• Existing scientific laboratories	30(57,7%)	15(28,8%)	3(5,8%)	1(1,9%)	3(5,8%)
• The objectivity and fairness of teachers	40(76,9%)	8(15,4%)	3(5,8%)	1(1,9%)	0(0%)
• Informing students about courses, educational programs, and the academic degree they receive	42(80,8%)	7(13,5%)	2(3,8%)	1(1,9%)	0(0%)
• Providing students with a hostel	29(55,8%)	14(26,9%)	3(5,8%)	2(3,8%)	4(7,7%)

Rate how much you agree with:

Approval	Full agreement	Agree	Partially agree	Disagree	Completely disagree	Did not respond
• The course program was clearly presented	39(75%)	9(17,3%)	4(7,7%)	0(0%)	0(0%)	
• The course content is well structured	40(76%)	9(17%)	3(5,8%)	0	0	

	,9%)	,3%)	%)	(0 %)	(0%)	
• Key terms are sufficiently explained	40(76 ,9%)	10(1 9,2 %)	2(3,8 %)	0 (0 %)	0 (0%)	
• Предложенный преподавателемThe material proposed by the teacher is relevant and reflects the latest achievements in science and practice	39(75 %)	8(15 ,4%)	4(7,7 %)	1(1 ,9 %)	0	
• The teacher uses effective teaching methods	38(73 ,1%)	9(17 ,3%)	5(9,6 %)	0 (0 %)	0 (0%)	
• The teacher owns the taught material	39(75 %)	11(2 1,2 %)	2(3,8 %)	0 (0 %)	0 (0%)	
• The teacher's presentation is clear	41(78 ,8%)	8(15 ,4%)	3(5,8 %)	0 (0 %)	0 (0%)	
• The teacher presents the material in an interesting way	37(71 ,2%)	8(15 ,4%)	6(11, 5%)	1(1 ,9 %)	0 (0%)	
• Objective assessment of knowledge, skills, and other academic achievements	35(67 ,3%)	13(2 5%)	4(7,7 %)	0 (0 %)	0 (0%)	
• Timely assessment of students ' academic achievements	35(67 ,3%)	14(2 6,9 %)	3(5,8 %)	0 (0 %)	0 (0%)	
• The teacher meets your requirements and expectations for professional and personal development	37(71 ,2%)	9(17 ,3%)	6(11, 5%)	0 (0 %)	0 (0%)	
• The teacher encourages students ' activity	37(71 ,2%)	13(2 5%)	2(3,8 %)	0 (0 %)	0 (0%)	
• The teacher encourages students ' creative thinking	33(63 ,2%)	14(2 6,9 %)	4(7,7 %)	1(1 ,9 %)	0 (0%)	
• The appearance and manners of the teacher are adequate	39(75 %)	10(1 9,2 %)	3(5,8 %)	0 (0 %)	0 (0%)	
• The teacher shows a positive attitude towards students	34(65 ,4%)	14(2 6,9 %)	4(7,7 %)	0 (0 %)	0 (0%)	
• The system of assessment of academic achievements (seminars, tests, questionnaires, etc.) reflects the content of the course	37(71 ,2%)	11(2 1,2 %)	3(5,8 %)	1(1 ,9 %)	0 (0%)	
• The assessment criteria used by the	37(71 %)	11(2 %)	4(7,7 %)	0	0	

teacher are clear and accessible	,2%)	1,2 (%)	(%)	(0 (%)	(0%)	
• The teacher evaluates students ' achievements objectively	32(61 ,5%)	16(3 0,8 (%)	4(7,7 (%)	0 (0 (%)	0 (0%)	
• The teacher speaks a professional language	35(67 ,3%)	15(2 8,8 (%)	2(3,8 (%)	0 (0 (%)	0 (0%)	
The organization of education provides sufficient opportunities for sports and other leisure	activi ties 31(59 ,6%)	16(3 0,8 (%)	5(9,6 (%)	0 (0 (%)	0 (0%)	
• Facilities and equipment for students are safe, comfortable and up-to-date	30(57 ,7%)	13(2 5%)	9(17, 3%)	0 (0 (%)	0 (0%)	
• The library is well-equipped and has sufficient fund of scientific, educational and methodical literature	33(63 ,2%)	17(3 2,7 (%)	1(1,9 (%)	1(1 ,9 (%)	0 (0%)	
• Equal opportunities for mastering the OP and personal development are provided to all students	34(65 ,4%)	15(2 8,8 (%)	3(5,8 (%)	0 (0 (%)	0 (0%)	

Other concerns about the quality of teaching:

Барлығына көңілім толықтай толады

Мәселелер жоқ

Additional places to relax with fellow students or complete group projects. More lighting in the hallway

A Chinese teacher must follow the chain of command

Everything's fine

Water Coolers