



«АККРЕДИТЕУ ЖӘНЕ РЕЙТИНГТИҢ  
ТӘУЕЛСІЗ АГЕНТТІГІ» КЕМ

НУ «НЕЗАВИСИМОЕ АГЕНТСТВО  
АККРЕДИТАЦИИ И РЕЙТИНГА»

INDEPENDENT AGENCY FOR  
ACCREDITATION AND RATING

## **REPORT**

**on the Results of the Work of an External Expert Commission  
for Assessing the Compliance with the Requirements of Specialized  
Accreditation Standards of educational programs**

**5B050900- Finance**

**6M050900- Finance**

**Baishev University**

**Site-Visit Dates: April 17-19, 2019**

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

*Addressed*  
*Accreditation council of IAAR*



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Standards of educational programs  
5B050900- «Finance», 6M050900- «Finance»  
of Baishev University  
from April 17 to April 19, 2019 y.**

**Aqtobe city, 2019 year**

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**(I) ABBREVIATION LIST**

AIS – Automated Information System  
JSC – joint stock company  
AUB – S.Baishev Aktobe University  
AB – Aktobe branch  
HS – High school  
EEC – External Expert Commission  
SCES – State Compulsory Educational Standard  
SE – State Establishment  
SCPP – State Center for Pension Payment  
HPED – High and Post-graduate Education department  
HRRMLD – Human resources, record management and legal work department  
USHEM – Unified system of high education management  
ICT – Information and Communications Technologies  
EDC – Elective Discipline Catalogue  
MNERK – Ministry of National Economy of the Republic of Kazakhstan  
MES RK – Ministry of Education and Science of the Republic of Kazakhstan  
MEP – Modular Educational Program  
IAAR – Independent Agency for Accreditation Rating  
NFQ – National Framework of Qualification  
NSQ – National System of Qualification  
EP – Educational Program  
MSCA – Management System Compliance Authority  
SDaQD – Strategic Development and Quality Department  
TS – Teaching Staff  
RSE – Republican State Enterprise  
RSEREU – Republican State Enterprise on the Right of Economic Use  
Cur – Curriculum  
RF – Russian Federation  
IC – Insurance Company  
QMS – Quality Management System  
JEP – Joint Educational Program  
SIW – Student Individual Work  
OH – Office Hours  
LLC – Limited Liability Company  
TEP – Standard Educational Plan  
ISDA – IT support and Digitalization Administration  
EMCD – Educational and Methodological Complex of Discipline  
EMCS – Educational and Methodological Complex of Specialty  
EMB – Educational and Methodological Board  
TP – Training Plan (Curriculum)  
AC – Academic council  
MSDEDM – Methodological Support and Development of Educational Programs Management  
SSCRO – Students’s service center and registrar’s office

## **(II) INTRODUCTION**

In accordance with the order No. 29-19-OD dated March 20, 2019 the of Independent Agency for Accreditation and Rating from April 17 to April 19, 2019, an external expert committee assessed the compliance of Baishev University with the standards of the specialized IAAR accreditation (dated February 24, 2017. 10-17-OD, fifth edition).

The report of the external expert commission (EEC) contains an assessment of the compliance of the activities of Baishev University within the framework of specialized accreditation with the criteria of the IAAR, recommendations of the EEC on further improvement of the parameters of educational programs and profile parameters of educational programs.

### **EEC Members:**

1. *The commission chairman* – Marina Alexandrovna Skiba, candidate of pedagogical sciences, associate professor, “Narhoz University” (Almaty city);
2. *Foreign expert* – Maria Vladimirovna Petrovskaya, candidate of economical sciences, associate professor, Peoples' Friendship University of Russia (Moscow city, Russian Federation);
3. *Expert* – Gulnara Malikovna Dyuzelbaeva, candidate of economical sciences, M. Dulatov Kostanay Engineering and Economic University (Kostanay city);
4. *Expert* – Shemidin Khamrayev, candidate of technical sciences, associate professor, AbayKazakh National Pedagogical University. (Almaty city);
5. *Expert* – Natalya Valentinovna Ryvkina, Senior. Lecturer of Building Design Department, L.N. Gumilev Eurasian National University (Nur-Sultan city);
6. *Employer* – Dameli Bakhitkereeovna Kunanova, head of the human capital development department of “Atameken” Chamber of Entrepreneurs of Aktobe region (Aktobe city);
7. *Student* – Nurshat Berikkyzy Bazarbay, 2nd year student of “Finance” at K.ZhubanovAktobe Regional State University (Aktobe city);
8. *Student* – Aina Askhatkyzy Urazova, 3rd year student of K. Zhubanov Aktobe Regional State University (Aktobe city);
9. *An observer from the Agency* – Nurgul Alimovna Kydyrmina, manager of the NAAR project (Nur-Sultan city).

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

The university was founded in August 1996 as the Aktyubinsk branch of Kazakh State Academy of Management. In 1997, it was transformed into the West Kazakhstan Institute of Economics and Finance. In June 2001, the West Kazakhstan Institute of Economics and Finance was renamed into Aktobe University named after Saktagan Baishev. As a result of the rebranding carried out in 2018, Aktobe University named after Saktagan Baishev was transformed into Baishev University (BAISHEV ÝNIVERSITET).

