



«АККРЕДИТЕУ ЖӘНЕ РЕЙТИНГТІҢ  
ТӘУЕЛСІЗ АГЕНТТІГІ» КЕМ

НУ «НЕЗАВИСИМОЕ АГЕНТСТВО  
АККРЕДИТАЦИИ И РЕЙТИНГА»

INDEPENDENT AGENCY FOR  
ACCREDITATION AND RATING

# REPORT

**On results of external expert commission work on assessing degree programs compliance with specialized accreditation standards**

5B042100 – «Design»

5B051000 – «State and local management»

5B090200 – «Tourism»

6M090200 – «Tourism»

**ALMATY TECHNOLOGICAL UNIVERSITY**

**Site-Visit Dates: December 19-21, 2018**

**INDEPENDENT AGENCY FOR ACCREDITATION AND RATING**  
*External expert commission*

*Addressed to  
Independent Agency for  
Accreditation and Rating  
(IAAR) accreditation council*



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**December 19 - 21, 2018**

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## **LIST OF DESIGNATIONS AND ABBREVIATIONS**

**АИС** – automated information system  
**АУП** – administrative and managerial staff  
**АТУ** – Almaty technological university  
**БД** – base disciplines  
**БРС** – point-rating system  
**ГОСО** – State obligatory educational standard  
**ДО** – distance education  
**ИКТ** – information-communication technologies  
**ИУП** – individual curriculum  
**КТО** – credit technology education  
**КЭД** – Elective disciplines catalogue  
**МОН РК** – Ministry of education and science of the Republic of Kazakhstan  
**МОП** – modular degree programs  
**МС** – international collaboration  
**МТБ** – material and technical basis  
**МТО** – logistical support  
**НИД** – research activities  
**НИР** – R&D work  
**НИРМ** – master students R&D work  
**НИРС** – trainees R&D work  
**ООД** – general education disciplines  
**ОП** – educational program  
**ПД** – profile disciplines  
**ППС** – teaching staff  
**PhD** – doctor/PhD  
**РК** – Republic of Kazakhstan  
**РУП** – Working curriculum  
**СРО** – trainees self -guided work  
**СРОП** – trainees self-learning under teacher’s guidance  
**ТУП** – Standard curriculum  
**УМКД** – Disciplines teaching-methodological complex  
**УМР** – teaching work  
**УМС** – Teaching-methodological council  
**УС** – Academic council  
**ЭБ** – Electronic library  
**ЭД** – elective disciplines

## **(I) INTRODUCTION**

According to the Order # 118-18-ОД dated November 27, 2018 the independent agency for accreditation and ranking external expert commission from December 19 to 21, 2018 carried out the university's activity compliance assessment with IAAR specialized accreditation standards requirements at Almaty Technological University (dated February 24, 2017 # 10-17-ОД, edition five).

Report of the external expert commission contains Almaty technological university's compliance assessment with specialized accreditation criteria of IAAR, external expert commission's recommendations on further perfecting the degree programs parameters and degree programs profile parameters.

### **External expert commission make up:**

1. *Chairman* – Pak Yury Nikolayevich, doctor of technical sciences, professor, head of RK higher schools teaching -methodological association at Karagandy state technical university (Karagandy);

2. *Foreign expert* – Morozov Mikhail Anatoljyevich, doctor of economical sciences, RAES academician, prof and world languagesessor of Russian new university and Russian economic university named after Plekhanov G.V. (Moscow);

3. *Foreign expert* – Omuraliyeva Damira Kemelovna, doctor of economical sciences, professor, Rector of Naryn state university named after Naamatov S. (Naryn, Kyrgyz Republic);

4. *National expert* – Sakhanova Ardak Nauryzbayevna, , doctor of economical sciences professor, vice-rector for strategic development of Kazakh university of international relations and world languages, named after Abylai khan (Almaty);

5. *National expert* – Arzayeva Maiya Zhetkerenovna, assistant professor, candidate of economical sciences, Finances chair head of Higher school of economics and business attached to Kazakh National University, named after Al-Farabi (Almaty);

6. *National expert* – Turekulova Dametken Medikhanovna, doctor of economical sciences, professor of Kazakh university of economics, finances and international trade (Astana);

7. *National expert* – Shaigozova Zhanyerke Nauryzbayevna, candidate of pedagogical sciences, assistant professor of Kazakh national pedagogical university, named after Abai, member of RK Artists commonwealth, UNESCO expert on art education (Almaty);

8. *National expert* – Kydyrova Zhamilya Shafkatovna, candidate of economical sciences, management and marketing chair head of South Kazakhstan state university, named after Auezov M. (Shymkent);

9. *Employer* – Asylbekov Daulet Temirkhanuly, Head of analytics and programs implementations of Almaty city employers chamber (Almaty);

10. *Student* – Amanbek Asem Nurgalikyzy, master student, EP «6M050900 – Finances» of Academy«Kainar», member of Kazakhstan Students alliance (Almaty);

11. *Student* – Zholdasbek Gani, the fourth course, specialty 5B050600 «Economics» of Kazakh National University, named after Al-Farabi (Almaty);

12. *Student* – Muratbekova Zhadra Sanatkyzy, 3<sup>rd</sup> course, specialty 5B042100 – «Design» of Kazakh National Academy of Arts, named after Zhurgenev T. (Almaty);

13. *Observer* – Kanapiyanov Timur Yerbolatovich, PhD, head of international projects and public relations of IAAR (Astana).

## **(II) PRESENTATION OF EDUCATIONAL ORGANIZATION**

History of Almaty Technological University (ATU) started in 1957 since founding the Almatinsky branch of All-union food industry extramural institute. In 1966 Almaty branch under the USSR Ministers council order was included into the make up of Dzhambul technological institute of light and food industry. Under RK Government decree # 573 the Dzhambul technological institute of light and food industry Almatinsky branch was reorganized into Almatinsky technological institute (ATI).

In 1999 according to RK government decree # 1192 Almatinsky technological institute was restructured into CJSC «Almaty technological university». In 2003 it was reregistered as a Joint Stock Company «Almaty technological university».

Currently ATU orderly implements Bologna declaration principles, operating according to the global higher education multilevel model: bachelor – master - PhD, strives to integration into the world educational space.

Since 2005 at the higher school there functions the Quality management system, certified on the compliance with the international standards ISO 9001 - 2008. ATU Quality management system's performance has been confirmed with independent audits of the Association for certification «Russian register», being the member of international certification network IQNet.

In 2010 ATU signed the Magna Charta Universitatum. The university has been entrusted to coordinate the EU FP-7 program in the republic on the guideline «Food products and biotechnology».

ATU is a member society of the Universities international association; Students exchange international association; European universities Rectors club; International bibliographic society; Eurasian universities commonwealth and EdNet consortium.

To raise openness (publicity), autonomy, as well, uniting and social promoting the university's all generations graduates here operates there Trustees' Board and Graduates Association. There functions on the constant basis the Scientific-methodological council, Scientific-technical council, disciplinary council.

ATU activity is highly evaluated by various international and national structures: the higher school has been accredited by the Independent agency for quality assurance in education в образовании (IAQA); awarded international honors in the nomination – EUROPEAN QUALITY and Golden medals of the International fund for high quality in business practice (Switzerland) and Ассоциации for industry promoting (France).

In the international the CIS and Baltics countries higher schools ranking according to the data of the consulting company Quacquarelli Symonds (England) and international information group «Interfax» (Russia) ATU enters Top – 9 ranking and occupies the 7<sup>th</sup> position among Kazakhstan higher schools ARES-2017 (Academic Ranking of World Universities-European Standard) international ranking, demonstrating the category BBB+.

In QS University Rankings: Eastern Europe & Central Asia in 2016 ATU entered the TOP – 200 of Eastern Europe and Central Asia universities, as well. It is in the Top 5 of the best RK technical higher schools. ATU holds the 2<sup>nd</sup> position amongst Kazakhstan higher schools in the National business ranking of the enterprises in the nomination «Liquidity index». Annually the ATU profile degree programs occupy the first positions in the National academic rankings of degree programs.

At present the university fulfills an educational activity on 23 specialties of bachelor's degree, 18 specialties of master degree and specialties of PhD degree. Tuition is executed in the state, Russian and English languages.

In 2018 the contingent enrollment to the university's degree programs per all educational forms and levels constituted 2182 people (amongst them to bachelor degree programs – 1984 people, master course degree – 158 people, PhD course degree – 40 people).

Trainees contingent as for 01.10.2018 at bachelor degree course amounted to 6744 people, including at distance learning– 1048; at master course – 254 people, PhD course – 78 people.

An academic process is provided by the teaching staff: 478 people, amongst them 443 salaried teachers. The share of the teachers with scientific degree and titles in whole at the university is 53,2%.

The university consists of: «Food productions faculty», «Light industry and design faculty», «Faculty of economics and business», «Faculty of engineering and information technologies» and «Faculty of distance learning», as well Kazakhs-Swiss institute of tourism, catering trade and hospitality business, Technological-economical college.

An academic activity on the EP 5B042100 – «Design» is carried out based on the license # 0137401, issued by the Committee for control in th education and science areas of MES RK dated 03.02.2010.

On the EP 5B090200 – «Tourism» based on the state license АБ # 0137369 dated 3.02.2010. Training at master courses on the specialty 6M090200 – Tourism is executed since 2010 based on the state license of MES RK series АБ # 0137401 dated 3.02.2010 with a validity term - on an unrestricted basis.

On the EP 5B050100 – «State and local management» according to the appendix to the license for fulfilling an academic activity # 0137401 dated February 3, 2010.

### **(III) DESCRIPTION OF PREVIOUS ACCREDITATION PROCEDURE**

In compliance with the order of the Independent agency for accreditation and ranking on May 11-13, 2014 ATU was assessed by the external expert commission on conforming of the **EP5B051000 – «State and local management»** and **5B090200/6M090200 – «Tourism»** to specialized accreditation standards of IAAR (as of April 26, 2012 # 08-ОД, 2<sup>nd</sup> edition).

On May 20, 2014 under the decision of the Accreditation council the EP 5B051000 – «State and local management», 5B090200 – «Tourism» and 6M090200 – «Tourism» were accredited for 5 years. Accreditation on the EP 5B042100 – «Design» by IAAR is being conducted for the firsts time, on the EP 5B051000 – «State and local management», 5B090200 – «Tourism» and 6M090200 – «Tourism» for the second time.

Oresious external expert commission’s make up:

1. Commission’s chairman – Ualkhanov Baizhan Nurbayevich, candidate of technical sciences, staff reserve coach of «Holding «Kasipkor» (Astana);
2. Foreign expert–H.-Christian Brauweiler, professor of business administration, accountancy and audit, an expert of Programs international accreditation fund for business administration (Germany);
3. Foreign expert – Subbotina Yelena Viktorovna, candidate of technical sciences, assistant professor of the chair «Turoperating», professor of Russian international tourism academy (Moscow, Russia);
4. Expert – Skiba Marina Aleksandrovna, candidate of pedagogical sciences, head of quality control department of Kazakhstan economical university, named after Ryskulov T. (Almaty);
5. Expert – Sagintayeva Saule Savetovna, doctor of economical sciences, professor, vice-rector for academic issues, Kazakh university of economics, finances and international trade (Astana);
6. Expert – Ivleva Nadezhda Vladimirovna, candidate of pedagogical sciences, associated professor, «Tourism and service» chair’s head, Kazakh academy of sports and tourism (Almaty);

7. Expert – Lashkaryeva Oljga Vasiljyevna, candidate of pedagogical sciences, assistant professor, head of the chair «Economic theory», Eurasian national university, named after Gumilyev L.N. (Astana);

8. Employer – Ukeyev Kairat Abdrasilovich, managing director of LLP «Alfish» (Almaty);

9. Student – Zhaldasbayev Almas Karimovich, 2nd course, specialty “Finances”, Kazakh national university, named after Al-Farabi (Almaty);

10. Observer from the Agency – Nurakhmetova Aiman Bekbolatovna, head of Agency;s informational-analitical project (Astana).

**Proceeding from the external expert commission assessment outcomes there have been given the following recommendations to the higher school on the EP 5B051000 – «State and local management»:**

**1. On the standard «Degree program management»:**

*To review the EP development plan to specify activities guidelines, prognose perspective dynamics of trainees contingent formation:*

The chair economics and management, based on «Methodological recommendations on the degree program development plan elaboration», approved by the university’s scientific-methodological council d.d. 06.05.2015 reconsidered the EP 5B051000 “State and local management” development plan forms– (chair’s sittings protocols: #11 d.d. 15.06.16, Scientific-methodological commission of the faculty Economics and business - # 6 d.d. 25.06.2015, ATU scientific-methodological council - #2 d.d. 18.11.15, as well they have been reviewed and newly approved by Economics and business faculty scientific-methodological commission in December, 2018 according to the updated АТУ-УКИА-МР-7.5.1-2017-08 «MR on the EP development plans elaboration» d.d. 01.11.2018.

Analysis and prognosing the trainees contingent formation perspective dynamics on the EP 5B051000-State and local management have been performed in the sections «Program analytical substantiation» in a subsection «Data on trainees». There have been conducted the presentations of the EP5B051000 State and local management development plans– with invitation of the university’s management, all structural subdivisions, employers to the Economics and business faculty’s scientific-methodological commission’s sittings.

*Spread in an academic community the experience of focusing the EP being implemented in the higher school at economy definite branches:*

With an aim to spread in an academic community the experience of being implemented EP orientation at economy various branches, the “Economics and management” chair teachers have participated in different seminars, scientific-practical conferences at other higher schools and CIS countries. There have been published 18 scientific articles on RK light and food industries topical issues.

*Conduct a number of discussion panels concerning the spreading the experience of systemic interrelation with the employers:*

With the aim of distributing the experience of interrelation with the employers there have been carried out a number of panel discussions: on May18, 2015 jointly with Almaty city Employers chamber a panel discussion «Dual education. Experience. Problems. Perspectives» with ATU partners participation; on December12, 2016– a panel discussion concerning the “Economics and management” chair EPs graduate model with the presence of the JSC «AziyaAgrofood», LLP «Aksai Nan», LLP «Coca-Cola», Kaspi university teaching staff, KazHI , named after Goncharov. There were carried out the panel discussions with employers and other higher schools representatives participation in March and April, 2017, on October 10, 2017 there was held a master class by the leading specialist of Almaty oblast Yenbekshikazakhski region ‘s public and housing utilities Sadykova A.R. on the topic «Experience of the population territorial self-governing committees’ activities» for the 4<sup>th</sup> course students, specialty State and local



management. On January 18, 2018 there was carried out the panel discussion on the issues of introducing the proposals into the elective disciplines content by the employers.

*Make precise and formalize the instrument of detecting and managing the EP risks:*

Detecting and EP risks managing instrument have been formalized and clarified in the processes information maps album (ATY–TCand A–ИКП–5.3/9.3-2017-01 p.p. 62, 64), as well, in Almaty technological university's Strategic development plan for 2018-2021, also in the EP development plans. For every EP there has been formed a working group from amongst the chair's teaching staff, which conducted a SWOT analysis, drew up a risks register. Analysis outcomes and risks register have been considered at the chair's sitting # №4 d.d. 25.11.15. There have been drawn up and discussed the measures on levelling the risks negative influence at implementing the EP at the chair's sitting # 5 d.d. December 15, 2015.

*Renew the teaching staff incentive system, directed to personal development, vocational perfection and intensification of contribution into the light and food, tourism and hospitality branches development:*

During the visit the expert group assured, that for teachers moral and material stimulation ATU introduced a normative document ATY-ИПД-7.5-2013-34 Provision on the moral and material stimulation of teachers and employees. The document thereof anticipates the teaching incentive system for the personal development, vocational upgrading. The document is supplemented with the document «Concerning the teaching staff, chairs and faculties activities assessment ranking system» dated 27.09.2018 (instead of previously operated document «The teaching staff vocational ranking definition dated 31.05.14). For the high vocational rating proceeding from the results of 2014-2015 academic year the following teachers were allocated increase in pay: Kirbetova Zh.S., Abutalipova Zh.A. Морально поощрены за высокие достижения грамотами АТУ Senior teachers Saveljyeva S.Ye., Baskanbayeva R.K have been morally awarded with diplomas for high achievements. In 2015-2016 academic year for high vocational rating there was stated an addition to the salary to the candidate of economical sciences, assistant professor Sauranova M.M., for sufficient achievements in the work there were awarded commendations to Dzholdasbayeva G.K., Ospanova A.O., awarded with merit certificates Bayakhmetov T.B., Saveljyeva S.Ye.

*To consider the possibility of opening the degree programs on the specialties being accredited:*

— ATU has concluded the agreement on the dual education system elements with the enterprises to conduct practical lessons in 2016-2017 academic year: Alatau district akimat, Almaty city on the discipline «Theory of state management» for the 3<sup>rd</sup> course students, specialty State and local management in the amount of 20 people.

*Along with elaborating the vocational standards it is needed to specify the learning outcomes and a EP graduate model at all levels:*

The teaching staff and employers participate in the development and management of the degree program. On the basis of the employers survey for the desired competencies of graduates, the model of a graduate-economist, a graduate manager has been specified. graduates models by level of study were reviewed at the E & M chair's sitting # 5 d.d. December 24, 2015 with the participation of the deputy. akim of Auezov district Bakhytzhan Kuanysh and were approved taking into account the competencies offered to them. On February 9, 2016, a meeting of the extended administration was held with the participation of industry associations on the development of professional standards with the participation of employers (Vice-President of the CUPP Zhaurgaliyeva A.A., Director of Asia Pacific Food Company Shevchik P.P., etc.). At the meeting it was decided to develop competencies on the specialties of the chair together with employers, and also to take part in the development of professional standards in conjunction with industry associations of employers. On February 20, 2017 a round table was held to discuss the Catalog of elective disciplines, educational trajectories for training specialists on educational levels of the E&M chair's EP with the participation of representatives of Damu Entrepreneurship Development Fund JSC, the Audit Commission of Almaty, the Office of Employment and Social

Programs of Almaty at the Economy and business faculty level. As the main areas of training, participants the Round Table participants recommended to include in QED for 5B051000-State and local management disciplines: Civil Service Organization, Personnel Policy in Civil Service Bodies, E-Government, which will allow graduates mastering the new competencies (Minutes of the Economics and business faculty's scientific-methodological commission's sitting d.d. February 20, 2017).

*Continue working with the professional community on elaborating and upgrading the vocational standards:*

The university's management on January, 2016 sent a letter to the National economic university, named after Ryskulov T., concerning the inclusion the professor Dzholdasbayeva G.K. into the working group for developing the vocational standards on the specialty "Economy" per all education levels. At the working teaching-methodological council sitting dated January 18, 2016 at the New economic university, named after Ryskulov T. the head of "Economics and management" chair Dzholdaspayeva G.K. participated in "Economics" chair's section sitting where the topic of founding the working group on founding the working group for the vocational standards elaboration, aims and order of their development have been considered. On March 9, 2017 there was held the chair's extended sitting where the working curricula, bachelor modular degree programs on the specialty «State and local management» for 2017-2018 academic year with employers participation have been discussed, the employers have given a number of proposals on widening and deepening the necessary competences, meeting the market requirements.

*To analyze the possibility of opening the MBA modular program, directed to training the managers for food, light, tourism and hospitality industry branches:*

The university's scientific-methodological council sitting d.d. September 25, 2015, protocol # 1 considered the issue on the preparing the documents package concerning the opening of MBA EP 6M052000 – «Business administration» in connection with the demand on the given program by graduates. The documents set was introduced into the system of licensing the EP by MES RK on February 6, 2016. There has been received substantiated refusal from the SE «Committee for control in the education and science sphere of MES RK» as of 04.04 .2016. At present the university is going to open the EP thereof after drawing up the EP register.

*To organize jointly with the professional community the upgrade qualification courses for corporate customers:*

The university has concluded the agreements on conducting the upgrade qualification courses between ATU and LLP «Food Master Trade» d.d. April 6, 2016, LLP «Food Master-Shymkent» d.d. 18.12.14, AIC «Adal» d.d. 23.11.15, Pavlodar regional museum (Pavlodar city), LLP «Deloit», LLP «Earnst and Young», LLP «Merke cheese factory», LLP «Efes Kazakhstan», etc. Total 10 executed agreements. 'Economics and management' chair jointly with the upgrade qualification institute has developed and approved the upgrade qualification courses programs at the chair's sitting and agreed them with the enterprises. Upgrade qualification courses have been carried out on the topics: Planning and analysis of the enterprises financial-economic activities, Projects management, Enterprise expenditures management, The heads business communications, etc.

*To activate the graduates association activity, conduct master-classes for trainees at the enterprises-sites, where the university's graduates work:*

The first ATU graduates forum was held on April 21, 2017 proceeding from the results of which there was founded the corporate fund «ATU endowment». Thanks to close links with the graduate the chair jointly with Career and Marketing Center has achieved the following outcomes:

- there were organized and conducted excursions for the trainees on the specialty EP5B051000 – State and local management and chair's teaching staff at profile enterprises : LLP «Aksai» (21.10.2014), JV LLP «Coca-Colabottlers» (18.02.2014), JSC «Galanzbottlers» (03.02.2015), LLP « o» (10.02.2016 ), LLP «Kara Kemir» (28.03.2016);

-provided participation of Alatau district akimat's representatives in the festive diplomas handing (25.06.2015);

-on October 20, 2017 was held the master-class by the Revision commission specialist, 2014 year ATU graduate, Zhaldasbai Beibarys Iiyasuly, with STU 4<sup>th</sup> course students participation of the specialty 5B051000 - «State and local management» on the theme «Civil service at the modern development stage».

- annually there is carried out the graduates fair «Choose your own way!» with active involvement of EP State and local management employers and trainees;

-the leading specialist of JSC «Insurance company «Centras insurance» Muravenko O.Ye., the ATU 2014-year graduate, on October 6, 2016 conducted the master class on the topic «My first working place» for the 4<sup>th</sup> course students of the specialty 5B051000 - «State and local management»;

-on April 17, 2017 HR manager of «Zhan» company Amanzholova A., the ATU 2015-year graduate conducted the master-class «How to find a job» for the 4<sup>th</sup> course trainees on the specialty «State and local management»

*To broaden employers participation in the university's collegiate bodies:*

The following employers are included into the ATU collegiate bodies: ATU Trustees' council (2014-2015 academic year) - JSC «AziyaAgroFood» director Shevchik P.P., Academic council (2014-2015 academic year). Trustees' council chairman Mnatsakanyan R.G. and ATU graduates association's chairman - Ovsepyan D.G. Employers are included into the ATU working teaching-methodological council make up: Shaikenova R.R. -president of KTA, Yeroshkina V.K.- director of Accountants and auditors association.

## **2. On the standard «Degree program specifics»:**

*To continue further harmonization of degree programs contents with the leading foreign and Kazakhstan higher schools degree programs:*

With the aim of further harmonization of degree programs contents with the leading foreign and Kazakhstan higher schools ones there have been studied the working curricula of Kazakh national university, named after Al-Farabi, National economy university, Moscow university of food productions, MGU after Lomonosov, Kazakh economic university, named after Ryskulbekov M., Russian economic university, named after Plekhanov G.V., conducted the analysis and comparison of Economics and management chair's EP working curricula and above mentioned higher schools. Proceeding from the results of the analysis and comparison there have been excluded undemanded and outdated disciplines from the specialties curricula (the sitting protocol # 5 d.d. December 24, 2015) and introduced the disciplines «Activities planning at the food and light industries enterprises», «Merchandizing», «Business researches», «Strategic and operating controlling», «Social-economic development forecasting», «Strategic planning and budget processes in the state management», «Multinational management».

*To consider the possibility of establishing the joint degree programs on the specialties being accredited with the foreign higher schools and attract Kazakh scientific-research organizations to an academic process:*

There is performed an active work on developing the international collaboration in the area of education, scientific research, teaching staff and trainees exchange, rendering the guest lectures, webinars, panel discussions between ATU and KEU after Ryskulbekov M. In 2014-2015, 2015-2016 academic years EP 5B051000-State and local management students undertook the practical training at KEU after Ryskulbekov M. There has been concluded the agreement on the joint degree program with Russian economic university, named after Plekhanov G.V., and it has being implemented since 2016.

*To consider the possibility of multilanguage programs development, continue the practice of guest lectures conduct;*

With the aim of implementing the multilanguage programs there has been elaborated the step-by-step Action plan for 2016-2020 years (approved by ATU Rector d.d. 16.05.16). 10

teachers of Economics and management chair had training at different English language courses in the period from 2016 to 2018 years. A scientist from Korvinus university (Hungary) Zoltan Lakner, head of the «Economic activity analysis» chair of Russian economic university, named after Plekhanov G.V., doctor of economic sciences professor Kazakova N.A. rendered the lectures for EP 5B051000 State and local management students on the topic «Express analysis and risks assessment in business», for the teaching staff and the 2-3<sup>rd</sup> year students of the specialty «State and local management» in on-line mode. On May 17-19, 2017 a professor of Applied resources and applied sciences university Werner Pleschberger rendered the guest lectures for the 2<sup>nd</sup> course students of the specialty State and local management, Shtykhno D.A., the vice-rector for development of Russian economic university, named after Plekhanov conducted the guest lecture on the theme «Managerial solutions (methods of taking and implementing)» for the 2<sup>nd</sup>-year students of the specialty «State and local management» on October 5, 2017.

