REPORT

on the results of the work of the external expert commission according to the assessment of "Central Asian University" for compliance requirements of institutional accreditation standards
from 07 to 9 June 2018.

Almaty 2018

INDEPENDENT AGENCY OF ACCREDITATION AND RATING
External expert commission

Addressed to
Accreditation
council of the IAAR

Независимое агентство
аккредитации и рейтинга

REPORT

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CONTENT

I LIST OF SYMBOLS AND ABBREVIATIONS

HE	-higher education
VOUD	-external evaluation of educational achievements
EEC	-external expert commission
SAC	-State Attestation Commission
UNT	-unified national testing
ECTS	-European system of credit transfer and accumulation;
IUP	-individual curriculum
CT	-complex testing
QED	-catalog of elective disciplines
LSG	-methodical council of the university
NIRS	-research work of the student
RW	-research work
RL	-Research Laboratory
SIC	-Research Center
NU	-non-profit institution
OP	-educational program
ООД	-general educational disciplines
OR	-registrar's office
Teaching staff	-faculty
PGK	-interim state control
RK	-Republic of Kazakhstan
RUE	-working curriculum
SROP	-independent work of the student with the teacher
QMS	-Quality Management System
MMS	-Media - mass media
SED	-electronic document management system
TMU	-a typical curriculum
EMCD	-Educational-methodical complex of discipline
UMCS	-educational-methodical complex of specialties
CAU	-Central Asian University
CIT	-is the center of information technologies
ES	-Emergency situations

II INTRODUCTION

In accordance with Order No. 60-18-OD of 17.05.2018 of the Independent Accreditation and Rating Agency, from 07 to 09 June 2018, an external expert commission assessed the compliance of the Central Asian University with the standards of institutional accreditation of the IAAR (from February 24, 2017 No. 10-17-OD, fifth edition).

The report of the external expert commission (EEC) contains an assessment of the compliance of the activities of the Central Asian University with the criteria of the IAAR, recommendations of the EEC for further improvement and profile parameters of the university.

The composition of the EEC:

1. **Chairman of the commission** - Gulnara G. Turtkaraeva, Candidate of Pedagogical Sciences, Associate Professor, Kokshetau State University. Sh. Ualikhanov (Kokshetau city);

2. **Foreign expert** - Michael Henry (Erik) Martijnse, Director of Higher Education, Inspectorate for Education of the Netherlands, ENQA expert, INQAAHE, APQN (Utrecht, Netherlands);

3. **Foreign expert** - Grakovskis Alexanders, Professor, Transport and Telecommunication Institute (Riga, Latvia);

4. **Expert** - Aldabergenova Saule Salimzhanovna, Kazakh Agrotechnical University. S.Seifullin (Astana city);

5. **Expert** - Khamraev Sheripidin Itakhunovich, candidate of technical sciences, associate professor, Kazakh National Pedagogical University. Abay (Almaty);

6. **Expert** - Lyudmila Polyakova, Kazakhstan University of Engineering and Technology (Almaty);

7. **Expert** - Aldungarova Aliya Kairatovna, PhD, associate professor, Pavlodar State University named after S. Toraigyrov (Pavlodar);

8. **Expert** - Kopishev Eldar Ertaevich, Ph.D., acting. Associate Professor, Eurasian National University. L.N. Gumilev (Astana city);

9. **Expert** - Musabekov Rasulbek Akylbekovich, Candidate of Technical Science, Associate Professor, Almaty University of Energy and Communications (Almaty);

10. **Expert** - Ahmedyanov Abdulla Ugubayevich, Ph.D., Associate Professor, Eurasian National University. L.N. Gumilev (Astana city);

11. **Expert** - Smirnov Mikhail Borisovich, Cand.Tech.Sci., Professor, State University. Shakarim of Semey;

12. **Expert** - Eshzhanov Talgat Eshmahanbetovich, doctor PhD, Suleiman Demirel University (Almaty);

13. **The employer** - Yuri Pilipenko, Chairman of the Board of Directors of the International Association of Producers of Goods and Services "EXPOBEST" (Almaty);

14. **Student** - Amanbek Assem Nurayaliuzi, a student of the Kazakhstan University of Engineering and Technology (Almaty);

15. **Student** - Tokburina Aysulu Kalasovna, student of the Kazakh State Women's Pedagogical University (Almaty);

16. **Student** - Medetov Batyrhan Ergazievich, a student of the Almaty University of Energy and Communications (Almaty);

17. **The observer from the Agency** is Timur Erbolatovich Kanapyanov, the head of international projects and public relations of the IAAR (Astana).

III PRESENTATION OF THE CENTRAL ASIAN UNIVERSITY

Central Asian University was founded in 1997 in Almaty. The structure of the CAU includes 3 faculties, 5 departments, 21 research laboratories and scientific centers.

The University carries out preparation of specialists in 7 areas (Education, Humanities, Social Sciences, Engineering, Economics, Law, Services), 55 baccalaureate specialties, 27 magistracy specialties and 7 doctorate PhD specialties.

The contingent of students of the Central Asian University as of September 1, 2017 was 1984 people.

Contingent of students:

- On the internal form - 1580 students, on the correspondence form - 280 on a contractual basis with full reimbursement of costs, including in the state language - 954 students.

The contingent of undergraduates is 115 people.

The contingent of doctoral students is 9 people.

27 foreign students from China, Mongolia, Tajikistan, Turkmenistan, and Uzbekistan study at the Central Asian University.

The teaching process is serviced by a faculty of 145 people, of which there are 124 employees (more than 85%): doctors of sciences, professors - 26 people; Candidates of Science, associate professors - 75 people and agencies - 23 people.

The graduation rate is 81.4%.

The number of teachers conducting classes in the state language is increasing: in the 2015/2016 academic year 116 people (80%), in 2016/2017 academic year - 119 people (82%), in 2017/2018 academic year - 122 people (84%).

Educational activity is carried out by the University on the basis of state license AB No. 0137420 dated February 03, 2010, issued by the Committee for Control in Education and Science of the Ministry of Education and Science of the Republic of Kazakhstan.

Evaluation of the effectiveness of the University's mission is carried out by comparing the results of work with objectives and is used as a feedback mechanism for making managerial decisions and analyzing the functioning of the quality management system (hereinafter QMS) within the framework of the received Certificate of the Russian Register "ISO 9001: 2015". The infrastructure of the Central Administrative Board includes four academic buildings, a sports hall, a dormitory with an area of 700 square meters, and a dining room with 240 seats.

The University has eighteen training and laboratory classrooms, a total area equipped with modern equipment and measuring facilities.

The educational process uses twenty interactive whiteboards, three hundred and twenty modern computers, of which two hundred and fifty-four have access to the Internet. Library resources of the University are five hundred twenty copies.

Within the framework of targeted training, forty-five alumni and university staff were trained in postgraduate programs at leading universities in Kazakhstan:

The University conducts its activity on the basis of the Charter, approved by the Department of Justice of Almaty on September 3, 1997, No. 3112/1910; Certificate of state registration of a legal entity No. 13112-1910-01-U of 03.09.1997; Statistical card; Certificate of the taxpayer of the Republic of Kazakhstan, BIN 970940001516.

IV. DESCRIPTION OF THE VISIT OF THE EEC

The visit of the external expert commission to the CAU was organized in accordance with the program agreed in advance with the chairman of the EEC in the period from 07.06.2018 to 09.06.2018.

In order to coordinate the work of the EEC on June 7, 2013, an installation meeting took place, during which the powers were distributed among the members of the commission, the schedule of the visit was specified, and agreement was reached on the choice of methods of examination.

In order to obtain objective information on the evaluation of the university's activities, EEC members used such methods as visual inspection, observation, interviewing of employees of various structural divisions, teachers, students, graduates and employers, questioning of faculty and students.

The meetings of the EEC with the target groups were held in accordance with the updated program of the visit, with observance of the established time interval. On the part of the staff of the Central Asian University, the presence of all persons indicated in the visit program was ensured.

Information about employees and trainees,
who participated in meetings with the EEC of IAAR

Category of participants	Quantity
President	1
Vice rector	2
Heads of Chair	5
Directors of departments and heads of departments	19
Teachers	90
Students, undergraduates	283
Graduates	77
Employers	49
Total	**109**

Experts visited the chair of pedagogy, psychology and social disciplines, computer and multimedia classes, the center of innovative information technologies, the cabinet of the financier, the language laboratory, the video studio, the scientific library, the health center, sports halls, the hostel, the open classes in the discipline "Criminalistics", " Workshop of professional communication "," Chair of Fundamental Sciences and Oil and Gas Industry "," Department of International Relations and World Languages "," Department of Pedagogy and Humanities ".

The following classes were attended by the EEC members: on the discipline "Technology and technology of oil production" on the theme "Teniz kėn oryndarynyn meggerudi kazirgi Zhagdayi", prep. by Dzheksenbaev EK; on discipline "Professionally-oriented foreign language" on the topic "Public speech", Rev. Sadykova Z.E .; on discipline "Philosophy" on the theme "Dulat Isabekov shy'armalaryndyy aleimetik taldau", Rev. Baltabayeva G.S.