The activity of the university is carried out on the basis of the current State license for the right to conduct educational activities (No. KZ60LAA00015320 from April 02, 2019).

The structure of Baishev University includes 3 higher schools, 11 departments, 16 divisions.

The University implements a two-level model of training: Bachelor-Master and provides training with higher and postgraduate education in training areas that are priorities for the industrial and social spheres of the Western region of the Republic of Kazakhstan: in 9 areas of higher education (pedagogical sciences, arts and humanities, business, management and law, information and communication technologies, engineering, manufacturing and construction industries, agriculture and bio resources, veterinary medicine, services and, natural sciences, mathematics and statistics) and 2nd areas of postgraduate education (pedagogical sciences, business, management and law).

The students number of the university on April 1, 2019 amounted to 4733 people.

Students are trained in educational programs of higher and postgraduate education 5B050900-“Finance”, 6M050900-“Finance” is carried out in accordance with the current legislation of the Republic of Kazakhstan, regulatory and legal acts of the Ministry of Education and Science of the Republic of Kazakhstan, Strategic Development Plan of the University for 2017-2021 years, Baishev University Development Program for 2019-2023, with the mission, vision and strategy of the university.

The producing department of EP 5B050900-“Finance”, 6M050900-“Finance” is the department of Economics and business.

In 2017 the University and Technopark “Zerek” passed the scientific accreditation of the Ministry of Education and Science of the Republic of Kazakhstan as a subject of scientific and scientific-technical activity (certificate of the MK No. 004943 dated April 17, 2017, MK No. 004959 dated May 5, 2017).

The University has confirmed the level of educational activities in the framework of the international institutional re-accreditation of NU “NAAR” of the Republic of Kazakhstan (registration number AA certificate No. 0108, date of issue August 20, 2018, valid for 5 years).

Also in 2018 the University successfully passed the planned inspection procedure of the university's QMS, conducted by the OPS SM of JSC “National Center for Expertise and Certification” for the Aktobe branch and confirmed that the QMS complies with the requirements of Standard of RK ISO 9001-2016 (ISO 9001: 2015) standard for educational training activities with higher and postgraduate education (certificate number KZ.1510318.07.03.03.00943 for a period of 5 years).

The University ranks 13th place in the General Rating of the IAAR of the Republic of Kazakhstan and entered the TOP-20 universities of the Republic, including, according to the results of the National Rating of universities according to EP in accordance with the levels and areas of training in 2018 EP 5B050900-“Finance” takes 14 position, 6M050900-“Finance” – 6 position.

#### **(IV) DESCRIPTION OF PREVIOUS ACREDIATION VISIT**

In accordance with the order of the Independent Accreditation Agency and Rating No. 20-14-OD from May 25, 2014, from June 3 to June 5, 2014, the External Expert Committee assessed the compliance of educational programs 5B050900 / 6M050900 - “Finance”; 5B050600 / 6M050600 - “Economics”; 5B051000 / 6M051000 - “State and local government” of Aktobe University named after C. Baishev standards of specialized accreditation of the IAAR.

##### **EEC Members:**

1. *The commission chairman* – Marina Vladimirovna Pogrebetskaya, candidate of pedagogical sciences, associate professor, head of Quality Management Quality Service of M. Kozybayev North-Kazakhstan State University (Petrovsk city);

2. *Foreign expert* – Svetlana Borisovna Kolesova, candidate of economical sciences, Deputy Director for Academic Affairs of the Institute of Oil and Gas. M.S. Gutseriev Udmurt State University (Izhevsk city, Udmurt Republic);

3. *Expert* – Saule Salimzhanovna Aldabergenova, Master of Technical Sciences, Head of the Quality Service of S. Seifullin Kazakh Agrotechnical University (Astana city);

4. *Expert* – Shemidin Itakhunovich Khamrayev, candidate of technical sciences, associate professor, professor of the of “Theoretical and Experimental Physic” department, Deputy Director of the Institute of Mathematics, Physics and Informatics of Abay Kazakh National Pedagogical University. (Almaty city);

5. *Expert* – Abdulla Ugubayevich Ahmedyanov, candidate of technical sciences, associate professor of the “Standardization and Certification” department of L.N. Gumilev Eurasian National University (Astana city);

6. *Expert* – Dmitriy Yuryevich Pak, candidate of technical sciences, associate professor of

“Geology and Geophysics” department of the Mining Faculty, Karaganda State Technical University (Karaganda city);

7. *Expert* – Nazira Mukhametrakhimovna Turkebaeva, candidate of economical sciences, associate professor of “Finance, Accounting and Audit” department, M. Tynyshpaev Kazakh Academy of Transport and Communications (Almaty city);

8. *Employer* – Manas Dabylovich Makhuov, chief engineer of the Aktobe distance of alarm systems and communications (Aktobe city);

9. *Student* – Elena Edigenovna Seitzhanova, a student of M. Ospanov West-Kazakhstan State Medical University (Aktobe city);

10. *An observer from the Agency* – Aigerim Urinbayeva Aimurziyeva, manager of the NAAR project (Astana city).

