INDEPENDENT AGENCY FOR ACCREDITATION AND RATING (IAAR)
External Expert Commission (EEC)

Addressed to
the NAAR
Accreditation Council

АККРЕДИТТЕУ ЖӘНЕ РЕЙТИНГТІҢ ТӘУЕЛСІЗ АГЕНТТІГІ
НЕЗАВИСИМОЕ АГЕНТСТВО АККРЕДИТАЦИИ И РЕЙТИНГА
INDEPENDENT AGENCY FOR ACCREDITATION AND RATING

REPORT

on the results of the work of the External Expert Commission on the assessment of compliance with the requirements of the standards of specialized accreditation of the educational programmes 6B07110 “Aviation Security”, 6B11305 “Organization of Air Transportation”, 7M07112 “Flight Operation of Aircraft and Engines”, 7M11302 “Organization of Transportation, Traffic and Transport Operation (Scientific and Pedagogical Master’s degree)”
JSC “Academy of Civil Aviation”
March 18–20, 2026

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(I) LIST OF DESIGNATIONS AND ABBREVIATIONS

Academy	JSC "Academy of Civil Aviation"
ACA	Academy of Civil Aviation
AC	Academic Calendar
AS	Academic Council
AIS	Automated Information System
BD	Basic Disciplines
HAC	Higher Attestation Commission
UC	University Component
EW	Educational Work
HPE	Higher Professional Education
HEI	Higher Education Institution
GES	General Educational Standard of Education
DAW	Department for Academic Work
DET	Distance Educational Technologies
DP/DW	Diploma Project / Diploma Work
FA	Final Attestation
FC	Final Control
ICT	Information and Communication Technology
IT	Information Technology
IEP	Individual Educational Plan
EC	Elective Component
CTE	Credit Technology of Education
CED	Catalogue of Elective Disciplines
MSHE	Ministry of Science and Higher Education
R&D	Research and Development Work
SRW	Student Research Work
NQS	National Qualifications System
SQF	Sectoral Qualifications Framework
GED	General Education Disciplines
EP	Educational Programme
HPGE	Higher and Postgraduate Education Organisation
SEN	Special Educational Needs
PD	Profile Disciplines
PS	Professional Standards
Fa	Faculty (Teaching Staff)
RSTL	Republican Scientific and Technical Library
RK	Republic of Kazakhstan
MC	Midterm Control
WCP	Working Curriculum Plan
QMS	Quality Management System
SI	WStudents' Independent Work
SIWT	Students' Independent Work with a Teacher
SCL	Student-Centred Learning
SU	Structural Unit
STP	Standard Curriculum Plan
TVE	Technical and Vocational Education
EMC	Educational and Methodological Complex
EMCD	Educational and Methodological Complex of a Discipline
EMCS	Educational and Methodological Complex of a Specialty
EMC	Educational and Methodological Council
CSSYD	Centre for Social Support and Youth Development

CILSM	Centre for Information and Library Support + Museum
ECTS	European Credit Transfer System
HEI	Higher Education Institution
EP	Educational Programme
Facu	ltyFaculty (Teaching Staff)
AI	Artificial Intelligence

AI-Sana — a state innovation programme for the implementation of artificial intelligence technologies in the higher and postgraduate education system of the Republic of Kazakhstan
LMS — Learning Management System
LMS+AI — an integrated learning management system using artificial intelligence technologies
AI-Dashboard — an analytical dashboard for monitoring key performance indicators using AI
AI-Lab — a student artificial intelligence laboratory
ICAO — International Civil Aviation Organization
IATA — International Air Transport Association
STP — Standard Training Package (an ICAO standard training package)
TRAINAIR PLUS — an international ICAO programme for the standardisation and validation of aviation training courses
FNPT II — Flight and Navigation Procedures Trainer Level II
PhD — Doctor of Philosophy
VLEK — Medical Flight Expert Commission
Media — mass media
PR — Public Relations
AI-nation — a concept for building a society proficient in artificial intelligence technologies
ISATECH — International Symposium on Aviation Technologies

(II) INTRODUCTION

In accordance with Order No. 33-26-OD of 2 February 2026 of the Director General of the Independent Agency for Accreditation and Rating, from 18 to 20 March 2026 an External Expert Commission carried out an assessment of the compliance of the educational programmes 6B07110 “Aviation Security”, 6B11305 “Organization of Air Transportation”, 7M07112 “Flight Operation of Aircraft and Engines”, 7M11302 “Organization of Transportation, Traffic and Transport Operation (Scientific and Pedagogical Master’s degree)” at JSC “Academy of Civil Aviation” (Almaty) with the NAAR standards of specialized accreditation of the educational programme of a higher and (or) postgraduate education organisation (No. 57-20-OD of 16 June 2020, sixth edition).

The report of the External Expert Commission (EEC) contains an assessment of the submitted EPs against the criteria of the NAAR standards, EEC recommendations for the further improvement of the EPs, and the EP profile parameters.

Composition of the EEC:

***Chairman of the IAAR EE*C – Kosov Vladimir Nikolaevic**h, Doctor of Physics and Mathematics, Professor, Academician of the National Academy of Sciences, Abai Kazakh National Pedagogical University (Almaty, Republic of Kazakhstan);

IAAR expert – Kegenbekov Zhandos Kadyrkhanovich, C*a*ndidate of Technical Sciences, Associate Professor, Kazakh-German University (Almaty, Republic of Kazakhstan);

IAAR expert – Dzhihan Menseidov, Doctor of Technical Sciences, Professor, University of Ruse (Ruse, Bulgaria);

IAAR expert, employer – Sa***t*ybaldiyev Farukh Rustambekovic**h, leasing company JSC “Kazakhstan Ijara Company”;

IAAR expert, student – Nazyrov Timur Yerlanovich, 1st-year master’s student of the International Educational Corporation, graduate of the A. N. Tupolev Kazan National Research Technical University (KNRTU-KAI) (Almaty, Kazakhstan);

IAAR expert – A***b*ilmazhinov Yermek Tolegenovich,** Doctor of Technical Sciences, Professor, Shakarim University (Semey, Republic of Kazakhstan);

IAAR expert, employer – Bur**umbayev Azamat Serikovich, A**ktobeTranstelecom (Aktobe, Republic of Kazakhstan);

IAAR expert, student – Shadiyar Tauyekel, 3rd-year student, Eötvös Loránd University (Budapest, Hungary);

IAAR expert – **Medvedevs Aleksandrs,** Dr.Sc.Ing., Professor, Chair of Aviation Transport, Transport and Telecommunication Institute (Riga, Latvia);

IAAR expert – Ismail Yesmagambet Yesmagzamuly – Candidate of Technical Sciences, Professor, Academician of the International Informatization Academy, Professor of the Department of Space Engineering, Almaty University of Power Engineering and Telecommunications (Almaty, Kazakhstan);

IAAR expert, student – Bakirbayeva Anar Akylbayevna, 1st-year doctoral student, Abylkas Saginov Karaganda Technical University (Karaganda, Republic of Kazakhstan);

IAAR expert – Zhandarbekova Assel Mergazinovna, Candidate of Technical Sciences, S. Seifullin Kazakh Agro Technical Research University (Astana, Republic of Kazakhstan);

IAAR expert, student – Rakisheva Adelina Adelevna, 2nd-year doctoral student, D. Serikbayev East Kazakhstan Technical University (Ust-Kamenogorsk, Republic of Kazakhstan);

***Coordinator of the IAA*R EEC – Nazyrova Gulfiya Ri*vk*atovna**, Candidate of Economic Sciences, project manager for institutional and specialized accreditation of universities

(III) PRESENTATION OF THE EDUCATIONAL ORGANISATION

Joint Stock Company "Academy of Civil Aviation".

Licence to conduct educational activity No. AB 0137394, issued on 03.02.2010.

Mission: "Training of personnel in accordance with international aviation standards through the integration of education, science and production for the efficient and safe functioning of air transport."

The mission was formulated on the basis of the results of analytical studies conducted by the Academy's specialists on staffing levels in the aviation industry, which point to certain problems:

weak competitive positions in the global civil aviation market;

fewer than 40% of staff hold international certificates (EASA PART FCL, TO BC – EASA PART 66/147, IATA, ICAO AVSEC, ICAO language, ATS, etc.);

limited professionalism, lack of knowledge and practical competencies matching international standards;

a decline in the number of competitive specialists able to effectively service modern technological equipment in the aviation industry.

Vision: "An international centre of education and science for the training of aviation specialists." The Academy's vision was formed on the basis of analytical studies on staffing in the industry. As a result, it was established that the aviation industry of the RK, in its development, faces a number of challenges that prevent it from competing with foreign countries. One of the reasons for the inefficient operation of aviation enterprises is the lack of highly qualified personnel capable of making effective managerial and strategic decisions. The need to take urgent measures to improve the level of training of aviation specialists, who must have an excellent command of complex modern equipment, is a top priority for the industry as a whole. "New generation" specialists capable of introducing innovations into production will also be needed in the coming years.

*Values: L*eadership. Cooperation. Patriotism. Honesty. Sustainable development. Civic responsibility.

To expand the range of training provided by the Academy and to prepare bachelors for coordinating transport and technological processes in air cargo transportation, the "Organization of Air Transportation and Logistics" department introduced new educational programmes in 2025, which are registered in the register of higher education programmes of the Ministry of Science and Higher Education of the Republic of Kazakhstan: 6B11305 "Organization of Air Transportation," Registration No. 6B11300072; 7M11302 "Organization of Transportation, Traffic and Transport Operation (Scientific and Pedagogical Master's degree)," Registration No. 7M11300006; 6B07110 "Aviation Security," Registration No. 6B07100311; 7M07112 "Flight Operation of Aircraft and Engines," Registration No. 7M07100389.

Brief description of the EPs undergoing accreditation

6B07110 Aviation Security

Duration of study: 4 years

ECTS: 240 credits / 7,200 hours

Language of instruction: Kazakh, Russian, English

Required English level: A2

Objective of the educational programme: The objective of the educational programme is to train technical personnel with a bachelor's academic degree in the educational programme "Aviation Security" within the field 6B071 "Engineering and Engineering Science" – the training of highly qualified, competent specialists for the transport and communications sector, meeting the requirements of modern society and possessing a high level of social and civic responsibility, as well as social-personal, economic-managerial and professional competencies to carry out professional activities in the following areas:

Forming a personality capable of self-improvement and professional growth, with well-rounded humanitarian, technical and natural-science knowledge and interests.

Forming the ability to critically rethink accumulated experience, to change the profile of one's professional activity where necessary, awareness of the social significance of one's future profession, and possession of high motivation to carry out professional activity.

Forming the ability to technically operate AVSEC systems.

Forming the ability to analyse the operation of AVSEC systems, to process information, and to set goals and choose ways of achieving them.

Fostering graduates' readiness to: begin an on-the-job internship as a specialist in the technical operation of AVSEC systems at aviation and transport enterprises; put forward proposals for improving the quality of technical maintenance; and use the necessary information to perform their job duties.

Fostering graduates' readiness to conduct technical and economic analysis of the technical operation and repair of AVSEC systems, apply the results in practice, and strive for self-development and the improvement of their qualifications and skills.

Fostering graduates' readiness for the economical and safe servicing of AVSEC systems.

The bachelor's field of professional activity is the area of the aviation transport system connected with ensuring aviation security.

6B11305 "Organization of Air Transportation"

Duration of study: 4 years

ECTS (credits): 240/7,200

Language of instruction: Kazakh, Russian, English

Required English level: A2

Objective of the educational programme: The objective of the educational programme is to train technical personnel with a bachelor's academic degree in the educational programme "Organization of Air Transportation" within the specialty 6B113 "Transport Services" – the training of highly qualified, competent specialists for the transport and communications sector, meeting the requirements of modern society and possessing a high level of social and civic responsibility, as well as social-personal, economic-managerial and professional competencies.

Forming a personality capable of self-improvement and professional growth, with well-rounded humanitarian, technical and natural-science knowledge and interests.

Forming the ability to critically rethink accumulated experience, to change the profile of one's professional activity where necessary, awareness of the social significance of one's future profession, and possession of high motivation to carry out professional activity.

Forming the ability to organise transportation by air.

Forming the ability to analyse existing technologies for servicing passengers, baggage, cargo and mail on air transport, to take in new technologies, and to set a forward-looking goal and choose ways of achieving it.

Fostering graduates' readiness to begin an on-the-job internship at an airport or airline in any capacity involving passenger, baggage, cargo and mail handling, to analyse the existing organisation of such services, to put forward proposals for improving the quality of these services, and to use the necessary information to perform their job duties.

Fostering graduates' readiness to conduct technical, economic and technological analysis of the air transportation of an airport and an airline, analysis of the safety and regularity of air traffic, apply the results in practice, and strive for self-development and the improvement of their qualifications and skills.

Fostering graduates' readiness for the economical and safe organisation of transportation by air.

7M07112 Flight Operation of Aircraft and Engines

Duration of study: 2 years

ECTS (credits): 120

Language of instruction: Russian

Required English level: B1, B2

Objectives and tasks of the EP. The objectives of the master's programme "Flight Operation of Aircraft and Engines" have been formulated based on the conditions of the external environment

and the need to position the programme as a competitive educational product on the global market. They are determined by the competencies acquired by graduates during their studies at the Academy, and they give consumers information about the fields of professional training, the profile of the programme and the types of professional activity for which the graduates of this master's programme are being prepared.

Tasks of the EP: the tasks of scientific research, the concept of scientific inquiry, an analytical approach to solving the tasks set, the presentation of one's own new scientific results in the form of rigorously substantiated statements, and the use of scientific achievements in professional activity.

7M11302 Organization of Transportation, Traffic and Transport Operation (Scientific and Pedagogical Master's degree)

Duration of study: 2 years

ECTS: 120 credits / 3,600 hours

Language of instruction: Kazakh, Russian, English

Required English level: A2

Objective of the educational programme: The objectives of the master's programme 7M11302 "Organization of Transportation, Traffic and Transport Operation (Scientific and Pedagogical Master's degree)" have been formulated based on the conditions of the external environment and the need to position the programme as a competitive educational product on the global market. They are determined by the competencies acquired by graduates during their studies at the Academy, and they give consumers information about the fields of professional training, the profile of the programme and the types of professional activity for which the graduates of this master's programme are being prepared.

Tasks of the educational programme:

Forming a personality capable of self-improvement and professional growth, with well-rounded humanitarian, technical and natural-science knowledge and interests.

Forming the ability to critically rethink accumulated experience, to change the profile of one's professional activity where necessary, awareness of the social significance of one's future profession, and possession of high motivation to carry out professional activity.

Fostering graduates' readiness to conduct technical, economic and technological analysis of the air transportation of an airport and an airline, analysis of the safety and regularity of air traffic, apply the results in practice, and strive for self-development and the improvement of their qualifications and skills.

(IV) DESCRIPTION OF THE PREVIOUS ACCREDITATION PROCEDURE

The Independent Agency for Accreditation and Rating of the Republic of Kazakhstan conducted the specialized accreditation procedure for the educational programmes 6B07110 "Aviation Security," 6B11305 "Organization of Air Transportation," 7M07112 "Flight Operation of Aircraft and Engines," 7M11302 "Organization of Transportation, Traffic and Transport Operation (Scientific and Pedagogical Master's degree)" on 10–12 February 2021.

By decision of the NAAR Accreditation Council of 16.04.2021, the EPs were accredited for 5 years.

As part of the accreditation procedure, recommendations for improving and developing the implementation of the EPs, developed by the EEC based on the results of the review, were presented. To implement the EEC recommendations, an "Action Plan for Implementing the Recommendations of the NAAR Expert Group on Specialized Accreditation Standards" was developed.

Following the 2021 EEC assessment, the following recommendations were given:

EEC recommendations for the EPs 6B07110 "Aviation Security," 6B11305 "Organization of Air Transportation," 7M07112 "Flight Operation of Aircraft and Engines," 7M11302 "Organization of Transportation, Traffic and Transport Operation (Scientific and Pedagogical Master's degree)":

Standard "Educational Programme Management"

By the end of the 2020-2021 academic year, conduct a risk assessment taking into account the new safety requirements arising from the pandemic, and incorporate them into the overall risk management system.

By the end of the 2020-2021 academic year, develop and publish, in the "Quality Management" section of the university's website, the basic terms and provisions of general quality management (in accordance with the national version of the ISO 9000 standards), to ensure that students and other stakeholders understand the provisions and wording of the Quality Policy.

By the end of the 2020-2021 academic year, revise the content of the EP Development Plans, including target indicators reflecting the implementation of joint/double-degree education and academic mobility.

Standard "Information Management and Reporting"

By the end of the 2020-2021 academic year, on the basis of the existing automated testing system, implement a survey mechanism to ensure the rapid collection of information for assessing the degree of satisfaction of the needs of faculty, staff and students within the EP, taking corrective action, and demonstrating evidence that identified shortcomings have been addressed.

By the start of the 2021-2022 academic year, in the "Digitalisation of Educational Resources" section of the university's website, post a personal-data-processing consent form for all stakeholders to review.

By the end of the 2020-2021 academic year, develop a procedure for informing all stakeholders by publishing information on the official website about the results of EP evaluation and changes made to the EPs being implemented.

Standard "Development and Approval of Educational Programmes"

By the end of the 2020-2021 academic year, develop a documented procedure describing the recording of the participation of students, faculty and other stakeholders (employers, end users, staff) in the development and improvement of EPs and in ensuring their quality.

Develop an action plan aimed at developing professional cooperation with Kazakhstani and foreign educational organisations for the purpose of harmonising modules and developing joint EPs, and begin developing and implementing joint educational programmes by 2023.

Standard "Continuous Monitoring and Periodic Evaluation of Educational Programmes"

By the end of the 2020-2021 academic year, publish on the university's website, in a section accessible to all stakeholders, data on any planned or undertaken actions regarding the EP, taking into account information protection requirements.

By the end of the 2020-2021 academic year, develop a procedure for publishing information on the Academy's website about changes made to the EP, taking into account the continuous monitoring of the quality of educational programmes.

Standard "Student-Centred Learning, Teaching and Assessment of Academic Performance"

Include in the 2021-2022 publication plan articles summarising the experience of conducting classes in distance format.

By the end of the 2020-2021 academic year, develop a documented procedure for switching to distance learning in the event of a crisis situation.

By 01.01.2022, develop an automated system for submitting student complaints and appeals and informing applicants of the results.

Standard "Students"

By the end of the 2020-2021 academic year, publish in the "For Students" section of the university's website information on: academic mobility programmes; additional, formal and non-formal education; and programmes to support gifted students.

By 01.09.2021, EP management is to include in the EP development plans items on student participation in "incoming and outgoing academic mobility" programmes, including online, using funds from various sources of financing.

Standard "Faculty"

By the end of the 2020-2021 academic year, develop, as part of the personnel policy, a regulation describing the change in the role of the lecturer in connection with the transition to student-centred learning.

By the end of the 2020-2021 academic year, develop a project for publishing on the university's website information reflecting the involvement of the EP's faculty in the life of society (the role of faculty in the education system, in the development of science, the region, the creation of a cultural environment, participation in exhibitions, creative competitions, charity programmes, etc.).

By the start of the 2021-2022 academic year, include in the EP development plan indicative indicators and increase the share of faculty participation in the "external and internal academic mobility" programme, in "participation in international competitions and grant programmes," and in "inviting Kazakhstani and foreign scientists, public and political figures."

By 01.10.2021, EP management is to increase the indicative indicators in the EP development plans and in departmental work plans, and to implement the items: "increase the number of faculty publications in rated foreign journals," and "participation in grant funding programmes in domestic and international programmes."

Standard "Educational Resources and Student Support Systems"

By the end of the 2020-2021 academic year, assess the relevance of software and Internet bandwidth to ensure a possible transition to distance learning without loss of quality in the implementation of the EP.

Separate into a distinct document a university-wide support programme for various groups of students (adults, working students, international students, and students with disabilities), with the possibility of further refining it for a specific EP.

By 01.06.2021, develop a plan for updating the Academy library's digital and paper book collection, paying attention to literature in the state language in accordance with modern requirements.

Annually update and analyse the software professional products used, taking employers' needs into account.

Standard "Public Awareness"

Create a working group (by 01.06.2021) and develop a procedure (by 01.09.2021) for updating information about the Academy on popular internet resources (Wikipedia) and maintaining social media accounts.

By the end of the 2020-2021 academic year, the IT office, together with the departments, is to introduce, into the information posted on the website, the ability to quickly navigate via internal links to data on a specific EP (for example, hovering the cursor over a discipline produces a pop-up window listing, as active links, all the educational programmes it is part of).