EEC members visited the practice bases on accredited programs: Migration Police of Medeu District, JSC Kazakhtelecom, Trading Network "White Wind", LLP "Lion Auto Center Almaty" KazNIIMESH-Kazakh Institute of Mechanization and Electrification of Agriculture, "Sea Kazinkas" LLP, Delphinarium "Nemo", TV channel "Almaty".

In order to confirm the information provided by the external experts in the self-assessment report, the university's working documentation was requested and analyzed. In particular, the Strategic Plan for the development of the Central Asian University for 2017-2021, the plan for educational and methodological work for the last three academic years, the plans for the work of the departments, the work plans of the faculty, the Concept of the educational work of the Central Asian University for the period 2015-2020, disciplines for each academic year, the Regulations on the Department, the RUE of the Master's and Bachelor's Degrees, job descriptions, the minutes of the Academic Council, the TMCD, the syllabus, and others.

Along with this, experts have studied the Internet positioning of the university through the official website http://www.cau.kz

Within the framework of the planned program, recommendations on improving the University's activities developed by the EEC on the results of the examination were presented at a meeting with the management on June 9, 2018.

V GENERAL ASSESSMENT OF THE CENTRAL ASIAN UNIVERSITY

Central Asian University was founded in 1997 in Almaty. Over the years, much has changed at the University: the number of faculties and specialties has increased, a three-level education system has emerged - bachelor's and master's degrees, PhD-doctoral studies, several times the number of students, and additional educational programs.

Cooperation with Russian universities is carried out on the basis of the Memorandum on cooperation in the field of education, science and culture between higher educational institutions of the Republic of Kazakhstan and higher educational institutions of the Russian Federation. Agreements on joint training of personnel, in particular on economic specialties - Moscow (MEI), St. Petersburg (ITMO), have been signed and are being implemented, an agreement has been concluded on the exchange of students between universities under the Mevlana program. There is an agreement with the National Aviation University (NAU, Kiev) on information technology and space research.

The University trains specialists in the following areas: Education, Humanities, Social Sciences, Engineering, Economics, Law, Services. At three faculties (5 departments) - Pedagogy and Humanities, Fundamental Sciences and Oil and Gas Industry, International Relations and World Languages, Economics and Finance, Legal Sciences. Since 1997, Central Asian University has produced over 45,000 specialists. Over one hundred and forty-five teachers from them, eighty-one with scientific degrees, are involved in the educational process.

The research work of the CAU is conducted on 12 registered initiative scientific topics in JSC "National Center for State Scientific and Technical Expertise", an agreement was concluded with JSC Science Foundation granting a grant for the commercialization of scientific and technical activities for the amount of 300 million tenge from 21 November 2017 № 428. In the direction of mechanization and electrification of agriculture.

During the reporting period, 3 teachers won the state grant "The Best Teacher" in 2009, Ph.D., Professor Shankibaev B.N., in 2013, Doctor of Philosophy, Professor G. Baltabayeva, in 2015. Professor Nadyrov M.K.

VI CONFORMITY TO THE STANDARDS OF INSTITUTIONAL ACCREDITATION

6.1 Standard "Strategic Development and Quality Assurance"

The Evidence

During the procedure of institutional accreditation, EEC members note the presence of strategic planning at the Central Asian University, which is represented by the presence in the university of a strategic plan for 2017-2021. The university has an approved mission, vision as a separate stand-alone document. The public has access to the strategic documents of the CAU through various forms and types of information dissemination.

The EEC members note the availability of the university strategy and the wide involvement of participants in the educational process in its implementation.

The management system of the University is formed taking into account the laws "On Education", the State Program for the Development of Education of the Republic of Kazakhstan for 2016-2020 and the Law "On Science", and foresees the implementation of the accepted mission of the University. The current management system includes a certified QMS and is characterized by the following signs of acceptance, control and implementation of management decisions: purposefulness, efficiency, collegiality, transparency, effectiveness, and preventiveness. The experts

were convinced that the university carries out tactical and operational planning and resource allocation processes in accordance with the development strategy.

The university actively cooperates with the universities of Russia, the Moscow State Technical University. NE Bauman (agreement of May 21, 2016), with the Astrakhan State Technical University (May 20, 2016), the Moscow Automobile and Road State University (May 24, 2016) and others.

Presented are the minutes of consideration at the Academic Council of the University of the implementation of the Strategic Plan (Minutes No. 3 of 24.11.2017). The strategy of the university includes the development of the university in five main areas of the CAU's activities.

Analytical part

During the meetings and study of the submitted documents of the Central Asian University, the EEC members note that the formulation of the mission formulation of the vision and strategy of the university clearly does not determine the place of the university in the educational space of Kazakhstan, weakly reflects the individuality and uniqueness of the university, its obvious competitive advantages. In the strategy of the Central Asian University identified indicators, which are envisaged in 2017, for example, p.3.3. Creation of a system for working with talented youth and the community of graduates-to bring the number of students to 10,000 by 2017 in fact the contingent in 2017 was 2,564 students.

Based on this, the commission notes the need to adjust the Strategic Development Plan of the CAU for 2017-2021, based on an analysis of the actual situation of the development of the university.

The EEC members note that the University's strategy does not contain an assessment of the institution's position in the educational services market, a prospective analysis of the development of the educational services market, a risk analysis and prevention mechanisms, an analysis of available resources and their sufficiency for implementing the strategy.

Experts note that teachers and students are poorly informed about the content of the Strategic Plan of the Central Asian University. The internal documents do not describe the mechanisms for the formation and regular revision of the CAU Strategy, mission, vision, and monitoring of their implementation (who and how is monitoring and monitoring the implementation of the development strategy and how the results of this activity are used in the strategic planning process).

Although the quality policy reflects the relationship, more efforts are needed to develop the university as a regional knowledge center. The university should cooperate more closely with alumni and contact employers in order to strengthen this side, which will benefit both the learning process and the teaching process.

The university's strategy should be implemented on the basis of a risk analysis and the availability of a management system, but the commission notes that the strategy has been developed without taking into account risks, which gives the probability of their occurrence in the process of implementing the CAU Strategy

Strengths:

Availability of a system for carrying out the analysis of the implementation of the main indicators of the Central Asian Development Strategy.

The Commission recommends:

- make efforts for the further development of the university as a regional knowledge center based on close cooperation with employers and contacting graduates;

- Include an assessment of the position of the university in the market of educational services, analysis of risks and mechanisms for their prevention, analysis of available resources and their sufficiency in the Strategic Plan for University Development;

- Define the mechanism for approving, reviewing and monitoring the strategy of the university, ensuring more active involvement and information of stakeholders in these processes;

- Conduct regular analysis of the activities of the university in order to adjust the University's strategy regarding the availability of feasible indicators.

EEC notes that for all accredited programs on 4 criteria of this standard, the university has satisfactory positions, 3 positions need improvement.

6.2 Standard "Management and Management"

The Evidence

The management system of the Central Asian University and the organizational structure is aimed at realizing the mission, vision and strategy. Management of the university is carried out on the basis of the Charter, registered in the Ministry of Justice of the Republic of Kazakhstan on 30.10.2008.

The university structure was approved by the rector of the Central Asian University on August 28, 2017 and is supported by provisions on structural divisions, job descriptions for all employees.

The structure of the Central Administrative Board includes: the rector, academic council, pro-rector for teaching and methodical work, pro-rector for science, 3 faculties of 5 departments, as well as other departments necessary for the university's activities.

A quality management system has been introduced in the activity of the university, including document management, planning procedures, monitoring of unit activities, and intra-university control.

The Commission confirms that the organizational, functional and staff structure of the university is formed in accordance with the mission statement, goals and objectives and ensures their achievement. Horizontal links are established as a result of the activities of various kinds of coordinating bodies, among them the Academic Council, the educational and methodological council, the Council of Curators, councils of faculties. The academic council of the Central Asian University includes students and employers.

Evaluation of the activities of the Academic Council and structural units is carried out at the meetings of the Academic Council of the University, meetings of collegiate bodies at different levels by the method of analyzing the results, and if necessary, adjusting existing work plans and proposing further implementation of the program to improve the effectiveness of its activities.

Planning of the CAU's activities is carried out on the basis of the Development Strategy for 2017-2021, the plans for the work of the structural units for the academic year, the work plans of the departments for the academic year. Experts note the insufficient level of coordination of departmental plans with the university's strategy, as well as in the plans for the implementation of activities is immeasurable.

Analytical part

Management of the university is poorly represented through the management of activities through processes and risk assessment. A number of internal documents on the main processes of activity have been developed, however, the content of the text does not correspond to the Central Asian University - the University "Astana" meets, instead of the university-academy. The requirements of internal documents are partially fulfilled.

Experts point out that many officials combine several positions and functions, which makes it difficult to fulfill their duties qualitatively. For example, the head of the department of pedagogy and humanitarian disciplines is the Academic Secretary of the university. It was also noted that the opportunities of joint and two-diploma programs are not sufficiently utilized, which would improve and deepen the quality of education and broaden the horizons of students' education. The university should make efforts to deepen this field of academic activity and develop an appropriate plan for the quality assessment program, to improve the quality and reduce the risk of this activity.

The criterion of accessibility of management is performed partially on the basis of interviewing students to the heads of the university there is constant access, at the same time there is no rector's blog on the CAU website, reception hours are not defined.