*To consider the possibility of financing the teaching staff joint researches higher schools-partners at the university's expense:*

The chair «Economics and management» concluded the agreements on fulfilling the R&D works at the ATU own expenses with KEU, named after Ryskulbekov M. on the topic «Research of the CIS countries educational market for implementing the joint EPs» in the amount of KZT1800 thousand (approved at ATU academic council's sitting, protocol # 5 d.d. January 12, 2016) and Kazakh university of technology and business on the theme «Innovative potential assessment and RK food industry economy development» for the sum of KZT1100 thou (approved at ATU academic council's sitting, protocol # 5 d.d. January 12, 2016). There are the agreements, calendar plans for the R&D works thereof and the teaching staff carries out the research in that direction.

*Activate research conducting in the area of teaching methodology to introduce the own workings for the EP academic disciplines:*

Continued systematic work on the introduction into the educational process the research outcomes on the topic "Development of the socio-economic mechanism of sustainable development in the field of storage and processing of Kazakhstan the agro-industrial complex." There are acts of implementation of the results of methodological research in the academic process (8 scientific monographs and textbooks).

*To broaden the education content with account of globalized phenomena and forthcoming entry to the World Tourism Organization (WTO):*

*To broaden the education content with account of economy globalization and Kazakhstan entry into WTO the elective disciplines catalogues were supplemented with the disciplines on:* EP 5B051000 – «State and local management» – «Strategic planning of national economy»; «Transnational companies management».

*To continue the work on introducing into an academic process the outcomes of the research, fulfilled at the junction of economy, light and food industries, tourism and hospitality businesses:*

The results of the research conducted on the topic “Efficiency of white sugar production” by the associate professor of the “E & M” department Bayakhmetov T.B. are used in the academic process on the subject “Food industry enterprises economics, organization and planning” to substantiate business plans. Research results on the topic of the thesis “Ensuring the competitiveness of light industry enterprises of the Republic of Kazakhstan” by Dr. PhD Yepanchintseva S.E. are used in the discipline "Economics of production". G.K. Dzholdasbayeva took part in the research of the the National economy University on the theme: “Developing a socio-economic mechanism for sustainable development in the field of storage and processing of Kazakhstan agricultural-industrial complex” (Grant Number 2371 / GF4, 2015-2017) as a chief researcher. According to the results of the research work carried out by a group of scientists from the National Economy University “Narhoz”, KazNAU, ATU, 5 scientific papers were developed, published and introduced into the academic process.

### **3. On the standard «Teaching staff and teaching performance »:**

*To reconsider the EPs development plans with account of forming the staff reserve and upgrade qualification:*

The E & M chair on the basis of the “Methodological guidelines for the development of the degree program development plan”, approved by the University’s scientific and methodological council as of 06.05.2015, revised the forms of the development plan for EP 5B051000 - “State and local government” (meeting minutes: of chair - #11 dated 15.06.16, SMC of Economics and business faculty - No. 6 dated 06/25/2015, ATU SMC - No. 2 dated 11/18/15, as well, revised and re-approved by the E&B faculty’s SMC in December, 2018 in accordance with the updated ATU-Q&AD -MP-7.5.1-2017-08 "Methodological workings on the development the EP plans, dated 11/01/2018. Formation of personnel reserve and advanced training is reflected in the section "Analytical justification of the program" and in the section "Basic goals and objectives of the development plan with indications of terms and stages of its development", there is given the forecast of the quantity and quality of teaching staff until 2021, internship at foreign universities, taking into account the current dynamics and planned measures to improve the quality of teaching staff. On the EP State and local management advanced training courses were held in the 2015-2016 academic year by 18 teachers, including 16 teachers in Kazakhstan, 2 teachers - abroad; in the 2016-2017 academic year - 20 teachers, including 17 teaching staff in Kazakhstan, 3 teaching staff - in foreign countries; in the 2017-2018 academic year - 20 teachers, including 18 faculty members in the Republic of Kazakhstan, 2 faculty members - abroad. D.Sc., Professor D.B. Dauylbayev passed advanced training courses on the topic: “Improving the system of local government and self-government in the Republic of Kazakhstan”, May, 2018; Doctor of Economics, Professor Dzholdasbayeva G.K. took advanced training courses on the topic: "Improving the system of local government and self-government in Kazakhstan", May, 2018; Ph.D., associate professor Sauranova MM took advanced training courses on the topic: “Updated higher education within modern pedagogical technologies”, May, 2018; Master Ospanova A. completed refresher courses in the frame of the Winter School of Economics on the discipline "State regulation of the economy" in the amount of 72 hours in January 2018.

*Reconsider and specify the teaching staff individual plan form, clarify the performance tracing in it:*

Updated individual teaching staff plans according to the “Rules of the educational process and practice” ATU-R-7.3.-2014-06-02-03 f.8. In sections of the individual plan, such as academic, methodical, scientific, organizational, educational work there were introduced the to track the duration of the planned type of work by the chairs heads. Monthly and at the end of the semester, teachers fill in the columns on the implementation of the academic load for the month, semester and year and the chair passes them to the teaching-methodological department in the established forms (F-7.1 / 7.3.-2014-06-02-02-08, F-7.1 / 7.3 .-2014-06-02-02-09, F-7.1 / 7.3.-2014-06-02-02-10, F-7.1 / 7.3.-2014-06-02-02-11). Formed a brief report on the implementation of the individual plan for the academic year, indicating the reasons for non-fulfillment or partial fulfillment of the work assigned to teachers in the fall / spring semester. At the meeting, the chair listens and discusses the teaching staff reports on the implementation of the action plan for the first, second semester and for the entire academic year.

*To work out and implement the perspective plan of the teaching staff academic mobility with foreign higher schools, entering the Top -500 QS ranking:*

The Economics and management chair developed a plan for the development of incoming and outgoing academic mobility of the teaching staff for the period of 2016-2018. In terms of the EP development in the framework of the teaching staff academic mobility, there planned guest lectures in foreign universities from 2018-2021. In order to develop international cooperation in the field of education and research, the exchange of teaching staff and students, there conducted negotiations with Novosibirsk State University (NSU), which is in the top 500 QS rankings. In

September, 2016-2017 academic year within the framework of academic mobility, a course of lectures was conducted by an associate professor of the chair Skopina L.D. on the topic "Application of economic and mathematical methods in economics" in the amount of 2 credits. In the framework of academic mobility for the students and teaching staff of the Russian Economic University, named after Plekhanov the following teachers rendered on-line lectures: professor Zhanguytina G.O. on the topic: Innovative technologies in teaching at higher school"; for 2nd year students of TARSU on the specialty State and local management, senior lecturer Saveljyeva S.Ye. lectured on the discipline "Macroeconomics" on the topic: "Currency system and exchange rate". In addition, teachers of REU also conducted classes according Development plan.

*To provide the teaching staff multilingual competency development, including certification of knowledge level (IETLS, TOEFL, TEST DAF):*

In order to implement multilingual programs, a step-by-step Action Plan for 2016-2020 has been developed (approved by the ATU Rector dated May 16, 16). A Plan for a phased transition to a trilingual study of disciplines per educational levels in the context of degree programs for 2016-2020 was compiled, which was discussed and approved at Economics and Management chair's sitting dated May 29, 2016, protocol No. 10. The teaching staff, rendering lessons on the EP State and local management had training at various English language courses: in the 2015-16 academic year - 4 teachers, in the 2016-17 academic year - 5 teachers, in the 2017-18 academic year 5 teachers.

*With the aim of the teaching staff quality securing it is necessary to attract to EP implementation the famous scientists and public figures, as well, experienced practitioners:*

The practice of attracting well-known scientists, public figures and experienced practitioners to the educational process is being implemented (Syzydkov B.L., Chairman of Almaty city Audit Commission, Shevchik P.P., Doctor of Economics, Director of AsiaAgroFood JSC, Zharekeshev Kh.B., doctor of economic sciences, professor, having many years of experience in a research institute.) In order to ensure the quality of classes, the following teachers were involved into the academic process in the 2016-2017, 2017-2018 academic years: Dauylbaev K.B., Ph.D., a professor who has experience in scientific teaching, reads disciplines: "Economic theory", "Investment Management"; Baimakhambetova G.I., Doctor of Economics, Professor, worked at the department in the 2016-2017 academic year, rendered the following disciplines: "Strategic Management", "Management", "Anti-crisis management"; Uakbayeva A.T. hired in September 2017 as a teacher, has practical experience as a manager, a specialist in the company of JSC "NC KTZ"- "Almaty branch of the backbone network "NZHS-7". Conducts practical classes on the following disciplines: "State policy of ensuring the competitiveness of the economy", "Analysis of investment projects"; Annabigin R.A. has practical experience in governmental structure, worked in the Office of the State Labor Inspection and Migration of Almaty City, since 2016-2017 academic year works as a teacher, conducting practical classes on the disciplines "Entrepreneurship" and "Production Economics", Baimakhambetova G.I., doctor of economic sciences, professor, worked at the chair in 2016-2017 academic year, rendered the following disciplines: "Strategic Management", "Management", "Anti-crisis Management"; Uakbayeva A.T. has been hired in September 2017 as a teacher, has practical experience as a manager, a specialist in the company JSC "NC KTZh "- " Almaty branch of the backbone network "NZHS-7". Conducts practical classes on the following disciplines: "State policy of ensuring the economy competitiveness", "Analysis of investment projects"; Annabigin R.A. has practical experience in government structure, worked in the Office of the State Labor Inspection and Migration of the City of Almaty from the 2016-2017 academic year working as a teacher, conducting practical classes on the disciplines of "Entrepreneurship" and "Production Economics".

*To create and implement the young teachers development programs:*

The chair, together with the Institute of Advanced Studies at ATU, elaborated a program for the young teachers development, organized advanced training courses at the School of Young

Scientists on the disciplines "Pedagogy", "Psychology", "Methods of Scientific Research", etc. Young teachers had the courses also at other universities and companies (IE Yuldasheva Z.K. "PHP Company", Ufa; LLP ADALKYZMETGROUP, TJDTRAINING CONSULTING, Knowledge Center 'Znaniye', Kharkiv). From 2014-2017, 30 young teachers have taken the upgrade qualification courses.

*To organize on a systemic base the teaching staff probation courses programs at the enterprises of the corresponding branches:*

The chair on a systematic basis is working on organizing internships for the chair's members at light, food and hospitality industries enterprises. Internship plans for the chair's teaching staff have been completed and agreed with the enterprises. In accordance with the schedule, teachers had internships at enterprises. In the period from January 10 to January 13, 2017, the teachers Bayakhmetov T.B., Murzabekova B.M., Ospanova A., Agybayeva N.B., successfully completed an internship at Business Bridge LLP. In the period from 16.01 - 18.01.17 Head of the chair Dzholdasbayeva G.K., teachers Tleubergenova Zh.U., Dauylbayev K.B. completed an internship at JSC Almaty Yeast Plant. At the above-mentioned enterprise in the period from 05.06.17 to 07.06.17 - Aitkhodzhayeva G.I., Naimanova A.O., Abutalipova Zh.A. Teachers Kusainova SB, Akynghaziyeva A.Zh., Akpanov Sh., Zhuzbayeva A.T., Zhanibekova G.K., Baktgerreyeva A.T. trained at Bekker from January 10 to January 13 and from June 12 to 15, 2017. From 29.05.17 to 9.06.17 on the basis of JSC "Aziya Agro Food" - teachers Dzholdasbayeva G.K., Sauranova M.M., Kirbetova Zh.S., Shorayeva A.B., Baskanbayeva R.K. During the reporting period, internships were held at ATU partner enterprises by 25 teachers of the E & M chair.

#### **4. On the standard «Trainees»:**

*To execute the trainees academic mobility development program to provide an outgoing and ingoing mobility to the recognized Kazakhstan and foreign universities:*

In order to ensure the external and internal academic mobility of students and teaching staff, the University has developed a program for the development of academic mobility of the Almaty Technological University for 2015-2020. ATU-PSP-4.2.3-2015-02-02-01 dated August 25, 2015, approved by the Rector of ATU Kulazhanov T.K. Based on the University's Academic Mobility Development Program, an Action Plan for the chair of Economics and Management for the 2015-2016 academic year was developed, where clause 4 covers international activities (protocol of the chair's meeting No. 11 dated June 15, 2015), according to the Memorandum of Cooperation between the Kyrgyz Economic University, named after M.Ryskulbekov and ATU, a plan for the development of academic mobility,

A student of the 3rd year of the EP State and local management Kenesova G. attended the program of internal academic mobility in the 2nd semester of the 2017-18 academic year at the Kazakh University of Technology and Business (Astana).

*To consider the possibility of attracting the employers' financial means and participation in the foreign programs of the trainees academic mobility support at the recognized universities;* The possibility of financing at the expense of employers' funds and participation in foreign support programs for expanding academic mobility of students in recognized universities was considered at the meeting of the of Economics and Management chair (Minutes No. 7 dated February 20, 2016), discussed and recommended for consideration at a meeting of the Trustees' Board (protocol number 2 dated February 25, 2016). The 'Economics and management chair sent the letters to the employers and state structures representatives.

*To elaborate the talented trainees support program:*

ATU developed a social package for students, approved by the rector of August 25, 2015. Section 14 "Encouraging students" provides awards for participation in international competitions (from KZT30 to 60 thousand); in international, republican scientific and practical conferences, and subject Olympiads of students and undergraduates (from KZT10 to 20

thousand), in competitions for the best scientific work, discoveries, inventions of students and undergraduates "Zhas Galym" (from KZT5 to 20 thousand, diplomas and prizes).

*To include into the catalogue the elective disciplines in English language and maintain their learning by the trainees:*

In order to implement multilingual programs, a step-by-step Action Plan for 2016-2020 has been developed (approved by the Rector of ATU dated May 16, 16). A Plan for a phased transition to a trilingual study of disciplines on educational levels in the context of the degree programs for 2016-2020 was compiled, which was discussed and approved at the Economics and management chair's sitting dated May 29, 2016, protocol No. 10. For the bachelor students of the specialty 5B051000 - "State and local management" it is planned to conduct classes in English on the subject "Regional Economics and Management" (Dr. PhD Epanchintseva S.E.).

**5. On the standard «Resources, accessible to degree programs»:**

*To continue purchasing of the software analogous to the one, used in the economy and business sphere:*

"Economics and management" chair purchased and installed the software products Project Expert, Project Audit, «Affairs management», «CRM system», «Projects management», «Program Printing», Information-legal program – subscribers service of the database «Law».

*To continue provision with foreign authors teaching literature, reflecting contemporary world tendencies in the management and economy of the light and food industries, tourism and hospitality business, as well, their regulation at the state and local level.:*

"Economics and management" chair purchased the foreign authors teaching literature, reflecting contemporary world tendencies in the management and economy of the light and food, tourism and hospitality industries, as well, their regulation at the state and local level. Along with the library-information program «MARK-SQL» the ATU library has subscriptions on ShprigerLink, Thomson Reuters, Elsevier, Impact factor, Polpred databases. ATU scientific library has concluded the agreements with Russian electronic resource bases, such as: «Lanj» (Saint Petersburg, agreement # ИП-4597 dated November 10, 2017); «ZNANIUM» (Moscow, agreement #2572 dated November 3, 2017); «IPRbooks» (Saratov, agreement # 3268/17 dated October 25, 2017) ; Polpred.com Review of mass media, Moscow, 2017 (agreement dated 05.05.2017 till 15.11.2019)

**Proceeding from the assessment outcomes the external expert commission has given the following recommendation to the higher school on the EP 5B090200/6M090200 – «Tourism»:**

**1. On the standard «Degree program management»:**

*To clarify and formalize the mechanism of detecting and managing the EP risks in the higher school frame:*

*Mechanism of detecting and managing the EP risks* has been formalized and clarified in the information maps processes album (АТУ–Уқи А–ИҚП–5.3/9.3-2017-01, p.p. 62, 64), as well, in Almaty technological university's Strategic development plan for 2018-2021 years, and in the EPs development plans. There has been formed the working group for every EP, consisting of the chair's teachers, who have conducted the SWOT analysis, compiled the risks register. Analysis outcomes and risks register have been discussed at the chair's sitting #4 dated 25.11.15. There have been elaborated and discussed the actions on leveling the risks negative impact at EPs implementation at the chair's sitting # 5 dated December 15, 2015. For developing the EPs risks detecting mechanism there has been carried out the SWOT-analysis of strengths and weaknesses in the result of which there have been detected the main risks for the degree programs implementation.

*With the aim of the effective risks assessment and the risks reducing ways definition upon developing the EPs development plans it is necessary to conduct regular activities on statistiv*



*processing the employers surveys data to account timely their wishes on forming the competencies, knowledge and skills, in particular, in the elective courses framework:*

The Career center and the chair annually carry out the employers questionnaire upon holding the fair of graduates employment, panel discussions with employers and graduates (14.06.2015 – 32 employers, 20.04.2016 - 24 employers; 26.04.2017 - 35 employers). Employers questionnaire outcomes were considered at the chair's sitting # 9 dated 29.04.2016, etc.). Employers opinions are taken into account upon annual renewal of the elective disciplines catalogues. According to employers proposals such disciplines as: «Basics of business activity in tourism», «Business planning in tourism», «Information technologies in tourism», «Logistics in service» have been included into academic process.

*To maintain the timely analysis of changes efficiency it is recommended to process and account on the regular basis the results of the assessment satisfaction with the trainees, teaching staff quality by employers and graduates, providing the representativity of statistical selection:*

To maintain the timely analysis of changes efficiency there is regularly conducted the trainees, employers, teaching staff, graduates questionnaire in the session period t.atu.kz, the questionnaire outcomes are processed providing the statistical selection representativity. Bachelor and master-students opinions are taken into account upon renewing the modular degree programs on the specialty, EP 5B090200/6M090200 «Tourism». Surveys outcomes were considered at the faculty's scientific-methodological commission sitting (protocol #3 dated 22.01.2016).

*In the process of EP management it is necessary to take into account the external ( labor market changes) and internal media (resources availability and accessibility) efficiency analysis by means of more definite SWOT-analysis, in particular, specifying the action plan on overcoming the detected weaknesses, at that with denoting its implementation deadline:*

Within managing the EP 5B090200/6M090200 there is performed the work on the labor market research, resources availability and accessibility. In the result of SWOT-analysis there have been developed the mechanisms and measures for EP management:

- improvement of labor market awareness, of population, enrollees knowledge of EP 5B090200 - «Tourism», conducting the events as Day of open doors, panel discussions, business-training, teachers career guidance work.
- equipping computer classes with advanced licensed programs on booking hotels, air tickets. Purchased completely functional systems for «Opera» hotel management;
- activating the teaching staff activity on elaborating the electronic textbooks, teaching and methodological literature in foreign languages. At the stage herein the main teaching-methodological study guides, published in the state language are being translated into English.

#### **On the standard «Degree program specifics»:**

*To execute the trainees knowledge careful control teaching commencement on the course and completion of the profile disciplines learning, particularly at credits account in the international academic mobility it is needed to specify the formulations of teaching results of all bachelor students disciplines and set fourth them in the form of competencies:*

The chair upon developing the teaching -methodological complex of elective disciplines practices introducing the incoming and final control, proceeding from that the chair's teaching staff develops test tasks on the initial control and exam papers for the final control. In the result there is conducted trainees knowledge control face at the beginning and completion the profile disciplines teaching detecting the trainees competencies.

The teaching staff and employers participate in developing managing the degree program. Based on the conducted employers questionnaire with a view to trainees required competencies there has been specified a graduate's model.

Teaching outcomes are defined based on the first level Dublin descriptors (bachelor level) and expressed through competencies. The teaching results are formulated both on the total program level and on the module level, a separate discipline. At that there distinguished five

main teaching outcomes: knowledge and comprehension; knowledge and comprehension application; forming judgments; communicative abilities; learning skills or abilities to learning.

Upon developing the teaching-methodological disciplines complex there is envisaged the incoming control on the disciplines prerequisites in the form of test tasks. Student master each teaching discipline during an academic period, upon of which takes the final control in the exam form. On February 9, 2016 there has been taken place an extended rectorate meeting with the branch associations on the developing vocational standards with employers participation (Vice-president of SSPK Zhaugaliyeva A.A., director of LLP «Azya AgroFood» Shevchik P.P. / The session has taken a decision on competencies development on the specialties.

*To introduce the own workings results into an academic process, in particular, propose the advanced additional education programs in tourism and hospitality businesses sphere jointly with the vocational community organize upgrade qualification courses for corporate customers:*

Tourism and services chair have elaborated and introduced lectures and practical lessons into an academic process using «Amadeus» program. The chair together with the ATU advanced training institute worked out the upgrade qualification courses program (duration 36 hours) for corporate customers.

*Activate the Graduates association work, conduct master-classes on the regular basis for the trainees at the enterprises-graduates working sites:*

The chair jointly with the career centre carries out on the regular basis excursions to Almaty city restaurants and hotels. ATU graduates, regularly perform master-classes for the students of chair's specialties. Master-classes have been executed by: Omarova A., the chief technologist of «Scout» restaurant; Makhambayev Ye., deputy director of «8 lakes» restaurant. There is feedback with the denoted enterprises. The chair's senior teacher, director of «White elephant» restaurant Utebekova G.A. conducts master-classes for the trainees on the topics: «Arranging the team work upon table layout for banquets», «Etiquette at high entertainments».

*To broaden the employers participation in the university's collegiate bodies:*

On October 14, 2016 there was held an extended Trustees' Board and Graduates association sitting, which had taken a decision to widen the employers involvement in the Trustees Board. Into the Trustees Board there have been introduced: Orudzhev Gafilj Kurbanogly – director of IE «Zhemchuzhnoye», Abdrakhmanov Nizami Bakhytovich – general director of «Bakhchisarai» festivities hall

## **2. On the standard «Teaching staff and training performance »:**

*To attract on the systemic base the specialists-practicians to rendering the lectures on the specialty Tourism:*

Specialists-practicians on the specialty's disciplines EP 5B090200/ 6M090200 – «Tourism» were attracted to the following events:

- to render academic lessons; supervise the students diploma works, students' state attestation, diploma projects reviewing, master students dissertations supervising, guidance over vocational practice. There were attracted the following specialists-practicians: the chairman of Kazakhstan hotels and restaurants association, director of Kazakhstan touristic association Shaikenova R.R., manager of KAH&R Zhashimova E.Kh., marketing specialist of KAH&R Khodorovskaya T.Ye., travel agencies directors – Zhuirikbayeva Zh.T., Akhmetova M.K., «White elephant» restaurant director- Utebekova G.A.

- Summer school for the students (June 6-11, 2016). In the Summer school work there participated: 32 students from Kazakh economic university of Kazakhstan consumers union (Karaganda), Kokshetau state university, named after Ualikhanov Sh., Kazakhstan university of technology and business (Astana), TarSU, named after Dulati M.Kh. (Taraz), Kyrgyz economic university, named after Ryskulbekov, Kazakh economic university, named after Ryskulov T. Lecturers: the chair professor (D.Sc. Nadyrov Sh.M., doctor of economic sciences Mukhambetov T.I., candidate of economic sciences Zhaksybergenov A.G.), KAH&R manager Zhashimova E.Kh.

- The program of dual-diploma education was presented by KSchoolIT director Utebekova G.A., second year student of CT&HB specialty Dzhaibergenov A. (five-time Kazakhstan champion of the bar skills) conducted master-classes on the bar business.

*To activate the work on introducing into an academic process the outcomes of the researches fulfilled at tourism/hospitality, light and food industries junction:*

The T&S chair's professor, doctor of technical sciences. Nadyrov Sh.M. takes and participation in the researches in the framework of the Programs for scientific researches financing by the European Union «Gorizont - 2020» in the competition for 2016-2017 on the theme «Central Asian region as Europe's strategic partner». «T&S» chair's associated professor, candidate of economic sciences Yesaidar U.S. is executing the financed R&D work in the state order framework (agreement on state purchases # 29 dated 23.12.2015) on the topic «Development of Mangystau oblast unique nature objects passports» jointly with the LLP «Institute of geography», MES RK.

Since 2014 the chair is performing the state budget R&D work on the theme «Forming the development conception of RK ecological tourism». The 1<sup>st</sup> stage research outcomes have been introduced into the project-research program of LLP «GRADO», as well, into the teaching-methodological disciplines complex on the subjects «Ecological tourism» and «Excursion business».

For the accounting period there have been published and introduced into an academic process 2 study-guides by A.G. Zhaksybergenov, A.K., Zhaksybergenov, G.O.Zhanguttina, U.S. Yesaidar: Personnel management in hospitality business organization sphere - Almaty, 2016.; A.G. Zhaksybergenov, G.O.Zhanguttina, U.S. Yesaidar Production organization and planning at service enterprises. - Almaty: 2016.