**According to the results of the EEC evaluation, the following recommendations were given to the university in relation to EP 5B050900 / 6M050900 - “Finance”:**

**1. In order to improve the management of educational programs**

*- Regularly assess the risks and adjust the EP development plans, monitor the effectiveness of the changes taking place by quantitative and qualitative indicators.*

In order to assess risks and adjust development plans of accredited EPs and monitor the effectiveness of ongoing changes in quantitative and qualitative indicators, the departments studied and systematized the labor market needs of the region and the country, analyzed risks and developed a mechanism for their prevention.

The development plans of the accredited EP provide forecasts (risks) and indicators for their further development. Making adjustments to the EP development plans was carried out collectively with the participation of all stakeholders. In all divisions, meetings were held to discuss the EP development plan. After processing and clarifying the main provisions, the final version is formulated, approved at the University Academic Council on April 24, 2014.

On the basis of the adopted changes in the development plan of the educational program “Finance”, an agreement was concluded on cooperation between the Tax Department of the Aktobe region in the person of Vice-Chairman Nurybayev E.A. and the department of accounting and finance. The plans of the educational programs to be accredited have been adjusted according to the recommendations of all interested persons, so the subject “Tax planning” was included in the curriculum of EP 6M050900 –“Finance”.

However, information on tracking the effectiveness of the changes in terms of quantitative and qualitative indicators are not presented, both in the report and when visiting the university. In this regard, the departments need to work on this issue.

**2. In order to improve the educational programs specifics**

*- To harmonize the content of educational programs with the programs of leading foreign and Kazakhstan universities; develop joint educational programs with foreign universities and improve the involvement of Kazakhstani research organizations into the educational process.*

Departments have taken measures and actions to harmonize the content of educational programs with programs of leading foreign and Kazakhstan universities, develop joint EPs with foreign universities and involve Kazakhstani research organizations into the educational process.

So, in order to strengthen, develop and deepen international cooperation in education, an agreement was concluded with the Federal State Budgetary Educational Institution of Higher Professional Education “G.V. Plekhanov Russian Economical University”.

Leading scientist of “Management and Entrepreneurship” department candidate of economical sciences, associate professor Kurmankulova N.Zh. together with the teacher of Dosmambetova F.K. Kazakh University of Technology and Business published in 2015 the textbook “Aimaktyk ekonomika (Regional economy)” according to the memorandum on

scientific and technical cooperation. Lecturer of “Management and Entrepreneurship” department Kurmankulova N.Zh. read a course of lectures (from May 30-April 10, 2015) on the subject “Management” for students of the Kazakh University of Technology and Business, 2 course of the specialty “State and local management”. For students of 3/4th courses of the specialty Economics, a lecture was given by the deputy head of the Department of Statistics of the Aktobe region on the topic: "The use of Internet resources in statistical information" by Beisov Zh.Zh.

“Economics and Tourism” department closely cooperates with the Center for Applied Economics LLP “Dana Zhol”, Almaty city. A representative of the center Atayev A. conducted a seminar with the award of the “Monkap & Capitalist v / s Imperialist” certificates to the following teachers: Bekbusinova G.K., Kayyrgaliyeva M.G., Aybasova A.G., Issetova A.T., Ospanov A.T., Kalmagambetova S.R.

In the interests of mutually beneficial cooperation in the field of higher education, science and culture, an agreement on cooperation with the Republican State Enterprise “Kazakh State Women's Pedagogical Universit” for five years from 2014 has been concluded.

A memorandum on scientific and technical cooperation with the Kazakh University of Technology and Business dated February 23, 2015 was concluded.

*- To continue to improve the system for assessing students' knowledge. Modify the testing system so that the bulk of the test tasks were not to memorize information, but included tasks that require solving problems and applying the knowledge gained to specific situations. Consider increasing the time allotted for testing and replace some of the testing with oral examinations in order to improve training and the quality level of students.*

Post-monitoring showed that the team made certain changes to the testing system, but the recommendations on this issue were not fully implemented. So, basically test questions are presented in the form of five answers, one of which is correct. Test questions that include tasks that require solving problems and applying the knowledge gained to specific situations are not presented.

The University management considered the issue of increasing the time allotted for testing and replaced some of the testing with oral exams.

The university has three types of control: continuous assessment, midterm and final. The continuous assessment control is carried out in the form of testing knowledge and skills, students through various forms of control: oral questioning, examinations, colloquiums, case studies, individual homework assignments, trainings, debates, round tables, etc.

The final control is carried out in the form of the exam in accordance with the curriculum, academic calendar. The decision of the Academic Council of the University determines the forms for passing the final certification for each discipline: oral survey, computer testing, matrix testing, written survey.