The level of accessibility of the dean's office is fully satisfied with 74.8% of students, the availability of academic counseling is 59.3%.

According to the results of the Teaching staff questionnaire, 78.3% were satisfied with participation in the process of making managerial and strategic decisions and very well "- 21.7%.

The Commission recommends:

- review the management system of the university, in terms of the distribution of powers and appointment of those responsible for the activities of the university;

- ensure the assessment of risks in the activities of the institution and determine ways to reduce these risks;

- to improve the quality of document circulation, ensure uniformity in the processing of documents and educational and methodological documentation of the university;

- to ensure the accessibility and openness of management and administration through the establishment of hours of reception, the conduct of the rector's blog, etc.

EEC notes that for all accredited programs there are 10 satisfactory positions for each of the accredited programs, 6 positions need improvement.

6.3 Standard "Information Management and Reporting"

The Evidence

The Commission confirms the availability of an automated information system in the Central Asian University, which partially provides information on the academic activities of the university.

The University has created a scheme for the distribution of functional responsibilities between different levels of management, heads of structural units and executors. The functional division of responsibilities between managers covers all the main activities of the University.

In CAU, the main body for analyzing information, including the reporting one, is the Academic Council, the decision of this body allows the operative resolution of activities aimed at improving the activity of the university.

Analytical part

In the university, the satisfaction of the needs of the teaching staff is measured, but the commission notes that this process is inefficient, because the results are not fully used to improve the activity of the university.

In the course of the accreditation procedure, the commission notes the absence in CAU of a system for protecting information and personal data of Teaching staff.

Evaluation of collegiate bodies in particular the Academic Council is carried out by the university, but at the same time there is no single mechanism for evaluating the management of educational programs, which generally makes it difficult to manage and improve them.

At the same time, the commission notes the inadequacy of the use in CAU of a system for collecting information using ICT and software.

The Commission recommends:

- to ensure the protection of personal data of employees and students, to obtain written consent from them for the processing of their personal data

- to provide an assessment of the effectiveness of the educational programs of the university and to take appropriate measures to improve the effectiveness of the OT;

-provide students with access to the educational resources of Kazakhstan and other countries.

EEC notes that for all accredited programs there are 12 satisfactory positions for each of the accredited programs, 5 positions need improvement.

6.4 Standard "Development and approval of the educational program"

The Evidence

The CAU has a state license for 55 bachelor's degree programs, 27 magistracy educational programs, and 7 doctoral studies.

Development of educational programs is carried out in accordance with the "Regulations for the modular construction of educational programs", which defines the basic requirements for a modular study of disciplines, the structure of a modular educational program.

Teaching staff takes an active part in the development of programs. Employers participate at the level of submitting proposals for updating KEDO. The main employers are LLP Almaty NiproGor-1, JSC Alatau Zharyk, Borusan Makina Kazakhstan, Zitroniya LLP, Research Institute for Processing Meat

In the educational program for the special purpose 6M070800- "Oil and gas business" NPC "Satti" represented by Director General S. Kasabekov. The discipline was proposed and introduced into QED - Modern technologies of pumping and compressor stations. (Minutes No. 9 of 25.05.2017)

Two disciplines were introduced into the educational program in the specialty "Translation": Interpretation practice, Scientific and technical translation, translation agency "TES GROUP" represented by Chaadaev KA-General Director.

Bachelor's educational programs contain theoretical training, various types of professional practices, physical culture, intermediate and final attestation. Educational programs of the Master's program contain theoretical training, professional practice, research work or experimental research work, intermediate and final certification.

Evaluation of the quality of the OP includes the review and approval of the program at the level of educational and methodological councils of the departments, the educational and methodological council of the Academy and the Academic Council of the Academy.

The professional practice of students is conducted according to the schedule of the educational process drawn up by the Academy in accordance with the requirements of the standard programs and the Regulations on Professional Practice. The bases of professional practice are organizations, institutions and enterprises of various forms of ownership and spheres of activity, whose profile coincides or is approximated to the profile of a particular educational program. Disciplines included in QED, reflect the current trends in the development of the studied area.

According to the results of the survey of students, 68.9% are satisfied with informing them about courses, educational programs and academic degrees.

Analytical part

The university does not have a unified approach to the development and evaluation of the University's educational programs, the evaluation of the implementation of the OS by the management is carried out in part and does not have a single mechanism. Plans for the development of educational programs are presented in all specialties, but they are formal and not coordinated with the Central Asian Development Strategy.

In the Central Asian University, students do not have the opportunity to get training for professional certification.

The continuity of the content of educational programs at various levels and the consistency of curriculum development are ensured. Experts note the need to improve the mechanism of internal quality assessment and examination of the OP, feedback for their improvement.

When conducting meetings with the faculty, experts noted the low involvement of the teaching staff in the development of educational programs of the university.

It should be noted that the educational programs of the university do not cooperate with other organizations that have similar programs, which makes it difficult to develop and improve them.

Experts proposed to strengthen the establishment of international relations necessary for the implementation of joint OP. Especially cooperation with countries in the sphere of Higher European Education, given that there are many perspectives in this direction. An important factor in this is the level of spoken English that needs to be improved by providing ALL students with the necessary lessons. The experts saw an inspirational demonstration of the lesson in the field of teaching and technology of translation, which should be conducted for as many students as possible.

The Commission notes that in the methodological provision of the disciplines of the university, outdated literature is used (for technical specialties more than 5 years, in the humanitarian field more than 10 years)

Strengths of educational programs:
Availability of the current system of modular educational programs of the university.
The Commission recommends:
- to determine the mechanism for the formation, approval, revision and monitoring of plans for the development of educational programs, to ensure more active involvement of the stakeholders in these processes and their information;
- to improve the mechanism of internal quality assessment, examination of the OP and feedback in order to improve them;
- to define a unified approach to the formation of the model of graduates and provide a revision of models for all educational programs;
- ensure the harmonization of the content of educational programs with the programs of leading foreign and Kazakhstan universities;
- provide a review of methodological support in terms of the relevance of the literature used.
EEC notes that for all accredited programs on 9 criteria of this standard, the university has satisfactory positions, 3 positions need improvement.

6.5. The standard "Continuous monitoring and periodic evaluation of educational programs"

The Evidence
The procedure for the development, processing and approval of the UMC and the UMCD is defined in the "Regulations on the development of educational and methodological complexes of specialties and disciplines". in accordance with which these complexes are developed with the participation of the graduating departments and UMO and UMS of the University. The developed working curricula are approved by the Academic Council of the University. The main directions of developing new programs at the university are a systematic analysis of employers' opinions and monitoring of the need for specialists in the branches of the economy of the region. Planning and implementation of these directions is carried out in accordance with the "Strategy of development of the CAU for 2017-2021 years."
At the university, in accordance with the normative documents of the Ministry of Education and Science of the Republic of Kazakhstan, and within the framework of the academic freedom of universities, three load components have been taken: classroom activities, IWS with a Teachers and knowledge assessment, which are described in the methodical instruction "Planning and Calculating the Training Load of the Teaching staff".
During the analysis of the content of QED by experts, it was established that the updating of the programs is carried out annually by 30-35%, taking into account the wishes of the faculty, employers and students.

Analytical part
The commission notes that the university does not distribute any changes in educational programs to interested employers, students, teachers.
Employers and other stakeholders are not involved in the analysis, evaluation and revision of educational programs.
Based on the results of the questionnaire, 68.9% of the students and 63% of the teaching staff are fully satisfied with the level of accessibility and responsiveness of the university administration.
The management of the CAU conducts organizational arrangements for monitoring the OP, but at the same time, experts note that these activities are not carried out systematically. Information on the content of the OP is not published on the website of the university.
The Commission recommends:

- develop and implement a monitoring and evaluation system for the implementation of the OP;

- Conduct an analysis of educational programs to meet the requirements of society, its relevance and relevance in the educational space.

EEC notes that for all accredited programs on the 7 criteria of this standard, the university has satisfactory positions, 3 positions need improvement.

6.6. Standard "Student-centered learning, teaching and assessment of progress"

The Evidence

The leadership of the CAU seeks to ensure equal opportunities for students regardless of the language of instruction in the formation of an individual educational program aimed at the formation of professional competencies.

During the attending classes and conversations with the university's Teaching staff, it was determined that the teachers were introducing new teaching methods into the teaching process. So, for example, at the department of pedagogy and humanitarian disciplines the methodology of teaching the Kazakh language is introduced (there is an author's certificate).

The individual educational trajectory is reflected in the modular educational programs and individual curricula, where along with the general educational, basic disciplines of the obligatory component there are elective courses and practices that are aimed at providing professional competencies.

The individual educational trajectory is reflected in the modular educational programs and individual curricula, where along with the general educational, basic disciplines of the obligatory component there are elective courses and practices that are aimed at providing professional competencies. In the Lotus system, each student has a login password, when entering the system, he can see the schedule of classes, assessments in disciplines, methodological support for the disciplines is presented in part.

When implementing the educational program, the university monitors the independent work of the student, which is carried out through the current, intermediate and final controls. When interviewing students, experts determined that academic support from the university is conducted at a sufficient level. The basis for independent work is the corresponding scientific and theoretical course. Before starting the work, students receive a special explanation for doing independent work - the requirements are defined, sources and manuals are indicated, the most rational methodology is recommended.