*The chair's teaching staff should more actively participate in practical proposals working out for Kazakhstan tourism, hospitality and services industries, in particular, in Almaty, including the above mentioned branches enterprise personnel upgrade qualification programs:*

There has been worked out the upgrade qualification course program, «production organization at catering trade enterprises» to upgrade the catering trade and hospitality business enterprises personnel qualification. There have been concluded the agreements on conducting the upgrade qualification courses between ATU and LLP «FoodMaster Trade» dated April 6, 2016, LLP «FoodMasterShymkent» dated 18.12.14, AIC «Adal» dated 23.11.15, Pavlodar oblast museum (Pavlodar), LLP «Deloit», LLP «Ernst & Young», LLP «Merke cheese factory», LLP «Efes Kazakhstan», etc. Total 10 executed agreements. T&S chair's teaching staff takes an active part in practical proposals elaboration for tourism and hospitality business branches, chair's teachers: associated professor U.S. Yesaidar, senior teacher Imanbekova B.T. participated in developing the vocational standards for tourism hospitality and service spheres.

*To broaden collaboration with domestic and foreign higher schools-partners on the teaching staff and trainees horizontal and vertical mobility:*

The chair broadens the collaboration with domestic and foreign higher schools-partners on the teaching staff and trainees horizontal and vertical mobility. Compared the ATU working curricula on the specialties 5B/6M090200 – «Tourism» and Swiss institute of tourism and hospitality management. Tapalova Alua Bakhytzhannovana, EP «Tourism» student passed training at the State vocational education higher school, named after Komensky Ya.A., Leshna city, Poland, from 01.10.15 to 01.03.16;

- professor Mukhambetov T.I. had an international scientific probation courses on the program ERASMUSMUNDUS in Malaga, Spain in the period from October 6, 2014 to April 30 2015 and at the Scientific -research park of Mexico from December 14 to 28, 2015;

- professor Nadyrov Sh.M. rendered the guest lectures at Uraljsk federal university, Yekaterinburg, Russia, from December 14 to 28, 2015;

For the accounting period, according to the chair's action plan, within the vertical mobility frame the following representatives visited the organizations for lectures rendering: -

Chuburova Zhanyl Temirovna, Asizbayev Rustam Emilzhanovich -Kyrgys economic university, named after Ryskulbekov M.;

- Yordanka Nikolova Aleksiyeva, University of food technologies, Plovdiv, Bulgaria;
- David MakKenzy Hailstones, International institute of tourism and hotels management (HTMi, Switzerland);
- Arslan Mekhmet, PhD of Istanbul technological university (Turkey);
- Yana Byem, Paulina Tsitser, Geramn academic exchanges service (DAAD), Bonn.

The chair widens collaboration with domestic and foreign higher schools-partners on the teaching staff and trainees horizontal and vertical mobility. ATU students and teaching staff went to such higher schools as: Kazakh university of technology and business (Astana), Taraz state university, named after Dulati M. Kh. (Taraz), University of food technologies (Bulgaria), Barcelona higher school of management (Spain), Debrecen university (Hungary).

*To secure the teaching staff multilanguage competency development in the degree programs being accredited, including the knowledge level certification (IETLS, TOEFL, TEST DAF):*

In 2015-2016 academic year the teachers: Orynbasarova G.O., Myrzagulova G.R., Beljgibayev A.K., Tagayeva A.Zh., Tokayeva L.A., Sekei B. completed English language courses training.

At present such chair's teachers as: professor Mukhambetov T.I., professor Ramazanov A.A., associated professors – Tokayeva L.A., Aktymbayeva A.S., Markashbayeva R.R. conduct lesson in English. In succession to the successful completing the English language courses in summer 2017 the senior teachers– Orynbasarova G.O., Oshanova G.A. – entered the PhD degree course.

In 2017-2018 academic year at the teaching-methodological department there was opened the trilingual education development section, which plans the languages learning during 100 academic hours. The lessons are conducted by the teachers, having the work practical experience at higher schools and language centers, applying different modern techniques of foreign languages teaching.

### **3. On the standard “Trainees”**

*To broaden the activity of the Graduates association to settle down the emplotment, upgrading the degree programs contents, solving domestic problems of the trainees, living in the dormitory. (purchasing personal computers, TV sets, fridges, etc.*

Since 2014, jobs of graduates have been created at the department, contacts have been established for further work with the aim of agitating students. Thanks to close ties with graduates, the Alumni Association activities are constantly expanding to address employment issues, improving the content of educational programs, and solving the everyday problems of students living in a dormitory. To this end, the Endowment Fund was created at ATU, where funds of graduates of the department were transferred. To ensure the employment of graduates of the EP, an annual job fair is organized at the ATU. Graduates from the postgraduate education 6M090200- "Tourism" are 100% employed. For students living in the dormitory, support is provided in the form of: Internet connections (Wi Fi), 2 reading rooms, a household room with a fridge and a washing machine, a rest room, a student council room and an elevator. There are jobs for graduates in the department since 2014. Contacts have been established for further work with the aim of agitating applicants. Thanks to close ties with graduates, the activities of the Alumni Association are constantly expanding to address employment issues, improving the content of degree programs, and solving the everyday problems of students living in a dormitory. To this end, the Endowment Fund was created at ATU, where funds of graduates of the department were transferred. To ensure the employment of graduates of the EP, an annual job fair is organized at the ATU. Graduates from the postgraduate education 6M090200- "Tourism" are 100% employed. For students living in the dormitory, support is provided in the form of:

Internet connections (Wi Fi), 2 reading rooms, a household room with a fridge and a washing machine, a rest room, a student council room and an elevator.

*To strengthen the higher school's work on maintaining the trainees international academic mobility (first of all the magistracy level):*

The T&S chair elaborated a plan for the development of incoming and outgoing academic mobility of the chair for the period 2016-2018. So, in the 2016-2017 academic year the following students took studies: Rakhmetullayev Azamat studied in Spain, Barcelona Graduate School of Management in the period of 01.09.2016-30.01.2017. Dzhumadilova Diana studied in Hungary, University of Debrecen in the period of 12.09.2016-30.01.2017. Mukasheva Balzhan studied in Bulgaria, University of Food Technologies in the period of 01.02.2017-01.07.2017.

*To consider the possibility to attract the employers' financial means and participation in programs support to broaden the trainees academic mobility at the recognized universities.:*

ATU is considering the possibility of raising funds for participation in foreign support programs to expand the academic mobility of students and teaching staff. The issue of attracting financial resources from employers and participation in foreign support programs for expanding academic mobility of students was considered at a meeting of the Trustees Board on February 25, 2016, it was decided to contact the relevant organizations for possible assistance.

With the support of the hotel "Kazakhstan" leadership (Kasanov Z.) 3 teachers of the department: Tokbergenova U.A., Kozhakhmetova N.S., Sarsebayeva A.M. completed an internship in the amount of 72 hours at the 5-star Intercontinental Hotel in Istanbul (Turkey) from 27.11.17 to 12/2/17, in the results of which they received certificates.

*To include the disciplines in English into the elective disciplines catalogue and secure their studying by the students:*

In 2016-2017 academic year the university is scheduled to begin the transition to the trilingual education of students. In this regard, the following subjects are included into the elective disciplines catalog: "Fundamentals of tourism, hotel and restaurant complexes", "Theoretical foundations of innovative technologies in the field of hospitality", "Innovative technologies in service activities", "Corporate culture in restaurant business and hotel business", "Service Psychology".

*Documentally specify and foster the claimants selection mechanism and trainees academic mobility outcomes accountability:*

Selection instrument of claimants to academic mobility is conducted according to the selection provision on competition basis. There selected the students with high progress, foreign language knowledge, socially active, well adjusted, excellently approved at the higher school. Undergraduates and master students are recommended for students programs by the chair and Economics and business faculty according to the Provision ATY-IIIД-7.5-2014-02-02-03. In the internal trainees academic mobility frame the student Belyaikina Darjya from ATU, specialty Tourism, 3<sup>rd</sup> course Russian department studied in KazUTB Astana in the period from 23.01.201 to 28.05.2017.

*To continue the work on maintaining the teaching staff academic mobility, in particular, the young teachers in the foreign higher schools, entering the top-500 QS ranking*

In order to ensure the teaching staff international academic mobility, the teachers of the T&S chair underwent internships in the teaching staff at universities, with which bilateral cooperation memorandums were signed:

- from June 6 to June 13, 2013-2014 of the academic year, teachers of the chair: associate professor Yesaidar U.S., senior teacher Tuyebekova Z.Zh., including young teachers Abdiljdayeva N.D., Oshanova G.A. traveled to the UAE (Dubai) to study the state of the hotel business;

- from May 25 to June 28, 2014-2015 academic year, young teachers of the department Abdiljdayeva N.D., Tagayeva A.Zh. passed the international internship at the University «Snergy» (Management in the hotel and restaurant business").

Internships for young teachers in foreign universities that are in the top 500 QS rankings are planned in the strategic future. There is a Memorandum of Cooperation with the University of Debrecen, Hungary, the Russian Economic University, named after Plekhanov, with KazNU named after. Al-Farabi, included in the top QS ratings.

From 09.26.17 to 01.10.17, in Perm, Doctor of Geological Sciences, prof. Nadyrov Sh.M. participated in the work of the scientific international conference "Russia and its regions in multiscale integration-desintegration processes», held in the frame of the 8<sup>th</sup> Annual Assembly of Russian geographers- social scientists on the base of Perm state national research university, he was awarded the honorary foreign member title of the university. In order to ensure the international academic mobility of the teaching staff, the teachers of the T&S chair underwent internships in teaching staff at universities, with which bilateral cooperation memorandums were signed:

- from June 6 to June 13, 2013-2014 of the academic year, teachers of the chair: associate professor Yesaidar U.S., senior teacher of Tuyebekova Z.Zh., including young teachers Abdiljdayeva N.D., Oshanova G.A. traveled to the UAE (Dubai) to study the state of the hotel business;

- from May 25 to June 28, 2014-2015 academic year, young teachers of the department Abdiljdayeva N.D., Tagayeva A.Zh. passed the international internship at the University «Snergy» (Management in the hotel and restaurant business ").

#### **4. On the standard «Resources, accessible to degree programs»:**

*To conduct systemic renewing of external publications (citings, references) on EP implementation, especially, performed by employers and university graduates;*

For accounting period the mass media issued the following materials:

- Zaure Moldagaliyeva on the scientific developments of ATU scientists in the Kulip Oyan program (<https://www.youtube.com/watch?v=czGQLxVbE8M&t=266s>);

- Idea for millions (Almaty evening, September 28, 2017);

- Almaty Technological University: 60 years of sustainable development! (Almaty evening, October 03, 2017, <http://vecher.kz/incity/almatinskij-tehnologicheskijjuniversitet-60-let-ustojchivogo-razvitiya>);

- Technology torpedoes (Almaty Akshamy, January 5 2017); Techno office (Native language, #41, 12-18 Azan 2017);

- Almaty Technological University supported the uniform standard of the alphabet of the Kazakh language in the Latin script (Vecherny Almaty, October 12, 2017)

For the round table on the topic: "Vocational education in the tourism and hospitality industry as a condition for improving the quality of services", a presentation on two-diploma education in the specialty "Tourism" ATU with the Swiss Institute of Tourism and Hotel Management (HTMi) was held, to which employers were invited represented by managers of hotels, restaurants, travel agencies, enterprises of social and cultural sphere of Almaty.

*To continue purchasing the software analogous to the used in the hospitality business and financial sphere (Tax committee, Homax);*

There is a special computer class at the faculty and the department of T&S, with connected multimedia software and programs installed for conducting classes: Amadeus (used to study the following disciplines: "New information technologies in tourism", "ProjectExpert", "ProjectAudit".

In January 2016 a fully functional hotel management system, OPERA Enterprise Solution, was acquired and installed, which provides the ability to monitor the entire hotel's operations and significantly increase the level of enterprise productivity and profitability. For the conduct of special disciplines on EP 5B090200 - "Tourism", the chair plans to purchase the program "GIS in tourism."

*Continue to provide the foreign authors teaching literature , reflecting modern world tendencies in the economy of light, food, tourism and hospitality.*

The T&S chair provides with foreign authors educational literature, reflecting modern global trends in the economy of the light and food industries and the tourism and hospitality industry; basic literature on the specialty 5B090200 / 6M090200 –Tourism has been acquired.

There is online access to other global resources ([www.rmebrk.kz.](http://www.rmebrk.kz.), [Www.iprbookshop.ru](http://Www.iprbookshop.ru), [www.link.springer.com](http://www.link.springer.com), [www.polpred.com](http://www.polpred.com), [www.elsevier.com](http://www.elsevier.com)). ATU's scientific library concluded agreements with Russian electronic resource bases (EL "Lanj", EL "Znanium", EL "IPRbooks", Polpred.com Media Review, etc).

Along with library-informational program «MARK-SQL» the ATU library has subscriptions on databases ShprigerLink, Thomson Reuters, Elsevier, Impact - factor , Polpred.

### **Conclusions on the section**

During the visit, experts analyzed the recommendations made by the university. It is important to note, that the individual positions are fully implemented by the university, some recommendations are partially implemented.

In order to implement the recommendations of primary accreditation of EP 5B051000 - "State and local government" and EP 5B / 6M090200 - "Tourism", the University developed an action plan for their implementation. which was approved at the meeting of the chair "Economics and Management" (protocol No. 11 dated 06.16.2014), meeting of the chair "Tourism and service maintenance" (protocol No. 12 dated 11.06.2014) and at the meeting of the Economy and business faculty's Scientific-methodological council (protocol No. 11 from June 27, 2014). During the visit, experts analyzed the recommendations made by the university. It is important to note that the individual positions are fully implemented by the university, some recommendations are partially implemented.

In order to implement the recommendations of primary accreditation in OP 5B051000 - "State and local government" and EP 5B / 6M090200 - "Tourism", the University developed an action plan for their implementation. which was approved at the meeting of the chair "Economics and Management" (protocol No. 11 dated 06.16.2014), meeting of the chair "Tourism and service maintenance" (protocol No. 12 dated 11.06.2014) and at the meeting of Economic and business faculty's SMC (protocol No. 11 from June 27, 2014). In the visit, the analysts were presented with the examined recommendations. It is important to mention that these separate positions are made entirely, some suggestions are made in a fraction.

For 5B051000 - State and local management and EP 5B / 6M090200 - "Tourism" the University has developed an action plan, for the implementation of the Certification of Primary Privatization Accreditation. (protocol #11 from 16.06.2014), the chair of "Tourism and service rendering" (protocol # 12 of 11.06.2014) and the meeting of Economy and business faculty's SMC (Protocol # 11 dated 27.06.2014). During the visit, the analysts presented the analysis of ATU recommendations. It is important to mention, that these separate positions are made entirely, some suggestions are made in a fraction.

With the aim of fulfilling the recommendations of the first accreditation on 5B051000 - State and local management and EP 5B / 6M090200 - "Tourism" the University has developed an action plan on their implementation, which is approved at the Economics and management chair's sitting (protocol #11 from 16.06.2014), the chair of "Tourism and service rendering" (protocol #12 of 11.06.2014) and the meeting of the faculty and economics faculty's scientific-methodological council (Protocol # 11 dated 27.06.2014).

On May 31 - June 1, 2016 an expert group has been fulfilling the implementation of post-monitoring on recommendations executing assessment (RECs) of the external expert commission IAAR, made by the NEC on the specialized accreditation commission's results in 2014. recommended by the NEC on the results of specialized accreditation in 2014. Postmonitoring outcomes show, that on the EP, being accredited all planned activities, in accordance with the plan, have been fulfilled.

Within the work of external expert commission's work it have been set up to work out a proposal to reorganize the EP with the revision of the forwarding function, the prognosing the

forwarding dynamics of the trainees contingent; there have been conducted the panel discussions on the distribution the experience of the systemic interconnection with the workshop; renewed the teaching staff stimulating system, being directed to an individual development, professional supervision; have been organized the upgrade qualification courses for the corporate customers; have broaden the employers participation in the ATU's collegiate bodies.

In the development of a regular basis, the results are studied and evaluated as a result of the trainees, employers and graduates upgrade qualifications; opened the program of double-split education; on the basis of the teaching staff training program organization for the enterprises of the corresponding subparagraph; organized guest lectures; specially documented by the applicants for the selection of academical mobility trajectories; acquired analog software used by the hotel business and the financial sector; Provided by the work of the literary writers, reflecting the current trends in the economy and the food industry, and the tourism industry and welfare. The university has activated the work on the internal academic mobility, but an external one is still demands the university's collective efforts. It is needed to widen higher schools geography external mobility.

During the visit the expert group made sure, that in general the ATU fulfilled the scheduled events in compliance with the previous accreditation recommendations.

On the degree program 5B051000 – State and local management out of 32 recommendation ATU performed 27 in full volume and 5 recommendations need improvement. On the program 5B090200/6M090200 –Tourism out of 23 recommendations there were executed 21 and 2 recommendations need improvement.

#### **(IV) DESCRIPTION OF EXTERNAL EXPERT COMMISSION VISIT**

The work of the EEC was carried out on the basis of the expert commission program on specialized accreditation of degree programs of the Almaty Technological University from December 19 to 21, 2018.

In order to coordinate the work of the EEC, on December 18, 2018, an orientation meeting was held, during which powers were distributed among the commission members, the visit's schedule was specified, and agreement was reached on the choice of examination methods.

In accordance with the requirements of the standards, the program of the visit covered meetings with the acting Rector, Vice-Rectors, heads of structural divisions, deans, heads of university departments, teachers, students, graduates, employers and employees from structural departments, interviewing and questioning teachers and students. A total of 144 people took part in the meetings (table 1).

**Table 1. Data on employees and trainees participated in the meetings with external expert commission of IAAR**

<b>Participants categories</b>	<b>Amount</b>
Fist Vice-Rector (acting Rector)	1
Vice-rectors	4
Heads of structural subdivisions	24
Chairs heads	4
Teachers	22
Students, master students, PhD students	50
Graduates	26
Employers	13
<b>Total</b>	<b>144</b>



ATU's visual investigation has been conducted with the aim of getting the general representation of teaching and methodological, scientific organization, material technical base, as well, contacting with trainees and employees at their working places, defining its conformity to the standards. The experts conducted an inspection of the chairs, departments and centers, science department, library, technopark, laboratories, sports facilities, etc. During the tour, the EEC members familiarized themselves with the state of the material and technical base, visited the educational bases of the degree programs being accredited:

**EP 5B05100 «State and local management»:**

#501 – Educational center for economics and management is equipped with a stationary projector, interactive board, computer programs “Project Expert”, “Production Management”, “Calculation of cost”, “Business Management”, “CRM System”, “Polygraph”, “Project Management”;

#504 – «Laboratory of Active Learning Methods, equipped with a stationary projector, interactive whiteboard, personal computers in which the licensed computer programs Project Expert, Production Management, Cost Calculation, Business Management, CRM System are installed;

#514 - Educational Center for Economics and Management is equipped with a stationary projector, interactive whiteboard;

#405, #407 - Educational and methodical classrooms on economics and management is equipped with projectors, laptops.

**EP 5B09200 and 6M09200 «Tourism»:**

#608 - Center for Joint Degree Programs with KSHIT (Kazakhstan-Switzerland Institute of Tourism) and REU (named after G.V. Plekhanov Russian University of Economics);

#612 - Educational Center for Tourism with the provision of Amadeus and Opera computer programs for training young teachers, conducting seminars, training and equipped with tourist equipment (sleeping bags, tents, rope, flashlights, compasses, backpacks, etc.).

#616 a - “Laboratory of Active Learning Methods” with the provision of computer programs “Amadeus”, “Opera” for training reservation systems at enterprises in the tourism industry, for carrying out theses, SRTP (the student’s independent work with a teacher), master’s theses and the SRMP independent work of a student with a teacher).

#616 b - Educational hotel with a demonstration of hotel services.

#608 – Center for joint degree programs with KSHIT (Kazakhstan-Switzerland Institute of Tourism) and REU (GV Plekhanov Russian University of Economics);

# 612 - Training center for tourism with the provision of Amadeus and Opera computer programs for training young teachers, conducting seminars, training and equipped with tourist items (sleeping bags, tents, rope, flashlights, compasses, backpacks, etc.).

# 616 a “Laboratory of active teaching methods” with the provision of computer programs “Amadeus”, “Opera” for training reservation systems at enterprises of the tourist industry, for carrying out theses, SSGWTSTP (independent work of a student with a teacher), master's theses and the SSGWTSTP ( independent work of a student with a teacher).

# 616 b - Training hotel with a demonstration of hotel service and service Center of joint degree programs with KSHIT (Kazakhstan-Switzerland Institute of Tourism (and Russian economic university, named after Plekhanov).

# 612 – Training center for tourism with the provision of computer programs “Amadeus”, “Opera” for training young teachers, conducting seminars, advanced training and equipped with tourist items (sleeping bags, tents, rope, flashlights, compasses, backpacks, etc.).

# 616 a “Laboratory of active teaching methods” with the provision of computer programs “Amadeus”, “Opera” for training reservation systems at enterprises of the tourist industry, for carrying out theses, SRTP (independent work of a student with a teacher), master's theses and the SRMP (independent work of a student with a teacher).

# 616 b - Training hotel with a demonstration of hotel services. Teaching center for tourism with provision with software «Amadeus», «Opera» for training young teachers, conducting seminars, upgrade qualification and providing with touristic equipment (sleeping bags, tents, rope, flashlights, compasses, backpacks, etc.

**EP 5B042100 «Design»:**

#105 - Teaching and research laboratory of textiles and design for consultations on the diploma design;

# 901 - Study classrooms on the disciplines of "Drawing", "Special Drawing", "Painting", "Color Science";

# 905 - "Multimedia class" for the discipline "Special types of advertising";

# 909 - Study audience on the disciplines "Special painting", "Special drawing", "Designing a suit 1, 2", "Composition of a suit";

# 910 A, No. 910 B - Training room "Sewing Laboratory";

# 913 - Classroom of the Kazakhstan-Italian Design Institute with the Aldo Galli Group for conducting practical training on the subject "Design Methodology - Collection Methodology";

# 915 A - Classroom of the Kazakh-Italian Design Institute in conjunction with the Aldo Galli Group to conduct classes in Italian;

No. 915 B - Educational audience of the Kazakhstan-Italian Design Institute with the Aldo Galli Group on the discipline "Digital Applications for the Visual Arts";

#1012 - Research laboratory on technology and safety of textile materials on the disciplines "Modern materials in design", "Basics of textile materials", "Modern methods of research of properties and structure of textile materials";

# 1104 - Laboratory of sewing production in the disciplines "Designing clothes", "Technology of garments";

# 1107 - The class room of computer-aided design of light industry products on the disciplines "Designing clothes", "Technology of garments I";

# 1201 - Educational room of light industry product computer-aided design of products on the disciplines "Designing clothes", "Constructive modeling of clothes";

# 1209 - "Sewing Production Laboratory" on the following disciplines: "Decoration technology", "Fabric decoration", "Composition in materials 1, 2, 3, 4", "Work in materials";

# 1301 - Laboratory of sewing production on the following disciplines: "Technology of Decoration", "Decoration of Fabric", "Composition in Material 1, 2, 3, 4", "Work in Material", "Designing Light Clothes", "Designing Outerwear in material».

During their work the external expert commission's members visited the following examinations:

- on **EP 5B05100 «State and local management»: c**

- on **EP 5B090200 and 6M090200 «Tourism»:** for the moment thereof there were external expert commission exams according to the schedule, there were conducted tests.

- on **EP 5B042100 «Design»:** discipline «Chromatics» (20.12.2018. time 10.00, main building, auditorium 507, group 12-1 «Graphic design») examiner Tagayeva A.Ye. Exam form – collegiate review of teaching-art works. Tatayeva's student according to the exam sheet– 23 people, presented – 23; discipline «Drawing» (20.12.2018 time 12.00, main building, class room 509, 12-2 «Fashion design», one subgroup) examiner Khamrayev I.I. Exam form – collegiate review of teaching-art works, number of trainees according to an exam group-15 people, presented 5 Practices site visiting: on December 21, 2018, all external experts commission's members visited technopark, ' (teaching building ), as for the State and local management there were not visited the practice sites due to specifics of the degree program (on EP tourism – LLP «Asyl Travel», LLP «Versalj Travel» and on EP «Design» - publishing house «World of children», LLP «Endeavour».

## **(V) COMPLIANCE WITH SPECIALIZED ACCREDITATION STANDARDS**

### **6.1. Standard «Degree program management»**

#### ***Evidential part***

The ATU has defined and documented the EP assessment quality procedures. Designing of EPs being accredited is fulfilled on the scientifically-grounded approaches to the planning, methodic provisioning and teaching technologies. EPs implementation is in accordance with RK legislation in the education sphere, as well, it is specified with the ATU mission, vision and development strategy.

The university has determined the mechanisms for the formation, revision, monitoring and implementation of the EPs development plans, as well as measuring the degree of satisfaction by the teaching staff, employees and students.

The collegiality and transparency of formation of plans for the degree programs development is confirmed by the participation of the teachers, students, stakeholders and employers. The results of the degree programs evaluation are systematically discussed at meetings of the chairs, faculty councils and the university. The activity of ATU is regulated by the Charter of the university, the Policy and objectives in the field of ATU quality (Minutes of the meeting of the academic council #9 dated April 29, 2017), the Strategic Development Plan of the KRIU for 2018-2021 (Minutes of the meeting of the CSS #3 dated 29.11.2018), Development plans of the EP being accredited and a series of documents defining the academic policy of the university.