During the 2021-2022 academic year, submit at least 5 grant applications matching the profiles of the EPs undergoing accreditation.

Standards in relation to individual specialties

By 01.09.2021, develop faculty internship plans based at enterprises of the relevant profile to ensure close ties with practice.

By the end of the 2020/2021 academic year, develop a short-term programme (by control points of the academic process schedule) for planning trajectories for strengthening practical training in the area of specialisation, in order to build a flexible learning system through the practical component of the EP.

(V) DESCRIPTION OF THE EEC VISIT

The work of the EEC was carried out on the basis of the approved Programme of the visit of the expert commission for the specialized accreditation of educational programmes at JSC "Academy of Civil Aviation" during the period from 18 to 20 March 2026.

To coordinate the work of the EEC, an organisational meeting was held on 17.03.2026, during which powers were distributed among the commission members, the visit schedule was clarified, and agreement was reached on the choice of assessment methods.

To obtain objective information on the quality of the educational programmes and the Academy's entire infrastructure, and to clarify the content of the self-assessment reports, meetings were held with the Chairman of the Management Board – Rector, Members of the Management Board – Vice-Rectors, heads of structural units, heads of departments, EP leaders, faculty, students, graduates, employers and representatives of practice placement sites. A total of 113 representatives of the Academy and other stakeholder categories took part in the meetings (Table 1).

Table 1 – Information on staff, students, graduates and employers who took part in meetings with the NAAR EEC:

Category of participants	Number
Chairman of the Management Board – Rector	1
Members of the Management Board – Vice-Rectors	3
Heads of structural units	18
Heads of departments and EP leaders	6
Faculty	33
Students	29
Graduates	10
Employers and representatives of practice placement sites	13
Total	**113**

During the site visit, EEC members familiarised themselves with the state of the material and technical base of JSC "Academy of Civil Aviation." The tour covered classrooms intended for lectures, practical and laboratory classes in the profile of the EPs undergoing accreditation, as well as the premises and facilities used by the support services for the academic, research and social-educational process.

At the meeting between the NAAR EEC and the Academy's target groups, the mechanisms for implementing university policy were clarified and individual data presented in the university's self-assessment report were specified.

The EEC experts analysed the conditions of student practice placement sites: Plant No. 405. In accordance with the accreditation procedure, an online survey of 28 faculty members and 39 students was conducted.

To confirm the information presented in the Self-Assessment Report, the external experts requested and analysed the Academy's working documentation. Alongside this, the experts studied the Academy's internet presence via the university's official website.

As part of the planned visit programme, recommendations for improving the educational programmes of JSC "Academy of Civil Aviation" undergoing accreditation, developed by the EEC based on the results of the review, were presented at a meeting with management on 20.03.2026.

(VI) COMPLIANCE WITH SPECIALIZED ACCREDITATION STANDARDS

6.1 Standard "Educational Programme Management"

✔ *The University shall demonstrate the development of the EP's goal and development strategy based on an analysis of external and internal factors, with the wide involvement of diverse stakeholders*

✔ *The quality assurance policy shall reflect the relationship between research, teaching and learning*

✔ *The University demonstrates the development of a quality assurance culture*

✔ *Commitment to quality assurance shall extend to any activity carried out by contractors and partners (outsourcing), including in the implementation of joint/double-degree education and academic mobility*

✔ *The EP management ensures transparency in developing the EP development plan based on an analysis of its functioning, the university's actual positioning, and the orientation of its activities towards meeting the needs of the state, employers, stakeholders and students*

✔ *The EP management demonstrates the functioning of mechanisms for forming and regularly reviewing the EP development plan and monitoring its implementation, assessing the achievement of learning goals, compliance with the needs of students, employers and society, and making decisions aimed at the continuous improvement of the EP*

✔ *The EP management shall involve representatives of stakeholder groups, including employers, students and faculty, in developing the EP development plan*

✔ *The EP management shall demonstrate the individuality and uniqueness of the EP development plan, its consistency with national development priorities and the educational organisation's development strategy*

✔ *The University shall demonstrate a clear definition of those responsible for business processes within the EP, the distribution of staff duties, and the delineation of the functions of collegial bodies*

✔ *The EP management ensures the coordination of the activities of all persons involved in developing and managing the EP, and its continuous implementation, while also involving all stakeholders in this process*

✔ *The EP management shall ensure the transparency of the management system, the functioning of an internal quality assurance system that includes its design, management and monitoring, and the making of appropriate decisions*

✔ *The EP management shall carry out risk management*

✔ *The EP management shall ensure the participation of stakeholder representatives (employers, faculty, students) in the collegial bodies managing the educational programme, as well as their representativeness in decision-making on matters of EP management*

✔ *The University shall demonstrate innovation management within the EP, including the analysis and implementation of innovative proposals*

✔ *The EP management shall demonstrate its openness and accessibility to students, faculty, employers and other stakeholders*

✔ *The EP management confirms completion of training in educational management programmes*

✔ *The EP management shall strive to ensure that the progress achieved since the last external quality assurance procedure is taken into account when preparing for the next procedure*

Evidence

The Academy's Development Programme for 2024-2029 (https://caa.edu.kz/koncepciya-razvitiya) contains a detailed assessment of internal and external factors, their possible consequences, and risk management mechanisms and measures. It was approved by decision of the Board of Directors of JSC "Academy of Civil Aviation" dated 5 March 2024, Minutes No. 01-2024.

Quality assurance for the implementation of the EPs is carried out in accordance with the

Quality Assurance Policy. The content of the Quality Assurance Policy is available to all stakeholders and students (https://caa.edu.kz/politika-v-oblasti-kachestva).

A risk map has been developed taking into account the Academy's new safety requirements, which were incorporated into the Academy's Development Programme, the EP development plans, and departmental work plans. In 2022, the Documented Risk Management Procedure was developed (https://caa.edu.kz/assets/images/upload/AGAP-32-15).https://caa.edu.kz/assets/images/upload/AGAP-32-15%20%D0%94%D0%9F%20%D0%A3%D0%BF%D1%80%D0%B0%D0%B2%D0%BB%D0%B5%D0%BD%D0%B8%D0%B5%20%D1%80%D0%B8%D1%81%D0%BA%D0%B0%D0%BC%D0%B8_1731076010.pdf

The quality assurance culture for the implementation of the educational programme is ensured by the Academy's overall quality management system, which operates on the basis of: the requirements of state licensing, attestation and accreditation authorities for educational institutions, and the standards, requirements and recommendations of ISO 9001. Quality guarantees include:

at the Academy level: a documented Academy Development Programme, mission and quality policy; an internal EP quality management system has been developed and implemented; a rating-based assessment of departmental faculty performance is carried out to improve the quality of educational services (https://drive.google.com/drive/search); an annual student survey is conducted to determine satisfaction with the quality of education; regular training of university staff on quality management issues is carried out;

at the Academy level, a Centre for Quality and Document Management operates, which, in accordance with the Regulation on Quality Control of Classes (https://caa.edu.kz/lokalnye-normativnye-dokumenty-355), analyses the quality of lectures and practical classes conducted through mutual class attendance. For this purpose, in accordance with a mutual-attendance schedule, faculty attend classes and open lessons. Based on the results of the visits, recommendations for improving the educational process are proposed. A "Business School" is open for graduates and students, where they can take courses to improve their knowledge and capabilities in order to become qualified specialists in accordance with international standards. This school offers courses in Leadership, Finance, Marketing and Aviation Enterprise Strategy, Air and Antitrust Law, and Fundamentals of Aviation (https://caa.edu.kz/biznes-shkola-479).

The main directions of the Academy's quality policy ensure an increase in research activity in the aviation industry and pedagogical education, and the strengthening of interaction with business partners to create a new research environment, a transition to new tools for motivating researchers, and the development of new research skills and competencies. R&D indicators in terms of publication activity show significant growth in publication activity by the faculty of the "OAPiL" and "LEVS" departments in domestic (recommended by the Committee for Quality Assurance of the MSHE RK) and foreign (indexed in the Scopus and Web of Science databases) rated journals, as well as at international scientific and practical conferences. From 2022 to 2025, the "OAPiL" department's faculty published more than 58 articles; from 2021 to 2025, the "LEVS" department's faculty published more than 40 articles.

The Academy collects, analyses and disseminates important information for effective management through the following mechanisms: the official website (Azamattyk Aviatsiya Akademiyasy, https://caa.edu.kz/); and the implementation and development of the "Platonus" AIS.

The uniqueness of the EPs in aviation lies in the practice-oriented nature of the programme, the integration of business and education, and its compliance with modern trends in aviation education. The modules of the educational programme are designed to form the knowledge, abilities and skills needed to perform professional competencies related to the technical and commercial operation of transport systems at airports, the processes, methods and means of receiving, dispatching and servicing aircraft, servicing passengers, and handling baggage, cargo and mail, and to the operation and maintenance of aviation infrastructure facilities. EPs 6B07110 "Aviation Security" and 6B11305 "Organization of Air Transportation" are aimed at the practical application of knowledge and technology in the aviation industry by future specialists, and at the subsequent acquisition of ICAO and IATA certificates for lifelong self-improvement and continuing education in the chosen

specialty.

A database of internal and external regulatory legal acts governing all key business processes (including the management of educational activity) is presented on the ACA website (https://caa.edu.kz/normativno-pravovye-akty-rk).

Educational programmes are required to undergo an internal quality assessment and review procedure. Employers from JSC "Almaty International Airport," professors and associate professors in the relevant EP, highly qualified methodologists, and practising lecturers are engaged in the review. For example: Aikumbekov Muslim Nurymovich – Candidate of Technical Sciences, transportation organisation manager at the dispatch traffic management department of TOO "TransCom"; Azimkanova Zhanna Zholtayevna – training instructor in passenger transportation organisation at the AUC of JSC "Almaty International Airport"; Toktamysova Aliya Beisenbayevna, TOO "Shyngyr Trans"; Sagimov Arman – senior aviation inspector, Aviation Administration of the RK; Kabanbayev Rustem – head of a division of the Aviation Security Department, Aviation Administration of the RK.

For the purpose of identifying and forecasting risks with respect to the EPs being implemented, information is collected on the basis of an analysis of the results of surveys of students, faculty and employers (https://caa.edu.kz/news/322).

The planning and implementation of educational programmes at the Academy differs from other universities in its focus on the comprehensive mastery by students of additional elective modules in the field of innovation and air transport, based on the use of the internet and other modern information technologies.

Openness and accessibility for students, faculty, employers and other stakeholders is confirmed by the availability of information about the leadership on the university's website (https://caa.edu.kz/rukovodstvo).

Analytical part

The Academy has defined mechanisms for forming and regularly reviewing the EPs (the "ACA Academic Policy" procedure, as amended on 28.05.2021, https://caa.edu.kz/akademicheskaya-politika). The development of educational programmes (EPs) at all levels of education is carried out in accordance with the requirements established by the GES RK for higher and postgraduate education and DP AGAP-04-11 "Rules for the Development of Educational Programmes" of 11.01.2024, and is designed to meet the needs of employers and students as fully as possible. However, EEC m*embers note insufficie*nt functioning of the mechanisms for forming and regularly reviewing the EP development plan. The development plans of the EPs undergoing accreditation are not presented in full, and no target indicators aligned with the Academy's Development Programme are provided, which confirms weak monitoring of the implementation of the EP development plan, the assessment of the achievement of learning goals, and compliance with the needs of students, employers and society, as well as decision-making aimed at the continuous improvement of the EP.

Associations, employers, domestic and foreign experts and practitioners were involved in the development and review of the EPs. In particular, the content of the curricula, the catalogue of elective disciplines, and the syllabi of the disciplines taught were agreed upon and reviewed by: Iskakova N.K., training and quality control specialist at JSC "Almaty International Airport"; Aikumbekov M.N., transportation organisation specialist at TOO "Transkom"; Zharkov R.I., pilot instructor at "Air Astana" airline; Kadyr A., pilot at "Qazaq Air" airline; and Yerzhan A.A., associate professor, PhD, at the G. Daukeyev AUES University. At the same time, *EEC members noted* insufficient involvement of representatives of stakeholder groups, including employers, students and faculty, in forming the EP development plan. In other words, EP leaders have the opportunity to involve, in developing the EP development plans, the same people who take part in developing the EPs.

Strengths/best practice:

none observed

EEC recommendations:

The management of the EPs 6B07110 “Aviation Security,” 6B11305 “Organization of Air Transportation,” 7M07112 “Flight Operation of Aircraft and Engines,” 7M11302 “Organization of Transportation, Traffic and Transport Operation (Scientific and Pedagogical Master’s degree)” should, when developing and forming the EP development plan, be guided by the Academy’s strategic priorities and current regional and RK development programmes, defining specific target achievement indicators consistent with the Academy’s Development Pro*gramme. Deadline: by 01.08.2026.*

The management of the same EPs should ensure the systematic participation of representatives of students and employers in forming, discussing and adjusting the EP development plans, including through their participation in working-group meetings and other collegial bodies of the Academy. Deadline: 20*26-2027 academic year.*

The management of the same EPs should conduct annual monitoring of the implementation of the EP development plan to assess the quality of the implementation of measures and the achievement of target indicators. Based on the monitoring results obtained, corrective and preventive action plans aimed at the continuous improvement of the EP should be developed. De*adline: annually.*

EEC conclusions:

Under the “Educational Programme Management” standard, 17 criteria were disclosed, of which, for the EPs 6B07110 “Aviation Security,” 6B11305 “Organization of Air Transportation,” 7M07112 “Flight Operation of Aircraft and Engines,” 7M11302 “Organization of Transportation, Traffic and Transport Operation (Scientific and Pedagogical Master’s degree),” 15 items were rated Satisfactory and 2 items were rated Requires Improvement.

6.2. Standard “Information Management and Reporting”

✔ *The University shall ensure the functioning of a system for collecting, analysing and managing information based on modern information and communication technologies and software tools*

✔ *The EP 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 units and departments within the EP, including an assessment of their performance*

✔ *The University shall determine the frequency, forms and methods for evaluating EP management, the activities of collegial bodies and structural units, and senior management*

✔ *The University shall demonstrate a mechanism for ensuring information security, including the designation of persons responsible for the accuracy and timeliness of information analysis and data provision*

✔ *The University demonstrates the involvement of students, employees and faculty in the processes of collecting and analysing information, and in making decisions based on it*

✔ *The EP management shall demonstrate the existence of communication mechanisms with students, employees and other stakeholders, including for resolving conflicts*

✔ *The University shall ensure the measurement of the degree of satisfaction of the needs of faculty, employees and students within the EP, and shall demonstrate evidence that identified shortcomings have been addressed*

✔ *The University shall assess the performance and effectiveness of its activities, including at the level of the EP*

The information collected and analysed by the University within the EP shall take into account:

✔ *key performance indicators;*

✔ *the dynamics of the student body by form and type of study;*

✔ *the level of academic performance, student achievement and expulsion;*

✔ *student satisfaction with the implementation of the EP and the quality of teaching at the university;*

✔ *the accessibility of educational resources and support systems for students;*

✔ *the employment and career growth of graduates;*

✔ *Students, employees and faculty shall confirm their consent to the processing of personal data in documented form;*

✔ *The EP management shall help ensure that all necessary information is provided in the relevant fields of science.*

Evidence

The Academy has implemented information management processes, including collection, analysis and reporting processes. The primary channel for disseminating information is the Academy's website, https://caa.edu.kz/. Information management is carried out through a clear division of responsibilities, which makes it possible to identify those responsible for collecting and analysing information: each department and employee is authorised to collect, analyse and provide information within the scope of the tasks they are solving. Accordingly, each employee is responsible for the accuracy of the information they provide.

Information exchange within the Academy is carried out via internal corporate email (on a Google server) and the WhatsApp messenger for staff, and through the use, in the educational process, of an automated information system for online lectures and video conferencing — Google Meet. The programme has a centralised database that reflects all real learning processes, in particular in "Google

Classroom" and for online video lectures in "Google Meet."

To protect information at the Academy, each employee and student is given an individual login and password for access to the "Platonus" AIS, depending on their level of access to the databases. Educational and methodological materials (lecture notes, presentations, methodological guidelines) are included in the EMCs of disciplines and are also entered by lecturers themselves through personal accounts in the "Platonus" system. Lecturers also have the ability to check research work, theses and dissertations for plagiarism using the StrikePlagiarism and Antiplagiat.ru programmes.

Staff of the Centre for Information and Library Support ensure the availability of educational and methodological literature in the library and on the Academy's internal website (Кітапхана), as well as access to the Academy's electronic library and the Republican Interuniversity Electronic Library (RMEB).

The information flow relating to the educational process (student body, information on the student body, information on student movement, data on graduates, information on student academic performance, etc.) is accumulated in the "Platonus" AIS.

Analytical part

An analysis of the information management and reporting system at JSC "Academy of Civil Aviation" shows that the Academy has formed and operates a well-structured system for collecting, analysing and using information broken down by educational programme.

The Academy has the necessary software to manage the information flow. The Academy has a Moodle web-based system for organising and managing distance learning. Instructions have been developed for faculty on using the Moodle web system.

The external environment is informed via the Academy's website and the social media platforms Facebook, Instagram, YouTube, TikTok and Telegram.

To build a dialogue in a new format between the Academy's administration and students, a Student Service Centre has been organised and operates successfully. The purpose of this centre is to provide quality service to students, improve the functioning of the educational process, advise students in difficult situations, and provide complete information at students' request (https://caa.edu.kz/centr-obsluzhivaniya-obuchayushchihsya-267).

Overall, the information management and reporting system at JSC "Academy of Civil Aviation" meets the criteria of this Standard and provides a stable information basis for managing educational programmes, with potential for further development of analytical tools and performance indicators.

Strengths/best practice:

none observed

EEC recommendations:

The management of the EP 7M07112 "Flight Operation of Aircraft and Engines" should revise the EP development plan to include target indicators for the achievement of EP performance and effectiveness, and specify key measurable indicators of the EP development plan's effectiveness in accordance with the Academy's Development Programme for 2024-*2029. Deadline: by 01.09.2026.*

EEC conclusions:

Under the "Information Management and Reporting" standard, 17 criteria were disclosed, of which, for the EPs 6B07110 "Aviation Security," 6B11305 "Organization of Air Transportation," 7M07112 "Flight Operation of Aircraft and Engines," 7M11302 "Organization of Transportation, Traffic and Transport Operation (Scientific and Pedagogical Master's degree)," all 17 items were rated Satisfactory.

6.3. Standard "Development and Approval of the Educational Programme"

✔ *The University shall demonstrate the existence of a documented procedure for developing the EP and its approval at the institutional level*

✔ *The University shall demonstrate that the developed EP corresponds to the established goals and planned learning outcomes*

✔ *The EP management shall determine the influence of disciplines and professional practice on the achievement of learning outcomes*

✔ *The University may demonstrate the existence of an EP graduate model describing learning outcomes and personal qualities*

✔ *The qualification awarded upon completion of the EP shall be clearly defined, explained, and correspond to a specific level of the NQS, QF-EHEA*

✔ *The EP management shall demonstrate the modular structure of the programme, based on the European Credit Transfer and Accumulation System (ECTS), and shall ensure that the EP and its modules (in terms of content and structure) correspond to the stated goals, with a focus on achieving the planned learning outcomes*

✔ *The EP management shall ensure that the content of academic disciplines and learning outcomes correspond to each other and to the level of study (bachelor's, master's, doctoral)*

✔ *The EP management shall demonstrate that external reviews of the EP are conducted*

✔ *The EP management shall present evidence of the participation of students, faculty and other stakeholders in developing the EP and ensuring its quality*

✔ *The EP management shall demonstrate the EP's positioning in the educational market (regional/national/international) and its uniqueness*

✔ *An important factor is the possibility of preparing students for professional certification*

✔ *An important factor is the existence of a double-degree EP and/or joint EPs with foreign universities*

Evidence

At JSC "Academy of Civil Aviation," the development of educational programmes at all levels of education is carried out in accordance with the requirements established by the GES RK for higher and postgraduate education and DP AGAP-04-11 "Rules for the Development of Educational Programmes" of 11.01.2024, designed to meet the needs of employers and students as fully as possible (https://caa.edu.kz/assets/images/upload/Rules for the development of educational programmes_11.01.2024).https://caa.edu.kz/assets/images/upload/%D0%9F%D1%80%D0%B0%D0%B2%D0%B8%D0%BB%D0%B0%20%D1%80%D0%B0%D0%B7%D1%80%D0%B0%D0%B1%D0%BE%D1%82%D0%BA%D0%B8%20%D0%BE%D0%B1%D1%80%D0%B0%D0%B7%D0%BE%D0%B2%D0%B0%D1%82%D0%B5%D0%BB%D1%8C%D0%BD%D1%8B%D1%85%20%D0%BF%D1%80%D0%BE%D0%B3%D1%80%D0%B0%D0%BC%D0%BC_11.01.2024_1708663255.pdf

Every year, members of the Academic Committees for the "Engineering and Engineering Science" and "Transport Services" fields update the content of the EPs. The EPs are then reviewed at meetings of the Expert Council and the Academic Council, and are approved by decision of the Academic Council.