In order to ensure the objectivity of the assessment of knowledge and the degree of development of students’ professional competence, transparency and adequacy of the tools and mechanisms for their assessment, examinations are taken through testing and in the presence of independent examiners. The methodological service of the university has proposed to conduct all state examinations in the form of testing.

For small groups of all specialties of the economic cluster, the continuous examinations are conducted by testing on paper, in a ticket form and oral survey.

*- To clarify the requirements for master's theses, in order to necessarily require the original or project input, and reduce the sections related to the synthesis of literature.*

At the university, all diploma theses and Master’s theses must be tested for plagiarism in accordance with the Regulation on the Control of Ensuring the Independence of Performing Master’s theses based on the Antiplagiat system of the QMS PP 211.04-2013. The inspection is carried out by a specially created university commission. With the help of this program texts and dissertations for uniqueness are quickly and efficiently checked. During the check, a detailed analysis of the uniqueness of the text is made and the originality of the articles is determined as a



percentage.

*- To provide students with the opportunity to choose an individual learning path not only with the right to choose disciplines, but also a specific teacher in order to improve the quality of training and instill professional competencies.*

Each specialty involves the choice of educational trajectory, which allows you to fully and deeply master the chosen specialization.

EDC is developed by the graduating department taking into account the proposals of employers, after discussion of the teaching staff of the department is considered at a meeting of the educational and methodical council of the university and approved by the Academic Council. In the disciplines of components of choice, bachelors give an in-depth understanding of economic processes and phenomena. In addition, in the course of a component of choice, bachelors and master students the methodological models of economic research possess the ability to come to independent scientific conclusions, the ability to defend their position in their professional activities. When forming curricula, the consistency of the content of disciplines is taken into account, and a logical sequence of their study is built.

At the same time, to choose the teachers is currently limited. Work to increase the number of teachers of individual disciplines continues.

*- To develop modules aimed at the development of vertical interdisciplinary communication and related disciplines, contributing to more in-depth training of students in levels.*

Department developed curricula that provide for the modular study of disciplines in compliance with the logical sequence of study disciplines. Curriculum (UE), modular educational programs (MEP) are developed for the entire period of study based on standard curricula for the specialty (SEPI) and approved by the Academic Council. Also, the University has developed a "Regulation on the modular construction of educational programs", where the main requirements for the modular study of disciplines, the structure of the MEP, etc. are defined. When forming curricula, the consistency of the content of disciplines is taken into account, and a logical sequence of their study is built. Disciplines and courses at the choice of the student in each cycle substantively complement the disciplines of the mandatory component of the cycle.

### **3. In order to develop human resources and ensure effective teaching**

*- To improve the work of the Department of Personnel Management and Recruitment in Recruitment on the basis of an analysis of the needs of educational programs.*

The expert commission made sure that owing to the revitalization of the head of department and board teaching staff number in the specialty "Economics", "Finance", "State and local government" increased in 2014-2015 by 2 regular lecturers, the share of degrees is 50%.

The Department also conducts an assessment of the competence of teachers to determine whether the faculty is in compliance with the position held by passing all regular staff and part-timers of internal university certification, according to the Regulation of the QMS IR 208.06-2014. So, in the 2014-2015 academic year, the department of Economics and Tourism teachers: candidate of economical sciences Kaiyrgaliyeva M.G., Master Aibasova M.A. and Master Ospanbayeva A.Zh. passed certification. By specialty State and local government in the 2014-2015 academic year – candidate of economical sciences Kabakbayev A.S., Master Kubanova D. B., Master Kalmaganbetova S.R., Master Ospanov D.E.

*- To improve the development of academic mobility of teaching staff, in the future to attract foreign and Kazakhstani teachers to conduct classes and carry out research and development.*

The University has concluded agreements on cooperation in the field of education and science with the following institutions: the Federal State Budgetary Educational Institution of Higher Professional Education "G.V. Plekhanov Russian Economical University", Russian New University, Institute of World Economy and Finance, Republican State Enterprise "Kazakh State Women's Pedagogical University", "Turan-Astana" University.

As part of the academic mobility of the teaching staff professors from Russia taught Master students of the accredited educational institutions at the University: Teregulov F.Sh., doctor of pedagogical sciences, professor of M. Akmulla Bashkir State Pedagogical University; Sultangareyeva R.A., doctor of philological sciences, professor of Ufa Institute of History, Language and Literature of the Russian Academy of Sciences.

Senior teacher, master Issetova A.T. from March 30, 2015 till April 10, 2015, passed advanced training, which was held in Orenburg branch of “G.V. Plekhanov Russian Economic University” for the additional program “Planning and analytical activities of modern enterprises” in the amount of 72 hours and the intensive course “Research structure” for the teaching staff of Baishev University on August 29, 2014, conducted by the Doctor of Malaysia University MARA – Roslani Embipoved.

Senior Lecturer, candidate of economical sciences Kaldenova G.S. took part in the seminar “Monetary policy: directions, goals, tools, experience of Russia and Kazakhstan”, conducted by the professor, doctor of Economics sciences, head of department of “Banking and Insurance” Orenburg State University Parusimova N.I. (RF) and the Director of the Department of International Cooperation of the L.N. Gumilyov ENU Turtugulova D.M.