. Experts note that the Strategic Development Plan reflects the historical information about the university, the current state and prospects - the strategic directions for the development of ATU. Among them the most important are:

1. Providing industries with competitive personnel;
2. Modernization of the content of higher and postgraduate education in the global trends context;
3. Increasing the contribution of science to the country's industrial needs.
4. Improving managing and monitoring the development of higher and postgraduate education;
5. Development of university's infrastructure;
6. Improving civil-patriotic education of young people.

In all strategic areas, deadlines and specific measures to achieve them are indicated. In general, the mission, strategic goals and objectives of the university are consistent with the state policy in the field of education, consistent with national priorities and development programs in the field of Kazakhstan education and science.

EEC members were convinced that ATU has developed a policy in the field of quality assurance aimed at continuous developing all aspects of activities. The university conducts an internal audit through monitoring the structural units action plans implementation, surveys, research of student knowledge quality. At the same time, the ATU does not fully ensure that the interested persons are aware of the changes occurring in the degree programs being accredited (for example, through the official website).

To the EP being accredited ATU attracts employers. For example, to the EP 5B042100 - "Design" experts Aida KaumeNOVA LLP are involved, Dostar Print IE and others. To EP 5B051000 - "State and local administration" – there involved specialists from the Office of Employment and Social Programs, Almaly District, Office of Ayezov district Akimat, Audit Commission of Almaty city.

To the EP 5B090200 - "Tourism" and 6M090200 - "Tourism" -from "Royal Tulip", Luxury hotels Almaty, RitzPalas LLP, Agency Vizavi-Service LLP, TheRitz-CarltonAlmaty GrandHotel, Tien-Shan, IE cafe " Berkut ", Zharkent-Arasan LLP, Teqila IE, Acemservis & K

LLP, KENGA.KZ LLP, Astana International Hotel, Paradise Cafe, KARUN Company LLP, GrandAiserHotel, Solis Ltd "Rixos Almaty, IE" Veisalov I.A. ", hotel" Tet A Tet ", LLP" Lucky Way ", LLP" Ak qayyk", medical complex, LLP" Eurasian travel.kz ", Hotel" Resident ", IE Zhugunisova M.M, Aidana Hotel, FirmaAlina LLP, LLP "Aiser" hotel, LLP "Almaty technolog", etc.

EPs being accredited are designed in compliance with RK State obligatory educational standards, agreed with the higher school mission and corresponding proposals of the concerned people (trainees, employers).

Academic process planning is represented with the interrelated documents structure (TMP, WC, CED, IC, etc.) complex of teaching-methodological documentations.

### **Analytical plan**

ATU on three EPs being accredited, namely EP 5V042100 - "Design", 5B090200 - "Tourism" and 6M090200 - "Tourism" implements joint / two-diploma education. Thus, on the EP 5B042100 - "Design", a double-diploma education is implemented with the European Institute of Design (Italy, Como), where three students are currently studying on the "Fashion Design" guideline (an online meeting was held for the experts with the students); on the EP 5B090200 - "Tourism" and 6M090200 - "Tourism" jointly with the Swiss Institute of Tourism and Hotel Management (HTMI) and with REU (named after G.V. Plekhanov Russian University of Economics) collaboration is implemented since 2014.

The facts thereof, as well as the harmonization of degree programs with European universities, has required a significant review of the EPs contents and provision of a decent level of the chairs material and technical base, which in general makes up the uniqueness of the EPs being accredited, their consistency with the strategy of the university and national priorities of the RK contemporary education development.

On the EP 5B051000 - "State and local government", joint degree programs have not been implemented due to the specifics of this EP.

In the course of conversations with chair's members and accredited EPs trainees, it turned out, that the main staff has information and content of the Strategic Plan of the university for 2018-2021.

The EEC members confirm the existence of Development Plans of the ATU EPs being accredited, as well as their consistency with the mission, vision, available resources of the university: financial, informational, staffing and material and technical base. All that is governed by the relevant procedure ATU-UKandA-MR-7.5.1-2017-08 "Methodological recommendations for the EPs development plans" dated 12/18/2017 (with amendments and additions as of 01.11.2018).

ATU's quality policy reflects the link between research, teaching and learning. Members of the EEC are convinced of the desire of the EPs management to ensure the link between scientific research and the contents of the EPs.

For example, on the EP 5B090200 - "Tourism" and 6M090200 - "Tourism" there is an agreement with the "Kazakhstan Tourist Association" for the implementation of a research and research project on the topic "Formation of the ecological tourism concept in the Republic of Kazakhstan" (contract No. 1 of 01.02. 2018 (state registration number - 0115PK01297). The total amount of the contract is KZT2000000; on the EP 5V042100 - "Design" the results of a research project on the theme "Development of a method for forming a multifunctional wardrobe of women's clothing based on innovative technologies" (Act of introduction from 04/06/2018); on the EP 5B051000 - "State and local government" the data has not been found.

One of the tools for monitoring the EP qualified implementation is sociological surveys in the form of questionnaires "Teacher through the eyes of students", "Questionnaire for employers", "Questionnaire for graduates", "Questionnaire for managers of practice bases", etc. Questionnaires are held once a year. Comparative analysis shows that the average score of the teaching staff professional level is quite high. The analysis of the data of the graduates'

questionnaires shows that all employed graduates work on the specialty, the level of general professional training of most of them is sufficiently high.

ATU in 2015 received a double QMS Certificate No. 15.0038.026 from the Russian Registry Association for Certification and the International Network of Certification Bodies IQNet. In addition, the entire educational and methodological documentation of the chairs is reviewed by the University's Scientific and Methodological Council, which is a collegiate body that forms the basic requirements for the EPs quality, introduces the innovative forms and methods of training, the development of methodological support of the educational process. There is a desire of EP managers to implement the practice of teaching professional subjects in English. For example, according to EP 5B042100 - "Design" in English the disciplines "Drawing", "Painting" and "Multimedia Design" are taught (masters I.I. Khamrayev and Abilkalamova K.K.). As part of the multilingual education implementation that meets the requirements of a joint degree program together with the European Institute of Design (Italy, Como), there is taught the Italian language to the teaching staff and trainees by the teacher Carmine Barbaro. For this purpose, a special room has been opened, which is equipped with the necessary educational and methodical literature and equipment.

The training of the structural subdivisions' heads of the university and ATU EP management was not revealed (the commission was not given a single certificate for this content).

Analysis of the documentation of the chair and the university, interviewing with employers and graduates have demonstrated: - The presence of double-diploma education; - there is a desire to learn professional subjects in English; - on the EP 5B042100 - "Design", in the framework of non-formal education of students and the teaching staff wishing to be taught, the study of the Italian language is practiced; - certificates of EP managers on education management programs are not presented; - the activity of the EP management on risk management implementation was not identified.

Analysis of the documentation of the department and the university, interviewing with employers and graduates have demonstrated: - The presence of double-diploma education; - there is a desire to learn professional subjects in English; - According to EP 5B042100 - "Design", in the framework of non-formal education of students and those wishing to be teaching staff, the study of the Italian language is practiced; - certificates of EP managers on education management programs are not presented; - the activity of the EP management on risk management implementation was not identified.

A survey of faculty members conducted during the visit of the EEC showed that the involvement of faculty members in the management and strategic decision-making process is very good and good - 46.8% and 48.9%, respectively, answered "Relatively bad" - 4.3%.

The EEC IAAR, on the basis of meetings, conversations and interviewing of vice-rectors in areas of different activities, deans and chairs' heads, managers and employees of structural units, students, graduates and employers, notes an adequate distribution of staff duties and delimitation of the functions performed by the collegiate bodies participating in implementation of EPs.

Thus, the EEC IAAR under this Standard notes that both the best and the practice requiring improvement were identified in the ATU:

***Strengths/best practice:***

- the management of the EPs being accredited involves into the development of EP plans the teaching staff, students and interested persons, and also seeks to ensure its transparency, based on the ATU Strategic Plan;

- at ATU there is traced clear definition of persons in charge for business processes in the EPs framework, unambiguous distribution of job duties of employees and separation of functions of collegiate bodies (including the University Academic Council, Scientific and Methodological Council, Faculty Council, etc.);

- the EP management tends to be open and accessible to students, teaching staff, employers and other concerned persons (there were established the management, faculty deans, etc. official reception hours).

***According to the objectives of further development and activities on the implementing the EPs being accredited EEC IAAR on the EP 5B042100 – «Design», 5B051000 – «State and local management», 5B090200 – «Tourism» and 6M090200 – «Tourism» recommends:***

- To practice the training of university managers and management of EPs being accredited on educational management programs;
- To carry out further work to improve the risk management system for the development of the degree programs and develop a mechanism for reducing them.
- To take comprehensive measures for the gradual transition of the university to trilingual education and to continue the practice of teaching specialized subjects in English.

Conclusions of EEC on the criteria:

According to the Standard “Degree Program Management”, the being accredited degree programs 5B042100 - “Design”, 5B051000 - “State and local government”, 5B090200 - “Tourism” and 6M090200 - “Tourism” have 6 strong, 9 satisfactory, and 2 positions requiring improvement.

## **6.2. Standard «information and reporting management»**

### ***Evidential part***

The ATU conducts constant systemic work on the selection system functioning, analysis and information management. The university has created and is developing a system of monitoring and ensuring the quality of education, which meets regulatory requirements, which is a continuous process.

The university widely uses an electronic document management system based on the Univer system. The university has in the Internet a WEB-portal (<https://atu.kz>), which offers a variety of information and opens an access to a single information and educational environment of the university, including both internal and external electronic resources. To optimize the work of collecting and processing information, a corporate mail @ atu.kz was created, as well as the Documentolog electronic document management system and the Ed.X platform were implemented to ensure the collection and processing of information on the generation of statistical reports of ATU divisions.

The official website of the ATU has a blog of the rector. There is a feedback of the university management with students, their parents, employees and faculty of the university, employers, representatives of the public. Various methods are used here: the personal reception hours of the university and the university administration, curatorial hours, the student dean's office, the meetings of the chairs, the faculty, etc.

At the same time, on the official website there is a tab for fast messages business manager. In the ATU accounting system there is introduced the system "1C: Enterprise". The Cisco ASA firewall is used to protect information at the hardware level. The members of the EEC estimated the professional level of IT-specialists serving the electronic resources of the university as high.

The ATU's official website has a free access to the University's regulatory documents (Strategic Plan, QMS procedures, etc.). All university's subdivisions the records management is conducted in accordance with the approved nomenclature of affairs, the safety and archiving of documents is ensured, work is underway to switch to electronic document circulation. Structural departments, halls of electronic resources of the university are connected to the Internet. ATU provides teachers and students with free access to the Internet and Wi-Fi throughout the entire university. Great opportunities for gathering information are presented by the ATU scientific library. External resources of the library: RMEB (Republican Interuniversity Electronic Library,

EBS IPR BOOKS, EBS Lan, EBS ZNANIUM.COM, SpringerLink, Web of Science and others). The ATU's scientific library also holds various contests "The Most Reading Department", "Chairs' Days in the Scientific Library", which stimulate the interest of students and teaching staff in the programs being accredited to reading. At the same time, the management of the EPs being accredited seeks to expand student support systems (for example, Italian language training).

Each year, the university conducts a survey of chairs, staff and students. The data of the questionnaires is processed and used as an analytical document in the field of improving the management of the university and the EP.

The results of the students and teaching staff survey on this issue, conducted by the EEC IAAR show that:

- trainees level of accessibility to the dean's office was rated as: "Fully satisfied" - 79.3%, "Partially satisfied" - 19%, "Partially dissatisfied" - 1, 7%, "Not satisfied" and "Hard to answer" - 0%;
- trainees estimated the level of availability and responsiveness of the university management as: "Fully satisfied" - 70.7%, "Partially satisfied" - 24.1%, "Partially dissatisfied" - 5.2%, "Not satisfied" and "I find it difficult to answer" - 0%;
- the teaching staff is satisfied with the level of feedback from the management as: "Very good" - 48.9%, "Good" - 44.7%, "Relatively bad" - 4.3%, "Bad" - 2.1%;
- teachers highly appreciated the level of involvement of teaching staff in the process of making managerial and strategic decisions: "Very good" - 46.8%, "Good" - 48.9%, "Relatively bad" - 4.3%.

#### ***Analytical part***

Information management is based on the Univer system, the Documentolog electronic document management system and the Ed.X platform, as well as the corporate domain. When using the Univer system at a high level, the educational and methodological information management is presented, and the use of the program by the EP students is demonstrated.

Surveys of the teaching staff and employees are conducted annually and include a survey of the teaching staff and employees satisfaction level with working conditions, prospects for professional development and the university's administrative management.

The survey of students about satisfaction with the conditions of study is held annually in order to study the students' views on the quality of the university's educational and administrative services. The teaching staff, employees, trainees personal affairs are documented consent to the personal data processing.

At the same time, members of the EEC note: there is not enough information on the being accredited EP to attract applicants, insufficient information about employers on the EP and the graduates employment, and the university should continue further work on involving students, employees and teaching staff into the process of collecting and analyzing information, as well as making decisions based on them.

The EEC IAAR conducted meetings, conversations and interviews with vice-rectors, deans, heads of chairs, managers and teaching staff, employees, students, representatives of employers' organizations and graduates, as well as conducted a survey of students and chair's members, familiarized in detail with information and methodological resources, as well as the necessary documents and noted the following:

#### ***Strengths/best practice:***

- ATU has demonstrated the availability of educational resources and support systems for students;
- in personal files of the students, employees and teaching staff there are documents about the consent of the respondents to the processing of personal data.

The recommendations of the EEC for the EP 5B042100 - "Design", 5B051000 - "State and local government", 5B090200 - "Tourism" and 6M090200 - "Tourism":

- to continue the work on the involvement of students, employees and teaching staff into the process of collecting and analyzing information and making decisions based on them.

Conclusions of the EEC on the criteria:

According to the "Information Management and Reporting" standard, the degree programs being accredited are as per EP 5B042100 - "Design", 5B051000 - "State and local government", 5B090200 - "Tourism" and 6M090200 - "Tourism": have 2 strong positions, 14 satisfactory and 1- suggesting improvement.

### 6.3. Standard «Degree program development and approval»

#### *Evidential part*

At ATU the development of degree programs is carried out on the basis of the State Compulsory Standards of Higher and Postgraduate Education (as amended by the Government of the Republic of Kazakhstan dated May 13, 2016 No. 292), professional standards, standard curricula for specialties, requirements of the National and European Qualifications Framework and stakeholders, and on the basis of the QMS ATU-UMU-PPD-8.1 / 8.3-2017-04 "Rules for the development of modular degree programs" dated April 12, 2017

Implemented EPs quality assessment is systematically discussed at meetings of the ATU collegial bodies. For example, in the context of the being accredited EP in the 2016-2017 academic year, reports on improving the specialists training quality were heard on the subjects of (CSS, No. 7 of February 25, 2015, No. 7 of February 27, 2016, No. 7 of February 28, 2017, No. 7, dated February 27, 2018); verification of the professional practice organization and on the employment of graduates (CSS, No. 3 of November 30, 2015, No. 2 of October 28, 2017, No. 2 of October 31, 2018; Council of the Faculty of Economics and Business No. 2 of October 25, 2016 Protocol No. 9 of 05/11/2017) and others.

According to the established rules, students with the help of an adviser form an individual educational trajectory based on the entry into the specialties elective disciplines proposed by the chair. In this case, students are guided by the curriculum and catalog of elective disciplines. Catalogs of elective disciplines of all EPs are compiled taking into account the educational trajectories chosen by the students. The selection of disciplines for CED is undergoing the procedure of bidding for elective disciplines, determining the relevance of the EP selection matrix, and taking into account the views of employers. Employers involved in the preparation of a catalog of the EP 5B042100 – Design are: Kazlegprom - Almaty LLP, Balalar Adebieti Publishing House, Nika LLP, Stalker II LLP, Eudeavor LLP, Prolimoda TH.

The data is graphically presented in the Table 2. Thus, the EEC has obtained evidence that employers are involved in the formation of the EP: proposals are being made on the introduction of new practice-oriented elective disciplines; supplemented by the content of training courses; the issue of a partial transfer of classes to production is being resolved; topics of course and diploma projects commissioned by enterprises-employers; participation of practitioners in the teaching of individual courses and disciplines.

**Table 2. On introducing proposals into elective disciplines contents by employers**

Academic year	Elective discipline name	-ty	Organization	Protocol, data
<b>5B042100 – «Design»</b>				
2018-2019	Basics of designer's legal activity		Publishing house	Panel discussion
	Graphic design 1,2,3,4		«Balalar	



0		Outdoor advertisement design		adebiyeti», LLP «Eudeavour», Academy of fine arts, named after Aldo Galli (Komo, Italy)	dated January 23, 2018
		Visual communications			
		Composition in material 1,2,3,4			
		Items complete design			
		Working design 1,2,3			
		Design methodology – Collection methodology			
		Drawing methods - Chromatics			
		Digital applications for visual arts			
<b>5B/6M090200 - Tourism</b>					
	2018-2019	Economic-ecologic evaluation of touristic-recreative zones		KTA, Academy BARISTA	Panel discussion dated January 21, 2018
		Organization of business activity in tourism			
		Innovative applied programs in travel industry (upgrading the IT competencies)			
		E-Commerce			
		Securing safety in tourism			
<b>5B051000 – «State and local management»</b>					
	2018-2019	State budget		Departments of employment and social programs of Almalinsky district, Auezov district akimat administration	Panel discussion dated January 18, 2018
		State assets management			
		Civil service organization			

The introduced elective disciplines take into account recent changes in the labor market and reflect the interests of students, employers and other concerned parties. Catalogs of elective disciplines are updated annually, and their content is upgraded. For example, at the request of employers the dual training is implemented on the EP 5B042100 - Design. Thus, dual training in the 2017-2018 academic year was conducted at Endeavor LLP according to the contract number PR 2868 of 07.09.2017. on the following disciplines: KVKM (II) 4307 “Composition in Material 2” (4 credits, 4th year), KVRP (II) 4309 “Working Design 2” (3 credits, 4th year) along the “Costume Design” trajectory. Control over the implementation of the education dual form at Endeavor LLP was carried out by the chair’s head and direct visiting by the group adviser, senior lecturer Shaizadanova G.S.

In the implementation of the EP, the university cooperates and shares experience with other educational organizations. For example, with UMO RUMS on the EP "Design", which belongs to the specialties of the "Art" group at KazGASA (currently transferred to KazNAA named after T. Zhurgenov); on the EP "Tourism" from the Kazakh academies of sports and tourism; on the EP "State and local government" with the Kazakh National University, named after Al-Farabi and other universities that implement similar EPs.

The teaching staff survey conducted during the visit of the EEC IAAR showed that:

- the teaching staff is satisfied by the content of the degree program for “very good” - 61.7%, for “good” - 36.2%, for “relatively bad” - 2.1%;
- the teaching staff believe, that the university management pays attention to the content of the degree program at “very good” - 68.1%, at “good” - 31.9%, at “relatively bad” - 0%.

The results of students' questioning on the issue of support with educational materials in

the learning process: “fully satisfied” - 87.9%, “partially satisfied” - 8.6%, “partially dissatisfied” - 0%, “not satisfied” - 1.7%.

### **Analytical part**

The university has defined and documented the procedure for assessing the EPs quality; the frequency, forms, methods for assessing and monitoring the EP quality were established; documents have been developed that make up the structure of the degree program. There have been provided the EP external expertise. The conditions for organizing and conducting of professional practice are demonstrated. For example, in accordance with the EP 5B042100 - Design, agreements on the passage of professional practices are concluded and in effect with more than 20 enterprises in Almaty and Almaty region, which are profiled in fashion design and graphic design. Among them are: Aida Kaumenova Fashion House, ATU Sewing Shop, Balalar Adebieti LLP, Milky Way IE, Isatai IE, and others; on the EP 5B090200 / 6M090200 "Tourism" with the enterprises "Royal Tulip" Luxury hotels Almaty, RitzPalas LLP, Agency Vis-A-Service LLP The Ritz-Carlton Almaty and others; on the EP 5B051000 - State and local management with the following organizations: government agencies Akimat of Medeu, Bostandyk, Alatau, Auezov, Turksib, Zhetysu districts of Almaty city, Almaty regional akim apparatus, Almaty City Audit Commission, Almaty city employment center, Department of entrepreneurship, housing and public utilities department of akimats of various levels and others. Taking into account the modern occupational requirements, the needs of the labor market and the proposals of employers, the EPs contents are systematically reviewed and improved. At the same time, the being accredited EPs do not provide the possibility of students professional certification, although, ATU has real potential in this direction. For example, on the EP 5B042100 - “Design” you can carry out a deep study of professional computer programs; the similar can be practiced in the framework of the EP 5B090200 - "Tourism" and 6M090200 - "Tourism" within the framework of the ecological tourism summer school.

*On the EP 5B090200 - Tourism, initiative research is being conducted on the topic “Forming the concept of developing ecological tourism in the Republic of Kazakhstan” (state registration number - 0115PK01297), which has been introduced into the educational process on the course “Ecological tourism” section of the lecture “Modern environmental problems of environmental management”, 2nd year (Introduction Act of 06/30/2017).*

*But the EEC notes that according to the Work Curriculum, the names of some disciplines of the EP 6M090200 - Tourism do not correspond to the level of the magistracy, for example, "Basics of recreational geography", "Basics of designing travel, hotel and restaurant complexes".*

Graduates models on the being accredited EPs are developed by teaching staff together with employers and associated with the formation of students' necessary knowledge and skills, development of the ability to think creatively, development of personal qualities (patriotism, citizenship, psychological stability, dedication, organization, communication, tolerance, general culture), allowing realizing the formed competencies in professional activities. At the same time, members of the EEC on the EP 5B042100 - “Design” recommend concretizing the developed model of the graduate in the context of the realized trajectories “Fashion Design” and “Graphic Design”.

The management of the EP 5B042100 - “Design” and EP 5B051000 - “State and local government” seeks to open a magistracy and has repeatedly applied for licensing to the MES RK, but receipted refusal. In this regard, the Commission recommends continuing further work in the designated area. Also, according to the EP 5B051000 - “State and local government” it is recommended to expand the base of employers involved in the formation of the plan for the development of the EP and the development of the content of the EP itself.

EEC IAAR on the basis of meetings, interviews, interviewing, questioning of employees, faculty, students, familiarization with the educational infrastructure of the university and various documents, notes the following:

#### Strengths / Best Practices

- ATU has documented procedures for the development of the EPs, their content is annually reviewed, the relationship between the content and the planned learning outcomes in the accredited EP is visible;
- the practice of harmonizing the working curricula, recommendations and implementation of elective courses by employers;
- the composition of the elective courses of the being accredited EP reflects the modern achievements of science and technology in the field of state and local government, tourism and design.

EEC recommendations on the standard "Development and approval of the degree program":

On the EP 5V042100 - "Design", 5B051000 - "State and local government", 5B090200 - "Tourism" and 6M090200 - "Tourism":

- To continue work on the harmonization of degree programs with programs of foreign and domestic universities;
- Maintain the uniqueness of the EP, as well as promote professional certification of students and the introduction of research elements in the content of the EP under study;
- To take measures to open the magistracy for the EP 6M042100 - "Design" and EP 6M051000 - "State and local government".

#### ***Additional recommendations on the EP 5B042100 - "Design":***

- *Specify the developed model of the EP graduate in the context of the realized trajectories "Fashion Design" and "Graphic Design".*

#### ***EEC conclusions on the criteria:***

On the standard "Degree program development and approval" the being accredited degree programs EP 5B042100 - "Design", 5B051000 - "State and local government", 5B090200 - "Tourism" and 6M090200 - "Tourism": have 6 strong positions, 5 satisfactory and 1 position suggesting improvement.

### **6.4. Standard «Degree program constant monitoring and regular assessment»**

#### ***Evidential part***

The university monitors and periodically evaluates the being accredited EPs. The monitoring and periodic evaluation of the EP at the University is carried out on the basis of internal regulatory documents of the QMS (all documents are available on the official website of the ATU at: <https://atu.kz/?id=530&list=2>).

On the aspect under consideration, the following QMS procedures are in effect at the university: ATU-

TMD-IKP-9.1-2017-17 "Planning and development of educational activities" (higher education) ", ATU-TMD-IKP-9.1-2017-18" Implementation of educational programs of a bachelor degree ", ATU-TMD-IKP-9.1-2017-19 "Monitoring and measurement of educational activities" (higher education) ", ATU-UPO-IKP-8.1 / 8.3-2017-20" Planning and development of educational activities "(post-graduate education)", ATU-EPR-IKP-8.5 / 8.6-2017-21 "Educational activities (postgraduate education)", ATU-TMD-IKP-9.1-2017-18 « Implementation of degree programs of bachelor degree ", ATU-UMU-IKP-9.1-2017-19" Monitoring and measurement of educational activities "(higher education)", ATU-UPO-IKP-8.1 / 8.3-2017-20 "Planning and development of educational activities" (postgraduate education) ", ATU-UPR-IKP-8.5 / 8.6-2017-21" Educational activities (post-graduate education) ", ATU-UPR-IKP-8.5 / 8.6-2017-22" Monitoring and measurement of educational activities "(post-graduate Education) ", ATU-R-7.1 / 7.3-06-02-02" Regulations of the educational process and practices of ATU ", ATU-R-7.1 / 7.3-06-02-03" Regulations of educational ATU's

methodological work ”, ATU-PPD-8.2.4-2016-06-02-01“ Regulations on the monitoring and evaluation of students’ educational achievements”, ATU- TMD-PPD-8.3-2017-01 “Regulations on the procedure for checking graduation qualification works of the students and the volume of borrowing (plagiarism) and their placement in the automated library-information system "MARK-SQL" ", ATU-Q&AD-EP-8.5.1-2017-07" Assessment of the quality of training sessions ", ATU-Q&AD-EP-7.2 -2018-09 "On the rating system for assessing the activities of the teaching staff, chairs and faculties" and much more.