The students express complete satisfaction with the level of quality of teaching (66.7%); fairness of examinations and attestation (74.1%); conducted tests and exams (77%).

Analytical part

Individual support for students is carried out in the CAU through the University's advisers, their activities are spelled out in the provision on advisors, but according to the results of the survey of students it was found out that the relationship between academic advisors and students is insufficient, many of them do not know about the role of advisers in the educational process.

It should be noted that in internal documents of the Central Administrative Board there is no appeal mechanism for final and interim control, although the order to approve the appeal committee, as well as the provision on this commission, was submitted in time.

However, the commission notes the inadequate application of innovative teaching methods in the educational process, as well as the low level of research conducted in the field of studying the methods of teaching the academic disciplines.

Experts of the EEC note the lack of a feedback system on the use of various methods of teaching and monitoring knowledge. The system of decision-making is not effective enough on the basis of feedback from students and assessing their satisfaction.

Strengths:

- providing equal opportunities for students regardless of the language of instruction in the formation of an individual educational trajectory.

The Commission recommends:
- ensure the conduct of the discipline "Professionally Oriented English" by professors of profiling departments;
- create conditions for supporting the teaching staff in developing their own teaching methods;
- provide students with freedom in choosing elective courses, autonomy in determining the educational trajectory;
- Develop and implement a mechanism for appealing students;
- organize systematic monitoring of students' progress along the educational trajectory at various stages of the educational process.

The EEC notes that for all accredited programs according to the 5 criteria of this standard, the university has satisfactory positions, 5 positions need improvement.

6.7. Standard "Learners"

The Evidence

For newly arrived students in the CAU, an orientation week is conducted to familiarize themselves with the teaching and methodological documentation, including a guidebook.

Central Asian University demonstrates the policy of forming a contingent of students from admission to release. Procedures regulating the life cycle of students are approved, however, according to the polls of the teaching staff and students, experts note that they are not sufficiently acquainted with the regulatory internal documents.

Based on the decision of the Academic Council of the CAU, the following GPA transfer point for the undergraduate program from 1 to 2 courses - 1.75, from 2 to 3 courses - 2.0, from 3 to 4 courses-2.25, magistracy - 2.75. The level of the GPA transfer point is approved by the decision of the Academic Council (Minutes No. 1 of 04.09.2015)

The Commission notes that in CAU the internal academic mobility of students is present, for example, an agreement with the Kainar Academy for the training of the student Kwon KE on 25.01.2018 is considered. The agreements on cooperation in the field of academic mobility dated January 25, 2013 are considered.

Table 1- **Information about students (bachelor) in academic mobility**

Name	2015-2016	2016-2017	2017-2018
The Kainar Academy			3
MSTU	50	48	55
University of Astana	35	42	48

The university provides graduates with documents confirming the received qualification, including the results achieved, as well as the context, content and status of the education received and evidence of its completion.

Table 2-Employment of Graduates 2013-2015.

Academic Year	Entrance	Employed	Percent
Bachelor's program			
2015-2016 school year	351	301	85,7%
2016-2017 academic year	250	239	95,6%
2017-2018 academic year	327	311	95,1%
Master's Courses			
2015-2016 school year	65	62	97%
2016-2017 academic year	61	60	97%

2017-2018 academic year	40	37	96%

The commission observes the positive dynamics of the employment of bachelor's graduates in full-time education. The percentage of masters employment in this period is in the range of 96-100%.

Active social support for students: 100% of the students who are enrolled in the hostel, provision of Rector grants, discounts and benefits for training.

In 2016, a grant from akim of Almaty oblast was allocated for 15 students, training for 1 year, the rector allocated 3 grants for training students, in 2017 - 4 grants.

Analytical part

During the survey of employees, graduates and students of the Central Asian University, it was found out that there is no graduates association in the university.

In our discussion with alumni, we noticed that the exchange of information was passive. We really could not understand why this was the case, but we believe that this is due to the weak contact between the university and its graduates. Experts recommend the university to reactivate this system of communication with alumni for the benefit of students. Students can take a lot from the experience of former students, it will also open and facilitate entry to the labor market, and they will form a good feedback system for the program and for the introduction of the elements of training on the labor base.

During the verification of documentation from the university, 2 approved versions of the Guidebook were presented, which differed in content. In the course of the procedure, accreditation by the university represents an act of destruction of the second exaction.

On the internal form within the framework of the bachelor's program, 1691 full-time studies, 226 correspondence courses and 52 in the magistracy are taught in the Central Asian University.

In general, the commission observes a decrease in the number of students, which is explained by objective processes, such as a decrease in the population's solvency, insufficient basic knowledge of school graduates.

At the same time, the experts of the IAAR draw attention to the lack of results of systematic monitoring of information about the academic achievements of students and decision-making in the framework of the subsequent actions on their basis.

There is no possibility of professional certification of trainees.

At the same time, the experts note the insufficient involvement of the students of the Central Asian University in research work, contractual activities, as well as the absence of external grants for training in international programs and the lack of participation of students and undergraduates in international competitions.

The university provides an opportunity for students to exchange and express opinions - for example, through the Internet forum, student organizations. At the same time, the commission notes the lack of an association of graduates of the Central Asian University.

The students express full satisfaction with the level of accessibility and responsiveness of the university's management (68.9%); availability of academic counseling (59.3%); availability of health services (68.1%); availability of library resources (85.2%); existing educational resources (53.1%); the overall quality of the curricula is 62.2%); the ratio between the student and the teacher (82.2%).

Strengths:
- The presence in the university of social support for students
The Commission recommends:
- develop a program of career guidance work on the active involvement of applicants for university studies;
- to consider the possibility of organizing professional certification of trainees;
- to develop measures to attract university students to research and participation in international competitions;

- conclude agreements and memoranda with domestic and foreign universities on the possibility of harmonizing the OP for the development of academic mobility of students;

- contribute to the creation of the Association of Central Asian Alumni.

EEC notes that for all accredited programs on 8 criteria of this standard, the university has satisfactory positions, 4 positions need improvement.

6.8 Standard "Teaching staff"

The Evidence

In CAU has a staff according to the staff schedule. Formation and implementation of the personnel policy of the CAU is based on the following principles: a democratic approach to the management of Teaching staffs and staff of the CAU; a combination of the interests of the management team and the managed subsystem; availability of management; compliance with parity; stimulation of Teaching staff activities; creation of conditions and an atmosphere of initiative and creativity; personal development of staff.

The total composition of teaching staff at the university is 145 of them with scientific degrees 81 teachers.

To improve the quality of teaching, to ensure a close relationship with production in the CAU, teachers, doctors and candidates of sciences, specialists of the relevant branches are invited as part-time workers. In 2015-2016 academic year - 22 people, 2016-2017 school year - 24 people, 2017-2018 school year - 25 people

The workload of the teaching staff includes teaching, educational, methodological, scientific, organizational and methodological work, and increasing professional competence. All the planned work of the teacher is included in his individual work plan, which is the main document regulating the work of the teacher on a regular post.

The faculty of the academy is formed in accordance with the requirements of the Ministry of Education and Science of the Republic of Kazakhstan and with normative documents, incl. Rules of competitive replacement of posts of scientific and pedagogical (faculty, scientific workers) of personnel of higher educational institutions.

Table 3 - Advanced training in the departments of the CAU

Graduation department	2014-2015 уч.г.				2015-2016 уч.г.				2016-2017 уч.г.				2017-2018 уч.г.			
	Total staff	Increased qualifications staff	Teaching staffs	Percentage, %	Total staff	Increased qualifications staff	Teaching staffs	Percentage, %	Total staff	Increased qualifications staff	Teaching staffs	Percentage, %	Total staff	Increased qualifications staff	Teaching staffs	Percentage, %
Fundamental sciences and oil and gas industry	48	39		81,2	45	38		84,4	43	40		93	39	32		82
Pedagogy and Humanities	43	38		88,3	42	34		80,9	39	32		82	41	39		95,1
Economics and Finance	26	22		84,6	23	19		82,6	27	21		77,7	25	23		92

Legal Disciplines	26	18	69,2	22	18	81,8	24	20	83,3	21	18	85,7
International Relations and World Languages	21	17	80,9	18	15	83,3	17	14	82,3	19	16	84,2
Total	164	134	81,7	150	124	82,6	150	127	84,6	145	128	88,2

Analytical part

Experts of the All-Union Exhibition Center of IAAR note the lack of a systematic approach to monitoring and evaluating the competence of teachers. In the university, a rating assessment of the Teaching staff activity is applied, but approved, agreed criteria are not officially accepted by the university, which makes it possible to conclude that the rating evaluation procedure is not transparent.

Experts of the All-Union Exhibition Center of IAAR note insufficient support by the university for the research activities of the teaching staff. Attention should be paid to the weak links between research and training.

On the basis of meetings and questioning of the Teaching staff, a proposal was made to introduce a social package for the teaching staff at the Central Administrative Board.

At the same time, IAAR experts note a decrease in the number of full-time staff of the CAU for the period from 2015 to 2018.

In the university, on the basis of the study of the document, it was revealed that the system for upgrading the qualifications of the teaching staff stipulated by the Labor Code and the "Typical Qualification Characteristics of the Positions of Pedagogical Workers and Persons Equated with Persons" has not been established. The personal case of Imangozhin OZ was studied.