When forming curricula, maximum unification of curricula for related fields of training (EPs) is provided for, interdisciplinary and inter-course links are taken into account, which allows the

Academy to develop and successfully adapt already-established scientific-pedagogical schools in rapidly changing conditions, and to make maximum use of the available information and library resources and educational-laboratory base.

Every year, at meetings of the Academic Council, taking into account an analysis of existing professional standards, the Atlas of New Professions (for GEG 095 Transport Services), the EPs of foreign universities, and EP competencies, the question of developing and updating the EPs and prospects for improving the EPs in the next academic year is considered (https://clck.ru/33ipXV).

At the Academy of Civil Aviation, EPs at all levels of education are developed taking into account the requirements of industry regulations and are coordinated with relevant aviation enterprises. Initial training modules for aviation specialists, regulated by aviation industry standards, have been introduced into practically all EPs; successful mastery of these modules results in the award of certificates and aviation licences.

For students working in production in their field of training, dual education is provided, in which Academy lecturers deliver the lectures while practical training and SIW are supervised by a mentor employee at the organisation where the student works.

Students in the relevant field took part in developing the educational programmes. Students of group OAB-21 — Verba V., Knapyanov N. — took part in the "6B07110 Aviation Security" programme; students of group OAP-20 — Dzhugunisova Sh.K., and US-OAP-21 — Mishchenko A.O. — took part in "6B11305 Organization of Air Transportation"; master's students of group MN-23 — Abildinova A. and Nusretillayeva A. — took part in "7M11302 Organization of Transportation, Traffic and Transport Operation"; and master's students of group MN-LE-24 — Zhagypar B.S. and Korkudym O.O. — took part in "7M07112 Flight Operation of Aircraft and Engines."

An expert committee for the review of educational programmes was established at the Academy in 2025. The experts for the EPs 6B07110 "Aviation Security," 6B11305 "Organization of Air Transportation" and 7M11302 "Organization of Transportation, Traffic and Transport Operation" are: Iskakova N.K. — training and quality control specialist at JSC "Almaty International Airport"; Umiraliyev B.O. — head of Aviation Security; Bektursynov — Vice-President, head of AVSEC; Sagimov A. — senior aviation inspector at the aviation security training department of JSC "Aviation Administration of Kazakhstan"; Katyshev D.M. — Director of the Department for Transport Accident and Incident Investigation, CAA; Zakharov S.V. — quality auditor at the AUC of TOO "FalkovAvia"; Isayev A.A. — General Director of TOO "Star Jet"; Zhitnik V.V. — Head of the Cargo Transportation Department, JSC "SCAT Airline"; Solodovnikov G.I. — passenger and aircraft servicing instructor, JSC "Air Astana Airline"; Toktamysova A. — Assistant Director of TOO "Shyngyr Trans"; Khromenko O.Ye. — Head of the Logistics Department, DAMU Logistics; Nugmanov A.K. — Technical Director of TOO "Asia Freight"; Aikumbekov M.N. — transportation organisation manager, TOO "TransCom"; Romanenko V.A. — director, "Dala Air" airline; Zharkov R.I. — pilot instructor, "Air Astana" airline; Kadyr Abylaikhan — pilot, "Qazaq Air" airline; Yerzhan A.A. — associate professor, G. Daukeyev AUES.

The Academy of Civil Aviation began implementing dual education in accordance with the Regulation on Dual Education (AGA Dual Education Regulation.pdf) starting from the 2023-2024 academic year. In the 2023-2024 academic year, 8 EPs were involved in the programme, with 88 students undergoing on-the-job training at 24 enterprises. The implementation of dual education helps strengthen the Academy's ties with employers and improve graduate employment levels.

On the basis of the content of the modular educational programmes, the following are developed: a catalogue of elective disciplines, containing the disciplines proposed for study as elective components; working curricula (syllabi) for disciplines and professional practices; final attestation programmes; individual educational plans for students; and other documents. All of the listed documents are developed and formatted in accordance with the Academy's regulatory documents (Жергілікті нормативтік құжаттар).

Analytical part

The External Expert Commission notes that the Academy has a regulatory-based system for developing, approving and updating educational programmes. The existence of uniform regulations

ensures consistency between the goals of the educational programmes, the planned learning outcomes and their structural content, providing a foundation for the stable implementation of the entire educational process.

All documented information on the organisation of the educational process is communicated to students and faculty by posting it on the Academy's website and the "Platonus" AIS, and by providing recorded copies to the structural units involved in the educational process.

Based on the established goals, the content of the educational programmes and their modular structure are designed to ensure the phased formation of students' professional competencies. The link between goals, learning outcomes and the content of disciplines can be traced at the level of the working curricula, indicating the internal logical coherence of the educational programmes.

The Academy has established a practice of external review of educational programmes developed by departments. The expert opinion is prepared in a unified format and contains an assessment of the educational programme's compliance with the professional standard, employer requirements, and the level of development of the relevant sectors of production, as well as proposals for improving the educational programme.

One of the distinguishing features of the A*cademy, EEC member*s note, is the availability of resources for expanding activities aimed at forming additional professional competencies in students. The analysis established that structural units implementing additional and professional training and professional development programmes operate at the university. Preparing students for professional certification and the awarding of micro-qualifications are integrated into the modular educational programmes and are viewed as a promising direction for their further improvement.

Departments have developed additional EPs (Minors) (https://caa.edu.kz/departments/organizaciya-aviacionnyh-perevozok-i-logistika/eduProgram1). Students choose and take courses under an additional EP to obtain additional competencies in related or profile EPs, as well as to satisfy their personal needs. Disciplines of the additional EP are studied by students as part of the UC and EC disciplines, and their volume is included in the overall volume of academic credits required for the award of the relevant degree or qualification under the main EP.

An important factor for the further development of the educational programmes is the existence of double-degree and/or joint educational programmes with foreign universities. The analysis showed that the educational programmes are currently i*mplemented predominantly within a national educational cont*ext. At the same time, there remains potential for developing international partnerships, including the coordination and harmonisation of educational programmes, curricula and learning outcomes with foreign partner universities. Cooperation with educational institutions, mainly in neighbouring countries, takes various forms: exchange of teaching experience in specialised disciplines, research internships, and participation in various competitions and programmes.

Strengths/best practice:

The Academy fully realises the opportunities for preparing students for professional certification.

EEC recommendations:

The management of the EPs 6B07110 "Aviation Security," 6B11305 "Organization of Air Transportation," 7M07112 "Flight Operation of Aircraft and Engines," 7M11302 "Organization of Transportation, Traffic and Transport Operation (Scientific and Pedagogical Master's degree)" should ensure the practical orientation of studying disciplines, and provide for the possibility of increasing practice-oriented classes at enterprises in curriculum disciplines to prepare students for professional acti*vity. Deadline: by 01.12.2026.*

The management of the same EPs should conduct targeted work to develop and implement a double-degree and/or joint EP with foreign universities. Deadline: 2026-202*7 academic year.*

EEC conclusions:

Under the "Development and Approval of the Educational Programme" standard, 12 criteria

were disclosed, of which, for the EPs 6B07110 "Aviation Security," 6B11305 "Organization of Air Transportation," 7M07112 "Flight Operation of Aircraft and Engines," 7M11302 "Organization of Transportation, Traffic and Transport Operation (Scientific and Pedagogical Master's degree)," 1 item was rated Strong, 10 items were rated Satisfactory, and 1 item was rated Requires Improvement.

6.4. Standard "Continuous Monitoring and Periodic Evaluation of the Educational Programme"

✔ *The University shall ensure that the content and structure of the EP are reviewed to take into account changes in the labour market, employer requirements and social demand*

✔ *The University shall demonstrate the existence of a documented procedure for monitoring and periodically evaluating the EP in order to achieve the EP's goal. The results of these procedures are aimed at the continuous improvement of the EP*

Monitoring and periodic evaluation of the EP shall take into account:

✔ *the content of the programmes in the context of the latest advances in science and technology relevant to the specific discipline;*

✔ *changes in the needs of society and the professional environment;*

✔ *the workload, academic performance and graduation of students;*

✔ *the effectiveness of student assessment procedures;*

✔ *the needs and degree of satisfaction of students;*

✔ *the correspondence of the educational environment and the activities of support services to the goals of the EP;*

✔ *All stakeholders shall be informed of any planned or undertaken actions regarding the EP. All changes made to the EP shall be published;*

✔ *Support services shall identify the needs of different groups of students and their degree of satisfaction with the organisation of learning, teaching, assessment, and mastery of the EP as a whole.*

Evidence

To guarantee EP quality and optimise the processes for developing them, the Academy has developed AGAP-04-11 Rules for the Development and Formatting of Educational Programmes (https://drive.google.com/file/d/1LgFP5LfWYYCrc9jtffAKjj0rD7Sk6PhZ/view). This documented procedure provides for the improvement of the content and structure of the EP, including through the variability of elective disciplines and the strengthening of practical training in the area of specialisation, in order to build a flexible system of educational trajectories that comprehensively reflects the role of research in the educational process.

Every year, at meetings of the Academic Council, taking into account an analysis of existing professional standards, the Atlas of New Professions, the EPs of foreign universities, and EP competencies, the question of developing and updating the EPs and prospects for improving the EPs in the next academic year is considered (https://caa.edu.kz/departments/organizaciya-aviacionnyh-perevozok-i-logistika).

To ensure EP quality, the EP management monitors the EP. Monitoring and periodic evaluation of the EPs undergoing accreditation are aimed at achieving the EPs' goals and forming the planned learning outcomes. The procedure for monitoring and periodically evaluating the EP at the Academy is carried out on the basis of internal regulatory documents (https://caa.edu.kz/lokalnye-normativnye-dokumenty-355).

The Academy has developed documented information AGAP 19-14 "Regulation on the Methodology for Assessing the Effectiveness and Efficiency of EPs," approved on 28.09.2022 (https://drive.google.com/file/d/114mv34u9pi3KgiEddoj8rKmftkK2E32d/view). The assessment of the EP's effectiveness and efficiency is carried out to determine the degree of achievement of the final goal, expected results and indicators, and compliance with the principles of EP effectiveness and efficiency.

To achieve this goal, the following tasks are set for assessing EP effectiveness and efficiency: studying and analysing the number and quality of students in the EP; analysing graduates of the EP; reviewing and analysing student academic mobility (internal, external; individual, group); and analysing the number of EP disciplines taught in English, among others.

Monitoring of student academic performance and achievements is carried out through the "Platonus" AIS. This system provides functions for recording students' academic achievements through an electronic gradebook (grades for midterm and final control, all types of practice, state examinations, and thesis defence) (Platonus, https://do.agakaz.kz/).

All quality control measures for the educational process, carried out at various levels, are recorded in the form of records, acts, certificates, reports, etc., and are discussed at department meetings and educational-methodological commissions and the Academic Council (https://caa.edu.kz/akademicheskiy-sovet-353). Based on the analysis and assessment of control indicators, measures to improve the quality of EP implementation are developed.

The Academy has developed the AGA-16-01 "Regulation on Consumer Satisfaction" procedure. The main tools (methods) for collecting information on the quality of services provided at the Academy include: electronic surveys; a call centre (Academy Call Centre); email; a trust hotline (+7-727-339 96 99); and a conversation (in person or by videoconference) with the person responsible for the quality system, compliance or flight safety, and occupational safety.

To study satisfaction, respondents fill out questionnaires using the forms given in AGA-16-01 "Regulation on Consumer Satisfaction" (https://drive.google.com/file/d/1CKEFsveZf5h2ByOfiuq5hx58jjcd0-tm/view).

Based on the analysis results and proposals for improving consumer satisfaction, measures to improve the satisfaction of all groups of Academy consumers are developed; these are reviewed and approved by the Academy's Academic Council. The Academy implements EPs under both national and international standards, holds ICAO and IATA accreditations, participates in global initiatives such as ALICANTO and TRAINAIR PLUS, and develops its own training courses in partnership with foreign structures.

The Academy is striving to become not merely an educational institution but a regional ICAO partner and an international platform for implementing global initiatives in aviation education (https://caa.edu.kz/news/578).

The Academy of Civil Aviation also carried out a comprehensive analysis of international approaches to managing the quality of the educational process and studied the standards applied at leading aviation training institutions worldwide. The purpose of the analysis was to identify internationally recognised quality management models that ensure transparency, effectiveness, and continuous improvement of educational processes.

Analytical part

Monitoring and periodic evaluation of the EPs undergoing accreditation are carried out using various tools, including expert review at the Academy level and external review, an analysis of labour market trends and employer requirements for graduates, and surveys of key stakeholders. Procedures for assessing student academic achievement are implemented in accordance with a point-rating system, with results converted to the ECTS scale and the traditional grading system, with established criteria, score ranges, and a provided appeal procedure.

Under EP 6B07110 "Aviation Security," the minors "Transportation Manager," "Ground Handling Manager" and "Profiler" have been introduced; under 6B11305 "Organization of Air Transportation," the minor "Flight Manager" has been introduced. Students choose and take EP courses to obtain additional competencies in related or profile EPs, as well as to satisfy their personal needs. EP disciplines are studied by students as part of the UC and EC disciplines, and their volume is included in the overall volume of academic credits required for the award of the relevant degree or qualification under the main EP.

Assessment of EP implementation quality is carried out within the overall educational quality monitoring system, which consists of:

assessment of EP management (faculty level, organisation of the educational process, regular

assessment of the degree of achievement of programme goals, demand for and employment of graduates);

implementation of the EP (curriculum, standard discipline programmes, methodological and information support, infrastructure, educational technologies, R&D);

results of the EP (interim attestation, final attestation).

Assessment mechanisms at the department level include control class visits: mutual attendance, open classes, sociological surveys of participants in the educational process, feedback from external practice supervisors, opinions of the chairs of attestation commissions and thesis reviewers, and analysis of academic performance and residual knowledge indicators.

The Academy's information activity declares the principles of timeliness, objectivity and openness, including through the use of digital communication channels and social media. Despite the actual updating of curricula and changes to EP content in response to employer proposals, EEC *experts note the absence of a systematised and publicly accessible mechanism for informing all* stakeholders about planned and implemented changes within the EPs. Information about the changes made is *not presented* in a structured form on the Academy's official website, indicating a need for further improvement of publication and open information practices for all stakeholders in order to increase the transparency and accessibility of information.

Strengths/best practice:

- none observed

EEC recommendations:

The management of the EPs 6B07110 "Aviation Security," 6B11305 "Organization of Air Transportation," 7M07112 "Flight Operation of Aircraft and Engines," 7M11302 "Organization of Transportation, Traffic and Transport Operation (Scientific and Pedagogical Master's degree)" should ensure that information on educational programmes, curricula, and minutes and decisions regarding changes to the structure and content of educational programmes is posted and regularly updated on the Academy's official web*site. Deadline: annually.*

The management of the EP 7M07112 "Flight Operation of Aircraft and Engines," when monitoring and periodically evaluating the educational programme, should ensure the regular updating of discipline content in line with the latest scientific advances and current trends in aviation engineering and technology, with mandatory reflection of the changes in discipline syll*abi. Deadline: annually.*

EEC conclusions:

Under the "Continuous Monitoring and Periodic Evaluation of Educational Programmes" standard, 10 criteria were disclosed, of which, for the EPs 6B07110 "Aviation Security," 6B11305 "Organization of Air Transportation," 7M07112 "Flight Operation of Aircraft and Engines," 7M11302 "Organization of Transportation, Traffic and Transport Operation (Scientific and Pedagogical Master's degree)," 9 items were rated Satisfactory and 1 item was rated Requires Improvement.

6.5. Standard "Student-Centred Learning, Teaching and Assessment of Academic Performance"

✔ *The EP management shall ensure respect for, and attention to, different groups of students and their needs, providing them with flexible learning paths*

✔ *The EP management shall ensure that teaching is based on modern achievements of world science and practice in the field of study, using various modern teaching and assessment methods that ensure the achievement of the EP's goals, including competencies and skills for conducting research at the required level*

✔ *The EP management shall determine the mechanisms for distributing students' study load between theory and practice within the EP, ensuring that every graduate masters the content and achieves the goals of the EP*

✔ *An important factor is the existence of the EP's own research in the field of teaching methodology for its disciplines*

✔ *The University shall ensure that the procedures for assessing learning outcomes correspond to the planned outcomes and goals of the EP*

✔ *The University shall ensure the consistency, transparency and objectivity of the mechanism for assessing EP learning outcomes. The criteria and methods for assessing learning outcomes shall be published in advance*

✔ *Assessors shall be proficient in modern methods of assessing learning outcomes and shall regularly upgrade their qualifications in this area*

✔ *The EP management shall demonstrate the existence of a feedback system regarding the use of various teaching methods and assessment of learning outcomes*

✔ *The EP management shall demonstrate support for student autonomy while simultaneously providing guidance and assistance from the lecturer*

✔ *The EP management shall demonstrate the existence of a procedure for responding to student complaints*

Evidence

To increase transparency and adapt to modern conditions in the educational process, the Academy's Academic Policy was updated in 2024, approved by decision of the Academic Council (Minutes No. 10 of 25 May 2024) and posted on the Academy's website (https://agakaz.kz/akademicheskaya-politika). The Academic Policy is based on the principles of academic integrity, internal quality assurance, innovation and internationalisation.

The Academy's Academic Policy is based on the principles set out in the Quality Assurance Policy (Minutes No. 9, of 22.10.2024) (https://caa.edu.kz/upravlenie-kachestvom), one of which is student-centred learning (SCL).

The tools used at the Academy to ensure SCL quality include: student satisfaction surveys, the use of interactive teaching methods, and the application of information and communication technologies.

Students at the Academy are given the right to choose the form and language of study, to use DET, to study in a summer semester, to have academic mobility, and access to information and library

resources (https://caa.edu.kz/library), the material and technical base, free medical care, academic, social and financial support, appeals, and personal meetings with management.

Work is carried out to support students with special needs and social orphans (https://caa.edu.kz/e-orientation-276).

To select and implement an individual educational trajectory, and to ensure the mobility and flexibility of curricula under a credit-based education technology, the Academy has organised a consulting service — the so-called academic advisor-curator service — which helps students adapt to the educational process and the university environment, provides informational support on academic and organisational matters, interacts with departments, the Department for Academic Work, and university services, and also carries out educational and preventive work with students.

Alongside traditional methods, interactive teaching methods are used in the educational process: business games, case studies, round tables, brainstorming, focus groups, essays, the project method, guest lectures, etc. For example, guest lectures involve leading specialists from enterprises such as TOO "Asia Freight" (customs representative Zholymbetov M.K.), "IPL Kazakhstan" (General Director Mezentseva Ye.V.), the "Transavia" travel agency (HR manager Solovyeva A.), "DAMU Logistics" (department head Khromenkova O.Ye.), Delta International University, Canada (Dr. Phd, Professor Tolymbek A.), "AIR ASTANA" (HR manager Uteyeva A.), JSC "Almaty International Airport" (HR manager Nogaibayeva A.M.), JSC "Transport Service Centre" (chief specialist Zimanova N.Zh.), FedEx head of strategic sales development Shavernev D., and head of customs clearance Chen I.

For the educational programmes 6B07110 "Aviation Security" and 6B11305 "Organization of Air Transportation," the duration of study is 4 years (240 credits). The Academy of Civil Aviation has successfully implemented a dual education system (https://caa.edu.kz/news/412).

The main criterion for completing the master's EP is the mastery by the master's student of 120 credits (scientific-pedagogical), as well as final attestation (preparation and defence of a master's project). Theoretical training in the disciplines includes the study of a cycle of basic disciplines and a cycle of profile disciplines. The final knowledge check for master's students in a discipline is an examination. Forms of examination: computer testing, combined (testing, oral questioning), written, or oral.

In the 2024-2025 academic year, the "Academic Writing" course was introduced for first-year master's students of the Academy of Civil Aviation. On 21 November, first-year master's students (course lecturer Professor Badanbekkyzy Z.), who had studied this subject, shared their knowledge with the Academy's professors, students of years 1-4, and other master's students. The Academic Writing Hub is integrated into the educational process, allowing students to independently form individual educational trajectories, receive feedback on academic texts, and develop critical thinking.