As part of the development of the EP, ATU’s material and technical and information bases are constantly being strengthened.

The members of the EEC are convinced that the material and information resources of the ATU fully comply with the profile and implementation requirements of the accredited EPs. In conducting the classes, modern multimedia techniques are used to present the material, in order to form a highly professional specialist in demand in the modern labor market.

In addition, EP 5B042100 - “Design” for the implementation of double-diploma education with the European Institute of Design (Academy of Fine Arts. ALDO GALLI GROUP) for a short time the university has done a lot of work to equip the material base: two specialized class rooms - 913 and 915, are open, which are equipped with the necessary sewing equipment, furniture, as well as modern computers, a projector and a color printer.

### ***Analytical part***

The minutes of the chair’s meetings confirm the participation of students and employers in the EP development. EP reviews have updated by employers, recommended disciplines are entered into the EP content. Students have the information on what educational trajectory they are studying, its advantages and disadvantages compared with other universities, which implement similar EPs.

EEC members were convinced that the Univer system is monitoring students performance, placement of the teaching-methodological disciplines complex by the teachers, test assignments, exam questions, assignments for students. Also, the system introduces data on the passage of students professional practice, information on the employment of graduates. However, the information channel’s internal university channel (the Univer system) is not accessible to most stakeholders.

Another sufficiently important aspect of the being accredited EPs is the activity on internal and external examination of MEP (modular degree programs). External evaluation of ATU EPs is represented by the following procedures: certification and accreditation of the university; external evaluation of educational achievements (EED) of fourth-year students, state certification of students; rated specialties; survey of employers; external review of final works and teaching materials. The average mark of the external evaluation of educational achievements) for EP 5B051000 - “State and local government” in the last 5 years ranged from 59.8% to 85.5%, and for EP 5B090200 - “Tourism” 59.80% and 72 70%. On the EP 5V042100 - “Design”, the external review is not carried out. In order to monitor ATU student satisfaction, computer-based questionnaires are conducted on a systematic basis: “The quality of teaching - the opinion of a student (<http://univer.atu.kz/monitoring/reportForm/district/135>).

### ***Strengths/best practice***

- Strengths and best practice on the given standard are not found.

***The EEC recommendations on the standard "Continuous monitoring and periodic evaluation of degree programs" for EP 5B042100 - "Design", 5B051000 - "State and local government", 5B090200 - "Tourism" and 6M090200 - "Tourism":***

- Update the official source of timely informing interested parties about any planned or taken actions in relation to the EPs (announcements on the university’s official website, printed publications, etc.);

- To continue the work on internal and external examination of modular degree programs.

***EEC conclusions on the criteria:***

According to the standard “Continuous monitoring and periodic evaluation of degree programs”, the being accredited degree programs EP 5B042100 - “Design”, 5B051000 - “State and local government”, 5B090200 - “Tourism” and 6M090200 - “Tourism” have 0 strong positions, 9 satisfactory and 1 - suggesting improvement.

## **6.5. Standard «Student-centered training, teaching and progress assessment**

### ***Evidential part***

The principle of student-centered education in ATU is based on respect for and attention to the personality of students and their needs, which is expressed in the provision of flexible learning paths; the use of various forms of teaching and a variety of pedagogical methods and technologies; regular feedback on all issues; support for the autonomy of the learner, while ensuring proper guidance and assistance from the teacher; strengthening the mutual respect of the teacher and student; availability of necessary procedures for responding to student complaints.

ATU created some conditions for inclusive education (including the material and technical base: ramps, color strips, etc.). The university provides material support to successful students and students from low-income, large families and orphans, and a socially vulnerable category of students is provided with a flexible system of tuition fees. The university has developed a procedure “Social package for students of ATU and college” ATU-PPVRiSM-PPD-7.5.1 - 2017 - 05 according to which discounts and incentives are given to students. For example, on the EP 5B042100 - “Design”, a maximum of 20% discount is granted to 15 students belonging to different categories.

In the process of interviewing by EEC IAAR students have noted, that they are actively involved in the formation of individual educational trajectory. Accounting the individual needs in mastering professional skills and cultural experience of students in addition to the choice of elective disciplines there is also carried out choosing of a practice base, defining a supervisor and a thesis topic, etc. There is constantly updated the guide-book for the 1<sup>st</sup>-year students, which is available on paper and in electronic form on the official website of the university and contains systematized information about the internal regulations, organizational and procedural standards of the academic process.

One of the conditions for the degree programs implementation is free access to international information networks, electronic databases, library collections, computer technologies, educational, methodical and scientific literature. The catalog of elective disciplines, modular directories of degree programs is published annually.

The chairs carry out the necessary work to prepare students for the implementation of diploma projects (works): the thesis subject is approved, according to which students can choose a topic in accordance with their interests and work profile. Topics of graduation projects (works) are distinguished by their relevance, they correspond to modern achievements of science, technology and design. The list of thesis projects is reviewed annually. At pre-diploma practice there is executed the collection of the materials main stock on the graduation project.

On the EP 6M090200 - “Tourism” the chair develops exemplary topics master's theses list, which is approved by the university’s Academic Council. Undergraduates are given the right to offer their own topic of master's thesis if there is a justification for its relevance and expediency or the application of the enterprise, organization, institution. The topic of the master's thesis and the supervisor are fixed by the Rector’s order within two months after enrollment of the student. But, members of the EEC note that the EP management and the teaching staff should pay special attention to the formation of the graduate projects subjects at the request of employers. This is also applied to the master these subjects on the EP 6M090200 - "Tourism".

Within the framework of student-centered education principles implementation at ATU, EP 5B042100 – Design is sufficiently distinguished, on which ATU in cooperation with the

Academy of Fine Arts, ALDO GALLI GROUP, systematically organizes master classes of such famous Italian designers and artists as Andrea Tossi, Roberto Boltri, Carmine Barboro. For example, in the 2017-2018 academic year, in cooperation with KFW Astana, a presentation of the International Competition "Fashion for the future 2018" and other events were held. Students on that EP are offered dual training. For example, with LLP "Balalar Adebieti" on the disciplines KVTP 4311 "Technology of printing", the 4th course and KVOPDD 5215 "Basics of the legal activities of the designer", the 5th year.

In the academic process ATU teachers use various forms of conducting classes (business games; panel discussions; literature review; drawing up individual and group projects) that contribute into the development of students analysis, decision-making and creative thinking skills.

According to the results of the student survey conducted as part of the EEC IAAR work, it was determined, that in general, equal opportunities were provided to all students: "Full agreement" - 70.7%, "Agree" - 19%, "Partially agree" - 8.6%, "Total Disagreement" - 0%.

At ATU, the learning process is characterized by clarity and transparency, both to the level of learning achievements and to control procedures. The students survey by the EEC showed that:

- the course program was clearly presented "Full agreement" - 74.1%, "Agree" - 19%, "Partially agree" - 5.2%, "Full disagreement" - 1, 7%;

- availability of academic counseling "Fully satisfied" - 77.6%, "Partially satisfied" - 19%, "Partially satisfied" - 1.7%, "Not satisfied" - 0%, "Hard to answer" - 1, 7% .

The Commission notes, that under the being accredited EPs, intermediate and final control assessments of the students' knowledge quality in mastering the disciplines are carried out on the basis of peer review and assessment.

The university monitors the students promotion in the educational trajectory, students knowledge assessment objectivity, transparency and adequacy of tools and mechanisms for their assessment.

The ATU practice bases fully comply with the particular specialty profile, all practices are provided with teaching materials, the internship is recorded in the form of diaries and reports. For example, on the EP 5B090200 - "Tourism" and 6M090200 - "Tourism" there are agreements with relevant companies for dual training and the provision of internship opportunities for students: with the company "LLC Solis Ltd." (70 2nd year students), Baltic Academy of Tourism and Entrepreneurship (Russian Federation 20.04.2008), Plekhanov Russian University of Economics (21.07.2016), Siberian University of Consumer Cooperatives (04.19.2017), Antalya Tourism Academy (01.06.2017) and domestic organizations in the field of tourism.

#### **Analytical part**

The university practices the process of forming an individual educational trajectory of students according to the EP. The university's management provides a variety of opportunities meeting the student-centered education. These include the choice of a practice base (in addition to Kazakhstan bases) and practice bases in neighboring countries. For example, on the EP 5B042100 - "Design" in 2016-2018 in the framework of cooperation with the Kyrgyz State Technical University, named after Razzakov, 13 students of the specialty have completed work experience on the basis of this university. As well as, students of the Kyrgyz State Technical University in the current year had practice on the ATU base.

EP management provides academic freedom in choosing a teacher, transparency and accessibility of students to the results of the assessment, the ability to assess the professional qualities of teaching staff (computerized survey). The material and technical support of the academic process is presented at a fairly high level at ATU. For example, on the EP 5B042100 - "Design", the educational process is equipped with licensed software (graphic editors CorelDRAW, Photoshop and others).

EEC members have been shown the mechanisms for assessing learning outcomes, appeals, criteria transparency and assessment tools for students' learning achievements. The

university provided all the opportunities for the implementation of student-centered education. But, with the prevalence of satisfactory positions on the criteria of the IAAR under this Standard, the EEC notes a weak representation of its own research in the field of the disciplines teaching methods on the EP (a small number of training and teaching study guides) for all being accredited EP.

At the same time, the practice of rendering lectures and holding master classes by foreign scientists and designers is presented at ATU at a sufficient level. Table 3 presents this information.

**Table 3. Foreign teaching staff, invited to ATU to render lectures (including in on-line mode in 2016-2018)**

	<b>Degree program</b>	<b>Full name., country, rendered lectures</b>
	5B042100 – «Design»	Vantseva O.V. – associated professor, candidate of technical sciences, Novosibirsk, Russian scientific-technical institute, Course «Methodic techniques in design-education»
	5B042100 – «Design»	Mironova Ye. A. associated professor, Novosibirsk, Russian scientific-technical institute, Course «Methodic techniques in design-education»
	5B051000 – State and local management	Werner Pleschberger, professor, University of natural resources and applied sciences, (Austria) «European Union – fundamental basics of economics and politics in the changing world»
	5B051000 - State and local management	Kornilova I.M. Russian economic university, named after Plekhanov, History of managerial thought
	5B051000 - State and local management	Ponomaryev M.A. candidate of economic sciences, Russian economic university, named after Plekhanov G.V., «Practical management»
	5B051000 - State and local management	Kazakova N.A. doctor of economic sciences, professor of Russian economic university, named after Plekhanov, Express-analysis and risks assessment in business»
	5B090200, 6M090200 - Tourism	John Burgess, Switzerland, Hotels and tourism management institute (HTMI), Tourism, catering trade and hospitality business
	5B090200, 6M090200 - Tourism	Andreas Kurfurst Switzerland, Hotels and tourism management institute (HTMI), Catering trade and hospitality business
	5B090200, 6M090200 - Tourism	Shtykhno D.A. Russian economic university, named after Plekhanov G.V., Hospitality business as business guideline

According to the practice bases leaders survey outcomes and the surveys conducted by the university, it was revealed that students show a sufficient level of theoretical and practical training.

The EEC IAAR, having held meetings, conversations and interviews with vice-rectors, heads of chairs, managers and employees of structural units, students, faculty members, representatives of employers' organizations and graduates, as well as carrying out a survey of students and faculty members, detailed familiarization of experts with University's educational

infrastructure, material and technical, information and methodological resources, as well as the necessary documents, notes the following:

***Strengths/best practice***

- Strengths and best practice on the given standard are not revealed.

***EEC recommendations on the EP 5B042100 - "Design", 5B051000 - "State and local government", 5B090200 - "Tourism" and 6M090200 - "Tourism":***

- Ensure a wider use of various forms and methods of teaching and learning (innovative technologies, dual learning, etc.), and also establish a feedback system for diagnosing and evaluating the used teaching methods and techniques.

***EEC conclusions on the criteria:***

According to the standard "Student-centered education, teaching and assessment of progress" being accredited degree programs 5B042100 - "Design", 5B051000 - "State and local government", 5B090200 - "Tourism" and 6M090200 - "Tourism" have 0 strong positions, 9 satisfactory and 1 suggesting improvement.

## **6.6. Standard «Trainees»**

***Evidential part***

Upon forming students contingent, the ATU is guided by the current legal and regulatory framework, model rules for admission to educational organizations, vocational curriculum for implementing the higher education dated January 19, 2012 No. 109 (as amended on 26.07.2017). This process is regulated by ATU - TPWandM - D-8.5. - 2017-01 "Formation of the ATU contingent" dated September 30, 2017 (as amended on 12.06.2018). For admission to the specialty "Design" special creative examinations are held, which are governed by the standards of TMD WTMC of KazSACA.

The formation of students contingent is carried out by placing the state educational order for training specialists and scientific personnel, as well as paying for tuition at the expense of citizens' own funds, providing a rector's grant, discounts on tuition fees and other sources.

ATU has established an active career guidance work for which working groups are set up to travel to schools and colleges in the city and Almaty region. In addition, organized trips to educational institutions of Taraz, Kzyl-Orda, Taldy-Kurgan, Zhanatas, Shymkent and others.

There is a steady interest of applicants to the specialties 5B042100 - "Design", 5B051000 - "State and local government", 5B090200 - "Tourism". At the same time, on the EP 6M090200 - "Tourism" there is required a serious career guidance work.

The students contingent is formed from groups, training in which is full time and conducted in the state, Russian languages. The University conducts systematic work on the collection and analysis of statistical data on the students and graduate contingent. Tables 4-11 present the enrollment and contingent for the being accredited EPs in the context of the last 4 years, including the current one.



**Table 4. Trainees contingent of EP 5B042100 – «Design»**

Tuition form	Trainees contingent			
	2015/2016	2016/2017	2017/2018	2018-2019
Full-time	Kazakh/ Russian language tuition	Kazakh/ Russian language tuition	Kazakh/ Russian language tuition	Kazakh/ Russian language tuition
	17	34	57	94
Extramural	-	-	-	-
Grants quantity	-	-	1	4
<b>TOTAL</b>	<b>17</b>	<b>8</b>	<b>57</b>	<b>94</b>

**Table 5. 5B042100 – «Design» degree program trainees enrollment**

Tuition form	Trainees enrollment				
	2014-2015	2015/2016	2016/2017	2017/2018	2018-2019
Full-time	Kazakh/ Russian language tuition	Kazakh/ Russian language tuition	Kazakh/ Russian language tuition	Kazakh/ Russian language tuition	Kazakh/ Russian language tuition
	9	17	34	57	94
Extramural	-	-	-	-	-
Grants quantity	3	-	-	1	4
<b>TOTAL</b>	<b>12</b>	<b>17</b>	<b>34</b>	<b>57</b>	<b>94</b>

**Table 6. 5B090200 – «Tourism» degree program trainees contingent**

Tuition form	Trainees contingent			
	2015/2016	2016/2017	2017/2018	2018-2019
Full-time	Kazakh/ Russian language tuition	Kazakh/ Russian language tuition	Kazakh/ Russian language tuition	Kazakh/ Russian language tuition
	63	53	63	78
Extramural	6	3	5	13
Grants quantity	5	7	13	15
<b>TOTAL</b>	<b>69</b>	<b>56</b>	<b>68</b>	<b>91</b>

**Table 7. 5B090200 – «Tourism» degree program trainees enrollment**

Tuition form	Trainees enrollment			
	2015/2016	2016/2017	2017/2018	2018-2019
Full-time	Kazakh/ Russian language tuition	Kazakh/ Russian language tuition	Kazakh/ Russian language tuition	Kazakh/ Russian language tuition
	13	19	21	35
Extramural	-	-	3	8
Grants quantity	2	3	5	6
<b>TOTAL</b>	<b>13</b>	<b>19</b>	<b>24</b>	<b>43</b>

**Table 8. 6M090200 – «Tourism» degree program trainees contingent**

Tuition form	Trainees contingent			
	2015/2016	2016/2017	2017/2018	2018-2019
Full-time	Kazakh/ Russian language tuition	Kazakh/ Russian language tuition	Kazakh/ Russian language tuition	Kazakh/ Russian language tuition
	-	1	-	4
Extramural	-	-	-	-
Grants quantity	-	-	-	1
<b>TOTAL</b>	-	<b>1</b>	-	<b>4</b>

**Table 9. 6M090200 – «Tourism» degree program trainees enrollment**

Tuition form	Trainees enrollment			
	2015/2016	2016/2017	2017/2018	2018-2019
Full-time	Kazakh/ Russian language tuition	Kazakh/ Russian language tuition	Kazakh/ Russian language tuition	Kazakh/ Russian language tuition
	-	1	-	4
Extramural	-	-	-	-
Grants quantity	-	-	-	1
<b>TOTAL</b>	-	<b>1</b>	-	<b>4</b>

**Table 10. 5B051000 – «State and local management» degree program trainees contingent**

Tuition form	Trainees contingent			
	2015/2016	2016/2017	2017/2018	2018-2019
Full-time	Kazakh/ Russian language tuition	Kazakh/ Russian language tuition	Kazakh/ Russian language tuition	Kazakh/ Russian language tuition
	180	192	183	164
Extramural	29	16	17	25
Grants quantity	-	1	3	4
<b>TOTAL</b>	<b>209</b>	<b>208</b>	<b>200</b>	<b>189</b>

**Table 11. 5B051000 – «State and local management» degree program trainees enrollment**

Tuition form	Trainees enrollment			
	2015/2016	2016/2017	2017/2018	2018-2019
Full-time	Kazakh/ Russian language tuition	Kazakh/ Russian language tuition	Kazakh/ Russian language tuition	Kazakh/ Russian language tuition
	50	50	42	26
Extramural	2	1	5	7
Grants quantity	-	1	2	4
<b>TOTAL</b>	<b>52</b>	<b>51</b>	<b>47</b>	<b>33</b>

As per the data presented on EP 5B042100 - “Design”, the number of students grows annually. According to other EPs, for example, EP 5B090200 - “Tourism”, the number of students in the 2018–19 academic year increased markedly compared with previous years; EP 5B051000 - “State and Local Administration” has about 200 students annually. As for the students enrollment over the past three years, there has been a positive trend in EP 5B042100 - “Design” and 5B090200 - “Tourism”; in EP 5B051000 Public and Local Management, the enrollment of students is decreasing annually, the number of students has decreased noticeably in the 2018-19 academic year in EP 6M090200 - “Tourism”. It is difficult to speak about any dynamics, since in the analyzed period the students’ enrollment was only two times.

The organization of educational work is carried out in accordance with the regulatory documents both through the RK MES and through the university's QMC. The students are systematically surveyed in order to ensure the growth of the quality of the educational services provided.

Student scientific work, educational and creative workshops are one of the forms of organization of the students’ research work. Research and creative work with the students in the departments is carried out systematically.

In 2017-2018 academic year, the students of the SMU EP together with the faculty published 3 works in the materials of the “Science. Education. Youth” RNPk. The ATU, which had the assessment of EP 5B042100 -“Design” faculty during April 26-27, 2018, seeks to develop the students' creative thinking through various measures. For example, in April 2017, the ATU together with the Beautiful Children of Kazakhstan Foundation, well-known Kazakhstani designers and light industry enterprises of Kazakhstan, held the first International Steppeup Competition of Young Fashion Designers. This project began on December 1 from sending the questionnaires to all who wished to participate in the competition. Then the Art Council of the competition selected 9 best collections from 44 offered by the participants. The Arts Council chose not only beautiful but also commercially successful collections. 4 ATU students reached a final. Each finalist has created a capsule collection under the mentorship of designers of Kazakhstan brands Saken Zhaksybayev (ZHSaken), Ayazhan Zhaksibai (AikaAlemi) and Aida Kaumenova (KaumeNOVA).

This sector is being strengthened in the framework of individual achievements of students of EP: Beketayev N. (DC, 5 year), the winner in the Avangard nomination, the International Design Competition “2018 Siberian Couturier”, Novosibirsk, Russia, April 27, 2018; N. Beketaev (DC, 5 year), Grand Prix, VI International Competition of Young Designers and Fashion Designers "Zhas-Orken 2018", May 17-18, 2018; A. Bazanova (DC, 5 year), winner in the “Etno-Fusion” nomination, VI International Competition of Young Designers and Fashion Designers “Zhas-Orken 2018”, May 17-18, 2018; Zhumadil M. (DC, 4 year), winner in the “Debut” nomination, VI International Competition of Young Designers and Fashion Designers “Zhas-Orken 2018”, May 17-18, 2018 and many others.

As part of the three accredited EP realized a double-diploma education (EP "Design" in conjunction with the European Institute of Design (Italy, Como) and EP 6M090200 / 5B090200 «Tourism» with the Institute of Tourism and Hotel Management -. HTMi, (Switzerland)

Within accredited EPs a double-diploma institution of higher education implements the program. Academic mobility is carried out with the Institute of external and internal mobility Tourism and Hotel Management (HTMI), Switzerland (EP “Tourism” - D.Belyayko, A.Tapalova); EP P&LA - J.Aralbay in KazUTB Astana, Shyrynkan A. in TarGU (Taraz), in KazUTB – G.Kenesova and others). The main criteria for the competitive selection of students for participation in academic mobility are the following: completion of one academic period, academic performance. Preliminary interviews, questionnaires, testing are conducted with applicants, and a competitive selection is made based on their results. A tripartite agreement between the sending and receiving high schools and the students who have passed the competition shall be signed off.

After training, the students present a transcript at the host institution, on the basis of which the student is required to transfer the credits into and as per the Kazakhstan ECTS credit system.

The university pays attention to the monitoring of annual employment and to direct communication and getting a feedback from the labor market, which allows to monitor the compliance of strategic plans with the real demand in the educational market.

Graduates of accredited EPs are in demand in the labor market, and employment in the first year after graduation in average for EP 5B042100 - Design is 94%, 5B090200 Tourism - 96%, 6M090200 Tourism - 100%, 5B051000 – State and Local Management - 86%.

The university has a system of measures to address the students' academic problems. For example, those students who have not passed the landmark or final control for a good reason, individual deadlines for their passing are set. An individual examination session schedule is allowed in case of confirmed force majeure situations such as illness, childbirth, etc., provided by the education credit technology rules, internal regulations and the Charter of the University.

The students' self-government at the university is quite active in ATU. University students collaborate with youth organizations of the city and the region.

The results of a student survey conducted during the IARA EEC visit showed the following:

- "fully satisfied" with the overall quality of the training programs - 79.3%, "partially satisfied" - 15.5%, "partially unsatisfied" - 1.7% , "Unsatisfied" - 3, 4%.

- "Fully satisfied" with quick response to feedback from teachers regarding the educational process - 84.5%, "partially satisfied" - 12.1%, "partially unsatisfied" - 1.7%, "unsatisfied" - 0%, "difficult to answer" - 1.7%.

### ***The analytical part***

A policy for forming a contingent at the university is regulated and reflected in the academic policy of the university. The principles of creating an educational environment for the students to achieve the required professional level, methods of feedback and informing the students are presented. ATU assesses the communication with employers systematically.

Students actively participate in different activities of the university, city, district, region and foreign countries according to the EP specifics. For example, on EP 5B042100 - "Design" the students participated and became the winners in the International Design Competition, "2018 Siberian Couturier" (Novosibirsk, Russia, April 27, 2018), the VI International Competition of Young Designers and Fashion Designers "2018 Zhas-Orken" (May 17-18, 2018) and in many others. The students also actively participate in research competitions and conferences for other accredited EP.

In the students interviewing process the EEC members found out that modern dance groups were organized in the university, which all ATU students are able to attend. Also the university has sports sections. At the same time, the students themselves mention the apparent inadequacy of the non-formal education sector and leisure activities at the university.

Also the Alumni Association is not actively functioning at ATU. It is expedient to intensify business and leisure activities conducted by the ATU Alumni Association, which contribute to the creation of a unified community and builds up a corporate spirit for the graduates.

The IAAR EEC based on interviewing and questioning the students, familiarizing themselves with the university's educational infrastructure and various documents, notes the following:

### ***Strengths / best practice***

- ATU has a regulated student contingent formation policy; the university provides its graduates with documents confirming their qualifications and achieved learning outcomes (under the established RK MES rules);

- ATU provides active support for gifted students by promoting and funding their travel to different contests and conferences, as well as through academic mobility programs.

***The EEC recommendations on the “Students” standard for EP 5B042100 - “Design”, 5B051000 - “State and Local Management”, 5B090200 - “Tourism” and 6M090200 - “Tourism”, are the following:***

- Intensify the informal education work, leisure activities and adapting the students including foreign students and individuals with special educational needs;

- Develop a set of organizational and management measures to improve the performance of the Alumni Association towards strengthening the practice-oriented training and development of professional skills.