When studying the CAU website, experts noted the lack of information about the faculty, although the important factor is the active use of information on teaching staff and communication technology in the learning process. Experts noted that the university should ensure the use of various forms and methods of teaching and learning. From the lessons that were demonstrated, as well as the explanations provided to us, we saw promising signs of new technologies to enrich students' experience and strengthen the work on centralized student education. For example, one of the show lessons showed an inspirational video from YouTube containing a discussion of TED talk, which was effectively used during the lesson, as a source. In this regard, experts note that actively following the development of online platforms, as well as projects such as MOOK and "inverted class" technology, could be an effective tool for implementing this idea. Along with this, the commission has established a low level of IT competence of Teaching staffs, the use of innovative methods and forms of training. There is also a low activity of the use of information and communication technologies in the educational process (for example, on-line training, e-portfolio, MEP, etc.).

Teachers participate in seminars, but this process is not systemic and manageable.

Strengths:

- effective interaction of teaching staff and students, high level of individual support for students.

The Commission recommends:

- to develop and introduce the system of advanced training of the CPS;
- Develop a program to support young teachers.
- to improve the rating system of labor remuneration with the introduction of criteria and indicators according to the proposals of teachers;
- place on the university's website information about the faculty, including their personal data;
- Ensure a systematic approach to monitoring and evaluating the competence of teachers,
- Develop and implement a minimum social package for the university's Teaching staff.
- to intensify the application of information and communication technologies in the educational process.

- to adjust the quantitative and qualitative indicators of the Teaching staff in accordance with the requirements of the authorized body;

- to develop a program to increase the academic mobility of the university faculty.

EEC notes that for all accredited programs on 8 criteria of this standard, the university has satisfactory positions, 4 positions need improvement.

6.9 Standard "Research work"

The Evidence

Central Asian University demonstrates the relevance of research priorities to national policies in education, science and innovation development.

Research activity is carried out on 36 search and initiative topics covering the solution of economic, environmental, technical, technological, social, educational, legal and other urgent problems of regions and the republic. An agreement was concluded with the Science Foundation Foundation for the granting of a grant for the commercialization of the results of scientific and technological activities for the amount of 300 million tg from November 21, 2017 No. 428. In the direction of mechanization and electrification of agriculture. 12 registered initiative scientific topics. The university ensures the correspondence of the research activities of the mission and the strategy of the university.

The involvement of Teaching staff in R & D is 20% of the number of full-time teachers, and the involvement of full-time students is 6.9% of the total contingent.

Table 4 - Information on the participation of students in the work of SNK

№ п/п	Academic years	Number circles	Number of students
1	2013-2014	15	350
2	2014-2015	18	367
3	2015-2016	22	375
4	2016-2017	27	383
5	2017-2018	29	412

Table 5- patents for 2015-2018

№ п/п	Name	Year of registration	Name of the patent	The place of registration	Co-authors
1	Zhangisina G.D.	2017	Method isolation washed high permeability zones of the reservoir	MJ RK	Akhmetkaliyev R.B.
2	Zhangisina G.D.	2016	System for monitoring the use of technical security in IT-technologies	MJ RK	Akhmetkaliyev R.B.
3	Jangarasheva N.V.		Republic of Kazakhstan (19) KZ (13) F4 (11) 29009 (51) B60C 17/00 (2006.01) Descriptions of the invention to the Innovative patent "Safe Tire" 12/04/2013	MJ RK	Irgibaev G
	Matihan Nurali	2015	Method for obtaining R-Brucellosis erythrocyte diagnosticum for direct hemagglutination reaction	MJ RK	

	Amanzholov Dihan Balgabayevich	2015	Method for developing steep-acting residential deposits	MJ RK	

In CAU, the Scientific and Production Center "Sitti" was organized in 2016, which unites four universities of three universities of Kazakhstan and one university of Great Britain. Scientists of the University in the corporation "Sitti" carry out work on the improvement and preparation of normative documents in the field of agricultural engineering. In 2017, five types of agricultural soil treatment facilities were prepared and submitted.

Table 6 - Summary information on the publication of the results of the research of Teaching staff for 2015-2017. in the context of the departments

Chairs	Inventions	Patents	Monographs and textbooks	Articles recommended by CCSA	Articles in foreign publications	Publications in publications with impact factor	
						Web of Science	Scopus
Fundamental sciences and oil and gas industry	15	15	55	130	85	6	13
Pedagogy and Humanities	-	-	42	120	58	3	8
Economics and Finance	-	2	32	115	35	4	5
Legal Disciplines	-	-	39	93	47	2	7
International Relations and World Languages	-	-	12	59	26	2	5
Chairs	15	17	180	517	251	17	38

Currently, among the innovative fundamental and applied research conducted at the departments of the university, 12 main initiative topics are prioritized.

The students of the Academy participate annually in the Olympiad in general and basic disciplines, as well as in special disciplines, in course and diploma theses competitions (table 10).

Table 7- Research of students and undergraduates in olympiads, contests, scientific conferences; student publications)

Academic year	Participation in olympiads	Participation in competitions	Participation in scientific conferences	Student publications	Publications of undergraduates
2015-2016	183	80	185	58	130
2016-2017	196	88	197	88	145
2017-2018	210	95	210	96	170

4 teachers of the CAU take an active part in the work of the IAS RK in the direction of preparing gifted youth, through participation in scientific conferences, involving students in research. The CAU is a platform for conducting scientific-republican conferences of the IAS RAS in 9 areas of scientific research.

Analytical part

The experts of the National Academy of Sciences of Armenia have identified an insufficient level of research of teaching staff and students.

The university strives to use various forms of financing research activities. Over the reporting period, the use of various means, namely: means of economic contracts, international research grants. The total amount of R & D funding for the CAU is 420 million tenge.

Based on the analysis of the CAU's activities in scientific research, the commission notes a low degree of involvement of students in the implementation of scientific projects.

The Commission notes the absence of joint scientific research with foreign scientists.

Strengths:

- The university promotes the recognition of the results of research work, including the registration of scientific projects in the National Center for Scientific and Technical Information, the design of patents and copyright certificates

The Commission recommends:

- Ensure the development of a set of measures to promote and conduct joint scientific research with foreign scientists;

- Organize systematic collection and analysis of information on the research and development activities carried out and carried out;

- Improve the incentive mechanism for Teaching staff and students in publishing activity.

EEC notes that for all accredited programs on the 7 criteria of this standard, the university has satisfactory positions, 3 positions need improvement.

6.10 Standard "Finance"

The Evidence

The distribution of funds is carried out in accordance with the approved development plan for the current year. The development plan takes into account all the activities envisaged in the CAU Development Strategy, the dynamics of expenditures for a number of years, the recruited contingent of trainees and is compiled on the basis of approved financial ratios.

Table 8-Incomes of the Central Asian University for the period 2013-2017.*мыс.тенге*

Name of the source	2013	2014	2015	2016	2017
Income from operating activities	525326	628 272	729124	752291	836450
Income for education by educational grant	16450,0	11200,0	4200,0	2450,0	-
Income from non-core activities	0	0	0	0	0
Total	541776	639472	733324	754741	836450

Table 9- The indicators of the correspondence between the material assets of the mission and the goals of the organization of education are presented in the table

Expenditure	2013г	2014г	2015г	2016г	2017г
To equip the material and technical base, including:	239 826,70	203 033,30	399 719,90	430 394,00	772 807,6
laboratory equipment	2 012,00	17 698,00	8 0 103,00	231 879,00	107 408,40
library fund	2 563,00	10 399,00	18 808,00	8 246,00	13 219,00
overhaul of the OS	88 916,00	62 623,00	95 400,00	133 375,00	176 583,00
means of transport		1 025,00		1 630,00	25 195,00
computer technology	69 019,70	73 956,20	121 364,10	50 544,20	43 847,00
educational and office furniture	37 147,10	26 024,50	59 114,30	4 719,8	39 022,4
other fixed assets and	40 168,90	11 307,60	24 930,50		366 831,2

current repairs					

The university receives extrabudgetary funds from rendering educational services on the basis of economic calculation and paid services. The university provides a number of services for students on a paid basis: dining rooms and buffets, copier, internet, courses for studying foreign languages.

The main items of the expenditure part of the university budget are the wage fund, tax payments, expenses for the acquisition of materials and fixed assets, purchase of a book fund, payment for utilities, capital and current repairs of fixed assets and other expenses

Analytical part

Experts point out that internal and external independent audits are not used in financial management policies.

Acquisition of funds necessary for the educational process is carried out on the basis of applications and consideration of their relevance at the administration and the Academic Council. Administrative and economic service makes estimates for capital repairs and expenses for the improvement of territories, utilities and maintenance costs.

Sufficiency of financial security is also considered at the meetings of the Academic Council. The financial statements of the CAU are not published on the website of the university.

Teaching staff indicates an increase in the wage fund and the social package of teaching staff.

The Academy has a system of measures to encourage and support employees for their activities-the Teaching staff rating system

In CAU, discounts are given on the cost of education for disabled children, children from large families, excellent students, children of employees. In general, over the last 3 years a total of 3360000 tenge

Analysis of financial reporting and financial policy shows that the CAU is a solvent organization.