The Academy of Civil Aviation has become a participant in the global ICAO aviation personnel training system. By becoming a member of TRAINAIR PLUS, the Academy of Civil Aviation gains access to all ICAO programmes. This will make it possible to apply advanced international methods and practices in the training of both current specialists and Academy students, establish broader ties with the international community of training organisations, and be included among ICAO-recognised training organisations (https://caa.edu.kz/news/408).

To ensure that educational programmes meet current and future labour market requirements, and to form competencies in students that are in demand amid the transformation of the aviation industry, the Academy of Civil Aviation held a training foresight seminar in 2025 on the Skills Technology Foresight methodology as part of developing the Atlas of New Professions (https://caa.edu.kz/news/563).

To support the successful development of student-centred learning, expand international academic and professional mobility, and implement advanced global practices for training aviation specialists, the Academy of Civil Aviation took part in the international symposium ICAO Next Generation of Aviation Professionals (NGAP), held in August 2025 in Durban (South Africa) (https://caa.edu.kz/news/593).

The Academy has developed a corporate culture development plan for working with various groups of staff and students and their needs, providing them with flexible learning trajectories,

including for students with developmental disabilities (https://caa.edu.kz/inklyuzivnoe-obrazovanie-354).

Analytical part

During the accreditation procedure, class visits, and conversations with faculty and students, EEC experts established that traditional forms of teaching are predominantly used in the educational process. The use of interactive whiteboards and presentation materials is not accompanied by the systematic use of modern pedagogical technologies aimed at actively engaging students, developing project and research activity, and forming practical competencies.

EEC experts established that the faculty implementing the educational programmes have sufficient practical and scientific-pedagogical experience. However, the existence of faculty's own research in the field of teaching methodology for the educational programmes' disciplines was not demonstrated.

The Academy's feedback system with students functions; however, interview results established that students are not always informed about the management decisions made following surveys. This indicates a need to strengthen the closed feedback loop of "collection – analysis – informing – improvement."

Support for student autonomy is implemented through the formation of individual educational plans and the choice of disciplines from the catalogue of elective disciplines. Students independently build their educational trajectory in the form of an IEP. To master the relevant level of education, a student is required to fulfil their IEP, earning the number of credits required by the curriculum during the academic year.

Systematic and consistent work with students, from the 1st year through to graduation, to ensure student progress in their academic careers, includes: regular analysis of academic performance and monitoring of student achievement by lecturers, group curators and the graduating department; monitoring of academic performance carried out by the Department for Academic Work; systematic identification of student expectations and satisfaction with the learning process at the university; regular evaluation and improvement of teaching methods; motivating students to improve their academic achievements by providing top students with increased scholarships and the opportunity to study on a state educational grant based on university petitions for vacant grants; a system for selecting talented students to participate in scientific conferences and competitions; providing opportunities for academic mobility; guiding and recommending top students to continue their studies in master's and doctoral programmes; and assisting graduates with employment. *At the same time, students did not demonstrate* an understanding of the formalised conditions for implementing elective disciplines, including the procedure for forming study groups, indicating insufficient transparency in the selection procedure and limited academic support for students in forming individual educational trajectories.

Strengths/best practice:

- none observed

EEC recommendations:

The management of the EPs 6B07110 "Aviation Security," 6B11305 "Organization of Air Transportation," 7M07112 "Flight Operation of Aircraft and Engines," 7M11302 "Organization of Transportation, Traffic and Transport Operation (Scientific and Pedagogical Master's degree)" should implement modern pedagogical teaching technologies in stages, based on current advances in science and practice, oriented towards actively engaging students in project and research activity and forming practice-oriented competencies. *Deadline: 2026-2027 academic year.*

The management of the same EPs should include, in the EP development plans, measures for developing and implementing innovative and independent faculty research in the field of discipline teaching methodology. Deadline: *by 01.09.2026.*

The management of the same EPs should formalise and increase the transparency of the procedure for choosing elective disciplines, and strengthen academic support for students in forming individual educational trajectories. Deadline: *by 01.09.2026.*

EEC conclusions:

Under the "Student-Centred Learning, Teaching and Assessment of Academic Performance" standard, 10 criteria were disclosed, of which, for the EPs 6B07110 "Aviation Security," 6B11305 "Organization of Air Transportation," 7M07112 "Flight Operation of Aircraft and Engines," 7M11302 "Organization of Transportation, Traffic and Transport Operation (Scientific and Pedagogical Master's degree)," 9 items were rated Satisfactory and 1 item was rated Requires Improvement.

6.6. Standard "Students"

✔ *The University shall demonstrate a policy for forming the student body and ensure the transparency of its procedures. The procedures governing the student life cycle (from admission to completion) shall be defined, approved and published*

✔ *The EP management shall provide for special adaptation and support programmes for newly admitted and international students*

✔ *The University shall demonstrate that its actions comply with the Lisbon Recognition Convention, including the existence and application of a mechanism for recognising the results of students' academic mobility, as well as the results of additional, formal and non-formal learning*

✔ *The University shall ensure the possibility of external and internal academic mobility for students, and shall also assist them in obtaining external grants for study*

✔ *The University shall actively encourage students towards self-education and development outside the main programme (extracurricular activities)*

✔ *An important factor is the existence of a mechanism to support gifted students*

✔ *The University shall demonstrate cooperation with other educational organisations and national centres of the "European Network of National Information Centres on Academic Recognition and Mobility / National Academic Recognition Information Centres" (ENIC/NARIC) for the purpose of ensuring the comparable recognition of qualifications*

✔ *The University shall provide students with practice placements and shall demonstrate a procedure for assisting graduate employment and maintaining contact with them*

✔ *The University shall demonstrate a procedure for issuing graduates with documents confirming the qualification obtained, including the learning outcomes achieved*

✔ *The EP management shall demonstrate that the programme's graduates possess skills that are in demand on the labour market, and that these skills are indeed in demand on the labour market*

✔ *The EP management shall demonstrate the existence of a mechanism for monitoring the employment and professional activity of graduates*

✔ *An important factor is the existence of an active alumni association*

Evidence

The Academy has developed and implemented internal regulatory documents governing all key stages of the educational process: career-guidance work, admissions committee work, formation of the student body, the educational process, assessment of student knowledge including final attestation, quality control of the educational process, professional practice, and graduate employment. Admission, assessment, transfer, recognition and graduation procedures are available to students on the Academy's website (https://caa.edu.kz/pravila-priema-na-bakalavriat).

The admission procedure for the Academy is carried out in accordance with the Standard Rules for admission to study at educational organisations and is described in detail in Standard AGAP-19-09 (https://caa.edu.kz/akademicheskaya-politika).

The Academy has a transparent policy for forming the student body. An important factor in forming the student body is also the Academy's participation in the competition for the allocation of the state educational order (https://caa.edu.kz/konkurs-na-vakantnye-obrazovatelnye-granty-243).

Internal educational grants and discounts are also provided (https://caa.edu.kz/rektorskiy-grant-275), awarded to identify and support gifted school and college graduates; school graduates holding the "Altyn Belgi" mark are also given free tuition for a specified period.

In accordance with the Regulation on Dual Education (AGA Dual Education Regulation.pdf), the Academy gives students the opportunity to study in a dual-education format. The implementation of dual education at the Academy is intended to ensure the training of personnel with competencies matching employer expectations, strengthen the link between education and production, and ensure the successful employment of graduates. Under dual education, alongside classes at the Academy, students take individual classes at an enterprise or organisation, under the supervision of a mentor, where they gain practical experience.

The Academy provides financial support to students who are orphans, from large families, or have disabilities, in the form of benefits or one-time assistance, at the request of the department. Measures for social support of students have been strengthened. A "Regulation on the Procedure for Providing Material Assistance" has been developed (https://caa.edu.kz/assets/images/upload/Regulation on the procedure for providing material assistance_1679042692.pdf).https://caa.edu.kz/assets/images/upload/Положение%20о%20порядке%20предоставления%20материальной%20помощи_1679042692.pdf

For students' comfort, the Academy operates a Youth Affairs Committee (https://caa.edu.kz/kdm-akademii-grazhdanskoy-aviacii-325), which represents students' interests, defends them in the Academy's collegial bodies, maintains discipline in the student body, analyses student problems, and stimulates the activity of student associations.

The Academy of Civil Aviation is consistently pursuing internationalisation aimed at: integration into the international educational and scientific space; expanding academic mobility; attracting international students; and implementing international standards for training aviation personnel.

Training and retraining of specialists is carried out in accordance with Standard Programmes for the professional training of aviation personnel and ICAO standards. The Academy hosts:

an ICAO Training Centre for Aviation Security;

an ICAO Training Centre for Aviation English.

The Academy has a Centre for Social Support and Youth Development (CSSYD) (https://caa.edu.kz/e-orientation-276). The main goal of the CSSYD is to develop socially significant and professionally important qualities in students that enable them to take a leading position in the aviation industry, create favourable conditions for forming a socially responsible personality, provide social support to students, engage young people in the Academy's public and cultural activity, implement the state youth policy programme, and represent and defend the social and cultural interests of students.

Individuals who have completed a higher education programme and successfully passed final attestation are awarded the degree of Bachelor of Engineering and Technology and are issued a diploma of higher education with an appendix (transcript). The appendix lists the final grades on the point-rating system for all academic disciplines, coursework (projects), research or experimental-research work, all types of professional practice, and final attestation, indicating their volume in academic credits.

The organisation and conduct of graduate employment work (https://caa.edu.kz/#) is carried out according to an action plan. Departments systematically maintain contact with Academy graduates; update information on graduates' professional growth; analyse feedback from graduates themselves and employers on the quality of training; select graduate candidates at employers' request; organise guest lectures and meetings with potential employers; and organise master classes and resume-writing training seminars for final-year students and others.

To guarantee the objective recognition of higher education, periods of study and prior education, the Academy ensures compliance with the Lisbon Recognition Convention and cooperates

with the Bologna Process and Academic Mobility Centre of the MSHE RK, which is the executive body for the recognition and nostrification procedure in the Republic of Kazakhstan.

To obtain feedback from students, the Academy uses the following tools: the Academy website, the Rector's blog, and social media pages (Facebook, VKontakte, Instagram, Telegram).

The feedback system is implemented through message exchange on the corporate portal, the "Platonus" AIS, whereby a student can write to an Academy employee with a question and receive a response (https://caa.edu.kz/virtualnaya-priemnaya-komissiya-174).

Analytical part

The Academy has formed and operates a system for forming and supporting the student body, covering the stages of admission, study, and graduates' entry into the labour market. Processes are regulated by local regulatory acts and implemented in accordance with the requirements of the legislation of the Republic of Kazakhstan.

Academic and organisational support for students is provided through the activity of advisors, adaptation measures, and informational support. Procedures for recognising and crediting learning outcomes, including the results of additional and non-formal education, are formally established and implemented within the ECTS system.

The Academy pays great attention to developing student academic mobility. Academic mobility is a key component of the Bologna Process — the process of forming a unified European educational and scientific space, with a variety of educational and scientific programmes and the possibility of their optimal interaction through comparability, mutual recognition, and the resulting opportunity for effective interaction between universities and scientific centres, as well as the individualisation of educational trajectories. Student academic mobility has practical imp*lementation, mainly in* the format of internal inter-university mobility. Expanding external and inbound academic mobility is viewed by the university as a dir*ection for further development*.

Monitoring of graduate employment is carried out on a regular basis. Interaction with graduates is organised through the activity of the Alumni Association and the maintenance of a graduate database. At the same time, during the *interviews it* was noted that none of the graduates present was a member of the Alumni Association, which does not allow their level of involvement to be fully assessed. At the same time, Academy graduates are engaged to take part in the educational process, including in the format of guest lectures, meetings with students, and other events aimed at passing on practical experience to students.

Strengths/best practice:

- none observed

EEC recommendations:

The university management should consider the possibility of gradually expanding external and internal academic mobility, and step up assistance in obtaining external grants for study by developing partnerships and seeking organisational and contractual mechanisms with partner universities and enterp*rises. Deadline: by 01.01.2027.*

The management of the EPs 6B07110 "Aviation Security," 6B11305 "Organization of Air Transportation," 7M07112 "Flight Operation of Aircraft and Engines," 7M11302 "Organization of Transportation, Traffic and Transport Operation (Scientific and Pedagogical Master's degree)" should continue, on a regular basis, developing interaction with graduates, including more actively engaging them in the educational process (guest lectures, meetings with students, participation in practice-oriented events), and involve them in the work of the Alumni Associ*ation. Deadline: by 01.08.2026.*

EEC conclusions:

Under the "Students" standard, 12 criteria were disclosed, of which, for the EPs 6B07110 "Aviation Security," 6B11305 "Organization of Air Transportation," 7M07112 "Flight Operation of Aircraft and Engines," 7M11302 "Organization of Transportation, Traffic and Transport

Operation (Scientific and Pedagogical Master's degree)," 11 items were rated Satisfactory and 1 item was rated Requires Improvement.

6.7. Standard "Faculty"

✔ *The University shall have an objective and transparent personnel policy at the EP level, including recruitment (including visiting faculty), professional growth and staff development, ensuring the professional competence of the entire staff*

✔ *The University shall demonstrate that the quality composition of its faculty corresponds to the established qualification requirements, the university's strategy, and the goals of the EP*

✔ *The EP management shall demonstrate the change in the role of the lecturer in connection with the transition to student-centred learning and teaching*

✔ *The University shall provide opportunities for career growth and professional development for faculty, including young lecturers*

✔ *The University shall involve specialists from relevant industries who possess professional competencies corresponding to the requirements of the EP in teaching*

✔ *The University shall demonstrate the existence of a mechanism to motivate the professional and personal development of faculty*

✔ *The University shall demonstrate the extensive use of information and communication technologies and software tools by faculty in the educational process (e.g. online learning, e-portfolios, MOOCs, etc.)*

✔ *The University shall demonstrate that its activities are aimed at developing academic mobility, and attracting the best foreign and domestic lecturers*

✔ *The University shall demonstrate the involvement of every lecturer in promoting a culture of quality and academic integrity at the university, and shall determine the contribution of faculty, including visiting staff, to achieving the goals of the EP*

✔ *An important factor is the involvement of faculty in the development of the region's and the country's economy, education, science and culture*

Evidence

The personnel policy is set out in the Academy's regulatory documents, including the Regulation on Competitive Appointment to Faculty Positions, the Internal Labour Regulations, the Regulation on Attestation and Rating-Based Assessment of Faculty Performance, and other regulatory documents. Faculty are selected on a competitive basis in accordance with the requirements set out in the Academy's regulatory documents and the Regulation on Competitive Appointment to Faculty Positions (Regulation on competitive appointment of faculty.pdf).

When hiring, overall length of service, length of scientific-pedagogical service, the existence of an academic degree and title, the existence of scientific and educational-methodological works, publications in republican and international journals, the existence of inventions and copyright

certificates, and participation in research projects — both self-initiated and under contracts with enterprises and organisations — are all taken into account.

The Academy's personnel policy is determined on the basis of planning staffing needs (the number of staff is determined by the staffing table), as well as determining staff competency requirements, which are defined by heads of structural units based on job descriptions, qualification requirements, and the specifics of the work performed.

In the 2024-2025 academic year, the faculty of the "Organization of Air Transportation and Logistics" department, according to the staffing table, numbered 24 people, including 14 full-time lecturers, 4 internal part-timers, 5 external part-timers, and 1 support staff member. Quantitative indicators of faculty composition are shown in Table 2.

Table 2 – Qualitative composition of faculty for the bachelor's EPs (2024-2025 academic year)

Position title	Total	Number of Faculty positions		
		Full-time	Internal part-timer	External part-timer
Professor	–	–	–	–
ACA Professor	3	3	–	–
Associate Professor	4	2	–	2
ACA Associate Professor	4	3	1	–
Assistant Professor	–	–	–	–
Senior Lecturer	9	4	2	3
Lecturer	1	–	–	–
Assistant Lecturer	2	1	1	–
Support staff	1	1		
Total	24	15	4	5

The staffing level for faculty positions is 100%. An analysis of the age structure of the "Organization of Air Transportation and Logistics" department's faculty showed that the average age of lecturers is 46 years.

Each year, lecturers draw up an individual work plan for the academic year, indicating their planned professional development courses (https://drive.google.com/file/d/1e4vNTcXkiwkJfLGwjtbMl1lBgO8oRtHR/view).

During the reporting period, department lecturers completed various forms of professional development. Department faculty actively participate in scientific-methodological seminars, conferences, trainings and master classes on current topics related to updating educational activity, undertake doctoral studies, and undergo training and internships abroad, and attend professional development courses both at JSC "Academy of Civil Aviation" and at other universities and organisations, as confirmed by the relevant certificates.

The Academy has developed "Faculty Safety and Occupational Health Instructions" to ensure the safety of employees' life and health in the course of their work (Faculty safety and occupational health instructions.pdf).

The Academy determines the contribution of each EP faculty member to the implementation of the Academy's Development Programme and other documents. Measures for implementing the Academy Programme, broken down by established indicators, are included in the annual plans of structural units and the Academy's activity plans. The Academy's Development Programme is freely available on the Academy's website (https://caa.edu.kz/koncepciya-razvitiya) in electronic form. Faculty are aware of their role in implementing the Academy's Development Programme.

The Academy has developed a system for motivating the professional and personal development of lecturers and staff, including rewards for integrating research activity and education,

and for applying innovative teaching methods, comprising: bonuses, expressions of gratitude, and awards of certificates. Employees are given bonuses based on the results of their work for the calendar year, on anniversaries, and on their birthdays.

One of the important indicators of the effectiveness of research work is the publication of scientific papers. For example, lecturers Abzhapbarova A.Zh., Gozhakhmetova M.A., and Zulutbek N.B. published an article on "Prospects for the Development of Small Aviation in Kazakhstan" in the "Vestnik KazATK" journal; lecturers Ye.Ye. Karsybayev, A.Zh. Abzhapbarova and others published an article on "Improving the reliability of trucking in the conditions of a mining enterprise" in "Naukovyi Visnyk Natsionalnoho Hirnychoho Universytetu," "Economy and Management" category, 2022, No. 3, pp. 125-130 (https://doi.org/10.33271/nvngu/2022-3/125). Lecturers Asilbekova I.Zh., A.Zh. Abzhapbarova and others published an article titled "Unification of Training Programs for Aviation Professionals as a Flight Safety Criterion," J. Aerosp. Technol. Manag., v16, e0124, 2024. Associate Professor of the "LEVS" department Dolzhenko N.A. published an article titled "Development of Innovative Cargo Safety Systems for Vehicles," Journal of Studies in Science and Engineering, 2025 (https://doi.org/10.53898/josse2025536), and "Organization of Transport Services and Transport Process Safety" in the journal Periodica Polytechnica Transportation Engineering, and an article titled "Unification of Training Programs for Aviation Professionals as a Flight Safety Criterion," Journal of Aerospace Technology and Management, 2024, DOI: 10.1590/jatm.v16.1320. Associate Professor Musatayev M. published an article titled "Design and Comparison of Directional Transmit-to-Differential Receiver Eddy-Current Probe" in Composites Part B Engineering, 2025, WoS SCIE Q1, and an article titled "Certification Systems and Training Facilities for Enabling UAV Deployment in Kazakhstan and the EAEU" in the Journal of Intelligent & Robotic Systems, WoS SCIE, Robotics Q2, 2024. "LEVS" department faculty member Yermekbayev M.M. published an article titled "Study of the characteristics of broadband matching antennas for fifth-generation mobile communications based on new composite materials," International Journal of Electrical and Computer Engineering. Senior Lecturer of the "LEVS" department Tuleushova R.Zh. published an article titled "Intelligent flight control systems based on artificial intelligence" in the ACA Vestnik, 2024, as well as "The application of digital twins and artificial intelligence methods to ensure the reliability and information security of civil aviation aircraft" in the proceedings of the International Symposium on Reliability and Quality (Russia), 2025, and "The concept of integrated UAV systems in the development of the Academy of Civil Aviation's research projects" in the ACA Vestnik, 2025.