***EEC Conclusions on the criteria:***

Standard: "Students", the accredited educational programs on EP 5B042100 - "Design", 5B051000 - "State and Local Management", 5B090200 - "Tourism" and 6M090200 - "Tourism" have 3 strong positions, 8 satisfactory and 1 suggesting improvements

## **Standard 6.7. “Teaching staff” standard**

### ***Evidence part***

The personnel policy of the ATU is an integral part of the university’s strategic policy. The EP needs in vocational qualification level of teaching staff is determined by the direction of training bachelors and masters, as well as the licensing requirements. To implement the accredited EP, the individuals with a basic education of the appropriate profile whose qualification level corresponds to the EP specifics shall be involved. Recruitment and assessment of the faculty is carried out on the basis of the Order of the Minister of Education and Science of the Republic of Kazakhstan dated April 23, 2015 No. 230 “On approval of the Rules for competitive faculty and research workers staffing at the higher educational institutions”.

Members of the EEC in the context of the accredited EP familiarized themselves with the qualitative and quantitative composition of teaching staff, faculty load planning, monitoring the quality of teaching, monitoring individual performance of teaching staff, methods of assessing the satisfaction of teaching staff and students and the staffing policy. At the same time, the ATU “Univer” system has a section “Teaching Staff Indicative Plan”, which is completed at the beginning of the academic year. Monitoring the implementation of the planned load of teaching staff in different sectors of work (educational, methodical, scientific and educational) is given to the EP management. The teachers’ incremented wages depend on the level of performance of the planned work.

The personnel potential of the teaching staff accredited EP is fully consistent with the regulatory requirements. Thus, on EP 5B042100 - “Design”, 5B051000 - “State and Local Management”, 5B090200 - “Tourism” and 6M090200 - “Tourism”, the average index of the faculty degrees is 52%. The data in the context of the accredited EP are presented in Table 8.

Also in order to increase the level of the teaching staff, the work is carried out as follows: the target training for 3 people of PhD for the EP "Tourism", 1 person for the EP "Design".

The university provides social support for faculty. For example, the senior teacher E. Y. Parfenova, EP 5B042100 - “Design” receives from the university a financial assistance for the treatment of a disabled child on a regular basis. The faculty of EP 5V042100 - "Design" is not only receiving a material assistance but are actively involved in charity events. In the 2017-2018 academic year, the teachers E. Yu Parfenova and G. S. Shaizadanova won the Start-up projects university competition with the “Ya ryadom handmade” Creative Club. The students in the Creative Club take handicraft master classes, which are conducted both by the teachers of the department and by visiting masters. All manufactured products are sold through the charity fair and the subsequent transfer of the collected funds to the “DOM” Charitable Foundation. The purchase of materials is made from the funds allocated to ATU.

Since the beginning of the academic year, the teachers E.Yu.Parfenova and G.S.Shaizadanova took part in the International custom interior dolls exhibition, held with the support of the Embassy of the Russian Federation in the Republic of Kazakhstan on the basis of the A. Kasteev Museum. In January 2018, the teacher E.Yu. Parfenova participated in a charity exhibition - auction of the custom doll - "Time of Angels". All funds raised from the sale of lots were transferred to the charitable foundation of children with cystic fibrosis.

In addition to the creative activities of the teaching staff, the academic staff actively participates in scientific work. For example, EP "Tourism" has 2 research topics: "Problems of the domestic tourism development in the Republic of Kazakhstan" - Head: Dr.Sc., Professor Sh.M. Nadyrov (Initiative research work Deadline: 2017-2019). Executors: U.S.Yesaydar, Ph.D., Associate Professor, N.E Dabylytaeva., Ph.D., L.A. Tokayeva, Ph.D. and Associate Professor, G.R.Myrzagulova, Ph.D., Associate Professor, Tuebekova Z.Zh., Senior Lecturer, M.O.Tumazhanova, Art Teacher, N.S.Kozhakhmetova, Art Teacher, Joya K., Art Teacher, Isakov E. Art. Teacher; "Problems of ecological tourism development in the Republic of Kazakhstan" - jointly with the ALE "KTA", Head: Candidate of Economic Sciences, Associate Professor, A.E. Zheldibayev (Finance 2,000,000 tg.).

One of the best practices of ATU in order to increase the level of publications of the faculty members in journals indexed in international databases is the existence of a cooperation agreement with the journal: "Higher education institutions. Technology of textile industry" of the Ivanovo State Polytechnic University, which is included in the international Scopus abstract database and is indexed in the Russian Science Citation Index (RISC). 50% of the cost of publishing faculty is covered by ATU. Thus, over the past three years, more than 43 scientific articles of the teaching staff of EP 5B042100 - "Design" have been published in this journal.

According to the results of the faculty survey conducted in the framework of the activities of the IAAR EEC, the university provides the teachers with an opportunity for continuous skills development to "Very Good" (48.9%), "Good" (36.2%), "Satisfactory" - 2, 1 %

The university ensures the completeness and adequacy of individual work planning of the teaching staff in all activities, monitoring the effectiveness and efficiency of individual plans. The calculation of the complexity of the academic load is based on the work curricula of the educational program of specialties in accordance with the credit technology-based educational process rules.

The university creates certain conditions for professional development of EP teaching staff. ATU holds open classes, conferences and other events. A university on the terms of financing or co-financing enables the faculty members to improve their qualifications in paid training seminars, to pass overseas internships. For example, on EP 5B042100 - "Design", the following faculty members improved their skills: in January 2014, A.M.Sabitova, J.B. Usenova, N.B.Bakbergenova, E.A.Ashimova, .T.Altaeva took part in the seminar "Fashion and Pitti in Florence" (Florence, Italy); in June 2015, associate professor Zh.S. Usenova took part in the seminar "DNA of the brand of clothes in the fashion industry" (Bishkek, Kyrgyzstan) and was awarded the anniversary medal "For contribution to the development of the textile and sewing industry"; in July 2015, Associate Professor, A.M. Sabitova took part in the seminar "Made in Italy" (Rome, Florence, Naples, Italy); in November 2015, the senior teacher K.K. Abilkalamova passed a foreign scientific internship at the Novosibirsk Technological Institute, a branch of MGUDT (Novosibirsk, Russia); in November 2015, the senior lecturer U. Smuylova passed a foreign scientific internship at Kaunas University of Technology (Kaunas, Lithuania) and others.

TH degrees in EP Design is: 50%. At the department 1 doctor of technical sciences - M.A Nurzhasarova.; 1 associate professor - Zh.S Usenova.; 3 candidates of sciences - A.M Sabitova., A.E. Tataeva, M.B. Otyshiev; 2 PhD Doctors – Z.D. Moldagazhieva, A.A. Talaspaeva Also the department has 6 members to the Kazakhstan Union of Designers – A.M Sabitova, A.M. Aldanaeva, G.S.Shaizadanova, K.K.Abilkalamova, A.N.Aliyaskarova, E.Yu.Parfenova.; 2 members of the Union of Artists of the Republic of Kazakhstan - G.A.Dzhuraeva, Sh.M Baikenova. Thus, the degree of proficiency of teaching staff of the EP Design correspond to the

framework of the professional curriculum of higher education, which is more than 50% of the degree. Since, according to the specialties of the “Art” group, the teachers who have been awarded honorary titles and awards are credited for their degrees (G.A. Dzhuraeva - Laureate of the Foundation of the First President of the Republic of Kazakhstan - Leader of the Nation for achievements in the field of culture and art; Z.S. Usenova – by the decree of the President of the Republic of Kazakhstan is awarded the medal "For Hard Work").

Degrees in EP P&LM is: 52.2%. The faculty is represented by 3 doctors of economic sciences and 1 doctor of PhD, 8 teachers have an academic degree of Candidate of Economic Sciences, 10 teachers have an academic degree of Master of Economic Sciences.

Degrees in EP 5B090200 - "Tourism" and 6M090200 - "Tourism" is: 61.2% and 58.06%, respectively. The faculty is represented by 5 doctors of economic sciences and 1 doctor of PhD, 11 teachers have a PhD degree and 13 teachers have an academic degree of Master of Science.

According to the results of the faculty survey organized by the EEP IAAR, the teachers estimate the support of the university and its management in the faculty research initiatives as “very good” - 51.1%, “good” - 46.8%, “satisfactory” - 2.1 %

The results of scientific studies of academic staff of accredited educational institutions are reflected in scientific articles, published journals, and speeches at scientific conferences at various levels. Research and Development of teaching staff is carried out in accordance with a comprehensive program and plan of research. The teaching staff of the department annually introduces into the educational process and production the results of scientific research.

The results of the creative work of the teaching staff on EP 5B042100 - “Design” are reflected through participation in various competitions and festivals.

The EP management ensures the completeness and adequacy of individual planning of the work of teaching staff for all types of activities, monitoring the effectiveness and efficiency of individual plans, and demonstrating evidence of the fulfillment by teachers of all types of planned workload. The official website of the university provides full information about the teachers of the departments. The results of scientific studies of teachers are reflected in scientific articles, published journals and speeches at scientific conferences at various levels.

In general, it can be stated that the EP is fully staffed with qualified faculty at all levels. To improve the quality of teaching, to ensure a close relationship with the production, practitioners are involved in the learning process. Practicing teachers are selected on the basis of qualification requirements, job descriptions and approved staffing, taking into account extensive experience in the relevant field of activity. The state of the moral and psychological climate in the departments is characterized by stability, creative attitude to the performance of their duties. Labor and executive discipline is at the proper level.

A survey of faculty members conducted during the visit of the IAAR EEC showed that:

- the faculty meets the requirements of the content of the educational program as “very good” - 61.7%, “good” - 36.2%, “satisfactory” - 2, 1%;

- the level of feedback from the faculty to the management is “very good” -61.7%, “good” - 36.2%, “bad” - 2.1%;

- Teachers can use their own innovations in the learning process “very good” - 40.4%, “good” - 53.2%;

- The academic mobility work is set up “very good” - 17.6%, “good” - 76.5%; “satisfactory” - 4.3%, “bad” - 2.1%;

- How the advanced training work of the teaching staff is set up - “very good” - 42.6%, “good” - 51, 1%, “satisfactory” - 4.3%, “bad” - 2, 1%;

- The involvement of teaching staff in the process of making managerial and strategic decisions “very good” - 46.8%, “good” - 48.9%, “satisfactory” - 4.3%.

### ***Analytical part***

In general, the faculty of the ATU for the accredited EPs in terms of degrees in special and major disciplines meets the requirements. At the same time, information about teachers on

the university's website is fully presented (research areas, disciplines taught, etc.), there is no internal mobility of teaching staff, it is required to continuously improve the professional development of personnel in areas of specialization in the leading scientific centers of the Republic of Kazakhstan.

The EEC members note a fairly high level of publication activity of academic staff of the accredited study program in the journals. At the same time, the sector of the educational and methodological component, i.e. development, publication of literature with the receipt of the seal of the Ministry of Education and Science of the Republic of Kazakhstan and EMC for textbooks, educational and teaching aids for the accredited EP.

In the context of refresher courses, there is a small proportion of both general pedagogical (Orleu, Nazarbayev University, etc.) profiles courses. For example, it is necessary to update refresher courses in the following areas: EP 5B042100 "Design" - Management and Marketing in the field of design, art, etc.; EP 5B / 6M090200 "Tourism" - modern tourism, current tourism destinations, etc.; EP 5B051000 "Public and Local Management" - project management, change management, etc.

The IAAR EEC conducted meetings, conversations and interviews with vice-rectors, deans, heads of departments, managers and employees of structural divisions, students, faculty members, representatives of employers' organizations and graduates, as well as carrying out a survey of students and faculty, a detailed familiarization of experts with the educational infrastructure of the university, material, technical, information and methodological resources, as well as the necessary documents for this Standard, notes the following:

***Strengths / best practice:***

- The university provides faculty with career and professional growth opportunities and stimulates the publication of scientific articles with impact factors (an agreement with the Ivanovo State Polytechnic University - more than 43 scientific articles). In general, good conditions are being created for fruitful work and scientific activity of the faculty. Practices are also involved in the implementation of EPs (as part of dual training), many teachers of EP 5B042100 - Design are practicing designers, some teachers of EP P&LM have experience in governmental structures.

***Recommendations of the EEC on the standard: "Teaching staff" for EP 5B042100 - "Design", 5B051000 - "State and Local Management", 5B090200 - "Tourism" and 6M090200 - "Tourism":***

- EP faculty is to expand the use of information and communication and innovative technologies in the educational process;

- Update the long-term plan, providing the development, publication and receipt of the approval by the Ministry of Education and Science of the Republic of Kazakhstan and EMC for textbooks, educational and teaching aids for the accredited EP;

- Continue work on systematic advanced training of teaching staff, including general pedagogical courses (Orleu, Nazarbayev University courses etc.) and professional profiles (according to EP 5B042100 - "Design": Management and Marketing in the field of design and art, etc.; according to EP 5B / 6M090200 - "Tourism" - Modern tourism, Actual tourism directions, etc., EP 5B051000 - "Public and Local Management" - Project management, Change management, etc.).

- To provide measures to improve the level of funded research in the areas of educational programs being accredited.

***EEC summary on the criteria:***

Standard "Teaching staff" - the accredited educational programs EP 5B042100 - "Design", 5B051000 - "State and Local Management", 5B090200 - "Tourism" and 6M090200 - "Tourism" have 3 strong positions, 8 satisfactory and 1 suggests the improvement.



**Table 8. Quantitative and qualitative teaching staff make up in view of EP**

Specialty name	Total teaching staff amongst them salaries	Doctor os sciences professor PhD	Candidate of sciences/ Masters/ assistant professor	Teachers with scientific degree and title/ amongst them salaried	Part time		Age (person)					
					Total	Including with degrees and titles	Total	Including with degrees and titles	Salaried till 35 years	35-50 years	Over 50 years	Pension age
5B042100 – «Design»	18	1/2	3/2/1	50%	-	-	00%	50%	3	4	2	1
5B051000 – State and local management	23	3/1	8/10	52,2%	-	-	00%	1,6%	5	3	3	2
5B090200 – «Tourism» and 6M090200 – «Tourism»	31/29	5/1	11/13	61.2%/58.06%	2	2	3.5%	1.6%	7	8	9	5

TH degrees in EP Design is: 50%. At the department 1 doctor of technical sciences - M.A Nurzhasarova.; 1 associate professor - Zh.S Usenova.; 3 candidates of sciences - A.M Sabitova., A.E. Tataeva, M.B. Otyshiev; 2 PhD Doctors – Z.D. Moldagazhieva, A.A. Talaspaeva Also the department has 6 members to the Kazakhstan Union of Designers – A.M Sabitova, A.M. Aldanaeva, G.S.Shaizadanova, K.K.Abilkalamova, A.N.Aliyaskarova, E.Yu.Parfenova.; 2 members of the Union of Artists of the Republic of Kazakhstan - G.A.Dzhuraeva, Sh.M Baikenova. Thus, the degree of proficiency of teaching staff of the EP Design correspond to the framework of the professional curriculum of higher education, which is more than 50% of the degree. Since, according to the specialties of the “Art” group, the teachers who have been awarded honorary titles and awards are credited for their degrees (G.A. Dzhuraeva - Laureate of the Foundation of the First President of the Republic of Kazakhstan - Leader of the Nation for achievements in the field of culture and art; Z.S. Usenova – by the decree of the President of the Republic of Kazakhstan is awarded the medal "For Hard Work").

Degrees in EP P&LM is: 52.2%. The faculty is represented by 3 doctors of economic sciences and 1 doctor of PhD, 8 teachers have an academic degree of Candidate of Economic Sciences, 10 teachers have an academic degree of Master of Economic Sciences.

Degrees in EP 5B090200 - "Tourism" and 6M090200 - "Tourism" is: 61.2% and 58.06%, respectively. The faculty is represented by 5 doctors of economic sciences and 1 doctor of PhD, 11 teachers have a PhD degree and 13 teachers have an academic degree of Master of Science.

According to the results of the faculty survey organized by the EEP IAAR, the teachers estimate the support of the university and its management in the faculty research initiatives as "very good" - 51.1%, "good" - 46.8%, "satisfactory" - 2.1 %

The results of scientific studies of academic staff of accredited educational institutions are reflected in scientific articles, published journals, and speeches at scientific conferences at various levels. Research and Development of teaching staff is carried out in accordance with a comprehensive program and plan of research. The teaching staff of the department annually introduces into the educational process and production the results of scientific research.

The results of the creative work of the teaching staff on EP 5B042100 - "Design" are reflected through participation in various competitions and festivals.

The EP management ensures the completeness and adequacy of individual planning of the work of teaching staff for all types of activities, monitoring the effectiveness and efficiency of individual plans, and demonstrating evidence of the fulfillment by teachers of all types of planned workload. The official website of the university provides full information about the teachers of the departments. The results of scientific studies of teachers are reflected in scientific articles, published journals and speeches at scientific conferences at various levels.

In general, it can be stated that the EP is fully staffed with qualified faculty at all levels. To improve the quality of teaching, to ensure a close relationship with the production, practitioners are involved in the learning process. Practicing teachers are selected on the basis of qualification requirements, job descriptions and approved staffing, taking into account extensive experience in the relevant field of activity. The state of the moral and psychological climate in the departments is characterized by stability, creative attitude to the performance of their duties. Labor and executive discipline is at the proper level.

A survey of faculty members conducted during the visit of the IAAR EEC showed that:

- the faculty meets the requirements of the content of the educational program as "very good" - 61.7%, "good" - 36.2%, "satisfactory" - 2, 1%;
- the level of feedback from the faculty to the management is "very good" -61.7%, "good" - 36.2%, "bad" - 2.1%;
- Teachers can use their own innovations in the learning process "very good" - 40.4%, "good" - 53.2%;
- The academic mobility work is set up "very good" - 17.6%, "good" - 76.5%; "satisfactory" - 4.3%, "bad" - 2.1%;
- How the advanced training work of the teaching staff is set up - "very good" - 42.6%, "good" - 51, 1%, "satisfactory" - 4.3%, "bad" - 2, 1%;
- The involvement of teaching staff in the process of making managerial and strategic decisions "very good" - 46.8%, "good" - 48.9%, "satisfactory" - 4.3%.

### ***Analytical part***

In general, the faculty of the ATU for the accredited EPs in terms of degrees in special and major disciplines meets the requirements. At the same time, information about teachers on the university's website is fully presented (research areas, disciplines taught, etc.), there is no internal mobility of teaching staff, it is required to continuously improve the professional development of personnel in areas of specialization in the leading scientific centers of the Republic of Kazakhstan.

The EEC members note a fairly high level of publication activity of academic staff of the accredited study program in the journals. At the same time, the sector of the educational and methodological component, i.e. development, publication of literature with the receipt of the seal of the Ministry of Education and Science of the Republic of Kazakhstan and EMC for textbooks, educational and teaching aids for the accredited EP.

In the context of refresher courses, there is a small proportion of both general pedagogical (Orleu, Nazarbayev University, etc.) profiles courses. For example, it is necessary to update refresher courses in the following areas: EP 5B042100 "Design" - Management and Marketing in the field of design, art, etc.; EP 5B / 6M090200 "Tourism" - modern tourism, current tourism destinations, etc.; EP 5B051000 "Public and Local Management" - project management, change management, etc.

The IAAR EEC conducted meetings, conversations and interviews with vice-rectors, deans, heads of departments, managers and employees of structural divisions, students, faculty members, representatives of employers' organizations and graduates, as well as carrying out a survey of students and faculty, a detailed familiarization of experts with the educational infrastructure of the university, material, technical, information and methodological resources, as well as the necessary documents for this Standard, notes the following:

***Strengths / best practice:***

- The university provides faculty with career and professional growth opportunities and stimulates the publication of scientific articles with impact factors (an agreement with the Ivanovo State Polytechnic University - more than 43 scientific articles). In general, good conditions are being created for fruitful work and scientific activity of the faculty. Practices are also involved in the implementation of EPs (as part of dual training), many teachers of EP 5B042100 - Design are practicing designers, some teachers of EP P&LM have experience in governmental structures.

***Recommendations of the EEC on the standard: "Teaching staff" for EP 5B042100 - "Design", 5B051000 - "State and Local Management", 5B090200 - "Tourism" and 6M090200 - "Tourism":***

- EP faculty is to expand the use of information and communication and innovative technologies in the educational process;

- Update the long-term plan, providing the development, publication and receipt of the approval by the Ministry of Education and Science of the Republic of Kazakhstan and EMC for textbooks, educational and teaching aids for the accredited EP;

- Continue work on systematic advanced training of teaching staff, including general pedagogical courses (Orleu, Nazarbayev University courses etc.) and professional profiles (according to EP 5B042100 - "Design": Management and Marketing in the field of design and art, etc.; according to EP 5B / 6M090200 - "Tourism" - Modern tourism, Actual tourism directions, etc., EP 5B051000 - "Public and Local Management" - Project management, Change management, etc.).

- To provide measures to improve the level of funded research in the areas of educational programs being accredited.

***EEC summary on the criteria:***

Standard "Teaching staff" - the accredited educational programs EP 5B042100 - "Design", 5B051000 - "State and Local Management", 5B090200 - "Tourism" and 6M090200 - "Tourism" have 3 strong positions, 8 satisfactory and 1 suggests the improvement.

**6.8. "Educational resources and students' support systems"**

***Evidential part***

Carrying out educational activities, the ATU is guided by the regulatory documents governing the mandatory regulatory requirements for the material and technical base of educational organizations. According to the training trajectories concerning the accredited EP, there are specialized scientific and methodological classrooms, lecture halls and training laboratories equipped with computer equipment, interactive boards, audio-video equipment, multimedia projectors, copying-duplicating equipment, software products, and other specialized equipment (3-D printer, sewing machines, embroidery machines, the latest generation knitting

machine, sewing workshop, ironing press, mannequins, design studio, painting studio and many others.). In general, classrooms meet sanitary and hygienic standards applicable to classrooms of universities of the Republic of Kazakhstan. The existing classroom fund of the EP as a whole provides the students' needs with training rooms, which ensures the organization of training sessions. The total training area used complies with the standard indicators, standards of sanitary and fire service. There are conclusions of SES and fire services.

Annually at meetings of the departments, Teaching and Methodological Council of the University, Scientific Board and the University administration questions on providing educational activities with necessary material resources are heard. In general, the material and technical base of ATU is represented by 3 teaching buildings with a total area of 66,775.5 m<sup>2</sup>, including 40,461.1 m<sup>2</sup> of educational premises. The University has facilities for physical training and sports in building No. 2 with a total area of 1059 m<sup>2</sup>, equipped with modern sports equipment. The construction of the new sports and recreation complexes and the students' service center begun in 2018.

In the teaching buildings there are 52 lecture halls for 3882 seats, equipped with projection and sound-amplifying equipment, capable to accommodate from 40 to 100 people. ATU has 21 computer classes, equipped with modern computers with Internet connection.

Information resources of the University are available to students and teachers both on the ATU's internal network and on the Internet, in particular, users are granted access to the following information resources of the university.

The data transfer rate within the corporate network is 100 Mbit/s. The University presents the software used for organizing the educational process, creating and displaying information content. This academic year the following licensed software for EP Design was purchased from the official distributor in Kazakhstan: CorelDRAW and PhotoShop 2018.

Accredited EPs are provided with an adequate fund of educational, methodological and scientific literature on general disciplines, basic disciplines and chief subjects on paper and electronic media in the context of the instruction languages.

The ATU scientific library is provided with literature in all specialties of the University. The library fund is constantly updated with TML and periodical literature. There are literature holdings on electronic and magnetic media. The electronic library holdings have access from each computer of the University.

In general, the total area of the Scientific Library of the ATU is 1780.9 m<sup>2</sup>, including 3 lending libraries, 8 sectoral reading halls, 2 centers of electronic resources. The total number of seats is 550. The Scientific Library holdings include about 921 349 units. The data in the EP context are presented in Table 9.

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**Table 9. Data on maintaining the disciplines with об обеспеченности дисциплин hard copy and electronic carriers of ATU scientific library**

Specialty code	Specialty name	Quantity of books on paper medium in the state, Russian and English languages	Disciplines provision with editions on the paper medium	% of provision with editions on electronic carriers
5B042100	Design	53 731	1342	100%
5B051000	State and local management	33 817	25638	100%
5B090200	Tourism	17 786	2961	100%
6M090200	Tourism	2 075	110	100%

The educational process is provided by professional computer programs: Operating system, Office software package, Graphic editors, Audio-Video editors, Software for web-design and creation of visual projects, Design automation system (DAS), Database management system, Anti-virus software.

The University has its own WEB-portal (www.atu.kz) on the Internet, which has access to the unified information-educational environment of the University. Since 2016, the automated information system “Univer” (<http://atu.univer.kz/>) has been operating in ATU, which allows fully automating the processes of the credit system of training.

The results of a student survey conducted during the visit of the EEC IAAR showed:

- availability of computer classes and Internet resources: “Fully satisfied” - 82.8%, “Partially satisfied” - 17.29%, “Partially dissatisfied” - 0%, “Not satisfied” - 0%;
- high quality of services provided in libraries and reading halls “Fully satisfied” - 91.4%, “Partially satisfied” - 8.6%, “Partially dissatisfied” - 0%, “Unsatisfied” - 0%;
- classrooms, auditoriums for large groups: “Fully satisfied” - 84.5%, “Partially satisfied” - 15.5%, “Partially dissatisfied” - 0%, “Not satisfied” - 0%.