The Commission recommends:

- Develop a mechanism for assessing the risks of the university, including financial risks, for the formation of alternative development scenarios.

- Implement an internal audit system and ensure the passage of an independent financial audit.

The EEC notes that for all accredited programs on 5 criteria of this standard, the university has satisfactory positions, 1 position requires improvement.

6.11 Standard "Educational resources and student support systems"

The Evidence

The material and technical and social base, located in the operational management of the Central Administrative Office, is located in Almaty and consists of four buildings with a total area of 27508m2. per one student of the reduced contingent, the useful educational area is 11.4 square meters.

The CAU is a sufficient sports base, which consists of a set of various sports facilities of a closed and open type. The university has 1 indoor sports hall, equipped with appropriate sports equipment, a total area of 700 square meters. At present, the university has a hostel, 250 beds.

For the organization of student meals in the university, there is a dining room "CAU" with a total area of 300 sq.m. for 250 seats, as well as a cafe "Skif" in the 3 building for 60 seats, 1 buffet - dining rooms for 50 seats.

Medical care for employees and students is provided by the medical station and the city student polyclinic in Almaty, which is located in.

In CAU there are 5 computer classes, where 250 personal computers are located. In 60 lecture rooms and computer classes interactive equipment is installed. There are 18 laboratories,

specialized auditoriums, offices, workshops with a total area of 1752.3 m2, equipped with all necessary equipment and measuring facilities for organizing and conducting laboratory and practical classes. All educational laboratories are owned by the university with operational management.

Laboratory classes are conducted on the basis of the university's educational and scientific laboratories, as well as at the university's educational, research and production sites.

There is 1 language laboratory for 10 seats, equipped with a special technique of one-way audio transmission.

There are 5 interactive rooms at the University with the possibility of demonstrating multimedia materials using innovative teaching methods. 17 of them (22.7%) are located in computer classes, 58 (77.3%) - in lecture rooms the university library is located in the third building and occupies 721.1 m2, of which the area of reading rooms is 452.5 m2. The number of seats in the reading room is - 200.

From 2013 to 2018 the fund of educational literature published by the University's professors is 260 copies, including 177 in the state language. The main part of the fund - 85.5% is textbooks, scientific - 14.2%, additional literature - 7.22%. In the state language, the educational literature fund is 81.5%, scientific - 15%, other - 4.46%. The book fund for the last 5 years is 53.5%, years - 98.7%.

Experts note that at the beginning of the visit there was a complete lack of access to WIFI. After indicating this, everything was fixed, but the university should provide a permanent working WIFI system for students, teachers and other personnel.

Locally, the network architecture of the university is 100% equipped, both physical Ethernet network and wireless network Wi-Fi network. This network provides Teaching staff and students with uninterrupted access to the Internet.

According to the results of the questionnaire, 81% of the students, the level of availability of library resources - 76%, the support of educational materials in the learning process - 71%, are fully and partially satisfied with the quality of the services provided in the library and reading room.

Analytical part

Experts note the presence in the university of sufficient areas for the implementation of educational programs of the Central Administrative Board. At the same time, the commission notes that the leadership of the university actively solves housing issues as students of both teachers, by building and introducing a new hostel, and a home for the teaching staff, which in future will provide attractiveness for students.

Experts note the need for regular analysis of the adequacy of resources and support systems for students, including the competence of the staff involved, as well as the need to improve the learning environment.

It should be noted that Trainees and Teaching staff have access to Kazakhstan library resources and to the world bases of Scopus and Tomson, etc.

There is access to electronic resources of the National Library of the Republic of Kazakhstan, to the portal portal "Әdebiet portals", a unique Internet resource of works of Kazakh and foreign authors available in Kazakh, Russian, English and Turkish.

For users of the universities participating in the RMEB, access to the Kazakhstan Virtual Scientific Library (VNB) is open, which provides an effective way to search and access millions of full-text scientific articles. The site is available for teachers, students, scientists, laboratory staff, innovators in the field of science and technology, working in research institutes and universities.

For the examination of the results of research, graduate work and master's theses in the Central Administrative Board there is no "Anti-plagiarism" program.

The CAU does not provide free access of teachers and students to WI-FI throughout the university. All the departments, structural under

For the examination of the results of research, graduate work and master's theses in the Central Administrative Board there is no "Anti-plagiarism" program.

The CAU does not provide free access of teachers and students to WI-FI throughout the university. All departments, structural subdivisions, halls of electronic resources are connected to the Internet network. In general, the resources of the scientific library and information and communication technologies used in the academy create the necessary conditions for the preparation for academic studies, independent educational and research work for students and teachers.

Strengths of educational programs:

Availability of large areas for educational buildings, specialized auditoriums, laboratories and hostels for students

The Commission recommends:

- Improve the learning environment by providing technological support to students and teaching staff in accordance with educational programs (for example, online training, modeling, data analysis programs); development of personalized interactive resources (with access and during extra-curricular time).

- to ensure the introduction of anti-plagiarism system at the university for the final work of students;

- take measures to ensure the functioning of WI-FI throughout the university.

EEC notes that there are 6 satisfactory positions, 3 positions need improvement.

6.12 Standard "Public Awareness"

The Evidence

Information on the activities of the CAU on the implementation of the OP is published on the university's website, local and national media, and social networks. The CAU website reflects general information about the university, goals and objectives, the history of the institution of higher education, licenses for educational activities, a list of specialties,

In CAU the following systems of information collection, analysis and management based on application of modern information and communication technologies and software are implemented:

- Information management within the official site of the university.

- Management of educational and methodological information within the AIS Lotus. The system provides the following opportunities: management of the academic calendar, the formation of individual plans, the placement of the IMCD, the formation of examination sheets, the current testing of students in training sessions.

The reporting system includes annual reports of structural divisions, reports on SRW and SRWS, financial statements. The report of the rector on the activities of the university and on the tasks of the team for the forthcoming academic year is heard annually at the enlarged meeting of the Academic Council.

The system for collecting, analyzing and managing information CAU is used to ensure the quality of the implementation of the OP. For example, the formation of summary examination sheets, a list of debtors, an electronic archive of session reports is used to analyze the results of sessions and make decisions about improving the educational process.

in the mass media (newspapers, magazines, TV channels), the PPS of the departments annually update information stands "Information" of the departments "Our Life", "PPS of Chairs", publish banners and portable rolls (stands), print videos and create presentations, and Booklets on all educational programs that are distributed throughout the territory of Kazakhstan to general schools are also updated. The university is open to the society, it establishes contacts with city authorities, collectives of educational institutions, industrial enterprises, public organizations, etc.

Analytical part

At the same time, the commission notes the lack of a systematic approach to the collection and analysis of internal and external documentation, the lack of electronic document management. The university weakly ensures the use of modern information and communication technologies for information management, as well as the timeliness and completeness of information for making decisions on improvement.

The university does not fully use the resources of the web space, on the site of the university from 55 undergraduate programs, only 25 do not have complete information on the content of the OP. The experts did not find the description of postgraduate education on the site. It is necessary to provide the public with information about the presence of the faculty at the University.

According to the results of the questionnaire, 41% of the students are fully satisfied with the usefulness of the website, in part - 53%.

Strengths:

no

The Commission recommends:

- take measures to increase public awareness about the results of university activities and external evaluation of the university;

- to place on the site information about the educational programs implemented in the university in terms of levels of education and Teaching staff in the context of personalities.

EEC notes that for all accredited programs on 8 criteria of this standard, the university has satisfactory positions, 4 positions need improvement.

(VII) RECOMMENDATIONS TO THE CENTRAL ASIAN UNIVERSITY

Standard "Strategic development and quality assurance"
The Commission recommends:
-make efforts for the further development of the university as a regional knowledge center based on close cooperation with employers and contacting graduates;
-Include an assessment of the position of the university in the market of educational services, analysis of risks and mechanisms for their prevention, analysis of available resources and their sufficiency in the Strategic Plan for University Development;
-Define the mechanism for approving, reviewing and monitoring the strategy of the university, ensuring more active involvement and information of stakeholders in these processes;
-Conduct regular analysis of the activities of the university in order to adjust the University's strategy regarding the availability of feasible indicators.

Standard "Management and Management"
The Commission recommends:
- review the management system of the university, in terms of the distribution of powers and appointment of those responsible for the activities of the university;
- ensure the assessment of risks in the activities of the institution and determine ways to reduce these risks;
- to improve the quality of document circulation, ensure uniformity in the processing of documents and educational and methodological documentation of the university;
- to ensure the accessibility and openness of management and administration through the establishment of hours of reception, the conduct of the rector's blog, etc.

Standard "Information Management and Reporting"
The Commission recommends:
- to ensure the protection of personal data of employees and students, to obtain written consent from them for the processing of their personal data
- to provide an assessment of the effectiveness of the educational programs of the university and to take appropriate measures to improve the effectiveness of the OT;
- provide students with access to the educational resources of Kazakhstan and other countries.

Standard "Development and approval of the educational program"
The Commission recommends:
- to determine the mechanism for the formation, approval, revision and monitoring of plans for the development of educational programs, to ensure more active involvement of the stakeholders in these processes and their information;
- to improve the mechanism of internal quality assessment, examination of the OP and feedback in order to improve them;
- to define a unified approach to the formation of the model of graduates and provide a revision of models for all educational programs;
- ensure the harmonization of the content of educational programs with the programs of leading foreign and Kazakhstan universities;
- provide a review of methodological support in terms of the relevance of the literature used.