One of the indicators of faculty professionalism and competence is the number of lecturers who have received state awards, prizes, honorary titles, the "Best Lecturer" grant, and similar recognitions. For example, faculty of EP 6B07113 "Transport Process Technology in Aviation": Professor Kaliyeva G.K. — recipient of various awards and prizes, such as the honorary medal "For Contribution to the Development of Education and Science," Order No. 39 of 18 September 2020; Associate Professor Konakbai Z.Ye. — the "Bilim Beru Salasynyn Uzdigi" medal No. B1-958 of 3.12.2018; Asilbekova I.Zh. — the "Bilim Beru Salasynyn Uzdigi" medal of 12.03.2018 and the "Golden Fund" medal No. 006; Garmash O.V. — No. 126, 30th Anniversary of ACA medal, and No. 01391 "For Outstanding Work in the Field of RK Science"; Muratbekova G.V. — "Best University Lecturer 2022." In 2025, medals commemorating the 30th anniversary of the Academy of Civil Aviation were awarded to Konakbai Z.Ye., Garmash O.V., Asilbekova I.Zh., Zhardemkyzy S., Manarbekyzy B. and Kalekeyeva M.Ye.

EP faculty apply information and communication technologies in the educational process (for example, electronic textbooks and teaching aids, interactive whiteboards, multimedia materials). The use of innovative technologies in the Academy's educational process relies on a material and technical base that is continuously upgraded to meet the demands of the time. In the 2023-2024 academic year, a computer classroom equipped with the "Amadeus Automated Booking System" software was opened at the "Organization of Air Transportation and Logistics" department, to improve the quality of the EP's educational content, where students take courses in digital-technology skills for air transport.

Analytical part

The Academy's staffing potential corresponds to the Academy's Development Programme. The personnel policy is aimed at selecting faculty proficient in innovative teaching methods and capable of reflecting the latest advances in science and practice in the disciplines they teach.
Management decisions are transparent. The personnel policy is implemented through competitions for filling vacant faculty positions. Internal transfers from one position to another are carried out through an interview with the head of the unit. An employee may be dismissed for violation of labour discipline, or for failing to pass a competition or attestation.

EP management engages practitioners, or lecturers with practical experience in the aviation industry and in business, to teach highly specialised disciplines. For example: Aikumbekov Muslim Nurymovich — Candidate of Technical Sciences, transportation organisation manager at TOO "TransCom"; Azimkanova Zhanna Zholtayevna — training instructor at the AUC of JSC "Almaty International Airport"; Toktamysova Aliya Beisenbayevna, TOO "Shyngyr Trans." For the "Aviation Security" educational programme, the disciplines "Aviation Security" and "Fundamentals of Aviation Security" are taught by Kabanbayev R.Ye., he**a**d of the aviation security training division of the Aviation Security Department — chief aviation inspector; for the same programme, the disciplines "Organization of Aviation Security 1, 2," "Technical Systems and Means of Ensuring Aviation Security," and "Aviation Security (including the fundamentals of information security)" are taught by Sagimov A.Ye., senior aviation inspector of the aviation security training division of the Aviation Security Department at JSC "Aviation Administration of Kazakhstan."

The development of faculty academic mobility is carried out on the basis of current regulatory documents and cooperation agreements. At the same time, in implementing the EPs undergoing accreditation, faculty participation in academic mobility programmes is limited. The potential for exchanging experience with domestic and foreign universities is not fully utilised, nor is the practice of attracting the best foreign and domestic lecturers to teach profile disciplines of the educational programmes.

Strengths/best practice

The Academy has a functioning system for engaging practitioners, or lecturers with practical experience in the aviation industry and professional competencies matching EP requirements, to teach highly specialised disciplines.

EEC recommendations:

University management, together with the management of the EPs 6B07110 "Aviation Security," 6B11305 "Organization of Air Transportation," 7M07112 "Flight Operation of Aircraft and Engines," 7M11302 "Organization of Transportation, Traffic and Transport Operation (Scientific and Pedagogical Master's degree)," should seek opportunities for faculty participation in academic mobility programmes by expanding the geography of partner universities, including attracting foreign and domestic lecturers to teach profile disciplines of the educational programm*es. Deadline: 2026-2027 academic year*.

EEC conclusions:

Under the "Faculty" standard, 10 criteria were disclosed, of which, for the EPs 6B07110 "Aviation Security," 6B11305 "Organization of Air Transportation," 7M07112 "Flight Operation of Aircraft and Engines," 7M11302 "Organization of Transportation, Traffic and Transport Operation (Scientific and Pedagogical Master's degree)," 1 item was rated Strong, 8 items were rated Satisfactory, and 1 item was rated Requires Improvement.

6.8. Standard "Educational Resources and Student Support Systems"

✔ *The University shall guarantee that educational resources, including material and technical resources, and infrastructure, correspond to the goals of the educational programme*

✔ *The EP management shall demonstrate the existence of classrooms, laboratories and other facilities equipped with modern equipment and ensuring the achievement of the EP's goals*

The University shall demonstrate that information resources correspond to the needs of the university and the EPs being implemented, including in the following areas:

✔ *technological support for students and faculty in accordance with the educational programmes (e.g. online learning, modelling, databases, data analysis programmes);*

✔ *library resources, including a collection of educational, methodological and scientific literature on general education, basic and profiling disciplines in paper and electronic form, periodicals, and access to scientific databases;*

✔ *plagiarism screening of research work, theses and dissertations;*

✔ *access to educational Internet resources;*

✔ *the functioning of Wi-Fi on its territory;*

✔ *The University shall demonstrate that it creates conditions for conducting research, integrating science and education, and publishing the results of the research work of faculty, employees and students*

✔ *The University shall strive to ensure that the educational equipment and software used for mastering the educational programmes are similar to those used in the relevant sectors of the economy*

✔ *The EP management shall demonstrate the existence of procedures to support various groups of students, including informing and advising them*

✔ *The EP management shall show the existence of conditions for a student's progress along an individual educational trajectory*

✔ *The University shall take into account the needs of various groups of students (adults, working students, international students, and students with special educational needs)*

✔ *The University shall ensure that its infrastructure meets safety requirements*

Evidence

The Academy ensures the availability of sufficient, accessible educational resources and student support services that match the learning goals. When distributing, planning and providing educational resources, the Academy takes into account the needs of various groups of students.

The Academy's infrastructure is a unified educational-material complex ensuring the implementation of educational programmes, including academic buildings, dormitories, sports facilities and social-amenity facilities.

The usable educational area under the Academy's authority meets fire safety requirements, sanitary-epidemiological standards, the qualification requirements applicable to educational organisations, and the requirements of state general educational standards.

The total area of the Academy's buildings and structures is 16,069.8 m², including: academic building – 10,609.9 m²; gymnasium – 556.7 m²; assembly hall – 288.9 m²; library – 229.8 m²; canteen – 339.6 m²; dormitories – 3,974.9 m².

The educational-laboratory base and classroom stock correspond to the student body, the educational programmes being implemented, sanitary-epidemiological standards, and established requirements. Classrooms, laboratories, offices, and computer and communication equipment meet regulatory requirements and ensure the high-quality implementation of the educational programmes.

Students are provided with access to educational-methodological and reference materials, required and supplementary literature, electronic educational resources, software and equipment. Academic calendars and educational materials are posted on the Academy's official portal.

To create favourable conditions for study and the personal and professional development of students, the reconstruction of the Academy's new Student House was completed and put into operation in November 2025 (https://caa.edu.kz/news/637). The facility is located next to the academic buildings and the international airport, providing convenient conditions for organising the educational process and practice-oriented training.

EP management ensures that students have access to the necessary amount of structured, organised information on the disciplines taught — required and supplementary literature, lecture notes, presentation materials, practical assignments, etc.

JSC "Academy of Civil Aviation" has established a sustainable material and technical base that ensures the implementation of educational programmes using modern information and communication technologies. The Academy currently operates 11 computer classrooms with a total capacity of 155 seats, which are used for classes, interim and final attestation, laboratory and practical work, and student testing. The Academy's fleet of computing and multimedia equipment includes 490 personal computers, 151 all-in-one computers, 130 laptops, 67 interactive panels, 57 printers and multifunction devices, and 26 televisions. This equipment enables the effective use of interactive learning formats, multimedia presentations and digital educational resources in the educational process.

The Academy's web portal provides convenient access to information for external users and effective content management tools for staff. The online registration system has optimised the work of the admissions committee, and automatic document generation has reduced application processing times.

The Academy actively applies digital technologies and information systems to implement full-time, distance and blended learning formats. The educational process uses the "Platonus" AIS, the Moodle distance-learning system, and the Google Meet and Zoom video conferencing services, enabling the educational process to be organised regardless of learning format.

To implement innovative teaching methods and technologies, and given the importance of developing an electronic information-educational environment, course developers at the Academy have developed electronic educational courses in Russian and English. Using iSpring Suite software, 33 courses have been created that use animation, multimedia and interactive elements (video, dialogue simulators), as well as assessment and control tools.

Faculty of the "Organization of Air Transportation and Logistics" department have developed and posted MOOC courses on the Moodle educational platform for the disciplines they teach: Muratbekova G.V. (Cargo Preservation and Securing in Transport, Technology and Mechanisation of Loading and Unloading Operations in Transport, Interaction of Transport Modes, Organisation of Freight and Commercial Work, Organisation of Transportation and Traffic Management); Abzhapbarova A.Zh. (Fundamentals of Logistics, Supply Chain Management, International Transport Logistics, Logistics Risk Management); Garmash O.V. (Information Logistics).

The Academy effectively operates various student support services (academic support, social support, technical support, material support), which are characterised by accessibility and demand.

Student support at the Academy is also provided by ensuring public order and the security of academic buildings and dormitories, ensuring the safety of material assets, and the operation of catering facilities in academic buildings. The university has a civil defence headquarters and a safety and occupational health engineer, and operates an access control system.

All students are provided with access to the library's book collection, which includes educational, methodological and scientific literature in Kazakh, Russian and English, as well as foreign and domestic periodicals. Library information support is provided within the "Centre for Information and Library Support" section (https://caa.edu.kz/library). The Centre for Information and Library Support occupies an area of 410.32 m². The service system includes a lending library, a reading room (a total of 50 seats in the library), an electronic room, a rare book collection, and a storage facility.

As of today, the CILSM library collection comprises 64,889 items in the state, Russian and foreign languages. Statistical indicators for the library collection and its structure broken down by language are presented in Table 3.

Table 3 - Statistical indicators of the library collection

No.	Name	Total number of books	State language	%	Foreign language	%	Russian	%
1	Total collection volume	64,889	15,708	26%	5,029	13%	44,152	61%
2	Educational, educational-methodological literature	49,138	12,600	25%	4,036	12%	32,502	63%
3	Scientific literature	2,602	160	5.6 %	368	13%	2,074	81.4 %

Since 2005, the Academy has published a quarterly scientific journal, "Vestnik of the Academy of Civil Aviation," in which scientific articles are published on the results of research by scientists, faculty, PhD doctoral students, master's students and students in various fields of technical, natural, humanitarian and social sciences related to the aviation industry. Since January 2025, the Vestnik of the Academy of Civil Aviation (ACA Vestnik, https://vestnik.agakaz.kz/) has been included in the list of publications recommended by the Committee for Quality Assurance in Science and Higher Education of the Ministry of Science and Higher Education of the Republic of Kazakhstan.

Fire safety and occupational health conditions are fully ensured at the Academy. Fire and security alarm systems with a notification system are installed throughout. The Academy's territory is lit and fenced, and courtyard lighting is provided in the evening and at night. CCTV cameras are installed around the perimeter of the territory and in the corridors and classrooms of the academic building. The Academy has the necessary primary fire-fighting equipment, and seismic drills and emergency and evacuation drills for students and staff are conducted upon the "Attention Everyone" signal.

Analytical part

An analysis of educational resources and student support systems showed that the Academy generally has the necessary infrastructure to implement the educational programmes undergoing accreditation. The educational process is supported by functioning classrooms and laboratories, the availability and level of equipping of which are confirmed by classroom passports and the relevant

material-technical documentation. The material and technical base makes it possible to conduct classes, laboratory work and practical exercises in accordance with the curricula of the educational programmes.

To improve the practical orientation of student training for the "Aviation Security" educational programme, a specialised software simulator, Simfox, has been acquired, designed to practise screening and threat-detection skills. The use of these digital solutions helps form students' professional competencies that are closer to real professional conditions, and also increases the quality and practical value of the educational programmes.

To ensure the uninterrupted operation of the information-educational environment, the Academy has organised high-speed Internet access. The channel bandwidth is up to 500 Mbit/s, allowing the simultaneous operation of the Academy's educational, administrative and digital services. A wireless Wi-Fi network has been deployed across the campus, providing lecturers and students with access to educational resources in classrooms. The wireless connection speed reaches 300 Mbit/s, which is sufficient for online classes, working with distance learning systems, and electronic libraries. At the same time, EE*C experts note that*, during the inspection of the Academy's material and technical base and interviews, weak Wi-Fi coverage of the Academy's territory was recorded. In a number of buildings, laboratory rooms and public areas, the signal quality is unstable and the connection speed is insufficient for full use of electronic educational resources. This limits the ability to effectively use educational internet resources, conduct online classes, participate in webinars, and use electronic libraries in real time.

Strengths/best practice

*Th*e existence of classrooms, laboratories and other facilities equipped with modern equipment and ensuring the achievement of the EP's goals.

EEC recommendations:

University management is recommended to ensure the modernisation and stable functioning of the WI-FI network across the entire territory of the university, including academic buildings, the library, dormitories, etc. It is recommended to conduct an audit of the WI-FI network to identify problems, develop a modernisation plan, implement quality monitoring with feedback and user notification, and reflect the changes in reporting and take them into account when assessing satisfaction. *Deadline: by the start of the 2026-2027 academic year.*

EEC conclusions:

Under the "Educational Resources and Student Support Systems" standard, 13 criteria were disclosed, of which, for the EPs 6B07110 "Aviation Security," 6B11305 "Organization of Air Transportation," 7M07112 "Flight Operation of Aircraft and Engines," 7M11302 "Organization of Transportation, Traffic and Transport Operation (Scientific and Pedagogical Master's degree)," 1 item was rated Strong, 11 items were rated Satisfactory, and 1 item was rated Requires Improvement.

6.9. Standard "Public Awareness"

✔ *The information published by the University shall be accurate, objective, up-to-date, and shall reflect all areas of the University's activity within the educational programme*

✔ *Public awareness efforts shall include support for, and explanation of, the country's national development programmes and the system of higher and postgraduate education*

✔ *The university management shall use a variety of methods for disseminating information (including the media, web resources, information networks, etc.) to inform the general public and interested parties*

The information published by the University about the educational programme shall be objective and up-to-date and shall include:

✔ *the goal and planned outcomes of the EP, the qualification awarded;*

✔ *information on the system for assessing students' academic achievements;*

✔ *information on academic mobility programmes and other forms of cooperation with partner universities and employers;*

✔ *information on opportunities for developing students' personal and professional competencies and for employment;*

✔ *data reflecting the positioning of the EP 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 faculty, broken down by individual*

✔ *The University shall post information and links to external resources on the results of external evaluation procedures*

✔ *An important factor is the posting of information about cooperation and interaction with partners, including scientific/consulting organisations, business partners, social partners and educational organisations*

Evidence

The Academy has built its communication policy on the principles of maximum transparency, openness and the engagement of all stakeholders. This is reflected in the following: regular coverage of current activity, the specifics of the educational programmes, and the material and technical conditions for their implementation; the conduct of explanatory events aimed at promoting education, and covering modern global trends and innovations in the academic environment; and the continuous

development of internal processes and their adjustment in response to dynamically changing external conditions and professional standard requirements.

The Academy guarantees the provision of reliable, objective and up-to-date information about the educational trajectories it offers. Public information allows applicants and the public to form a complete picture of the specifics of study, which necessarily includes: a detailed description of the expected outcomes (knowledge, abilities and skills) that a graduate will possess after successfully completing the programme; a clear definition of the academic degree or professional qualification (including additional qualification characteristics) awarded upon completion of study; and up-to-date information on admission score thresholds, admission rules, and the wide range of learning opportunities provided to students (library holdings, mobility programmes, internships and support measures).

The public is informed about the Academy's activity through the following channels: the Academy website (https://caa.edu.kz/); the Academy's social media pages: Instagram, Facebook, Telegram (https://t.me/civilaviationacademy), YouTube, and LinkedIn; and via the media, public forums and blogger accounts.https://caa.edu.kz/https://www.instagram.com/agakaz_almaty?igsh=anIwdjBlNnY1b20z&utm_source=qr https://t.me/civilaviationacademy https://youtube.com/@civilaviationacademy?si=v_C3MT1Dn2TWMQLf

An important stage in the Academy's technological development was the implementation of the state innovation programme AI-Sana. This is a comprehensive intelligent platform aimed at forming an "AI-nation" and deeply integrating artificial intelligence into the educational process (https://caa.edu.kz/ai-sana-491).

To ensure the openness and accessibility of managerial and academic processes, the Academy of Civil Aviation's official website provides the ability to view information about the leadership and faculty, as well as to **b**ook personal appointments **o**nline. Alongside the operation of the call centre, the Academy of Civil Aviation's official website is a key tool for informing and interacting with the public. The web resource provides direct and open access to up-to-date information, as well as the ability to directly contact the leadership and faculty.

The Academy of Civil Aviation participates in national and international external quality assessment procedures for education, including institutional and programme accreditation, as well as ICAO international initiatives, including TRAINAIR PLUS. Information on the results of external assessment and accreditation is posted on the Academy's official website and is publicly accessible.

Additionally, as part of informational support for educational and international initiatives, the Academy of Civil Aviation systematically interacts with key industry partners, including Almaty International Airport and other aviation enterprises. This cooperation includes joint coverage of career-guidance, educational and practice-oriented events, as well as publications aimed at demonstrating the real professional conditions faced by Academy graduates.

To ensure efficient and high-quality interaction with applicants, students, graduates and external audiences, the Academy of Civil Aviation operates a call centre that handles requests through all main communication channels. The performance of JSC "Academy of Civil Aviation's" call centre in 2023-2025 is characterised by: steady growth in the number of requests; expansion of communication channels; increased speed of request processing; and effective routing of requests within the Academy.

Alongside its official website, the Academy actively uses social media as a tool for prompt and accessible informing of a wide audience, especially young people and applicants. The content is focused on promoting aviation professions, showcasing student life, and building a positive image of the industry.

Analytical part

An analysis of public awareness practice showed that, overall, the Academy has established conditions for open and accessible informing about the implementation of the educational programmes. Information about the educational programmes is posted on the Academy's official web resources and covers key aspects of educational activity.

At the same time, it was established that changes made to the educational programmes (updates to goals, learning outcomes, EP structure, discipline content, assessment forms and procedures, and mechanisms for academic mobility and stakeholder engagement) are not always accompanied by systematic and regular public communication. The absence of a formalised mechanism for promptly publishing changes to the educational programmes limits the ability of all stakeholders to receive timely, up-to-date information, and reduces the level of transparency and traceability of management decisions made within the EPs.

Given the principles of openness and stakeholder engagement, the continuous and public posting of information about changes made to educational programmes (indicating the nature of the changes, the grounds for them, and their expected effects) is an important condition for increasing trust among students, faculty, employers and the public, and is also a tool for developing the internal quality assurance system.

Overall, the Academy's informing practice meets the requirements of the standard, but requires further development in terms of regulating and systematising the procedures for publishing changes to educational programmes and informing all stakeholders.

Strengths/best practice

*- none observe**d***

EEC recommendations:

The management of the EPs 6B07110 "Aviation Security," 6B11305 "Organization of Air Transportation," 7M07112 "Flight Operation of Aircraft and Engines," 7M11302 "Organization of Transportation, Traffic and Transport Operation (Scientific and Pedagogical Master's degree)" should update the information on the Academy website about the specifics of the EPs undergoing accreditation, indicating goals, learning outcomes, curricula, teaching and assessment methods, the material base, and graduate employment oppor*tunities. Deadline: by 01.07.2026.*

Academy management should create a mechanism for continuous monitoring and updating of the Academy website. Persons responsible for regularly updating information should be appointed, with clear deadlines and change-control procedures, to ensure the continuous transparency of all processes carried out at the *Academy. Deadline: by 01.08.2026.*

EEC conclusions:

Under the "Public Awareness" standard, 11 criteria were disclosed, of which, for the EPs 6B07110 "Aviation Security," 6B11305 "Organization of Air Transportation," 7M07112 "Flight Operation of Aircraft and Engines," 7M11302 "Organization of Transportation, Traffic and Transport Operation (Scientific and Pedagogical Master's degree)," all 11 items were rated Satisfactory.

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

Standard "Educational Programme Management"
none observed

Standard "Information Management and Reporting"
none observed

Standard "Development and Approval of the Educational Programme"
The Academy fully realises the opportunities for preparing students for professional certification.