### ***Analytical part***

The ATU educational resources and students’ support systems meet the qualification requirements: there are the necessary computer labs, workshops and laboratories equipped with training equipment.

During the visit, the EEC was shown the possibility of using the Univer system for the EP development. All diploma theses and master's theses are tested in the Anti-plagiarism system.

For the EP Design in order to implement the program of dual-diploma education jointly with the European Design Institute auditoriums 913 and 915, audiences 913 and 915 were opened at the Kazakh-Italian Design Institute. The auditoriums were fully equipped with the following equipment: the industrial overlock machine “TYPICAL GN793-504M2-04”, industrial sewing machine “ TYPICAL GC6150M ”, industrial rectangular ironing table with sleeves, heated and vacuum aspiration (size 82x152cm)“ DISONDS-TDZ-82x152AUH ”, industrial steam generator with iron, cutting table“ Mattwhite ”, tailor's dummies are adjustable “Adjus to form Celine Standart” S "Quince Green"; Universal projector "BenQMW705", the screen for the projector "Deluxe, DLS-E305-229", 974034 - the device RicohLESPC240SF, system blocks i5-6500, monitors I2369V and much more. Trainees and the teaching staff note the uniqueness of the equipment and, in general, the entire material and technical base of the EP.

During a conversation with students of the accredited EP it turned out that students were not satisfied with the quality and price range of food in the ATU canteen. The EEC of the IAAR on the basis of interviewing and questioning of the teaching staff and students, familiarization with the material base, the educational infrastructure of the University and various documents, notes the following:

### ***Strengths / Best Practices***

- on the EP Design in order to implement the program of dual-diploma education jointly with the European Design Institute specialized auditoriums were open and fully equipped at the Kazakh-Italian Design Institute and the material and technical base was significantly improved;
- for all EPs implemented by ATU, a sufficient material and technical base and infrastructure was provided;
- the university has access to Internet resources and WI-FI operates throughout the ATU;
- there is a practice of examination of the results of research ("Anti-plagiarism", graduation projects and master's theses testing system).

***EEC recommendations for EPs 5B042100 - “Design”, 5B051000 - “State and local administration”, 5B090200 - “Tourism” and 6M090200 - “Tourism”:***

- Maintain up to date system of students’ social support, as well as seeking to meet the needs of students in the field of catering.

### ***EEC conclusions on the criteria:***

According to the standard “Educational resources and students’ support systems”, the accredited degree programs EPs 5B042100 - “Design”, 5B051000 - “State and local administration”, 5B090200 - “Tourism” and 6M090200 - “Tourism” have 4 strong and 6 satisfactory positions

## **6.9. Standard “Public informing”**

### ***Evidential part***

The active dissemination of information about the University, to a large extent, influences on the formation of a positive image of ATU. Information is posted on the University website in the News section and in the thematic sections.

In general, the University presents relatively diverse ways of disseminating information: the official website of the University, social networks (Facebook, Instagram, V Kontakte, Odnoklassniki, Twitter, and YouTube), periodicals, directories, information banners and brochures that contain relevant information for public and interested parties informing. The dissemination and preparation of information about the ATU is carried out by a special structural unit of the university - "Media Center", opened in 2014.

The ATU has organized permanent informational interaction with the city and republican mass media: TV channels “Almaty”, “Khabar”, “National channel of Kazakhstan”; print media: newspapers “The Almaty city”, “The Arguments and Facts”, “The Obviously”, “City and steppe”, “The evening Almaty”, “The Economics”, “The Kazakhstanskaya Pravda”; information agencies: "kazinform", "qamshy.kz".

The university has its own publication, the newspaper “Technologist”, which publishes news, research, educational and cognitive materials in the permanently available headings: “Theme of the Day”, “Personality”, “Our History”, “Interview”, “Actual”, “Opinion”, "World of Library”, “Creativity” and others.

A large informational role is played by the ATU Museum, which presents materials on the history of the University, its faculty members, research areas, building models, information on civil, patriotic and moral education of students.

The ATU has a Board of Trustees. Its members are leaders of the largest enterprises of food and light industry and industry unions, including the Association of Enterprises of Light Industry of the Republic of Kazakhstan, Kazakhstan Association of Hotels and Restaurants, Union of Food Enterprises of Kazakhstan, Association of Accountants and Auditors. The work of the Board contributes to the dissemination of information about the ATU implemented EPs. Also, student activists created the website [www.atu.media.kz](http://www.atu.media.kz), introducing their peers to the most significant events in students’ life.

On the days of applicants enrolling, there is a call-center with 4 (four) operators to answer applicants' questions.

A survey of the teaching staff, conducted during the visit of the EEC of the IAAR, showed that the teaching staff is generally satisfied with the work of the Internet. Lack of access to the Internet: “never” - 68.1%, “sometimes” - 27.75%, “often” - 4.3%.

### ***Analytical par***

The University site has not published audited financial statements in the context of the accredited EPs

The website of the university does not provide enough information about the EPs implemented; modular degree programs, elective courses catalogs, EP development plans are not available.

### ***Strengths / Best Practices***

- the official website of the University provides information on the possibility of qualifications assigning for the accredited EP, information on passing points and training

opportunities, the results of the external assessment of the EP and information on the external assessment procedures (University ratings, etc.).

***The recommendations of the EEC on the standard "Public Information" for EPs 5B042100 - "Design", 5B051000 - "State and local administration", 5B090200 - "Tourism" and 6M090200 - "Tourism":***

- Supplement the website of the university with necessary information about degree programs and regularly post audited financial statements on the University's own website.

***EEC conclusions on the criteria:***

According to the "Public Information" standard, the accredited degree programs EP 5B042100 - "Design", 5B051000 - "State and local administration", 5B090200 - "Tourism" and 6M090200 - "Tourism" have 4 strong positions, 8 satisfactory and 1, suggesting improvement.

## **6.10. Standard "Individual specialties standards"**

The organization of educational activities concerning the accredited EP is carried out through the planning of the educational process and the content of education, the choice of ways to conduct them. The balance of theoretical and practice-oriented disciplines in the implementation of EP is ensured by the fact that the study of theoretical disciplines necessarily implies their practical orientation to the educational process in accordance with general didactic principles, and the study of practice-oriented disciplines, including methodological ones, is based on fundamental theories. Much attention is paid to project activity technology.

### **"ART"**

#### ***Evidential part***

Within the framework of the accredited EP 5B042100 - "Design", the University demonstrated the students' knowledge, their skills in the field of art through self-study, self-development and self-expression through creativity. The creative work of the teaching staff and students is a part of scientific activity. Their results are the development of a design concept for an interior design project for the lobby of the 1st floor of the ATU main building. The students achievements are the following: A.S. Nabyev; - participation in EXPO 2017, Astana, Abulkasimova J. (DK, 4 year); - participation in the 2017 international youth design competition, China, Beijing, Beijing Institute of Fashion and Technology, Dosanov E. (DK, 5 year); - participation in LINC + GIF Camp, Daegu, Korea Keimyung University, E. Akhmetova (Design, 2 year); - participation in the KFW Astana S / S 2018, Astana, Abulkasimova J. (DK, 4 year); - prizes at the Republican subject Olympiad in KazGASA and KazNAA named after T. Zhurgenov: DK students (4 year) - Aldanaeva T., Ertas A., Ospan A., Baidild J.; - the winner of the International Design Competition "Siberian Couturier 2018" in the nomination "Avangard" - DK, 5 course - Beketaev N. ; - prizes in the City competition "KazNPU - Fashion Days", dedicated to the celebration of the 90th anniversary of the Kazakh National Pedagogical University named after Abai: students of the DC (5 year) - Beketaev N., Seitkazy A., Bazanova A., Dosanov E. ; - organization and participation in the International Competition of Fashion Designers "Zhas Orken", May 17-18, 2018, teaching staff of the Design Department; - Grand Prix of the VI International Competition of Young Designers and Fashion Designers "Zhas Orken 2018", student of the DC, 5th year - Beketaev N. ; - the winner in the category "Ethno-fusion" of the VI International Competition of Young Designers and Fashion Designers "Zhas Orken 2018", student DK, 5 year - Bazanova A. ; - Winner in the nomination "Debut" of the VI International Competition of Young Designers and Fashion Designers "Zhas Orken 2018", student of HOMI, 4th year - Zhumadil M. - Participation and prizes at the Delphic Youth Games of Almaty, organized by the Alliance of Students of Almaty: 1st place student DK , 5 course - Dosanov E., 3 place student DK, 5 course - Beketaev N. The strength of EP 5B042100 - "Design" is a dual-diploma education with the European Institute of Design (Italy, Como).



**Analytical part**

There are references of employers, as well as managers of training and professional practices concerning EP 5B042100 - "Design."

Within the framework of the EP there are a number of disciplines that are conducted by specialists with extensive experience, who impart practical skills.

EEC IAAR on the basis of visiting of examination, the ATU museum, analysis of reports on the practice and creative work of students, teaching staff and students interviewing and questioning, familiarization with the educational infrastructure of the University and the documents submitted, notes the following:

**Strengths / Best Practices**

- EP 5V042100 - "Design" provides all the conditions for the realization of the trainees' creative abilities by means of different ways: the organization of mobility, dual-diploma education, participation in competitions of national and international scales, creative projects and so on.

**Conclusions WEC on the criteria:**

According to the Standard "Individual specialties standards" concerning EP 5B042100 - "Design" there are 5 strong and 5 satisfactory positions;

**“SOCIAL SCIENCES, HUMANITIES, ECONOMICS, BUSINESS AND LAW, SERVICES”**

**Evidential part**

Management of EP 5B051000 - "State and local administration", 5B090200 - "Tourism" and 6M090200 - "Tourism" guarantees students access to the most modern and relevant data in the field of public administration and tourism business on paper and electronic media. The goals and training outcomes are aimed at students' obtaining specific skills, which are in demand in the labor market, as evidenced by the high level of the graduates' job placement.

EPs 5B051000 - "State and local administration", 5B090200 - "Tourism" and 6M090200 - "Tourism" include a sufficient number of disciplines and activities aimed at gaining practical experience in applying theoretical knowledge, such as work experience, enterprise training, and participation in practitioners' lectures and workshops.

**Analytical part**

According to EP 5B051000 - "State and local administration", 5B090200 - "Tourism" and 6M090200 - "Tourism" there are references from the employers, as well as from the training and professional practices supervisors. Within the framework of EP there is a number of disciplines that are taught by specialists with extensive experience, who impart practical skills to the trainees.

At the same time, the EP management should pay attention to raising the level of teaching in the framework of programs based on modern achievements of world science and practice using modern and advanced teaching methods. Also, the EP management needs to continuously monitor and analyze the labor market for the graduates' successful job placement.

As for EPs 5B051000 - "State and local administration", 5B090200 - "Tourism" and 6M090200 - "Tourism", EEC of IAAR attended the examinations, bases of practice, analyzed the practical reports, diplomas and master theses of students, conducted teaching staff and students' survey, familiarized with the university's educational infrastructure and the documents submitted, and noted the following:

**Strengths / Best Practices**

- Strengths and best practices in EPs 5B051000 - "State and local administration", 5B090200 - "Tourism" and 6M090200 - "Tourism" were not revealed concerning this Standard.

**EEC conclusions on the criteria:**

According to the Standard "Individual specialties standards", EPs 5B051000 - "State and local administration", 5B090200 - "Tourism" and 6M090200 - "Tourism" have 6 satisfactory positions.

## **(VI) STRENGTHS/BEST PRACTICE REVIEW ACCORDING TO EACH STANDARD**

### **According to the standard "Degree program management:**

- the management of the accredited EP involves students, teaching staff and interested parties in the EP development plan formation, and also seeks to ensure its transparency, based on the ATU Strategic Plan;

- Clear definition of responsibility for business processes in the framework of EP, unambiguous distribution of job responsibilities of employees and separation of functions of collegial bodies can be traced in ATU(including the University Scientific Board, Scientific and Methodological Council, Faculty Council, etc.);

- The administration of the EP tends to be open and accessible to students, teaching staff, employers and other interested persons (official hours of management, deans of faculties are established).

### **According to the "Information Management and Reporting" Standard:**

- the management of the accredited EP involves students, teaching staff and interested parties in the EP development plan formation, and also seeks to ensure its transparency, based on the ATU Strategic Plan;

- Clear definition of responsibility for business processes in the framework of EP, unambiguous distribution of job responsibilities of employees and separation of functions of collegial bodies can be traced in ATU(including the University Scientific Board, Scientific and Methodological Council, Faculty Council, etc.);

- The administration of the EP tends to be open and accessible to students, teaching staff, employers and other interested persons (official hours of management, deans of faculties are established).

### **According to the Standard "Degree programs development and approval":**

- ATU has demonstrated the availability of educational resources and support systems for students;

- in personal files of students, staff and teaching staff there are documents about the consent of the respondents to the processing of personal data.

### **According to the Standard "Degree programs regular monitoring and periodic assessment":**

- Strengths and best practices were not revealed concerning in this Standard.

### **According to the standard "Student-centered training, teaching and progress assessment":**

- Strengths and best practices were not revealed concerning in this Standard.

### **According to the Standard "Trainees":**

- ATU has a regulated policy for the formation of a contingent of students; the University provides its graduates with documents confirming their qualifications and achieved training outcomes (within the established rules of the MES RK);

- ATU provides active support for gifted students through the promotion and financial supporting of travelling to contests and conferences, as well as through academic mobility programs.

### **According to the Standard "Teaching staff":**

- The University provides the teaching staff with opportunities for career and professional growth; stimulates the publication of scientific articles with an impact factor (an agreement with Ivanovo State Polytechnic University — more than 43 scientific articles). In general, all

conditions are created for fruitful work and scientific activity. Also practitioners are involved in the implementation of EPs (within the framework of dual training), a lot of teacher of EP 5B042100 – “Design” are practicing designers, some teachers of the EP “State and local administration” have experience in government structures.

**According to the Standard "Educational Resources and Students' Support Systems":**

- on the EP Design in order to implement the program of dual-diploma education jointly with the European Design Institute specialized audiences are open and fully equipped at the Kazakh-Italian Design Institute and the material and technical base has been significantly improved;

- for all EPs implemented by ATU, a sufficient material and technical base and infrastructure are provided;

- the University has access to Internet resources and WI-FI operates throughout the ATU;

- there is a practice of examination of the results of research ("Anti-plagiarism" system for graduation projects and master's theses testing).

**According to the “Public Informing” Standard:**

- the official website of the University provides information on the possibility of assigning qualifications for the accredited EP, information on passing points and training opportunities, the results of the external assessment of the EP and information on the external assessment procedures (University ratings, etc.).

**According to the “Individual specialties standards” Standard:**

- EP 5V042100 - "Design" represents all the conditions for the realization of creative abilities of the trainees by means of different ways: the organization of mobility, dual-diploma education, participation in competitions of national and international scales, creative projects and so on.

- According to EP 5B051000 - “State and local administration”, 5B090200 - “Tourism” and 6M090200 - “Tourism”, no strengths or best practices were revealed according to this Standard.

**(VII) REVIEW OF RECOMMENDATIONS FOR QUALITY IMPROVEMENT CONCERNING EACH STANDARD**

**According to the "Degree program management" Standard:**

*According to EPs 5V042100 - “Design”, 5B051000 - “State and local administration”, 5B090200 - “Tourism” and 6M090200 - “Tourism”:*

- To practice the training of the University’s and accredited EPs managers in degree program management;

- To carry out further work to improve the risk management system of degree programs development and develop a mechanism for risks reduction.

- To take complex measures for the gradual transition of the university to trilingual education and to continue the practice of specialized subjects teaching in English.

**According to the “Information Management and Reporting” Standard:**

*According to EPs 5V042100 - “Design”, 5B051000 - “State and local administration”, 5B090200 - “Tourism” and 6M090200 - “Tourism”:*

- To continue the work on the involvement of students, employees and teaching staff in the process of collecting and analyzing information and making decisions based on them.

**According to the "Degree program development and approval" Standard:**

*According to EPs 5V042100 - “Design”, 5B051000 - “State and local administration”, 5B090200 - “Tourism” and 6M090200 - “Tourism”:*

- To continue work on the harmonization of degree programs with programs of foreign and domestic universities;

- Maintain the uniqueness of the EPs, as well as promote professional certification of students and the introduction of research elements in the content of the accredited EPs;
- To take measures to open the MA courses for the EP 6M042100 - "Design" and EP 6M051000 - "State and local administration".

**Additional recommendations on the EP 5B042100 - "Design":**

- Specify the developed model of the EP graduate in the context of the realized trajectories "Fashion Design" and "Graphic Design".

**According to the "Degree programs regular monitoring and periodic assessment" Standard:**

*According to EPs 5V042100 - "Design", 5B051000 - "State and local administration", 5B090200 - "Tourism" and 6M090200 - "Tourism":*

- Update the official source of timely informing the interested parties about any planned or taken actions in relation to EPs (announcements on the official website of the university, printed publications, etc.);
- To continue the work on internal and external examination of modular degree programs.

**According to the "Student-centered training, teaching and progress assessment" Standard:**

*According to EPs 5V042100 - "Design", 5B051000 - "State and local administration", 5B090200 - "Tourism" and 6M090200 - "Tourism":*

- To provide a wider use of various forms and methods of teaching and training (innovative technologies, dual training, etc.), and also establish a feedback system for diagnostics and evaluation of the methods applied and methods of teaching used.

**According to the "Trainees" Standard:**

*According to EPs 5V042100 - "Design", 5B051000 - "State and local administration", 5B090200 - "Tourism" and 6M090200 - "Tourism":*

- Intensify the work on non-formal education, organization of leisure and adaptation of students, including foreign students and individuals with special educational needs;
- Develop a set of organizational and management measures to improve the effectiveness of the Alumni Association directed to strengthening practice-oriented training and development of professional skills.

**According to the "Teaching staff" Standard:**

*According to EPs 5V042100 - "Design", 5B051000 - "State and local administration", 5B090200 - "Tourism" and 6M090200 - "Tourism":*

- EP teaching staff shall expand the use of information and communication and innovative technologies in the educational process;
- Update the long-term plan, providing for the development, publication and receipt of the classification of the Ministry of Education and Science of the Republic of Kazakhstan and TMA RTMC for textbooks, educational and teaching aids for the accredited EP;
- To continue work on systematic advanced training of teaching staff, including general pedagogical courses (courses of Orleu, Nazarbayev University, etc.) and professional profiles (according to EP 5B042100 "Design" - management and marketing in the field of design, art, etc.; according to EP 5B / 6M090200 "Tourism" - modern tourism, current tourism directions, etc., according to EP 5B051000 "State and local administration" - project management, change management, etc.).
- To provide measures to improve the level of financed research in the areas of degree programs being accredited.

**According to the "Educational Resources and Students' Support Systems" Standard:**

*According to EPs 5V042100 - "Design", 5B051000 - "State and local administration", 5B090200 - "Tourism" and 6M090200 - "Tourism":*

- Maintain up to date system of students social support, as well as seeking to meet the needs of students in the field of catering.

**According to the Public Informing Standard:**

According to EPs 5V042100 - "Design", 5B051000 - "State and local administration", 5B090200 - "Tourism" and 6M090200 - "Tourism":

- Supplement the University website with necessary information about degree programs and regularly post audited financial statements on the university's own website.

The educational process is provided by professional computer programs: Operating system, Office software package, Graphic editors, Audio-Video editors, Software for web-design and creation of visual projects, Design automation system (DAS), Database management system, Anti-virus software.

The University has its own WEB-portal ([www.atu.kz](http://www.atu.kz)) on the Internet, which has access to the unified information-educational environment of the University. Since 2016, the automated information system "Univer" (<http://atu.univer.kz/>) has been operating in ATU, which allows fully automating the processes of the credit system of training.

The results of a student survey conducted during the visit of the EEC IAAR showed:

- availability of computer classes and Internet resources: "Fully satisfied" - 82.8%, "Partially satisfied" - 17.29%, "Partially dissatisfied" - 0%, "Not satisfied" - 0%;
- high quality of services provided in libraries and reading halls "Fully satisfied" - 91.4%, "Partially satisfied" - 8.6%, "Partially dissatisfied" - 0%, "Unsatisfied" - 0%;
- classrooms, auditoriums for large groups: "Fully satisfied" - 84.5%, "Partially satisfied" - 15.5%, "Partially dissatisfied" - 0%, "Not satisfied" - 0%.

**Analytical part**

The ATU educational resources and students' support systems meet the qualification requirements: there are the necessary computer labs, workshops and laboratories equipped with training equipment.

During the visit, the EEC was shown the possibility of using the Univer system for the EP development. All diploma theses and master's theses are tested in the Anti-plagiarism system.

For the EP Design in order to implement the program of dual-diploma education jointly with the European Design Institute auditoriums 913 and 915, audiences 913 and 915 were opened at the Kazakh-Italian Design Institute. The auditoriums were fully equipped with the following equipment: the industrial overlock machine "TYPICAL GN793-504M2-04", industrial sewing machine " TYPICAL GC6150M ", industrial rectangular ironing table with sleeves, heated and vacuum aspiration (size 82x152cm) " DISONDS-TDZ-82x152AUH ", industrial steam generator with iron, cutting table " Mattwhite ", tailor's dummies are adjustable "Adjus to form Celine Standart" S "Quince Green"; Universal projector "BenQMW705", the screen for the projector "Deluxe, DLS-E305-229", 974034 - the device RicohLESPC240SF, system blocks i5-6500, monitors I2369V and much more. Trainees and the teaching staff note the uniqueness of the equipment and, in general, the entire material and technical base of the EP.

During a conversation with students of the accredited EP it turned out that students were not satisfied with the quality and price range of food in the ATU canteen. The EEC of the IAAR on the basis of interviewing and questioning of the teaching staff and students, familiarization with the material base, the educational infrastructure of the University and various documents, notes the following:

**Strengths / Best Practices**

- on the EP Design in order to implement the program of dual-diploma education jointly with the European Design Institute specialized auditoriums were open and fully equipped at the Kazakh-Italian Design Institute and the material and technical base was significantly improved;
- for all EPs implemented by ATU, a sufficient material and technical base and infrastructure was provided;
- the university has access to Internet resources and WI-FI operates throughout the ATU;
- there is a practice of examination of the results of research ("Anti-plagiarism", graduation projects and master's theses testing system).

**EEC recommendations for EPs 5B042100 - "Design", 5B051000 - "State and local administration", 5B090200 - "Tourism" and 6M090200 - "Tourism":**

- Maintain up to date system of students' social support, as well as seeking to meet the needs of students in the field of catering.

**EEC conclusions on the criteria:**

According to the standard "Educational resources and students' support systems", the accredited degree programs EPs 5B042100 - "Design", 5B051000 - "State and local administration", 5B090200 - "Tourism" and 6M090200 - "Tourism" have 4 strong and 6 satisfactory positions

**"SOCIAL SCIENCES, HUMANITIES, ECONOMICS, BUSINESS AND LAW, SERVICES"**

**Evidential part**

Management of EP 5B051000 - "State and local administration", 5B090200 - "Tourism" and 6M090200 - "Tourism" guarantees students access to the most modern and relevant data in the field of public administration and tourism business on paper and electronic media. The goals and training outcomes are aimed at students' obtaining specific skills, which are in demand in the labor market, as evidenced by the high level of the graduates' job placement.

EPs 5B051000 - "State and local administration", 5B090200 - "Tourism" and 6M090200 - "Tourism" include a sufficient number of disciplines and activities aimed at gaining practical experience in applying theoretical knowledge, such as work experience, enterprise training, and participation in practitioners' lectures and workshops.

**Analytical part**

According to EP 5B051000 - "State and local administration", 5B090200 - "Tourism" and 6M090200 - "Tourism" there are references from the employers, as well as from the training and professional practices supervisors. Within the framework of EP there is a number of disciplines that are taught by specialists with extensive experience, who impart practical skills to the trainees.

At the same time, the EP management should pay attention to raising the level of teaching in the framework of programs based on modern achievements of world science and practice using modern and advanced teaching methods. Also, the EP management needs to continuously monitor and analyze the labor market for the graduates' successful job placement.

As for EPs 5B051000 - "State and local administration", 5B090200 - "Tourism" and 6M090200 - "Tourism", EEC of IAAR attended the examinations, bases of practice, analyzed the practical reports, diplomas and master theses of students, conducted teaching staff and students' survey, familiarized with the university's educational infrastructure and the documents submitted, and noted the following:

**Strengths / Best Practices**

- Strengths and best practices in EPs 5B051000 - "State and local administration", 5B090200 - "Tourism" and 6M090200 - "Tourism" were not revealed concerning this Standard.

**EEC conclusions on the criteria:**

According to the Standard "Individual specialties standards", EPs 5B051000 - "State and local administration", 5B090200 - "Tourism" and 6M090200 - "Tourism" have 6 satisfactory positions.