The university held seminars on the topic “Financing start-up and investor relations. Pitching and presentation to investors” by Darzhanova A.N. head of the State Enterprise “Department of Entrepreneurship”, Aktobe, President of the “StarTAU” Center at Tel Aviv University (Israel) Oren Simanian. Associate Professor, candidate of economical sciences Kurmankulova N.ZH. passed the course “Economics” in November 15-25, 2014 at the Istanbul European Institute.

In addition, a number of foreign internships are planned for an accredited EP, for example, the teachers Izgarina G.K, Essentaeva G.N. to the Center for Continuing Education at Istanbul University ISHIK.

*- To intensify the participation of teaching staff in competitions for the implementation of research projects funded by the MES RK and other funds.*

The university has positive trends in the field of research and the participation of faculty members in competitions for the implementation of research grant projects funded by the MES RK and other funds, as well as publication activity in international journals with non-zero impact factor. For example, teachers of the specialty “Economics” published articles in international journals with non-zero impact factor: Kayirgalieva M.G., Zhansagimova A.E., Mazbaev O.B., Kurmankulova N.Zh., Eszhanova J.Zh., Bulakbay J.M. “Finance, management, tourism and innovation and their impact on the environment”, Bothalia Journal. Vol 44, No. 9; Sep 2014. and Zhumagaliev B., Baimukasheva Zh., Tasmaganbetov A., Shukurov A., Bukharbayev Sh., Shukurova B., Tasmaganbetova S., Nurmaganbetova M. , «Economic mechanism of modernization of higher professional education system in the Republic of Kazakhstan» in “Life Science Journal 2014.

#### **4. In order to improve the needs of students**

*- To create conditions for professional certification of students by specialization.*

Departments carried out some work to improve the mechanisms for professional certification of students. So in 2014-2015 academic year students of the specialties “Economics”, “State and local government”, “Finance” received certificates from the Center for Applied Economics LLP “Dana Zhol”. According to the contract with G.V. Plekhanov Russian Economic University Master students of the accredited specialties of the economic cluster have been trained in Orenburg branch of G.V. Plekhanov Russian Economic University.

*- To activate the academic mobility of students studying in higher educational institutions of foreign countries, and for this to increase the number of credits for studying the business course of a foreign language.*

The university has organized additional courses in the form of group work on learning English for students outside extracurricular time. A program of English language courses has

been developed, approved by the Academic Council. The University also has a Korean Institute for students to master Korean language, after which they are sent for additional training in Korea.

*- To develop personal pages of the teaching staff of the accredited cluster on the university portal.*

The university has developed a program for creating teachers' pages, there are corresponding e-mail addresses. However, at the time of the post-monitoring, the organization of replenishment of these pages was carried out at the initial stage.

*-To ensure the availability of the EP manual, create a blog of the rector on the university website.*

At the time of the visit, the rector's blog, the president's blog, functioned on the university's website, where each site visitor can leave a message of a different issues (positive comment, question, complaint, etc.). Access mode: <http://www.vuzbaishev.kz>. Works feedback for site visitors. Periodic surveys are conducted on the quality of the work of the teaching staff and the EP of the university.

*- To increase the number of representatives of economic profile in the structure of the methodical council of the faculty.*

The recommendation has been implemented, the number of economic representatives in the Council has been increased. Thus, the Methodological Council of the Faculty of Economics includes a specialty of Economics – Head of department, candidate of economical science Bekbusinova G.K., candidate of economical science, associate professor Kaiyrgaliyeva M.G., Master of Economic Sciences Akhmetova E.E., Master of Economics Issetova A.T.; Finance specialty - Head of department of Accounting and Finance, candidate of economical science, associate professor BukharbaevSh.M., candidate of economical science, master Izgarina G.K., master Essentaeva G.N. and specialty State and local government - Head of department, Management and Entrepreneurship Kusainova L.I., Master, senior lecturer Moldagulova Zh.A., Master, senior lecturer Kubanova D.B.

*- To develop and implement support programs for gifted students*

During the reporting period, information on work with gifted students at the university was studied and analyzed. A program has been developed to support gifted students at S. Baishev Aktobe University for the 2015-2016 academic year. The activity of the departments on this issue is carried out according to this program. Key positions have already been implemented. For example, cooperation has been established with the representative office of the Center for Applied Economics, LLP "Dana Zhol", Almaty, for the introduction of table-top games into the educational process: "Monkap v/s Imperialist", "Monkap & Capitalist v/s Imperialist", "Capitalism", "Stock market", "Banks". Table-top games will be held at a group at the Faculty of Economics for all interested university students.

*- To recommend to create an association of graduates of S. Baishev Aktobe University*

The Alumni Association has been functioning at the university since 2014, on the basis of the Regulation on the Alumni Association of the S. Baishev Aktobe University(QMS 201.02-2014). The Association helps graduates to develop business and cultural cooperation with the university, carries out its activities in order to maintain relations with university graduates, assist in the professional training of students ("round tables", meetings with production workers, etc.), in the development of social partnership, assistance in career guidance work and employment of university graduates.