Standard "Continuous Monitoring and Periodic Evaluation of Educational Programmes"
none observed

Standard "Student-Centred Learning, Teaching and Assessment of Academic Performance"
- none observed

Standard "Students"
none observed

Standard "Faculty"
The Academy has a functioning system for engaging practitioners, or lecturers with practical experience in the aviation industry and professional competencies matching EP requirements, to teach highly specialised disciplines.

Standard "Educational Resources and Student Support Systems"
*Th*e existence of classrooms, laboratories and other facilities equipped with modern equipment and ensuring the achievement of the EP's goals.

Standard "Public Awareness"
none observed

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

Under the "Educational Programme Management" standard:

EEC recommendations:

The management of the EPs 6B07110 "Aviation Security," 6B11305 "Organization of Air Transportation," 7M07112 "Flight Operation of Aircraft and Engines," 7M11302 "Organization of Transportation, Traffic and Transport Operation (Scientific and Pedagogical Master's degree)" should, when developing and forming the EP development plan, be guided by the Academy's strategic priorities and current regional and RK development programmes, defining specific target achievement indicators consistent with the Academy's Development Pro*gramme. Deadline: by 01.08.2026.*

The management of the same EPs should ensure the systematic participation of representatives of students and employers in forming, discussing and adjusting the EP development plans, including through their participation in working-group meetings and other collegial bodies of the Academy. Deadline: 20*26-2027 academic year.*

The management of the same EPs should conduct annual monitoring of the implementation of the EP development plan to assess the quality of the implementation of measures and the achievement of target indicators. Based on the monitoring results obtained, corrective and preventive action plans aimed at the continuous improvement of the EP should be developed. De*adline: annually.*

Under the "Information Management and Reporting" standard:

EEC recommendations:

The management of the EP 7M07112 "Flight Operation of Aircraft and Engines" should revise the EP development plan to include target indicators for the achievement of EP performance and effectiveness, and specify key measurable indicators of the EP development plan's effectiveness in accordance with the Academy's Development Programme for 2024-*2029. Deadline: by 01.09.2026.*

Under the "Development and Approval of the Educational Programme" standard:

EEC recommendations:

The management of the EPs 6B07110 "Aviation Security," 6B11305 "Organization of Air Transportation," 7M07112 "Flight Operation of Aircraft and Engines," 7M11302 "Organization of Transportation, Traffic and Transport Operation (Scientific and Pedagogical Master's degree)" should ensure the practical orientation of studying disciplines, and provide for the possibility of increasing practice-oriented classes at enterprises in curriculum disciplines to prepare students for professional acti*vity. Deadline: by 01.12.2026.*

The management of the same EPs should conduct targeted work to develop and implement a double-degree and/or joint EP with foreign universities. Deadline: 2026-202*7 academic year.*

Under the "Continuous Monitoring and Periodic Evaluation of Educational Programmes" standard:

EEC recommendations:

The management of the same EPs should ensure that information on educational programmes, curricula, and minutes and decisions regarding changes to the structure and content of educational programmes is posted and regularly updated on the Academy's official website. Deadl*ine: annually.*

The management of the EP 7M07112 "Flight Operation of Aircraft and Engines," when monitoring and periodically evaluating the educational programme, should ensure the regular updating of discipline content in line with the latest scientific advances and current trends in aviation engineering and technology, with mandatory reflection of the changes in discipline syll*abi. Deadline: annually.*

Under the "Student-Centred Learning, Teaching and Assessment of Academic Performance" standard:

EEC recommendations:

The management of the same EPs should implement modern pedagogical teaching technologies in stages, based on current advances in science and practice, oriented towards actively engaging students in project and research activity and forming practice-oriented competencies. Deadline: 2026-*2027 academic year.*

The management of the same EPs should include, in the EP development plans, measures for developing and implementing innovative and independent faculty research in the field of discipline teaching methodology. Deadline: *by 01.09.2026.*

The management of the same EPs should formalise and increase the transparency of the procedure for choosing elective disciplines, and strengthen academic support for students in forming individual educational trajectories. Deadline: *by 01.09.2026.*

Under the "Students" standard:

EEC recommendations:

The university management should consider the possibility of gradually expanding external and internal academic mobility, and step up assistance in obtaining external grants for study by developing partnerships and seeking organisational and contractual mechanisms with partner universities and enterp*rises. Deadline: by 01.01.2027.*

The management of the same EPs should continue, on a regular basis, developing interaction with graduates, including more actively engaging them in the educational process (guest lectures, meetings with students, participation in practice-oriented events), and involve them in the work of the Alumni Association. Deadli*ne: by 01.08.2026.*

Under the "Faculty" standard:

EEC recommendations:

University management, together with EP management, should seek opportunities for faculty participation in academic mobility programmes by expanding the geography of partner universities, including attracting foreign and domestic lecturers to teach profile disciplines of the educational programmes. Deadline: 202*6-2027 academic year*.

Under the "Educational Resources and Student Support Systems" standard:

EEC recommendations:

University management is recommended to ensure the modernisation and stable functioning of the WI-FI network across the entire territory of the university, including academic buildings, the library, dormitories, etc. It is recommended to conduct an audit of the WI-FI network to identify problems, develop a modernisation plan, implement quality monitoring with feedback and user notification, and reflect the changes in reporting and take them into account when assessing satisfaction. Deadl*ine: by the start of the 2026-2027 academic year.*

Under the "Public Awareness" standard:

EEC recommendations:

The management of the same EPs should update the information on the Academy website about the specifics of the EPs undergoing accreditation, indicating goals, learning outcomes, curricula, teaching and assessment methods, the material base, and graduate employment opportunities. Deadli*ne: by 01.07.2026.*

Academy management should create a mechanism for continuous monitoring and updating of the Academy website. Persons responsible for regularly updating information should be appointed, with clear deadlines and change-control procedures, to ensure the continuous transparency of all processes carried out at the *Academy. Deadline: by 01.08.2026.*

(IX) OVERVIEW OF RECOMMENDATIONS FOR THE DEVELOPMENT OF THE EDUCATIONAL ORGANISATION

Ensure the improvement of the educational programme management system, including the systematic engagement of students, faculty and employers in the processes of forming, discussing and adjusting the EP development plans.

Strengthen the staffing potential and methodological readiness of the faculty, including professional development of faculty in modern teaching, assessment and digital educational technologies, and the development of faculty academic mobility.

Modernise educational resources and infrastructure, including updating the material base and software with a focus on modern industry solutions, developing the digital educational environment, and creating specialised educational and research laboratories.

Improve the system for monitoring, evaluating and informing within the implementation of the educational programmes, including developing mechanisms for analysing student assessment results and ensuring the regular public posting of information about planned and implemented changes to the educational programmes on the Academy's official web resources.

(X) RECOMMENDATIONS TO THE ACCREDITATION COUNCIL

The External Expert Commission decided to ***recommend th***at the Accreditation Cou**ncil accredit**:

the EPs 6B07110 "Aviation Security," 6B11305 "Organization of Air Transportation," 7M07112 "Flight Operation of Aircraft and Engines," 7M11302 "Organization of Transportation, Traffic and Transport Operation (Scientific and Pedagogical Master's degree)" — for a* p*eriod of 5 (five) years.

Appendix 1. Evaluation table "SPECIALIZED PROFILE PARAMETERS" for the EPs 6B07110 "Aviation Security," 6B11305 "Organization of Air Transportation," 7M07112 "Flight Operation of Aircraft and Engines," 7M11302 "Organization of Transportation, Traffic and Transport Operation (Scientific and Pedagogical Master's degree)"

o.	o. \п	Evaluation criteria	Position of the educational organisation			
			tro ng	ati sfa cto ry	eq uir es im pr ove me nt	nsat isfac tory
Standard "Educational Programme Management"						
1	1.	The University shall demonstrate the development of the EP's goal and development strategy based on an analysis of external and internal factors, with the wide involvement of diverse stakeholders		+		
2	2.	The quality assurance policy shall reflect the relationship between research, teaching and learning		+		
3	3.	The University demonstrates the development of a quality assurance culture		+		
4	4.	Commitment to quality assurance shall extend to any activity carried out by contractors and partners (outsourcing), including in the implementation of joint/double-degree education and academic mobility		+		
5	5.	The EP management ensures transparency in developing the EP development plan based on an analysis of its functioning, the university's actual positioning, and the orientation of its activities towards meeting the needs of the state, employers, stakeholders and students		+		
6	6.	The EP management demonstrates the functioning of mechanisms for forming and regularly reviewing the EP development plan and monitoring its implementation, assessing the achievement of learning goals, compliance with the needs of students, employers and society, and making decisions aimed at the continuous improvement of the EP			+	
7	7.	The EP management shall involve representatives of stakeholder groups, including employers, students and faculty, in developing the EP development plan			+	
8	8.	The EP management shall demonstrate the individuality and uniqueness of the EP development plan, its consistency with national development priorities and the educational organisation's development strategy		+		
9	9.	The University shall demonstrate a clear definition		+		

		of those responsible for business processes within the EP, the distribution of staff duties, and the delineation of the functions of collegial bodies				
10	10.	The EP management ensures the coordination of the activities of all persons involved in developing and managing the EP, and its continuous implementation, while also involving all stakeholders in this process		+		
11	11.	The EP management shall ensure the transparency of the management system, the functioning of an internal quality assurance system that includes its design, management and monitoring, and the making of appropriate decisions		+		
12	12.	The EP management shall carry out risk management		+		
13	13.	The EP management shall ensure the participation of stakeholder representatives (employers, faculty, students) in the collegial bodies managing the educational programme, as well as their representativeness in decision-making on matters of EP management		+		
14	14.	The University shall demonstrate innovation management within the EP, including the analysis and implementation of innovative proposals		+		
15	15.	The EP management shall demonstrate its openness and accessibility to students, faculty, employers and other stakeholders		+		
16	16.	The EP management confirms completion of training in educational management programmes		+		
17	17.	The EP management shall strive to ensure that the progress achieved since the last external quality assurance procedure is taken into account when preparing for the next procedure		+		
		Total for the standard	**0**	**15**	**2**	
Standard "Information Management and Reporting"						
18	1.	The University shall ensure the functioning of a system for collecting, analysing and managing information based on modern information and communication technologies and software tools		+		
19	2.	The EP management demonstrates the systematic use of processed, adequate information to improve the internal quality assurance system		+		
20	3.	The EP management demonstrates the existence of a reporting system that reflects the activities of all structural units and departments within the EP, including an assessment of their performance		+		
21	4.	The University shall determine the frequency, forms and methods for evaluating EP management, the activities of collegial bodies and structural units, and senior management		+		
22	5.	The University shall demonstrate a mechanism for ensuring information security, including the designation of persons responsible for the accuracy and timeliness of information analysis and data provision		+		

23	6.	The University demonstrates the involvement of students, employees and faculty in the processes of collecting and analysing information, and in making decisions based on it		+		
24	7.	The EP management shall demonstrate the existence of communication mechanisms with students, employees and other stakeholders, including for resolving conflicts		+		
25	8.	The University shall ensure the measurement of the degree of satisfaction of the needs of faculty, employees and students within the EP, and shall demonstrate evidence that identified shortcomings have been addressed		+		
26	9.	The University shall assess the performance and effectiveness of its activities, including at the level of the EP		+		
		The information collected and analysed by the University within the EP shall take into account:				
27	10.	key performance indicators		+		
28	11.	the dynamics of the student body by form and type of study		+		
29	12.	the level of academic performance, student achievement and expulsion		+		
30	13.	student satisfaction with the implementation of the EP and the quality of teaching at the university		+		
31	14.	the accessibility of educational resources and support systems for students		+		
32	15.	the employment and career growth of graduates		+		
33	16.	Students, employees and faculty shall confirm their consent to the processing of personal data in documented form		+		
34	17.	The EP management shall help ensure that all necessary information is provided in the relevant fields of science		+		
Total for the standard			**0**	**17**	**0**	
Standard "Development and Approval of the Educational Programme"						
35	1.	The University shall demonstrate the existence of a documented procedure for developing the EP and its approval at the institutional level		+		
36	2.	The University shall demonstrate that the developed EP corresponds to the established goals and planned learning outcomes		+		
37	3.	The EP management shall determine the influence of disciplines and professional practice on the achievement of learning outcomes		+		
38	4.	The University may demonstrate the existence of an EP graduate model describing learning outcomes and personal qualities		+		
39	5.	The qualification awarded upon completion of the EP shall be clearly defined, explained, and correspond to a specific level of the NQS, QF-EHEA		+		
40	6.	The EP management shall demonstrate the modular structure of the programme, based on the European Credit Transfer and Accumulation System (ECTS), and shall ensure that the EP and its modules (in terms of content and structure) correspond		+		

		to the stated goals, with a focus on achieving the planned learning outcomes				
41	7.	The EP management shall ensure that the content of academic disciplines and learning outcomes correspond to each other and to the level of study (bachelor's, master's, doctoral)		+		
42	8.	The EP management shall demonstrate that external reviews of the EP are conducted		+		
43	9.	The EP management shall present evidence of the participation of students, faculty and other stakeholders in developing the EP and ensuring its quality		+		
44	10.	The EP management shall demonstrate the EP's positioning in the educational market (regional/national/international) and its uniqueness		+		
45	11.	An important factor is the possibility of preparing students for professional certification	+			
46	12.	An important factor is the existence of a double-degree EP and/or joint EPs with foreign universities			+	
		Total for the standard	**1**	**10**	**1**	
Standard "Continuous Monitoring and Periodic Evaluation of Educational Programmes"						
47	1.	The University shall ensure that the content and structure of the EP are reviewed to take into account changes in the labour market, employer requirements and social demand		+		
48	2.	The University shall demonstrate the existence of a documented procedure for monitoring and periodically evaluating the EP in order to achieve the EP's goal. The results of these procedures are aimed at the continuous improvement of the EP		+		
		Monitoring and periodic evaluation of the EP shall take into account:				
49	3.	the content of the programmes in the context of the latest advances in science and technology relevant to the specific 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.	the correspondence of the educational environment and the activities of support services to the goals of the EP		+		
55	9.	All stakeholders shall be informed of any planned or undertaken actions regarding the EP. All changes made to the EP shall be published			+	
56	10.	Support services shall identify the needs of different groups of students and their degree of satisfaction with the organisation of learning, teaching, assessment, and mastery of the EP as a whole		+		
		Total for the standard	**0**	**9**	**1**	

Standard "Student-Centred Learning, Teaching and Assessment of Academic Performance"						
57	1.	The EP management shall ensure respect for, and attention to, different groups of students and their needs, providing them with flexible learning paths		+		
58	2.	The EP management shall ensure that teaching is based on modern achievements of world science and practice in the field of study, using various modern teaching and assessment methods that ensure the achievement of the EP's goals, including competencies and skills for conducting research at the required level		+		
59	3.	The EP management shall determine the mechanisms for distributing students' study load between theory and practice within the EP, ensuring that every graduate masters the content and achieves the goals of the EP		+		
60	4.	An important factor is the existence of the EP's own research in the field of teaching methodology for its disciplines			+	
61	5.	The University shall ensure that the procedures for assessing learning outcomes correspond to the planned outcomes and goals of the EP		+		
62	6.	The University shall ensure the consistency, transparency and objectivity of the mechanism for assessing EP learning outcomes. The criteria and methods for assessing learning outcomes shall be published in advance		+		
63	7.	Assessors shall be proficient in modern methods of assessing learning outcomes and shall regularly upgrade their qualifications in this area		+		
64	8.	The EP management shall demonstrate the existence of a feedback system regarding the use of various teaching methods and assessment of learning outcomes		+		
65	9.	The EP management shall demonstrate support for student autonomy while simultaneously providing guidance and assistance from the lecturer		+		
66	10.	The EP management shall demonstrate the existence of a procedure for responding to student complaints		+		
		Total for the standard	**0**	**9**	**1**	
Standard "Students"						
67	1.	The University shall demonstrate a policy for forming the student body and ensure the transparency of its procedures. The procedures governing the student life cycle (from admission to completion) shall be defined, approved and published		+		
68	2.	The EP management shall provide for special adaptation and support programmes for newly admitted and international students		+		
69	3.	The University shall demonstrate that its actions comply with the Lisbon Recognition Convention, including the existence and application of a mechanism for recognising the results of students' academic mobility, as well as the results of additional, formal and non-formal learning		+		

70	4.	The University shall ensure the possibility of external and internal academic mobility for students, and shall also assist them in obtaining external grants for study			+	
71	5.	The University shall actively encourage students towards self-education and development outside the main programme (extracurricular activities)		+		
72	6.	An important factor is the existence of a mechanism to support gifted students		+		
73	7.	The University shall demonstrate cooperation with other educational organisations and national centres of the "European Network of National Information Centres on Academic Recognition and Mobility / National Academic Recognition Information Centres" (ENIC/NARIC) for the purpose of ensuring the comparable recognition of qualifications				
74	8.	The University shall provide students with practice placements and shall demonstrate a procedure for assisting graduate employment and maintaining contact with them		+		
75	9.	The University shall demonstrate a procedure for issuing graduates with documents confirming the qualification obtained, including the learning outcomes achieved		+		
76	10.	The EP management shall demonstrate that the programme's graduates possess skills that are in demand on the labour market, and that these skills are indeed in demand on the labour market		+		
77	11.	The EP management shall demonstrate the existence of a mechanism for monitoring the employment and professional activity of graduates		+		
78	12.	An important factor is the existence of an active alumni association		+		
Total for the standard			**0**	**11**	**1**	
Standard "Faculty"						
79	1.	The University shall have an objective and transparent personnel policy at the EP level, including recruitment (including visiting faculty), professional growth and staff development, ensuring the professional competence of the entire staff		+		
80	2.	The University shall demonstrate that the quality composition of its faculty corresponds to the established qualification requirements, the university's strategy, and the goals of the EP		+		
81	3.	The EP management shall demonstrate the change in the role of the lecturer in connection with the transition to student-centred learning and teaching		+		
82	4.	The University shall provide opportunities for career growth and professional development for faculty, including young lecturers		+		
83	5.	The University shall involve specialists from relevant industries who possess professional competencies corresponding to the requirements of the EP in teaching	+			
84	6.	The University shall demonstrate the existence of a mechanism to motivate the professional and personal development of faculty		+		

85	7.	The University shall demonstrate the extensive use of information and communication technologies and software tools by faculty in the educational process (e.g. online learning, e-portfolios, MOOCs, etc.)		+		
86	8.	The University shall demonstrate that its activities are aimed at developing academic mobility, and attracting the best foreign and domestic lecturers			+	
87	9.	The University shall demonstrate the involvement of every lecturer in promoting a culture of quality and academic integrity at the university, and shall determine the contribution of faculty, including visiting staff, to achieving the goals of the EP		+		
88	10.	An important factor is the involvement of faculty in the development of the region's and the country's economy, education, science and culture		+		
		Total for the standard	**1**	**8**	**1**	
Standard "Educational Resources and Student Support Systems"						
89	1.	The University shall guarantee that educational resources, including material and technical resources, and infrastructure, correspond to the goals of the educational programme		+		
90	2.	The EP management shall demonstrate the existence of classrooms, laboratories and other facilities equipped with modern equipment and ensuring the achievement of the EP's goals	+			
		The University shall demonstrate that information resources correspond to the needs of the university and the EPs being implemented, including in the following areas:				
91	3.	technological support for students and faculty in accordance with the educational programmes (e.g. online learning, modelling, databases, data analysis programmes)		+		
92	4.	library resources, including a collection of educational, methodological and scientific literature on general education, basic and profiling disciplines in paper and electronic form, periodicals, and access to scientific databases		+		
93	5.	plagiarism screening of research work, theses and dissertations		+		
94	6.	access to educational Internet resources		+		
95	7.	the functioning of Wi-Fi on its territory			+	
96	8.	The University shall demonstrate that it creates conditions for conducting research, integrating science and education, and publishing the results of the research work of faculty, employees and students		+		
97	9.	The University shall strive to ensure that the educational equipment and software used for mastering the educational programmes are similar to those used in the relevant sectors of the economy		+		
98	10.	The EP management shall demonstrate the existence of procedures to support various groups of students, including informing and advising them		+		

99	11.	The EP management shall show the existence of conditions for a student's progress along an individual educational trajectory		+		
100	12.	The University shall take into account the needs of various groups of students (adults, working students, international students, and students with special educational needs)		+		
101	13	The University shall ensure that its infrastructure meets safety requirements		+		
		Total for the standard	**1**	**11**	**1**	
Standard "Public Awareness"						
102	1.	The information published by the University shall be accurate, objective, up-to-date, and shall reflect all areas of the University's activity within the educational programme		+		
103	2.	Public awareness efforts shall include support for, and explanation of, the country's national development programmes and the system of higher and postgraduate education		+		
104	3.	The university management shall use a variety of methods for disseminating information (including the media, web resources, information networks, etc.) to inform the general public and interested parties		+		
		The information published by the University about the educational programme shall be objective and up-to-date and shall include:				
105	4.	the goal and planned outcomes of the EP, the qualification awarded		+		
106	5.	information on the system for assessing students' academic achievements		+		
107	6.	information on academic mobility programmes and other forms of cooperation with partner universities and employers		+		
108	7.	information on opportunities for developing students' personal and professional competencies and for employment		+		
109	8.	data reflecting the positioning of the EP in the educational services market (at the regional, national and international levels)		+		
110	9.	An important factor is the p**u**blication, on open resources, of reliable information about faculty, broken down by individual		+		
111	10.	The University shall post information and links to external resources on the results of external evaluation procedures		+		
112	11.	An important factor is the posting of information about cooperation and interaction with partners, including scientific/consulting organisations, business partners, social partners and educational organisations		+		
		Total for the standard	**0**	**11**	**0**	
		TOTAL	**3**	**101**	**8**	

Appendix 2. PROGRAMME OF THE VISIT TO THE EDUCATIONAL ORGANISATION

СОГЛАСОВАНО
И.о. Председатель Правления – Ректор
АО «Академия Гражданской Авиации»
_____К. Жакупов
«____ » _____ 2026 г.