Standard "Continuous monitoring and periodic evaluation of educational programs"
The Commission recommends:
- develop and implement a monitoring and evaluation system for the implementation of the OP;
- Conduct an analysis of educational programs to meet the requirements of society, its relevance and relevance in the educational space.

Standard "Student-centered learning, teaching and assessment of progress"

The Commission recommends:

- ensure the conduct of the discipline "Professionally Oriented English" by professors of profiling departments;

- create conditions for supporting the teaching staff in developing their own teaching methods;

- provide students with freedom in choosing elective courses, autonomy in determining the educational trajectory;

- Develop and implement a mechanism for appealing students;

- organize systematic monitoring of students' progress along the educational trajectory at various stages of the educational process.

Standard "Learners"

The Commission recommends:

- develop a program of career guidance work on the active involvement of applicants for university studies;

- to consider the possibility of organizing professional certification of trainees;

- to develop measures to attract university students to research and participation in international competitions;

- conclude agreements and memoranda with domestic and foreign universities on the possibility of harmonizing the OP for the development of academic mobility of students;

- contribute to the creation of the Association of Central Asian Alumni.

Standard "Teaching staff"

The Commission recommends:

- to develop and introduce the system of advanced training of the CPS;

- Develop a program to support young teachers.

- to improve the rating system of labor remuneration with the introduction of criteria and indicators according to the proposals of teachers;

- place on the university's website information about the faculty, including their personal data;

- Ensure a systematic approach to monitoring and evaluating the competence of teachers,

- Develop and implement a minimum social package for the university's Teaching staff.

- to intensify the application of information and communication technologies in the educational process.

- to adjust the quantitative and qualitative indicators of the Teaching staff in accordance with the requirements of the authorized body;

- to develop a program to increase the academic mobility of the university faculty.

Standard "Research work"

The Commission recommends:

- Ensure the development of a set of measures to promote and conduct joint scientific research with foreign scientists;

- Organize systematic collection and analysis of information on the research and development activities carried out and carried out;

- Improve the incentive mechanism for Teaching staff and students in publishing activity.

Standard "Finance"

The Commission recommends:

- Develop a mechanism for assessing the risks of the university, including financial risks, for the formation of alternative development scenarios.

- Implement an internal audit system and ensure the passage of an independent financial audit.

Standard "Educational resources and student support systems"

The Commission recommends:

- Improve the learning environment by providing technological support to students and teaching staff in accordance with educational programs (for example, online training, modeling, data analysis programs); development of personalized interactive resources (with access and during extra-curricular time).

- to ensure the introduction of anti-plagiarism system at the university for the final work of students;

- take measures to ensure the functioning of WI-FI throughout the university.

Standard "Public Awareness"
The Commission recommends:

- take measures to increase public awareness about the results of university activities and external evaluation of the university;

- to place on the site information about the educational programs implemented in the university in terms of levels of education and Teaching staff in the context of personalities.

Appendix 1. Evaluation table "PARAMETERS OF THE INSTITUTIONAL PROFILE"

№ п\п	№ п\п	Evaluation criteria	Position of the organization of education			
			Sstrong	Satisfactory	Assumption of improvement	Unsatisfactory
Standard "Strategic development and quality assurance"						
1	1.	The university should demonstrate the development of a unique strategy based on an analysis of external and internal factors, with the broad involvement of a variety of stakeholders.			+	
2	2.	The university should demonstrate the focus of the mission, vision and strategy to meet the needs of the state, society, real economy sectors, potential employers, trainees and other interested persons.		+		
3	3.	The university should demonstrate the transparency of the processes of formation, monitoring and regular revision of the mission, vision, strategy and policy of quality assurance.			+	
4	4.	The institution should have a published quality assurance policy, mission and strategy.		+		
5	5.	The university develops documents on specific areas of activity and processes (plans, programs, regulations, etc.) that specify the quality assurance policy.		+		
6	6.	The quality assurance policy should reflect the relationship between research, teaching and learning.			+	
7	7.	The university should demonstrate the development of a culture of quality assurance.		+		
		Total		**4**	**3**	
Standard "Management and Management"						
8	1.	The university implements management processes, including planning and allocation of resources in accordance with the strategy.			+	
9	2.	The university should demonstrate the successful functioning and improvement of the intra-university quality assurance system.		+		
10	3.	The university should demonstrate an analysis of risk management.			+	
11	4.	The university should demonstrate the analysis of the effectiveness of changes.		+		
12	5.	The institution should demonstrate an analysis of the identified non-conformities, the implementation of the developed corrective and preventive actions.		+		
13	6.	The university should demonstrate a clear definition of those responsible for business processes, unequivocal distribution of the duties of personnel, delineation of the functions of collegial bodies.		+		

#	#	Criteria				
14	7.	An important factor is the provision of management of the educational process through the management of educational programs, including an assessment of their effectiveness.			+	
15	8.	The university demonstrates the development of annual activity plans, including Teaching staff, based on the development strategy.		+		
16	9.	Commitment to quality assurance should apply to any activities performed by contractors and partners (outsourcing), including in the implementation of joint / two-degree education and academic mobility.			+	
17	10.	The university must provide proof of the transparency of the university's management system.			+	
18	11.	The university should ensure the participation of students and teaching staff in the work of collegiate management bodies.		+		
19	12.	The university should demonstrate evidence of openness and accessibility of managers and administrators for students, teachers, parents and other interested persons.			+	
20	13.	The university should demonstrate the management of innovations, including the analysis and implementation of innovative proposals.		+		
21	14.	The university should strive to participate in international, national and regional professional alliances, associations, etc.		+		
22	15.	The university should provide training to the management (the rector, advisers, vice-rectors, deans, heads of structural divisions, heads of departments) on educational management programs.		+		
23	16.	The institution should 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		**10**	**6**	
Standard "Information Management and Reporting"						
24	1.	The university should ensure the functioning of a system for collecting, analyzing and managing information based on the use of modern information and communication technologies and software.			+	
25	2.	The university should demonstrate the systematic use of processed, adequate information to improve the internal quality assurance system.		+		
26	3.	In the university there should be a system of regular reporting at all levels of the organizational structure, including an assessment of the effectiveness and effectiveness of the units, the OP, research and their interaction.		+		
27	4.	The university should establish periodicity, forms and methods for evaluating the management of the OP, the activities of collegial bodies and structural units, senior management, the implementation of scientific projects.			+	

28	5.	The university should demonstrate the definition of order and ensure the protection of information, including the identification of responsible persons for the reliability and timeliness of analyzing information and providing data.			+	
29	6.	An important factor is the involvement of trainees, workers and Teaching staff in the processes of information gathering and analysis, as well as decision-making on their basis.		+		
30	7.	The university should demonstrate the existence of a mechanism of communication with trainees, employees and other stakeholders, including the presence of conflict resolution mechanisms.		+		
31	8.	The institution should provide a measure of the degree of satisfaction of the needs of the teaching staff, staff and trainees and demonstrate evidence of addressing the deficiencies found.		+		
32	9.	The university should evaluate the effectiveness and effectiveness of its activities, including in the context of the OP.			+	
		The information collected and analyzed by the university should take into account:				
33	10.	key performance indicators;		+		
34	11.	dynamics of the contingent of students in the context of forms and species;		+		
35	12.	level of academic achievement, student achievement and deduction;		+		
36	13.	satisfaction of students with the implementation of the OT and the quality of education in the university;		+		
37	14.	accessibility of educational resources and support systems for students;		+		
38	15.	employment and career growth of graduates.		+		
39	16.	Trainees, employees and Teaching staff must confirm documentary consent to the processing of personal data.			+	
40	17.	The university should promote the provision of all the necessary information in the relevant fields of science.		+		
		Total		**12**	**5**	
Standard "Development and approval of educational programs"						
41	1.	The university should define and document the procedures for the development of the OP and their approval at the institutional level		+		
42	2.	The institution should demonstrate the correspondence of the developed OS to the set goals, including the expected results of the training.		+		
43	3.	The university should demonstrate the existence of the developed models of the graduate student, describing		+		

		the results of training and personal qualities.				
44	4.	The university should demonstrate the conduct of external expertise of the OP.		+		
45	5.	The qualification obtained at the conclusion of the OP shall be clearly defined, clarified and consistent with a certain level of the NQF.		+		
46	6.	The university should determine the impact of disciplines and professional practices on the formation of learning outcomes.		+		
47	7.	An important factor is the possibility of training students for professional certification.			+	
48	8.	The university should provide evidence of the participation of trainees, staff and other stakeholders in the development of the OP, ensuring their quality.			+	
49	9.	The complexity of OP should be clearly defined in Kazakhstan credits and ECTS.		+		
50	10.	The university should ensure the content of educational disciplines and learning outcomes of the level of study (bachelor, master, doctoral).		+		
51	11.	In the structure of the OP, various activities corresponding to the learning outcomes should be envisaged.		+		
52	12.	An important factor is the existence of joint OP with foreign educational organizations.			+	
		Total		**9**	**3**	
Standard "Continuous monitoring and periodic evaluation of educational programs"						
53	1.	The institution should monitor and periodically evaluate the OD in order to achieve the goal and meet the needs of students and society. The results of these processes are aimed at the continuous improvement of the OP.		+		
		Monitoring and periodic evaluation of OP should consider:				
54	2.	the content of the programs in the light of the latest achievements of science in a specific discipline to ensure the relevance of the discipline being taught;		+		
55	3.	changes in the needs of society and the professional environment;			+	
56	4.	load, academic performance and graduation;		+		
57	5.	the effectiveness of evaluation procedures for students;		+		
58	6.	expectations, needs and satisfaction of students learning by the OP;		+		
59	7.	educational environment and support services and their compliance with the objectives of the OP.		+		
60	8.	The university should provide evidence of the participation of trainees, employers and other stakeholders in the revision of the OP.			+	