*- In order to ensure the high quality of the educational process, create academic councils for educational programs (ACEP) with the participation of employers.*

At the time of the visit, the activities of the council on the implementation of the main tasks were at the initial stage

##### **5. In order to improve the resources available to educational programs**

*- To create personal pages of teaching staff with an indication of the disciplines readable accredited economic cluster on the university portal, then the student will have the opportunity*

*not only a course of choice, but also the teacher from whom he would like to study.*

There is a section of the Economics Faculty on the University's website (access mode: <http://vuzbaishev.kz/index.php/ru/fakultety/ekonomicheskij-fakultet>), where the current and objective information on the activities of the faculty and the educational programs accredited is regularly laid out. As already noted, the university has developed a program for creating teachers' pages, but at the time of post-monitoring the organization of the replenishment of these pages was just beginning.

*- To create conditions for transparency of complaints handling information for portal users and a virtual complaint book, where site visitors can express their dissatisfaction or make suggestions for improvement*

The portal contains a virtual Book of complaints and suggestions, where visitors to the site can make suggestions for improving the implementation of educational programs and highlight problematic issues. Access mode: <http://www.vuzbaishev.kz>.

**Conclusions on the cluster.** In order to fulfill these recommendations, an "Action Plan for the implementation of the recommendations of the EEC of the IAAR" was developed (Protocol No. 11 dated June 16, 2014 was approved at the meeting of the Academic Council)

During the visit, experts analyzed the recommendations made by the university. For educational programs 5B050900 / 6M050900 - "Finance" from 13 recommendations have been fully implemented 1 recommendation. On average, all recommendations are implemented by 57%. During the visit, the expert group made sure that, in general, the said University fulfills the planned activities in accordance with the work plan for the implementation of the recommendations.

#### **(V) DESCRIPTION OF EEC VISIT**

The work of the EEC was carried out on the basis of the program of the visit of the expert commission of the IAAR in the framework of specialized accreditation of educational programs in the period from 17 to 19 April 2019.

In order to coordinate the work of the EEC, on April 16, 2019, an orientation meeting was held, during which powers were distributed among the members of the commission, the schedule of the visit was clarified, and agreement was reached on the choice of examination methods.

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

The meetings of the EEC with the target groups were held in accordance with the updated program of the visit, in compliance with the established time period. On the part of the Baishev University team, the presence of all persons indicated in the visit program was ensured.

In accordance with the requirements of standards, meetings were held with the president, rector, vice-rectors, heads of departments, deans, department chairs, teachers, students, graduates, employers, interviewing and questioning teachers and students. A total of 150 people took part in the meetings (table 1).

Table 1 - Information about employees and students who took part in meetings with the EEC of the IAAR

Participants category	Quantity
President	1
Rector	1
Vice-rector	4
Deans	2
Department heads	4

Heads of managements, departments, divisions	17
Teachers	44
Students, Master students	46
Graduates	23
Employers	8
<b>Total</b>	<b>150</b>

According to the visit program of the EEC, a tour of the university was also conducted, during which the experts visited “Finance and Banking” research laboratory, the library, and the departments of economics and business.

In the course of the work of the EEC, the base of practices and branches of the following departments were visited: AB JSC “Цеснабанк”, SE “State revenues in Aktobe”

The members of the EEC have attended training sessions on accredited educational programs, including practical classes in university classrooms:

– practical lesson, candidate of economical sciences, senior lecturer Kaldenova G.S. of Economics and Business department in the discipline "Organization of banking services" on the topic “Payments cards - Types and methods of combating fraud in Kazakhstan”;

– practical lesson of the Master, senior lecturer of “Economics and Business” department Barysheva Zh.B. on the course “Bank risks” on the topic “Risks in the international operations of commercial banks”;

- practical lesson of the Master, senior lecturer Konakova G.M. on the discipline “Securities market” on the topic “Exchange trading mechanism and types of exchange deals”.

In order to confirm the information presented in the Self-Assessment Report by external experts, the working documentation of the university was requested and analyzed. Along with this, the experts studied the official website of the university <http://www.vuzbaishev.kz/>.

As part of the planned program, recommendations for improving the activities of Baishev University, developed by the EEC based on the results of the examination, were presented at a meeting with the management on April 19, 2019.