УТВЕРЖДАЮ
Генеральный директор НУ
«Независимое агентство
аккредитации и рейтинга»
_____
А.Жумагулова.
«____» _____2026
г.

ПРОГРАММА
ВИЗИТА ВНЕШНЕЙ ЭКСПЕРТНОЙ КОМИССИИ НЕЗАВИСИМОГО АГЕНТСТВА АККРЕДИТАЦИИ И РЕЙТИНГА (IAAR)
ПО ПРОВЕДЕНИЮ СПЕЦИАЛИЗИРОВАННОЙ АККРЕДИТАЦИИ
В АО «АКАДЕМИЯ ГРАЖДАНСКОЙ АВИАЦИИ»
Дата проведения визита: 18- 20 марта 2026 г.

1 кластер Специализированная аккредитация	1)6B07101 Техническая эксплуатация летательных аппаратов и двигателей
	2)6B07109 Обслуживание наземного радиоэлектронного оборудования аэропортов
	3)7M07101 Авиационная техника и технологии (научно-педагогическая магистратура)
	4)6B07102 Техническая эксплуатация систем авионики летательных аппаратов
	5)6B07118 Обслуживание воздушного движения и аэронавигационное обеспечение полетов
2 кластер Специализированная аккредитация	6)6B07110 Обеспечение авиационной безопасности
	7)6B11305 Организация авиационных перевозок
	8)7M07112 Летная эксплуатация летательных аппаратов и двигателей

3 кластер Специализированная аккредитация	9)7М11302 Организация перевозок, движения и эксплуатация транспорта 10)6В07116 Летная эксплуатация гражданских вертолётов (пилот) 11)6В11306 Логистика на транспорте 12)6В07115 Летная эксплуатация гражданских самолётов (пилот)
4 кластер Первичная специализированная аккредитация	13)7М11301 Организация перевозок, движения и эксплуатация транспорта 14)6В07122 Технология авиационных перевозок 15)7М11303 Логистика на транспорте (профильная магистратура) 16) 7М11304 Логистика на транспорте (научно-педагогическая магистратура)

Дата и время	Работа ВЭК с целевыми группами	Должность и Фамилия, Имя, Отчество участников целевых групп	Форма связи
17 марта 2026 года			
14.00-15.00	Предварительная встреча ВЭК *(обсуждение ключевых вопросов и программы визита)*	*Внешние эксперты IAAR*	Подключиться к конференции Zoom https://us02web.zoom.us/j/6813032588 Идентификатор конференции: 681 303 2588
По графику в течение дня	Заезд членов Внешней экспертной комиссии		
День 1-й: 18 марта 2026 года			
08.30-09.30	Трансфер из гостиницы в Академию	*Внешние эксперты IAAR, координатор ВУЗа*	Ауд. № В 305 Подключиться к конференции Zoom https://us02web.zoom.us/j/6813032588 Идентификатор конференции: 681 303 2588

09.30-09.45	Распределение ответственности экспертов, решение организационных вопросов	*Внешние эксперты IAAR*	Ауд. № B 305 Подключиться к конференции Zoom https://us02web.zoom.us/j/6813032588 Идентификатор конференции: 681 303 2588
09.45-10.20	Встреча с И.о. Председателя Правления - Ректора	Председатель Правления - Ректор АО Жакупов Кайрат Болатович	Ауд. № ADM 2 Подключиться к конференции Zoom https://us02web.zoom.us/j/6813032588 Идентификатор конференции: 681 303 2588
10.20-10.30	Технический перерыв	*Внешние эксперты IAAR*	
10.30-11.15	Встреча с Членами Правления-Проректорами	Проректор по научной деятельности - д.т.н. Кошеков Кайрат Темирбаевич; Проректор по цифровизации и инфраструктуре – Елеусинов Акимжан Бауржанович; Исполнительный директор – Нагайбаев Азамат Бакберсынович	Ауд. № B314 Подключиться к конференции Zoom https://us02web.zoom.us/j/6813032588 Идентификатор конференции: 681 303 2588
11.15-11.25	Технический перерыв		
11.25-12.05	Встреча с руководителями структурных подразделений ОО	1. Руководитель Центра управления персоналом – Еспенбетова Райгуль Жилкибаевна; 2. Руководитель PR службы - Турарбеккызы Зейнет; 3. Директор Центра качества и управление документацией – к.т.н. Асильбекова Индира Жаксыбаевна; 4. Комплаенс офицер – Тельтаев Бауржан Ержанович; 5. Директор департамента по академической работе - к.т.н. Шанлаяков Аркен Советжанович;	Ауд. № B314 Подключиться к конференции Zoom https://us02web.zoom.us/j/6813032588 Идентификатор конференции: 681 303 2588

		6. Начальник Центра методической работы – Молдыбаева Асель Анатольевна; 7. Руководитель Центра информационно-библиотечного обеспечения - Музей – Жусипбекова Сұлушаш; 8. Директор Департамента поддержки обучающихся и интернационализации – Бексеитова Гульмира Копшиловна; 9. Руководитель Центра рекрутинга и карьеры обучающихся – Абылкасымова Ботагоз Нургазиевна; 10. Руководителю Центра социальной поддержки и развития молодёжи - Джанзакова Динара Дюйсеновна; 11. Руководитель Центра информационных технологий и цифровизации - Чолпанбаев Даурен Ашимбаевич; 12. Руководитель Центра инфраструктурного развития - Турсынбаев Кайрат Сарсенбекович; 13. Финансовый директор – Корлусбаева Айнур Жумабековна; 14. Руководитель Центра государственных закупок - Адикова Акмарал; 15. Руководитель юридической службы – Қаржау Жамалбек 16. Директор Департамента по коммерциализации Рахматулла Сулеймен; 17. Руководитель Центра научных исследований и компетенций – Курбанов Якуб; 18. Руководитель Центр научных достижений – Куанов Ерғанат	
12.05-12.10	Обмен мнениями членов внешней экспертной комиссии	*Внешние эксперты IAAR*	Ауд. № B314 Подключиться к конференции Zoom https://us02web.zoom.us/j/6813032588

			Идентификатор конференции: 681 303 2588
12.10-12.50	Встреча с заведующими кафедр и руководителями ОП аккредитуемых ОП	Заведующий кафедрой «Авиационная техника и технологии» - Битенов Алмас Баданович; Заведующая кафедрой «Организация авиационных перевозок и логистика» - к.т.н. Қонақбай Зарина Еркинбековна; Заведующий кафедрой «Летная эксплуатация летательных аппаратов и двигателей» - Оспанов Ербол Аблаевич; Руководитель образовательных программ кафедры «Авиационная техника и технологии» - Бейсембаева Бахытгуль Сагимжановна; Руководитель образовательных программ кафедры «Организация авиационных перевозок и логистика» - к.т.н. Гармаш Ольга Валерьевна; Руководитель образовательных программ кафедры «Летная эксплуатация летательных аппаратов и двигателей» - Тулеушева Рахила Жилкибаевна.	Ауд. № В314 Подключиться к конференции Zoom https://us02web.zoom.us/j/6813032588 Идентификатор конференции: 681 303 2588
12.50-13.00	Работа ВЭК	*Внешние эксперты IAAR*	Ауд. № В 305 Подключиться к конференции Zoom https://us02web.zoom.us/j/6813032588 Идентификатор конференции: 681 303 2588
13.00-14.00	**Обед**		
14.00-14.15	Работа ВЭК	*Внешние эксперты IAAR*	Ауд. № В 305 Подключиться к конференции Zoom https://us02web.zoom.us/j/6813032588 Идентификатор конференции: 681 303 2588

14.15-15.00	Встреча с ППС ОП	***Приложение 1***	Ауд. № В305 Подключиться к конференции Zoom https://us02web.zoom.us/j/6813032588 Идентификатор конференции: 681 303 2588
15.00-15.15	Технический перерыв	*Внешние эксперты IAAR*	
15.00-17.00	Анкетирование ППС (параллельно)	***Приложение 2***	Ссылка направляется на e-mail обучающегося персонально
15.15-16.00	Встреча с обучающимися (параллельно)	***Приложение 3***	Подключиться к конференции Zoom https://us02web.zoom.us/j/6813032588 Идентификатор конференции: 681 303 2588
16.00-18.00	Анкетирование обучающихся (параллельно)	***Приложение 4***	Ссылка направляется на e-mail ППС персонально
16.00-16.10	Обмен мнениями членов внешней экспертной комиссии	*Внешние эксперты IAAR*	Ауд. № В305 Подключиться к конференции Zoom https://us02web.zoom.us/j/6813032588 Идентификатор конференции: 681 303 2588
16.10-16.45	Встреча со стейкхолдерами (представителями баз практик и работодателями)	***Приложение 6***	Ауд. № В314 Подключиться к конференции Zoom https://us02web.zoom.us/j/6813032588 Идентификатор конференции: 681 303 2588
16.45-	Технический перерыв	*Внешние эксперты IAAR*	

16.55			
16.55-17.35	Интервью с выпускниками	*Приложение № 7*	Ауд. № B305 Подключиться к конференции Zoom https://us02web.zoom.us/j/6813032588 Идентификатор конференции: 681 303 2588
17.35-18.00	Работа ВЭК обсуждение итогов первого дня	*Внешние эксперты IAAR*	
18.30-19.30	Академию	*Внешние эксперты IAAR*	
День 2-й: 19 марта 2026 г.			
08.30-09.30	Трансфер из гостиницы в Университет	*Внешние эксперты IAAR, координатор ВУЗа*	Гостиница-Академия
09.30-10.00	Работа ВЭК	*Внешние эксперты IAAR*	Ауд. № B 305 Подключиться к конференции Zoom https://us02web.zoom.us/j/6813032588 Идентификатор конференции: 681 303 2588
10.00-10.40	Визуальный осмотр ОП материально-технической и учебно-лабораторной базы (*только объекты по аккредитуемым ОП)*	***Приложение 7***	
10.40-12.30	Работа с документами кафедр и посещение занятий ППС по расписанию	Документы должны быть загружены в облако по кластерам заранее, в случае необходимости, заведующие кафедрами будут приглашаться в онлайн комнату Zoom	Ауд. № B 305 Подключиться к конференции Zoom https://us02web.zoom.us/j/6813032588 Идентификатор конференции: 681 303 2588
12.30-14.00	**Обед**	*Внешние эксперты IAAR*	

14.00-16.00	Работа ВЭК. Обмен мнениями	*Внешние эксперты IAAR*	Ауд. № В 305 Подключиться к конференции Zoom https://us02web.zoom.us/j/6813032588 Идентификатор конференции: 681 303 2588
16.00-17.10	Выборочное посещение баз практик ОП	Внешние эксперты IAAR согласно маршрутному листу в ***Приложение 8***	*(Местонахождения баз практик в приложениях 14,15)*
17.10-17.30	Технический перерыв		
17.30-18.00	Работа ВЭК, обсуждение итогов второго дня и параметров профилей	*Внешние эксперты IAAR*	Ауд. № В 305 Подключиться к конференции Zoom https://us02web.zoom.us/j/6813032588 Идентификатор конференции: 681 303 2588 *(ведется запись)*
День 3-й: 20 марта 2026 г.			
09.30-12.30	Работа ВЭК, разработка и обсуждение рекомендаций	*Внешние эксперты IAAR*	Ауд. № В305 Подключиться к конференции Zoom https://us02web.zoom.us/j/6813032588 Идентификатор конференции: 681 303 2588
13.00-14.00	Обед		
15.00-15.20	Заключительная встреча ВЭК с руководством вуза		Ауд. № В305 Ауд № 200 Подключиться к конференции Zoom https://us02web.zoom.us/j/6813032588 Идентификатор конференции: 681 303 2588
15.30-17.00	Ужин	*Внешние эксперты IAAR*	

Appendix 3. RESULTS OF THE TEACHER SURVEY

Результаты анонимного анкетирования профессорско-преподавательского состава
АО «Академия гражданской авиации»

1. Общее кол-во анкет: 28

2. Должность

Профессор	1 чел	3,6 %
Доцент	5 чел	17,9 %
Аға Оқытушы (Старший преподаватель)	16 чел	57,1 %
Оқытушы (Преподаватель)	3 чел	10,7 %
Зав. кафедрой	1 чел	3,6%
ассистент профессора	1 чел	3,6%
Еңбегі сіңген профессор	1 чел	3,6%

3 Ученая степень, ученое звание

ҚР еңбек сіңірген қайраткері (Заслуженный деятель РК)	0 чел	0%
Ғылым докторы (Доктор наук)	0 чел	0%
Ғылым кандидаты (Кандидат наук)	5 чел	17,9 %
Магистр	15 чел	53,6 %
PhD	4 чел	14,3 %
Профессор	0 чел	0 %
Доцент	1 чел	3,6 %
Нет (Жоқ)	5 чел	17,9%

4. Стаж работы

Менее 1 года	4 чел	14,3%
1 год – 5 лет	8 чел	28,6%
Свыше 5лет	16 чел.	57.1%

№	Вопросы	Очень хорошо	Хорошо	Относительно плохо	Плохо	Очень плохо	Не ответили
5	Насколько содержание образовательной программы отвечает вашим научным и профессиональным интересам и потребностям?	17 чел. (60,7%)	11 чел. (39,3%)	0 чел. (0%)	0 чел. (0%)	0 чел. (0%)	-

6	Как Вы оцениваете возможности, предоставляемые Вузом, для профессионального развития ППС	17 чел. (60,7%)	11 чел. (39,3%)	0 чел. (0%)	0 чел. (0%)	0 чел. (0%)	-
7	Как Вы оцениваете возможности, предоставляемые Вузом, для карьерного роста ППС	16 чел. (57,1%)	12 чел. (42,9%)	0 чел. (0%)	0 чел. (0%)	0 чел. (0%)	-
8	Как Вы оцениваете степень академической свободы ППС	13 чел. (46,4%)	15 чел. (53,6%)	0 чел. (0%)	0 чел. (0%)	0 чел. (0%)	-
	Насколько преподаватели могут использовать собственные						
9	11. Стратегии	18 чел. (64,3%)	10 чел. (35,7%)	0 чел. (0%)	0 чел. (0%)	0 чел. (0%)	-
10	1. Методы	16 чел. (57,1%)	12 чел. (42,9%)	0 чел. (0%)	0 чел. (0%)	0 чел. (0%)	-
11	Инновации в процессе обучения	18 чел. (64,3%)	10 чел. (35,7%)	0 чел. (0%)	0 чел. (0%)	0 чел. (0%)	-
12	Как Вы оцениваете работу по организации медицинской помощи и профилактике заболеваний в вузе?	20 чел. (71,4%)	7 чел. (25%)	1 чел. (3,6%)	0 чел (0%)	0 чел (0%)	-
13	Как уделяется внимание руководством учебного заведения содержанию образовательной программы?	18 чел. (64,3%)	10 чел. (35,7%)	0 чел. (0%)	0 чел (0%)	0 чел (0%)	-
14	Как Вы оцениваете достаточность и доступность необходимой научной и учебной литературы в библиотеке?	16 чел. (57,1%)	11 чел. (39,3%)	1 чел. (3,6%)	0 чел (0%)	0 чел (0%)	-
15	Оцените уровень созданных условий, учитывающих потребности различных групп, обучающихся?	13 чел. (46,4%)	14 чел. (50%)	1 чел. (3,6%)	0 чел. (0%)	0 чел (0%)	-
	Оцените доступность руководства						

16	11. Студентам	16 чел. (57,1%)	11 чел. (39,3%)	1 чел. (3,6%)	0 чел (0%)	0 чел (0%)	-
17	12. Преподавателям	17 чел. (60,7%)	9 чел. (32,1%)	2 чел. (7,1%)	0 чел (0%)	0 чел (0%)	-
18	Оцените вовлеченность ППС в процесс принятия управленческих и стратегических решений	10 чел. (35,7%)	15 чел. (53.6%)	3 чел. (10,7%)	0 чел (0%)	0 чел (0%)	-
19	Как поощряется инновационная деятельность ППС?	14 чел. (34,1%)	26 чел. (63,4%)	1 чел. (2,4%)	0 чел (0%)	0 чел (0%)	-
20	Оцените уровень обратной связи ППС с руководством	14 чел. (50%)	12 чел. (42,9%)	2 чел. (7,1%)	0 чел. (0%)	0 чел. (0%)	-
22	Каков уровень стимулирования и привлечения молодых специалистов к образовательному процессу?	13 чел. (46,4%)	14 чел. (50%)	1 чел. (3,6%)	0 чел. (0%)	0 чел (0%)	-
21	Оцените созданные возможности для профессионального и личностного роста для каждого преподавателя и сотрудника	12 чел. (42,9%)	16 чел. (57,1%)	0 чел. (0%)	0 чел (0%)	0 чел (0%)	-
22	Оцените адекватность признания потенциала и способностей преподавателей	15 чел. (53,6%)	12 чел. (42,9%)	1 чел. (3,6%)	0 чел (0%)	0 чел. (0%)	-
	Каким образом поставлена работа						
23	13. По академической мобильности	10 чел. (35,7%)	16 чел. (57,1%)	2 чел. (7,1%)	0 чел. (0%)	0 чел. (0%)	-
24	14. По повышению квалификации ППС	15 чел. (53,6%)	12 чел. (42,9%)	1 чел. (3,6%)	0 чел (0%)	0 чел. (0%)	-
	Оцените поддержку вуза и его руководства						
25	15. Научно-исследовательских начинаний ППС	14 чел. (50%)	13 чел. (46,4%)	1 чел. (3,6%)	0 чел. (08%)	0 чел. (0%)	-
26	16. Разработки новых образовательных программ/учебных дисциплин/методик	18 чел. (64,3%)	9 чел. (32,1%)	1 чел. (3,6%)	0 чел. (0%)	0 чел. (0%)	-

	Оцените уровень возможности у ППС совмещать преподавание						
27	17. С научными исследованиями	12 чел. (42,9%)	14 чел. (50%)	2 чел. (7,1%)	0 чел. (0%)	0 чел (0%)	-
28	18. С практической деятельностью	10 чел. (35,7%)	15 чел. (53.6%)	3 чел. (10,7%)	0 чел. (0%)	0 чел (0%)	-
29	Оцените, насколько соответствуют знания студентов, получаемые в данном вузе, реалиям требований современного рынка труда	11 чел. (39,3%)	17 чел. (60,7%)	0 чел. (0%)	0 чел. (0%)	0 чел. (0%)	-
30	Как воспринимает руководство и администрация вуза критику в свой адрес?	8 чел. (28,7)	16 чел. (57,1%)	3 чел. (10,7%)	1 чел. (3,6%)	0 чел. (0%)	-
31	Оцените насколько Ваша учебная нагрузка соответствует вашим ожиданиям и возможностям	10 чел. (35,7%)	13 чел. (46,4)	5 чел. (17,9%)	0 чел. (0%)	0 чел. (0%)	-
32	Оцените направленность образовательных программ/учебных программ на формирование у обучающихся умений и навыков анализировать ситуацию и строить прогнозы	12 чел. (42,9%)	15 чел. (53,6%)	1 чел. (3,6%)	0 чел. (0%)	0 чел. (0%)	-
33	Оцените насколько образовательная программа по содержанию и качеству реализации соответствует ожиданиям рынка труда и работодателям	14 чел. (50%)	14 чел. (50%)	0 чел. (0%)	0 чел. (0%)	0 чел. (0%)	-

34. Почему Вы работаете именно в этом вузе?