61	9.	All interested persons should be informed of any planned or undertaken actions in relation to the OP. All changes made to the OP shall be published.			+	
62	10.	The university should provide a review of the content and structure of the OS, taking into account changes in the labor market, the requirements of employers and the social demand of society.		+		
		Total		**7**	**3**	
Standard "Student-centered learning, teaching and assessment of progress"						
63	1.	The university should ensure respect and attention to different groups of students and their needs, providing them with flexible learning paths.		+		
64	2.	The university should ensure the use of various forms and methods of teaching and learning.		+		
65	3.	An important factor is the availability of own research in the field of methods of teaching the academic disciplines.			+	
66	4.	The university should demonstrate the availability of a feedback system on the use of different teaching methods and evaluation of learning outcomes.			+	
67	5.	The university should demonstrate support for the autonomy of students with simultaneous guidance and assistance from the teacher.			+	
68	6.	The university should demonstrate the existence of a procedure for responding to complaints from students.		+		
69	7.	The institution should ensure the consistency, transparency and objectivity of the evaluation mechanism, including the appeal.			+	
70	8.	The university should ensure that the procedures for assessing the learning outcomes of students are consistent with the planned learning outcomes and program objectives. Criteria and methods for evaluation should be published in advance.		+		
71	9.	The institution should determine the mechanisms for ensuring the learning outcomes of each graduate and ensure the completeness of their formation.		+		
72	10.	Evaluators should possess modern methods for evaluating learning outcomes and regularly improve their qualifications in this field.			+	
		Total		**5**	**5**	
Standard "Learners"						
73	1.	The university should demonstrate the policy of forming a contingent of students from admission to release. Procedures regulating the life cycle of trainees (from admission to completion) should be identified, approved, published.		+		
74	2.	The university should envisage special adaptation and support programs for newly enrolled and foreign students.		+		
75	3.	The university should demonstrate the conformity of its actions to the Lisbon Recognition Convention.		+		

No	#	Description				
76	4.	The University should be involved with other educational organizations and national centers of the European Network of National Information Centers for Academic Recognition and Mobility.		+		
77	5.	The university should demonstrate the existence and application of the mechanism to recognize the results of the academic mobility of students, as well as the results of additional, formal and informal education.			+	
78	6.	The university should provide an opportunity for external grants for training.			+	
79	7.	The university should make the maximum amount of efforts to provide practice-based practice, facilitate the employment of graduates, and maintain communication with them.		+		
80	8.	The university should provide the graduates with the documents, confirming the received qualification, including the results of the training achieved, as well as the content of the education.		+		
81	9.	An important factor is the monitoring of the employment and professional activities of graduates.		+		
82	10.	The university should actively encourage students to self-education and development outside the main program (extracurricular activities).		+		
83	11.	An important factor is the existence of an active association / association of graduates.			+	
84	12.	An important factor is the availability of a support mechanism for gifted students.			+	
		Total		**8**	**4**	
Standard "Teaching staff"						
85	1.	The university should have an objective and transparent personnel policy, which includes hiring, professional growth and development of personnel, which ensures the professional competence of the whole state.		+		
86	2.	The university should demonstrate the conformity of the personnel potential of the Teaching staff with the development strategy of the university and the specifics of the OS.		+		
87	3.	The university should demonstrate awareness of responsibility for its employees and providing them with favorable working conditions.		+		
88	4.	The university should demonstrate a change in the role of the teacher in connection with the transition to student-centered learning.		+		
89	5.	The university should determine the contribution of Teaching staffs to the implementation of the development strategy of the university and other strategic documents.			+	
90	6.	The university should provide opportunities for career growth and professional development of teaching staff.		+		
91	7.	The university should attract practitioners of relevant industries to the teaching.		+		

92	8.	The university should provide targeted actions to develop young teachers.			+	
93	9.	The university should demonstrate the motivation for the professional and personal development of teachers, including the promotion of both the contribution to the integration of research and education, and the use of innovative teaching methods.	+			
94	10.	An important factor is the active use of Teaching staff information and communication technologies in the educational process (for example, on-line training, e-portfolio, MEP, etc.).			+	
95	11.	An important factor is the development of academic mobility, attracting the best foreign and domestic teachers.			+	
96	12.	An important factor is the involvement of the Teaching staff in the life of society (the role of teaching staff in the education system, the development of science, the region, the creation of a cultural environment, participation in exhibitions, creative competitions, charity programs, etc.).	+			
		Total	**8**	**4**		
Standard "Research work"						
97	1.	The university should demonstrate that the priorities of research work are in line with the national policy in the sphere of education, science and innovative development.	+			
98	2.	The university should ensure that the research activities of the mission and the strategy of the university are in line.	+			
99	3.	The university should plan and monitor the effectiveness of research.	+			
100	4.	The university should demonstrate the availability of processes to attract students to research activities.			+	
101	5.	The university should demonstrate assistance in presenting the scientific positions of researchers, teaching staff and students at various scientific sites, including the publication of scientific results.	+			
102	6.	The university should promote the introduction of research results, including consulting and commercialization.	+			
103	7.	The university should promote the recognition of the results of scientific research work, including the registration of scientific projects in authorized bodies, the design of patents and copyright certificates.	+			
104	8.	The university should strive for joint research with foreign universities.			+	
105	9.	The university should strive to diversify the forms of financing research activities.	+			
106	10.	The university should stimulate research activities using various forms of motivation.			+	
		Total	**7**	**3**		
Standard "Finance"						

№	№	Criteria				
107	1.	The university should formulate development scenarios that are consistent with the development strategy, taking into account the risk assessment.			+	
108	2.	The university should demonstrate the operational and strategic planning of its budget.		+		
109	3.	The university should demonstrate the existence of a formalized financial management policy, including financial reporting.		+		
110	4.	The university should demonstrate the existence of an internal audit system.		+		
111	5.	The university should demonstrate an external independent audit.		+		
112	6.	In the university there should be a mechanism for assessing the adequacy of financial support for various types of activities of the university, including strategy for the development of the university, the development of the OP, scientific projects.		+		
		Total		**5**	**1**	

Standard "Educational resources and student support systems"

№	№	Criteria				
113	1.	The university should demonstrate the sufficiency of material and technical resources and infrastructure.		+		
114	2.	The university should demonstrate the existence of support procedures for various groups of students, including information and counseling.		+		
		The university should demonstrate the correspondence of information resources to the specifics of the OP, including compliance in the following areas:				
115	3.	technological support of students and teaching staff in accordance with educational programs (for example, online training, modeling, databases, data analysis programs);			+	
116	4.	library resources, including the fund of educational, methodological and scientific literature on general educational, basic and profiling disciplines on paper and electronic media, periodicals, access to scientific databases;		+		
117	5.	examination of the results of research, final works, dissertations on plagiarism;			+	
118	6.	functioning WI-FI in the territory of the organization of education.			+	
119	7.	The university should strive to ensure that the training equipment and software used to develop the OP are similar to those used in the relevant industries.		+		
120	8.	The institution must ensure that it meets safety requirements in the learning process.		+		
121	9.	The university should strive to take into account the needs of different groups of students (adults, working, foreign students, as well as students with disabilities).		+		
		Total		**6**	**3**	

Standard "Public Awareness"

| | | The information published by the university should be | | | | |

		accurate, objective, relevant and should include:				
122	1.	Implemented programs, indicating the expected learning outcomes;		+		
123	2.	information on the possibility of assigning qualifications at the end of the OP;		+		
124	3.	information on teaching, training, evaluation procedures;		+		
125	4.	information on passing scores and educational opportunities provided to students;		+		
126	5.	information on job opportunities for graduates.		+		
127	6.	The management of the university should use a variety of ways to disseminate information (including media, web resources, information networks etc.) to inform the general public and interested persons.		+		
128	7.	Informing the public should provide support and explanation of national development programs of the country and the system of higher and postgraduate education.		+		
129	8.	The university should publish audited financial statements on its own web resource.			+	
130	9.	The university should demonstrate the reflection on the web resource of information characterizing the university in general and in the context of the OP.			+	
131	10.	An important factor is the availability of adequate and objective information about Teaching staff, in the context of personalities.			+	
132	11.	An important factor is the placement of information on cooperation and interaction with partners, including scientific / consulting organizations, business partners, social partners and educational organizations.		+		
133	12.	The university should post information and links to external resources based on the results of external evaluation procedures.			+	
		Total by standard		**8**	**4**	
		Total		**89**	**44**	