## **(VI) CONFORMING TO THE SPECIALIZED ACCREDITATION STANDARDS**

### **6.1. STANDARD «EDUCATIONAL PROGRAM MANAGEMENT»**

- The university must have a published quality assurance policy
- Quality assurance policies should reflect the link between research, teaching and learning.
- The university should demonstrate the development of a culture of quality assurance, including in the context of the EP.
- Commitment to quality assurance should relate to any activity performed by contractors and partners (outsourcing), including in the implementation of joint / double-diploma education and academic mobility.
- The EP's management ensures the transparency of the EP development plan based on an analysis of its functioning, the actual positioning of the university and the focus of its activities on meeting the needs of the state, employers, stakeholders and students.
- EP management demonstrates the functioning of mechanisms
- Formation and regular review of the EP development plan and monitoring of its implementation, evaluation of the achievement of learning objectives, compliance with the needs of students, employers and society, making decisions aimed at continuous improvement of EP.
- EP management should involve representatives of groups of stakeholders, including employers, students and teaching staff in the development of EP development plan.
- 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.
- The university should demonstrate a clear definition of those responsible for business processes in the framework of the EP, the unambiguous distribution of job responsibilities of staff, the delineation of the functions of collegial bodies.
- EP management must provide evidence of the transparency of the educational program management system.
- The EP management must demonstrate the successful functioning of the internal quality system of the EP, including its design, management and monitoring, their improvement, making decisions based on facts.
- EP management must implement risk management.
- The EP's management must ensure the participation of representatives of interested parties (employers, teaching staff, students) in the collegial bodies of the educational program management, as well as their representativeness in making decisions on the management of the educational program.

- Must demonstrate innovation management in the framework of the EP, including analysis and implementation of innovative proposals.
- EP management must demonstrate evidence of openness and accessibility for students, teaching staff, employers and other interested parties.
- The management of EP must be trained in educational management programs.
- EP management should strive to ensure that progress made since the last external quality assurance procedure was taken into account in preparing for the next procedure.

### ***The evidence part***

The University manages educational programs as processes, formalizing the existing procedures within the internal quality assurance system, which includes the Quality Policy and process descriptions in the University's internal documents series. The quality policy has been published and is available to interested parties. At Baishev University, for the period of the 2018/2019 academic year, the quality policy was twice revised in connection with the implementation of SCES of relevant education levels, approved by Order of the Minister of Education and Science of the Republic of Kazakhstan No. 604 of October 31, 2018 and rebranding (Protocol DC No. 2 of September 14, 2018, №7 from 21.02.2019).

The internal documents of the University are drawn up within the framework of the quality management system developed on the basis of the requirements of ISO 9001. 20 documented procedures have been developed on the main components of the educational process.

In the framework of introducing changes to the regulatory legal acts in the Republic of Kazakhstan, the university developed and approved a roadmap for the phased introduction of new legislation in the educational activities of the University, containing measures and those responsible for their implementation. This document provided for an update of the series of internal regulations.

The university has successfully reissued a license for activities and is developing an EP for the new academic year in accordance with the new requirements.

The University's strategy for the period 2017-2021 is aimed at fulfilling the goals and objectives of the national education system based on spiritual and moral values and the nationwide patriotic idea "Mangilic Yel (Eternal country)", determines the development of educational programs at the university level through: providing quality educational services and professional training of competitive personnel ; creation of conditions for the participation of young people in the socio-economic reforms of the country; development of research and innovation activities; modernization of the content of the university's educational programs in the context of global trends; improving the management and monitoring of university development; development of infrastructure and information resource of the university.

In February 2019, the University approved (protocol No. 7, February 25, 2019). The program was developed and developed in accordance with the requirements of the structured document, defined by the MES RK. The program was officially launched on December 24, 2018 by the Supervisory Council.

On the basis of strategic documents, formalized institutional level, as well as the results of the analysis of functionalized OPs Development Plan EP 5B050900 / 6M050900-"Finance" for 2019-2022, confirmed by the AC University (protocol №7 from 21.02.2019) .

The plan is developed by:

- SWOT analysis of the results of the analysis (the results of the training in the enumeration, analysis of personnel potential, material and technical base, research and development work);

- the basic principles, the task of EP development, plan indicators.

All Priorities Areas Strategic Plan Development Plans are deployed to the Department of "Economics and Business" and teaching staff Individual Plans.

Collegial body, who are looking for the development of educational programs, are attending the Supervisory Council, University Academic Council, Educational and Methodological Board, the Department. Also, the plan is developed to work with the workforce developed by the trainer in the frameworks of the realizable teaching programs. For the EP

development, all members of the group are invited to participate: the head of the department (head of the department), preparation of the preparation, expat students, educators and educators.

Physical and electronic versions of software, plan and internal documents, are available in departments, accessible for teaching staff, recruiting and recruiting, as well as other employees and other interested persons. Copy documents are logged in the journal registration.

The plan of development of educational programs is coordinated with the Mission and Program Development University. The individuality and uniqueness of accredited educational programs lies in their orientation towards the regional labor market, the dominant specialization of which is the oil and gas industry (oil and gas production, oil refining, petro-chemistry, oil and gas engineering and services), the availability of elective courses that complement the main disciplines introduced at the request of employers in the region.

Representatives of the University, including those accredited by the EP take an active part in the work of collegial bodies regulating the management of educational programs at the national level, these include participation in meetings of the Training and Methodological Association of the Republican Educational and Methodological Council of the MES RK.