- ✔ Мне нравится работать в АГА, так как я могу реализовывать себя в сфере образования и вносить вклад в подготовку специалистов для гражданской авиации.
- ✔ Талапты студенттер, мықты оқу орны
- ✔ Хороший коллектив и серьезные студенты

- ✔ нравиться
- ✔ Чтобы учить других, нужно самому постоянно учиться. Подготовка лекций, участие в конференциях и работа над грантовыми проектами (например, в рамках программ вроде «Болашак») заставляют всегда быть на острие современных технологий и трендов.
- ✔ нравится
- ✔ Хороший ВУЗ
- ✔ Моя стихиЯ
- ✔ Хотелось бы помочь обучающимся в данном вузе студентам применить полученные знания по английскому языку в их будущей профессиональной деятельности.
- ✔ Атмосфера академий, доброжелательные люди.
- ✔ Соотвествует моему образованию и возможностям
- ✔ Мен осы жоғары оқу орнын таңдадым, себебі бұл оқу орны білім беру сапасының жоғары деңгейімен, кәсіби оқытушылар құрамымен және ғылыми-зерттеу жұмыстарына қолайлы жағдайларымен ерекшеленеді. Сонымен қатар, мұнда өз білімімді әрі қарай дамытып, студенттерге сапалы білім беруге мүмкіндік бар деп есептеймін.
- ✔ большие возможности карьерного роста и дружелюбный коллектив
- ✔ Хотелось бы помочь студентам данной академии овладеть практическим знанием иностранного языка, который они могли использовать в своей будущей профессиональной деятельности.
- ✔ Да
- ✔ Люблю авиацию
- ✔ Я посвятила свою жизнь Авиации , в настоящее время делюсь опытом с подрастающим поколением .
- ✔ Хорошие условия труда
- ✔ Мне нравится
- ✔ Жоғары кәсібилік
- ✔ Ұнайды
- ✔ Перспективы развития ВУЗа как единственного отраслевого вуза, а также хорошие условия для работы и расзвития

35. Как часто проводятся в рамках Вашего курса мастер-классы и чтение тем с участием специалистов-практиков?

Өте жиі (очень часто)	5 чел.	17,9 %
Жиі (часто)	18 чел.	64,3 %
Кейде (иногда)	5 чел.	17,9%
Өте сирек (очень редко)	0 чел.	0 %
Мүлдем болмайды (никогда)	0 чел.	0%

36. Как часто участвуют в процессе обучения приглашенные со стороны преподаватели (отечественные и зарубежные)?

Өте жиі (очень часто)	4 чел.	14,3 %
Жиі (часто)	16 чел.	57,1 %

Кейде (иногда)	8 чел.	28,6%
Өте сирек (очень редко)	0 чел.	0%
Мүлдем болмайды (никогда)	0 чел.	0%

37. Как часто Вы сталкиваетесь в своей работе со следующими проблемами: (дайте, пожалуйста, ответ в каждой строке)

	Часто	**Иногда**	**Никогда**	**Нет ответа**
Недостаток учебных аудиторий	1 чел. (3,6 %)	10 чел. (35,7%)	17 чел. (60,7%)	-
Несбалансированность учебной нагрузки по семестрам	0 чел. (0%)	1 чел. (39,3 %)	17 чел. (60,7%)	-
Недоступность необходимой литературы в библиотеке	1 чел. (3,6%)	6 чел. (21,4%)	21 чел. (75%)	-
Переполненность учебных групп (слишком большое количество студентов в группе)	5 чел. (17,9%)	9 чел. (32,1%)	14 чел. (50%)	-
Неудобное расписание	1 чел. (3,6%)	12 чел. (42,9%)	15 чел. (53,6%)	-
Несоответствующие условия для занятий в аудиториях	0 чел. (0%)	9 чел. (32,1%)	19 чел. (67,9 %)	-
Отсутствие доступа к Интернету/слабый Интернет	3 чел. (10,7%)	17 чел. (60,7%)	11 чел. (39,3%)	-
Отсутствие у студентов интереса к обучению	0 чел. (0%)	17 чел. (60,7%)	11 чел. (39.3%)	-
Несвоевременное получение информации о мероприятиях	0 чел. (0%)	7 чел. (25 %)	21 чел. (75%)	-
Отсутствие технических средств в аудиториях	1 чел. (3,6%)	8 чел. (28,6%)	19 чел. (67,93 %)	-
Другие проблемы	Нет нет - Нет Отдельные процессы требуют оптимизации и совершенствования. Жоқ Недостаточная обеспеченность студентов учебной литературой			

	Расписание составляется неудобное преподавателям и студентом, аргументируя положением в котором у преподавателя должны быть пары каждый день (хотя даже если 1 пара в день. Проблем нет не имеется —— Недостаточная оснащенность учебной литературы Ешқандац Бәрі жақсы

38. В жизни вуза много различных сторон и аспектов, которые так или иначе затрагивают каждого преподавателя и сотрудника. Оцените, насколько Вы удовлетворены:

Вопрос	Полностью удовлетворен	Частично удовлетворен	Не удовлетворен	Затрудняюсь ответить
Отношением руководства вуза к Вам	21 чел. (75%)	5 чел. (17,9%)	0 чел. (0%)	2 чел. (7,1 %)
Отношениями с непосредственным руководством	21 чел. (75%)	6 чел. (21,4%)	0 чел. (0%)	1 чел. (3,6 %)
Отношениями с коллегами на кафедре	27 чел. (96,4 %)	1 чел. (3,6%)	0 чел. (0%)	0 чел. (0%)
Участием в принятии управленческих решений	15 чел. (53,6%)	8 чел. (28,6%)	0 чел. (0%)	5 чел. (17,9%)
Отношениями со студентами	22 чел. (78,6%)	6 чел. (21,4%)	0 чел. (0%)	0 чел. (0%)
Признанием Ваших успехов и достижений со стороны администрации	16 чел. (57,1%)	6 чел. (21,4%)	1 чел. (3,6 %)	5 чел. (17,9%)
Поддержкой Ваших предложений и замечаний	17 чел. (60,7%)	7 чел. (25%)	0 чел. (0%)	4 чел. (14,3%)
Деятельностью администрации вуз	16 чел. (57,1%)	9 чел. (32,1%)	0 чел. (0%)	3 чел. (10,7 %)
Условиями оплаты труда	12 чел. (42,9%)	12 чел. (42,9%)	4 чел. (14,3%)	0 чел. (0%)
Условиями работы, перечнем и качеством услуг, оказываемых в вузе	19 чел. (67,9%)	7 чел. (25%)	1 чел. (3,6%)	1 чел. (3,6%)
Охраной труда и его безопасностью	21 чел. (75%)	4 чел. (14,3%)	0 чел. (0%)	3 чел. (10,7%)
Управлением изменениями в деятельности вуза	15 чел. (53,6 %)	8 чел. (28,6%)	0 чел. (0%)	5 чел. (17,9%)

Предоставлением социального пакета: отдых, санаторное лечение и др.	15 чел. (53,6%)	9 чел. (32,1%)	0 чел. (0%)	4 чел. (14,3 %)
Организацией и качеством питания в вузе	22 чел. (78,6%)	5 чел. (17,9%)	0 чел. (0%)	1 чел. (3,6%)
Организацией и качеством медицинского обслуживания	23 чел. (82,1%)	1 чел. (3,6%)	1 чел. (3,6%)	3 чел. (10,7%)

Appendix 4. RESULTS OF THE STUDENT SURVEY

Результаты анонимного анкетирования студентов
АО «Академия гражданской авиации»

Общее кол-во анкет: 39

Ер (мужской)	24 чел.	61,5 %
Әйел (женский)	15 чел.	38,5 %

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

Вопросы	**Полностью удовлетворен**	**Частично удовлетворен**	**Частично неудовлетворён**	**Неудовлетворен**	**Затрудняюсь ответить**
✔ Отношениями с деканатом	32 чел (82,1 %)	4 чел (10,3 %)	1 чел (2,6 %)	0чел (0 %)	2 чел (5,1 %)
✔ Уровнем доступности деканата	30 чел (76,9 %)	6 чел (15,4 %)	1 чел (2,6 %)	0чел (0 %)	2 чел (5,1 %)

Вопросы	Полностью удовлетворен	Частично удовлетворен	Частично неудовлетворён	Неудовлетворен	Затрудняюсь ответить
✔ Уровнем доступности и отзывчивости руководства вуза	33 чел (84,6 %)	4 чел (10,3 %)	0 чел (0 %)	0 чел (0 %)	2 чел (5,1 %)
✔ Доступностью Вам академического консультирования	33 чел (84,6 %)	5 чел (12,8 %)	0 чел (0 %)	0 чел (0 %)	1 чел (2,6 %)
✔ Поддержкой учебными материалами в процессе обучения	32 чел (82,1 %)	7 чел (17,9 %)	0 чел (0 %)	0 чел (0 %)	0 чел (0 %)
✔ Доступностью консультирования по личным проблемам	32 чел (82,1 %)	6 чел (15,4 %)	0 чел (0 %)	0 чел (0 %)	1 чел (2,6 %)
✔ Отношениями между студентом и преподавателем	29 чел (74,4 %)	9 чел (23,1 %)	1 чел (2,6 %)	0 чел (0 %)	0 чел (0%)
✔ Финансовыми и административными службами учебного заведения	30 чел (76,9 %)	6 чел (15,4 %)	2 чел (5,1 %)	0 чел (0 %)	1 чел (2,6 %)

Вопросы	Полностью удовлетворен	Частично удовлетворен	Частично неудовлетворён	Неудовлетворен	Затрудняюсь ответить
✔ Доступностью услуг здравоохранения	29 чел (74,4 %)	8 чел (20,5 %)	0 чел (0 %)	1 чел (2,6 %)	1 чел (2,6 %)
✔ Качеством медицинского обслуживания в вузе	29 чел (74,4 %)	9 чел (23,1 %)	0 чел (0 %)	0 чел (0 %)	1 чел (2,6 %)
✔ Уровнем доступности библиотечных ресурсов	32 чел (82,1 %)	6 чел (15,4 %)	0 чел (0 %)	0 чел (0 %)	1 чел (2,6 %)
✔ Качеством оказываемых услуг в библиотеках и читальных залах	32 чел (82,1 %)	6 чел (15,4 %)	0 чел (0 %)	0 чел (0 %)	1 чел (2,6 %)
✔ Удовлетворенностью существующими учебными ресурсами вуза	32 чел (82,1 %)	6 чел (15,4 %)	0 чел (0 %)	0 чел (0 %)	1 чел (2,6 %)
✔ Доступностью компьютерных классов	27 чел (69,2 %)	9 чел (23,1 %)	0 чел (0 %)	2 чел (5,1 %)	1 чел (2,6 %)

Вопросы	Полностью удовлетворен	Частично удовлетворен	Частично неудовлетворён	Неудовлетворен	Затрудняюсь ответить
✔ Доступностью и качеством интернет- ресурсов	25 чел (64,1 %)	13 чел (33,3 %)	0 чел (0 %)	1 чел (2,6%)	0 чел (0%)
✔ Содержанием и информационной наполненностью веб-сайта организаций образования в целом и факультетов (школы) в частности	31 чел (79,5%)	7 чел (17,9 %)	0 чел (0 %)	0 чел (0 %)	1 чел (2,6 %)
✔ Учебными кабинетами, аудиториями для больших групп	30 чел (76,9 %)	8 чел (20,5 %)	1 чел (2,6 %)	0 чел (0 %)	0 чел (0 %)
✔ Комнатами отдыха для студентов (если имеются)	24 чел (61,5 %)	7 чел (17,9 %)	1 чел (2,6 %)	3 чел (7,7%)	4 чел (10,3 %)
✔ Ясностью процедуры для принятия дисциплинарных мер	27 чел (69,2 %)	9 чел (23,1 %)	0 чел (0 %)	0 чел (0 %)	3 чел (7,7 %)
✔ Качеством образовательной программы в целом	30 чел (76,9%)	8 чел (20,5 %)	1 чел (2,6 %)	0 чел (0 %)	0 чел (0 %)

Вопросы	Полностью удовлетворен	Частично удовлетворен	Частично неудовлетворён	Неудовлетворен	Затрудняюсь ответить
✔ Качеством учебных программ в ОП	34 чел (87,2%)	4 чел (10,3%)	0 чел (0%)	0 чел (0%)	1 чел (2,6%)
✔ Методами обучения в целом	32 чел (82,1%)	6 чел (15,4%)	1 чел (2,6%)	0 чел (0%)	0 чел (0%)
✔ Быстротой реагирования на обратную связь от преподавателей касательно учебного процесса	31 чел (79,5%)	8 чел (20,5%)	0 чел (0%)	0 чел (0%)	0 чел (0%)
✔ Качеством преподавания в целом	34 чел (87,2%)	4 чел (10,3%)	1 чел (2,6%)	0 чел (0%)	0 чел (0%)
✔ Академической нагрузкой/требованиям к студенту	33 чел (84,6%)	4 чел (10,3%)	1 чел (2,6%)	0 чел (0%)	1 чел (2,6%)
✔ Требованиями ППС к студенту	29 чел (74,4%)	8 чел (20,5%)	1 чел (2,6%)	0 чел (0%)	1 чел (2,6%)

Вопросы	Полностью удовлетворен	Частично удовлетворен	Частично неудовлетворён	Неудовлетворен	Затрудняюсь ответить
✔ Информационной поддержкой и разъяснением перед поступлением в вуз правил поступления и стратегии образовательной программы (специальности)	32 чел (82,1%)	7 чел (17,9%)	0 чел (0%)	0 чел (0%)	0 чел (0%)
✔ Информированием требований для того, чтобы успешно окончить данную образовательную программу (специальность)	34 чел (87,2 %)	4 чел (10,3%)	0 чел (0%)	1 чел (2,6%)	0 чел (0%)
✔ Качеством экзаменационных материалов (тестами и экзаменационными вопросами и др.)	32 чел (82,1%)	6 чел (15,4%)	0 чел (0%)	0 чел (0%)	1 чел (2,6%)
✔ Объективностью оценки знаний, умений и других учебных достижений	34 чел (87,2 %)	3 чел (7,7%)	2 чел (5,1%)	0 чел (0%)	0 чел (0%)
✔ Имеющимися компьютерными классами	31 чел (79,5%)	7 чел (17,9%)	0 чел (0%)	0 чел (0%)	1 чел (2,6%)
✔ Имеющимися научными лабораториями	31 чел (79,5%)	4 чел (10,3%)	4 чел (10,3%)	0 чел (0%)	0 чел (0%)

Вопросы	Полностью удовлетворен	Частично удовлетворен	Частично неудовлетворён	Неудовлетворен	Затрудняюсь ответить
✔ Объективностью и справедливостью преподавателей	34 чел (87,2%)	4 чел (10,3%)	1 чел (2,6%)	0 чел (0%)	0 чел (0%)
✔ Информированием студентов о курсах, образовательных программах и получаемой академической степени	34 чел (87,2%)	4 чел (10,3%)	0 чел (0%)	0 чел (0%)	1 чел (2,6%)
✔ Обеспечением студентов общежитием	29 чел (74,4%)	7 чел (17,9%)	0 чел (0%)	0 чел (0%)	3 чел (7,7%)

2. Оцените, насколько Вы согласны:

Утверждение	Полное согласие	Согласен	Частично согласен	Несогласен	Полное несогласие	Не ответили
1. Программа курса была четко представлена	32 чел (82,1%)	6 чел (15,4%)	1 чел (2,6%)	0 чел (0%)	0 чел (0%)	-

2. Содержание курса хорошо структурировано	30 чел (76,9%)	7 чел (17,9%)	2 чел (5,1%)	0 чел (0%)	0 чел (0%)	-
3. Ключевые термины достаточно объяснены	30 чел (76,9%)	7 чел (17,9%)	2 чел (5,1%)	0 чел (0%)	0 чел (0%)	-
4. Предложенный преподавателем материал актуален и отражает последние достижения науки и практики	29 чел (74,4%)	9 чел (23,1%)	1 чел (2,6%)	0 чел (0%)	0 чел (0%)	-
5. Преподаватель использует эффективные методы преподавания	28 чел (71,8%)	9 чел (23,1%)	2 чел (5,1%)	0 чел (9%)	0 чел (0%)	-
6. Преподаватель владеет преподаваемым материалом	31 чел (79,5%)	6 чел (15,4%)	0 чел (0%)	2 чел (5,1%)	0 чел (0%)	-
7. Изложение преподавателя понятно	28 чел (71,8%)	9 чел (23,1%)	1 чел (2,6%)	1 чел (2,6%)	0 чел (0%)	-
8. Преподаватель представляет материал в интересной форме	27 чел (69,2%)	10 чел (25,6%)	1 чел (2,6%)	1 чел (2,6%)	0 чел (0%)	-
9. Объективностью оценивания знаний, навыков и других учебных достижений	29 чел (74,4%)	7 чел (17,9%)	3 чел (7,7%)	0 чел (0%)	0 чел (0%)	-
10. Своевременностью оценивания учебных достижений студентов	39 чел (76,9%)	5 чел (12,8%)	3 чел (7,7%)	1 чел (2,6%)	0 чел (0%)	-

11. Преподаватель удовлетворяет мои требования личностного развития и профессионального формирования	28 чел (71,8%)	8 чел (20,5 %)	3 чел (7,7%)	0 чел (0 %)	0 чел (0 %)	-
12. Преподаватель стимулирует активность студентов	25 чел (64,1%)	10 чел (25,6 %)	3 чел (7,7%)	1 чел (2,6 %)	0 чел (0 %)	-
13. Преподаватель стимулирует творческое мышление студентов	28 чел (71,8%)	9 чел (23,1 %)	2 чел (5,1 %)	0 чел (0 %)	0 чел (0 %)	-
14. Внешний облик и манеры преподавателя адекватны	33 чел (84,6 %)	5 чел (12,8 %)	1 чел (2,6 %)	0 чел (0 %)	0 чел (0 %)	-
15. Преподаватель проявляет позитивное отношение к студентам	32 чел (82,1%)	5 чел (12,8 %)	1 чел (2,6 %)	0 чел (0 %)	0 чел (0 %)	-
16. Система оценивания учебных достижений (семинары, тесты, анкеты и др.) отражает содержание курса	31 чел (79,5%)	6 чел (15,4 %)	2 чел (5,1 %)	0 чел (0 %)	0 чел (0 %)	-
17. Оценочные критерии, использованные преподавателем, понятны	32 чел (82,1 %)	6 чел (15,4 %)	1 чел (2,6 %)	0 чел (0 %)	0 чел (0 %)	-
18. Преподаватель объективно оценивает достижения студентов	33 чел (84,6 %)	5 чел (12,8 %)	1 чел (2,6 %)	0 чел (0 %)	0 чел (0 %)	-
19. Преподаватель владеет профессиональным языком	31чел (79,5 %)	7 чел (17,9 %)	1 чел (2,6 %)	0 чел (0 %)	0 чел (0 %)	-

20. Организация образования обеспечивает достаточную возможность для занятий спортом и другим досугом	28 чел (71,8%)	8 чел (20,5 %)	2 чел (5,1%)	0 чел (0 %)	1 чел (2,6 %)	-
21. Оснащения и оборудование для студентов являются безопасными, комфортными и современными	27 чел (69,2,7 %)	10 чел (25,6 %)	1 чел (2,6 %)	0 чел (0 %)	1 чел (2,6 %)	-
22. Библиотека хорошо оснащена и имеет достаточно хорошую коллекцию книг	29 чел (74,4 %)	7 чел (17,9 %)	2 чел (5,1 %)	0 чел (0 %)	1 чел (2,6 %)	-
23. Равные возможности обеспечены всем обучающимся	29 чел (74,4%)	7 чел (17,9 %)	1 чел (2,6 %)	1 чел (2,6 %)	1 чел (2,6 %)	-

3. Другие проблемы относительно качества преподавания (Басқа мәселелер):

- ✔ жоқ
- ✔ Нет проблем
- ✔ Нету
- ✔ нет
- ✔ Нет проблем
- ✔ Нет
- ✔ нету
- ✔ Иногда темп преподавания кажется слишком быстрым/медленным.
- ✔ Считаю, что таких критических проблем нету. Везде думаю есть и свои плюсы и минусы. Но и есть доступ поговорить с руководством, или с кафедрой , чтобы это решить и зафиксировать
- ✔ преподаватель Досжан Сабитович ИМБА
- ✔ Никаких проблем
- ✔ Проблемы отсутствуют
- ✔ -
- ✔ Жоқ