**(VIII) STRENGTHS/BEST PRACTICE REVIEW ACCORDING TO EACH STANDARD**

**According to the standard "Degree program management:**

- the management of the accredited EP involves students, teaching staff and interested parties in the EP development plan formation, and also seeks to ensure its transparency, based on the ATU Strategic Plan;

- Clear definition of responsibility for business processes in the framework of EP, unambiguous distribution of job responsibilities of employees and separation of functions of collegial bodies can be traced in ATU(including the University Scientific Board, Scientific and Methodological Council, Faculty Council, etc.);

- The administration of the EP tends to be open and accessible to students, teaching staff, employers and other interested persons (official hours of management, deans of faculties are established).

**According to the "Information Management and Reporting" Standard:**

- the management of the accredited EP involves students, teaching staff and interested parties in the EP development plan formation, and also seeks to ensure its transparency, based on the ATU Strategic Plan;

- Clear definition of responsibility for business processes in the framework of EP, unambiguous distribution of job responsibilities of employees and separation of functions of collegial bodies can be traced in ATU(including the University Scientific Board, Scientific and Methodological Council, Faculty Council, etc.);

- The administration of the EP tends to be open and accessible to students, teaching staff, employers and other interested persons (official hours of management, deans of faculties are established).

**According to the Standard "Degree programs development and approval":**

- ATU has demonstrated the availability of educational resources and support systems for students;

- in personal files of students, staff and teaching staff there are documents about the consent of the respondents to the processing of personal data.

**According to the Standard "Degree programs regular monitoring and periodic assessment":**

- Strengths and best practices were not revealed concerning in this Standard.

**According to the standard "Student-centered training, teaching and progress assessment":**

- Strengths and best practices were not revealed concerning in this Standard.

**According to the Standard "Trainees":**

- ATU has a regulated policy for the formation of a contingent of students; the University provides its graduates with documents confirming their qualifications and achieved training outcomes (within the established rules of the MES RK);

- ATU provides active support for gifted students through the promotion and financial supporting of travelling to contests and conferences, as well as through academic mobility programs.

**According to the Standard "Teaching staff":**

- The University provides the teaching staff with opportunities for career and professional growth; stimulates the publication of scientific articles with an impact factor (an agreement with Ivanovo State Polytechnic University — more than 43 scientific articles). In general, all conditions are created for fruitful work and scientific activity. Also practitioners are involved in the implementation of EPs (within the framework of dual training), a lot of teacher of EP

5B042100 – “Design” are practicing designers, some teachers of the EP “State and local administration” have experience in government structures.

**According to the Standard "Educational Resources and Students' Support Systems":**

- on the EP Design in order to implement the program of dual-diploma education jointly with the European Design Institute specialized audiences are open and fully equipped at the Kazakh-Italian Design Institute and the material and technical base has been significantly improved;

- for all EPs implemented by ATU, a sufficient material and technical base and infrastructure are provided;

- the University has access to Internet resources and WI-FI operates throughout the ATU;

- there is a practice of examination of the results of research ("Anti-plagiarism" system for graduation projects and master's theses testing).

**According to the "Public Informing" Standard:**

- the official website of the University provides information on the possibility of assigning qualifications for the accredited EP, information on passing points and training opportunities, the results of the external assessment of the EP and information on the external assessment procedures (University ratings, etc.).

**According to the "Individual specialties standards" Standard:**

- EP 5V042100 - "Design" represents all the conditions for the realization of creative abilities of the trainees by means of different ways: the organization of mobility, dual-diploma education, participation in competitions of national and international scales, creative projects and so on.

- According to EP 5B051000 - “State and local administration”, 5B090200 - “Tourism” and 6M090200 - “Tourism”, no strengths or best practices were revealed according to this Standard.

**(IX) REVIEW OF RECOMMENDATIONS FOR QUALITY IMPROVEMENT CONCERNING EACH STANDARD**

**According to the "Degree program management" Standard:**

*According to EPs 5V042100 - “Design”, 5B051000 - “State and local administration”, 5B090200 - “Tourism” and 6M090200 - “Tourism”:*

- To practice the training of the University’s and accredited EPs managers in degree program management;

- To carry out further work to improve the risk management system of degree programs development and develop a mechanism for risks reduction.

- To take complex measures for the gradual transition of the university to trilingual education and to continue the practice of specialized subjects teaching in English.

**According to the "Information Management and Reporting" Standard:**

*According to EPs 5V042100 - “Design”, 5B051000 - “State and local administration”, 5B090200 - “Tourism” and 6M090200 - “Tourism”:*

- To continue the work on the involvement of students, employees and teaching staff in the process of collecting and analyzing information and making decisions based on them.

**According to the "Degree program development and approval" Standard:**

*According to EPs 5V042100 - “Design”, 5B051000 - “State and local administration”, 5B090200 - “Tourism” and 6M090200 - “Tourism”:*

- To continue work on the harmonization of degree programs with programs of foreign and domestic universities;

- Maintain the uniqueness of the EPs, as well as promote professional certification of students and the introduction of research elements in the content of the accredited EPs;

- To take measures to open the MA courses for the EP 6M042100 - "Design" and EP 6M051000 - "State and local administration".



**Additional recommendations on the EP 5B042100 - "Design":**

- Specify the developed model of the EP graduate in the context of the realized trajectories "Fashion Design" and "Graphic Design".

**According to the "Degree programs regular monitoring and periodic assessment"**

**Standard:**

*According to EPs 5V042100 - "Design", 5B051000 - "State and local administration", 5B090200 - "Tourism" and 6M090200 - "Tourism":*

- Update the official source of timely informing the interested parties about any planned or taken actions in relation to EPs (announcements on the official website of the university, printed publications, etc.);

- To continue the work on internal and external examination of modular degree programs.

**According to the "Student-centered training, teaching and progress assessment"**

**Standard:**

*According to EPs 5V042100 - "Design", 5B051000 - "State and local administration", 5B090200 - "Tourism" and 6M090200 - "Tourism":*

- To provide a wider use of various forms and methods of teaching and training (innovative technologies, dual training, etc.), and also establish a feedback system for diagnostics and evaluation of the methods applied and methods of teaching used.

**According to the "Trainees" Standard:**

*According to EPs 5V042100 - "Design", 5B051000 - "State and local administration", 5B090200 - "Tourism" and 6M090200 - "Tourism":*

- Intensify the work on non-formal education, organization of leisure and adaptation of students, including foreign students and individuals with special educational needs;

- Develop a set of organizational and management measures to improve the effectiveness of the Alumni Association directed to strengthening practice-oriented training and development of professional skills.

**According to the "Teaching staff" Standard:**

*According to EPs 5V042100 - "Design", 5B051000 - "State and local administration", 5B090200 - "Tourism" and 6M090200 - "Tourism":*

- EP teaching staff shall expand the use of information and communication and innovative technologies in the educational process;

- Update the long-term plan, providing for the development, publication and receipt of the classification of the Ministry of Education and Science of the Republic of Kazakhstan and TMA RTMC for textbooks, educational and teaching aids for the accredited EP;

- To continue work on systematic advanced training of teaching staff, including general pedagogical courses (courses of Orleu, Nazarbayev University, etc.) and professional profiles (according to EP 5B042100 "Design" - management and marketing in the field of design, art, etc.; according to EP 5B / 6M090200 "Tourism" - modern tourism, current tourism directions, etc., according to EP 5B051000 "State and local administration" - project management, change management, etc.).

- To provide measures to improve the level of financed research in the areas of degree programs being accredited.

**According to the "Educational Resources and Students' Support Systems"**

**Standard:**

*According to EPs 5V042100 - "Design", 5B051000 - "State and local administration", 5B090200 - "Tourism" and 6M090200 - "Tourism":*

- Maintain up to date system of students social support, as well as seeking to meet the needs of students in the field of catering.

**According to the Public Informing Standard:**

*According to EPs 5V042100 - "Design", 5B051000 - "State and local administration", 5B090200 - "Tourism" and 6M090200 - "Tourism":*

- Supplement the University website with necessary information about degree programs and regularly post audited financial statements on the university's own website.



**Appendix 1. Evaluation table "SPECIALIZED PROFILE PARAMETERS" (5B051000 - "State and local government", 5B042100 - "Design", 5B090200 - "Tourism", 6M090200 - "Tourism")**

		Evaluation Criteria	Position of the organization of education			
			Strong	Satisfactory	Suggest improvement	Unsatisfactory
<b>Standard "Management of the degree program"</b>						
1	1.	University should have a published quality assurance policy.		+		
2	2.	The quality assurance policy should reflect the link between research, teaching and learning.		+		
3	3.	University should demonstrate the development of a culture of quality assurance, including in the context of the EP.		+		
4	4.	Commitment to quality assurance should relate to any activity performed by contractors and partners (outsourcing), including the implementation of joint / double-diploma education and academic mobility.		+		
5	5.	The EP's management ensures the transparency of the development plan of the EP based on the analysis of its functioning, the real positioning of the university and the focus of its activities on meeting the needs of the state, employers, stakeholders and students.	+			
6	6.	The EP's management demonstrates the functioning of the mechanisms for the formation and regular review of the EP development plan and monitoring its implementation, evaluation of the achievement of learning objectives, compliance with the needs of students, employers and society, decision-making aimed at continuous improvement of EP.		+		
7	7.	EP management should involve representatives of groups of stakeholders, including employers, students and faculty members in the formation of the EP development plan.	+			
8	8.	The EP management must demonstrate the individuality and uniqueness of the EP development plan, its consistency with the national development priorities and the development strategy of the educational organization.		+		

9	9.	University should demonstrate a clear definition of those responsible for the business processes within the EP, the unambiguous distribution of job responsibilities	+			
		staff, separation of functions of collegial bodies.				
10	10.	EP management must provide evidence of the transparency of the degree program management system.	+			
11	11.	EP management must demonstrate the successful functioning of the internal quality assurance system of the EP, including its design, management and monitoring, their improvement, making decisions based on facts.		+		
12	12	EP management must implement the risk management.			+	
13	13.	EP management should ensure the participation of the representatives of stakeholders (employers, teaching staff, students) in the collegial bodies of the degree program management, as well as their representativeness in making decisions on the degree program.		+		
14	14.	University should demonstrate the management of innovations in the framework of the EP, including the analysis and implementation of innovative proposals.		+		
15	15.	EP management must demonstrate evidence of openness and accessibility for students, teaching staff, employers and other interested persons.	+			
16	16.	EP management must be trained in educational management programs.			+	
17	17.	EP management should strive to ensure that the progress made since the last external quality assurance procedure was taken into account in preparing for the next procedure.				
<b>Total for the standard</b>			<b>6</b>	<b>9</b>	<b>2</b>	<b>-</b>
<b>Standard "Information Management and Reporting"</b>						
18	1.	The University should ensure the functioning of the system for collecting, analyzing and managing information based on the use of modern information and communication technologies and software.		+		
19	2.	EP management must demonstrate the systematic use of the processed, adequate information to improve the internal quality assurance system.		+		
20	3.	Within the EP there should be a system of regular reporting, reflecting all levels of the structure, including an assessment of the effectiveness and efficiency of the units and departments, research.		+		
21	4.	The university should establish the frequency, forms and methods for evaluating the management of EP, the activities of collegial bodies and structural divisions, senior management, the implementation of research projects.		+		

22	5.	The University must demonstrate the determination of the order and protection of the information, including		+		
		defining the persons responsible for the accuracy and timeliness of the information and analysis of data.				
23	6.	An important factor is the involvement of students, employees and teaching staff in the process of collecting and analyzing information, as well as making decisions based on them.			+	
24	7.	EP management must demonstrate the existence of a mechanism for communication with students, employees and other interested parties, including the existence of mechanisms for resolving conflicts.		+		
25	8.	The university should provide a measure of the degree of satisfaction of the needs of faculty, staff and students in the framework of the EP and demonstrate the evidence to eliminate the identified deficiencies.		+		
26	9.	The university should evaluate the performance and effectiveness of the activity, including in the context of the EP.				
		<i>Information collected and analyzed by the university should take into account:</i>				
27	10.	key performance indicators;				
28	11.	dynamics of the contingent of students in the context of forms and types;		+		
29	12.	level of performance, achievements of students and deductions;		+		
30	13.	The students satisfaction with implementation of the EP and the quality of education at the university;		+		
31	14.	availability of educational resources and support systems for students;	+			
32	15.	Employment and career growth of graduates.		+		
33	16.	Students, employees and faculty must document their consent to the personal data processing.	+			
34	17.	EP management should contribute to the provision of all necessary information in relevant fields of science.		+		
<b>Total for the standard</b>			<b>2</b>	<b>4</b>	<b>1</b>	<b>-</b>
<b>Standard "Development and approval of degree programs"</b>						
35	1.	The university should define and document the procedures for the development of EP and their approval at the institutional level.	+			
36	2.	EP management must ensure that the developed EPs comply with the established goals, including the expected learning outcomes.		+		

37	3.	The EP management should ensure the availability of developed models of graduate of EP, describing learning outcomes and personal qualities.		+		
38	4.	EP management must demonstrate the conduct of external examinations of the EP.		+		
39	5.	Qualifications received at the end of the EP should be clearly defined, explained and correspond to a certain level of the NSC.	+			
40	6.	The EP management must determine the influence of disciplines and professional practices on the formation of learning outcomes.	+			
41	7.	An important factor is the possibility of preparing students for professional certification.			+	
42	8.	The EP management must provide evidence of the participation of students, faculty and other stakeholders in the development of EP, ensuring their quality.		+		
43	9.	The complexity of the EP should be clearly defined in Kazakhstan credit and ECTS systems.	+			
44	10.	The EP management must provide the content of academic disciplines and learning outcomes to the level of education (bachelor, master, doctorate).	+			
45	11.	The structure of the EP should provide for various activities corresponding to the learning outcomes.		+		
46	12.	An important factor is availability of joint EPs with foreign educational organizations.	+			
<b>Total for the standard</b>			<b>6</b>	<b>5</b>	<b>1</b>	<b>-</b>
<b>Standard "Continuous monitoring and periodic evaluation of degree programs"</b>						
47	1.	The university should conduct monitoring and periodic evaluation of EP in order to ensure the achievement of the goal and meet the needs of students and society. The results of these processes are aimed at continuous improvement of the EP.		+		
		Monitoring and periodic evaluation of EP should consider:				
48	2.	the content of the programs in the light of the latest achievements of science in a particular discipline to ensure the relevance of the discipline being taught;		+		
49	3.	changes in the needs of society and the professional environment;		+		
50	4.	load, performance and graduation of students;		+		
51	5.	effectiveness of student assessment procedures;		+		
52	6.	expectations, needs and satisfaction of students with training in EP;		+		
53	7.	Educational environment and supporting services and their compliance with the objectives of the EP.		+		

54	8.	The university and the administration of EP must provide evidence of the participation of students, employers and other stakeholders in the revision of the EP.		+		
55	9.	All stakeholders should be informed about any planned or			+	
		taken action in respect of EP. All changes made to the EP should be published.				
56	10.	EP management must provide a review of the content and structure of the EP, taking into account the changes in the labor market, the requirements of employers and the social demand of the society.		+		
<b>Total for the standard</b>						
<b>Standard "Student-focused learning, teaching and assessment of progress"</b>						
57	1.	The EP's management must ensure respect and attention to the various groups of students and their needs, providing them with flexible learning paths.		+		
58	2.	The administration of EP must ensure the use of various forms and methods of teaching and learning.		+		
59	3.	An important factor is the availability of own research in the field of teaching methods of academic disciplines EP.			+	
60	4.	The EP's management must demonstrate the presence of a feedback system on the use of various teaching methods and evaluation of learning outcomes.		+		
61	5.	EP management must demonstrate support for the students' independence with simultaneous guidance and assistance from the teacher.		+		
62	6.	EP management must demonstrate the existence of a procedure for responding to students' complaints.		+		
63	7.	The university should ensure the consistency, transparency and objectivity of the mechanism for assessing learning outcomes for each EP, including the appeal.		+		
64	8.	The university should ensure the conformity of the evaluation procedures of students with EP to the planned learning outcomes and program objectives. Criteria and assessment methods in the framework of the EP should be published in advance.		+		
65	9.	The university should determine the mechanisms to ensure that each graduate of the PF learns the learning outcomes and ensure their completeness.		+		
66	10.	Assessing persons should possess modern methods of assessing learning outcomes and regularly improve their skills in this area.		+		
<b>Total for the standard</b>						
<b>Standard "Students"</b>						

67	1.	The university should demonstrate the policy of forming a contingent of students from admission to graduation and ensure the transparency of its procedures. The procedures governing the life cycle of students (from admission to completion) must be defined, approved, published.	+			
68	2.	The EP's management must demonstrate the implementation of special adaptation and support programs for new-comers and foreign students.		+		
69	3.	The university should demonstrate the compliance of its actions with the Lisbon Recognition Convention.		+		
70	4.	The university should cooperate with other educational organizations and national centers of the European Network of National Information Centers for Academic Recognition and Mobility / National Academic Recognition Information Centers ENIC / NARIC to ensure comparable recognition of qualifications.		+		
71	5.	EP management must demonstrate the presence and application of a mechanism to recognize the results of academic mobility of students, as well as the results of additional, formal and non-formal education.				
72	6.	The university should provide an opportunity for external and internal mobility of students of EP, as well as assist them in obtaining external grants for training.		+		
73	7.	EP management should make the maximum amount of effort to provide students with practical training places, to facilitate the employment of graduates, to maintain communication with them.		+		
74	8.	The university should provide graduates of EP with documents confirming their qualifications, including the achieved learning outcomes, as well as the context, content and status of the education received and evidence of its completion.	+			
75	9.	An important factor is the monitoring of the employment and professional activity of graduates of EP.		+		
76	10.	The EP management should actively encourage students to self-education and development outside the main program (extracurricular activities).		+		
77	11.	An important factor is the presence of a valid alumni association / association.		+		
78	12.	An important factor is the presence of a support mechanism for gifted students.	+			
<b>Total for the standard</b>						
<b>Standard "Teaching staff"</b>						
79	1.	The university should have an objective and transparent personnel policy, including recruitment, professional growth and staff development, ensuring the professional competence of the entire state.		+		



80	2.	The university should demonstrate the compliance of the staff potential of faculty with the development strategy of the university and the specifics of the EP.		+		
81	3.	EP management must demonstrate an awareness of responsibility for its employees and provide them with favorable working conditions.		+		
82	4.	EP management must demonstrate the changing role of the teacher in connection with the transition to		+		
		Student-focused training.				
83	5.	The university should determine the contribution of teaching staff to the implementation of the university's development strategy, and other strategic documents.		+		
84	6.	The university should provide the opportunities for career growth and professional development of the EP teaching staff.	+			
85	7.	The EP management should involve practitioners of the relevant industries in teaching.	+			
86	8.	The EP management should provide targeted actions for the development of young teachers.		+		
87	9.	The university should demonstrate the motivation of professional and personal development of EP teachers, including the promotion of both the integration of science and education, and the use of innovative teaching methods.			+	
88	10.	An important factor is active use of information and communication technologies faculty in the educational process (for example, on-line learning, e-portfolio, MEP, etc.).		+		
89	11.	An important factor is development of academic mobility in the framework of the EP, attracting the best foreign and domestic teachers.		+		
90	12.	An important factor is involvement of teaching staff in the community (the role of teaching staff in the education system, in the development of science, the region, creating a cultural environment, participation in exhibitions, creative competitions, charity programs, etc.).	+			
<b>Total for the standard</b>						
<b>Standard “Educational resources and systems student support”</b>						
91	1.	EP management must demonstrate the adequacy of material and technical resources and infrastructure.	+			
92	2.	The EP management must demonstrate the existence of procedures for supporting various groups of students, including information and counseling.		+		
		<i>The EP's management must demonstrate the compliance of information resources with the specifics of the EP, including compliance:</i>				

93	3.	technological support for students and teaching staff in accordance with degree programs (for example, online training, modeling, databases, data analysis programs);		+		
94	4.	library resources, including the fund of educational, methodical and scientific literature on general educational, basic and major disciplines on paper and electronic media, periodicals, access to scientific databases;		+		
95	5.	access to educational Internet resources;		+		
96	6.	examination of the results of research, final works, theses on plagiarism;		+		
97	7.	WI-FI functioning on the territory of the educational organization.		+		
98	8.	The university should ensure that the educational equipment and software used for the development of EP, were similar to those used in their respective industries.		+		
99	9.	The university should ensure compliance with safety requirements in the learning process.		+		
100	10	The university should strive to take into account the needs of various groups of students in the context of EP (adults, workers, foreign students, and students with disabilities).		+		
<b>Total of standard</b>			<b>4</b>	<b>6</b>	<b>-</b>	<b>-</b>
<b>Standard "Public Awareness"</b>						
		<i>Published institution under EP information must be accurate, objective, relevant and should include:</i>				
101	1.	implemented program with an indication of the expected learning outcomes;		+		
102	2.	information about the possibility of assigning qualifications at the end of the EP;		+		
103	3.	information about teaching, learning, assessment procedures;		+		
104	4.	information about the scores and training opportunities provided by students;		+		
105	5.	information about the opportunities. graduate employment		+		
106	6.	EP management should use a variety of ways to disseminate information (including the media, web resources, information networks, etc.) to inform the general public and stakeholders.		+		
107	7.	Public awareness should provide support and clarification of national development programs of the country and the system of higher and postgraduate education.		+		
108	8.	The university should publish audited financial statements on its own web resource.			+	

109	9.	The university should demonstrate the information on the web resource describing the university as a whole and in the context of the EP.		+		
110	10.	An important factor is the availability of adequate and objective information about the faculty of the EP, in the context of personalities.		+		
111	11.	An important factor is public awareness of cooperation and interaction with partners in the EP, including research / consulting organizations, business partners, the social partners and organizations		+		
		Education.				
112	12.	The university should post information and links to external resources on the results of external assessment procedures.	+			
113	13.	An important factor is the participation of the university and implemented EP in a variety of external assessment procedures.		+		
<b>Total for the standard</b>			<b>4</b>	<b>8</b>	<b>1</b>	<b>-</b>
<b>Standards in the context of individual specialties</b>						
<b>SOCIAL SCIENCES, ECONOMICS AND BUSINESS</b>						
		Educational programs in the field of "SOCIAL SCIENCES, ECONOMICS AND BUSINESS", such as " <i>Finance</i> ", " <i>Accounting and Audit</i> ", etc., must meet the following requirements:				
114	1.	The EP's management must demonstrate that the teaching within the program is conducted on the basis of modern achievements of world science and practice in the field of specialization, as well as using modern and advanced teaching methods;		+		
115	2.	The EP management must guarantee students access to the most up-to-date and up-to-date data (statistics, news, scientific results) in the field of paper specialization (newspapers, statistical data collections, textbooks) and electronic media;		+		
116	3.	Objectives, respectively, and the learning outcomes should be aimed at students obtaining specific skills in demand in the labor market;		+		
117	4.	EP management must demonstrate that graduates of the program possess these skills and that these skills are really in demand in the market;		+		
118	5.	EP should include a significant number of disciplines and activities aimed at obtaining practical experience of applying theoretical knowledge, such as work experience, training at enterprises, participation in practicing specialists in lectures and seminars, etc.;		+		
119	6.	The EP management must demonstrate an analysis of the labor market and give examples of successful employment of graduates.		+		
<b>ART</b>						
		<i>The EP in the direction of "Art", such as "Design", etc., should respond the following requirements:</i>				

20	1	The EP management <i>should</i> demonstrate that the graduates of the program have theoretical knowledge in the field of arts and skills of self-expression through creativity, which are related to the competencies of the accredited EP, for example, choreography, singing, graphics, painting, sculpture, architectural, industrial, graphic design, etc.;		+		
21	2	EP management must demonstrate students' skills of self-study and self-development;		+		
22	3	Within the framework of the program, students should have the opportunity to listen to at least one discipline in their area of specialization taught by a practicing specialist;		+		
23	4	The EP should include the maximum possible number of disciplines and events in which skills are taught to students individually or in small groups, for example, conducting master classes by honored workers of the field of specialization;		+		
24	5	EP management should organize for students the maximum possible number of events that contribute to the demonstration of the acquired creative skills by students, for example, concerts and exhibitions;	+			
25	6	Creative work, participation in concerts, competitions, performances, etc. within the framework of this direction is part of scientific activity.	+			
26	7.	Within the framework of the EP, students should be provided with knowledge and skills of creative activity and methods / technologies practiced in the world, and knowledge of art management;	+			
27	8	EP should contribute to the enrichment of creative experience in various activities inherent in the specialty;	+			
28	9	In order to familiarize students with the professional environment and, relevant issues in the field of specialization as well as to acquire skills based on theoretical training, the educational program should include disciplines and activities aimed at obtaining practical experience and skills in the specialty in general and majors in particular disciplines, including: - visits to enterprises in the field of specialization (museums, theaters, design offices etc.), - conducting individual sessions or entire disciplines at the enterprise of specialization, - conducting seminars to solve practical problems relevant for enterprises in the field of specialization, etc .;	+			
29	10.	An important factor within the EP is the availability of a mechanism for collegial assessment of students' creative examination papers.		+		
		<b>Total by standard</b>	<b>5</b>	<b>1</b>	<b>-</b>	<b>-</b>
<b>TOTAL</b>			<b>3</b>	<b>7</b>	<b>9</b>	<b>-</b>