So, the members of Academic Methodological Association RAMS are:

1. Kussanova Bibigul Khakimovna - member of the AMS RAMS in the direction of training personnel for higher and postgraduate education "Foreign Languages" (*for all EPs*)
2. Lygina Olga Ivanovna - a member of the Council of AMS RAMS in the direction of training of higher and postgraduate education "Business and Management" (JSC "University of the National Farm"). (*EP "Finance"*)
3. Bukharbaev Shynybek Musinovich – a member of the teaching and methodical section of AMS RAMS in the direction of training of higher and postgraduate education "Finance" (JSC "University of the National Farm"). (*EP "Finance"*)
4. Kaiyrgaliyeva Mayra Gaynollayevna – a member of the teaching and methodical section of AMS RAMS in the direction of training of higher and postgraduate education "Business and Management" (AO "University of Narchosis") (*EP "Finance"*)

*Members of NNN:*

1. Aitova Nurlykhan Nurullayevna – a member of the National Scientific Council in the direction of "Scientific basis "Magnilik Yel (Eternal country)" (education of the XXI century, basic and applied research in the field of humanities) (*for all EP*)

The University carries out an analysis of EPs in order to adjust their content and check the compliance of the level of training of specialists with the requirements of the labor market. Reports on the implementation of the development plans of the EP are included in the annual reports of the departments, are reviewed at meetings 2 times a year, and the results of monitoring of the development plans of the EP are reviewed at meetings of the Academic Council of the University (protocol No. 4 dated December 28, 2015; No. 4 dated December 22, 2016; № 4 dated January 22, 2018).

The results of the evaluation of the effectiveness of the implementation of the stages of development of the EP are used to adjust and further develop these EPs. Currently, educational programs and trajectories are being refined. The individuality of the plans for the development of educational programs is determined by taking into account the needs of the region and the possibility for students to build an individual educational path through the choice of disciplines taking into account personal preferences and the needs of the labor market in the region. As part of the expansion of academic mobility at the time of the visit, a series of documents are being developed at the university for inclusion in the database of the Bologna Process Center and academic mobility.

The monitoring of the implementation of the EP development plan is carried out by the MSDEDM under the leadership of the vice-rector for AMW. The results of the monitoring analysis and the proposals of employers and students are used to develop proposals for the further development of the EP.

At the end of each academic year, the Economics and business department, taking into account the needs, makes an application for the necessary information and other material resources, updates the laboratory development programs. The administration establishes the required number of audiences and laboratories for the EP. So, the following employers and graduates of the EP participated in the formation of the EP (Nurybayev E.A., deputy head of the State Revenue Department in Aktobe, Aben A.A., director of LLP “TechElitAktobe”, deputy director of JSC “Nurbank” branch Bekeyev A.A.).

In order to assess risks, adjust the EP development plan and monitor the effectiveness of the changes taking place in quantitative and qualitative indicators, the university's working group has studied and systematized possible educational risks. QMS R 207.03 2018 “Provision on the criteria for assessing the degree of risk of the functioning of the educational program” was developed, the initial version of which was approved at the AC meeting (protocol No. 1 of September 24, 2015).

The management of the educational process is carried out by the vice-rector for educational and methodical work in collaboration with the first vice-rector and vice-rectors for activities that provide the educational process with the necessary human, material and other resources. The vice-rector for educational and methodical work plans and monitors the implementation of work on the management of educational activities in the EP. Responsible for the implementation of the EP are the head of the department of economics and business, the dean of the higher school of business and law.

The management of the EP is systematically trained under the programs “Education Management”. So, head of the department, candidate of economical sciences Bukharbayev Sh.M., Ph.D Lygina O.I., candidate of economical sciences, Associate Professor Urazgalieva M.A., Master, Senior Lecturer Barysheva Zh.B. completed a refresher course “Management in Education” from September 19 to October 05, 2016, organized by the University NARHOZ (in the amount of 72 hours).

### **Analytical part**

The EEC NAAR, having held meetings, interviews and interviews with the rector, vice-rectors, heads of departments, deans of higher schools, heads of departments, students, faculty, representatives of employers' organizations and graduates, as well as conducting a survey of faculty members and students, detailed familiarization with the university's educational infrastructure, material and technical, information and methodological resources and necessary documents, notes Next.

The transparency and collegiality of the processes of formation of the EP development plan is confirmed by the participation of interested parties in it. This is evidenced by the activities of the Academic Council, university administration, educational and methodological council, providing management of the basic processes of the university. The development plans of the accredited EPs are coordinated with the University Development Strategy.

The EEC confirms that the university has a published quality assurance policy, which reflects the link between research, teaching and learning.

The EEC notes that the strategic documents of the University (Strategy and Development Program) consistently reflect the management of educational programs.

The EEC notes the active participation of representatives of the University, including heads of educational programs in the work of collegial bodies coordinating the administration of EP and conducting research at the national level.

The EEC confirms that the participation of representatives of stakeholders in collegial bodies has been ensured in the management of educational programs; ensured their representativeness in making decisions on the management of the EP. The openness and availability of the basic documents of the EP for all interested parties allows you to make timely corrective decisions aimed at improving the educational process.

The EEC during the visual inspection and analysis of documents made sure that those



responsible for the business processes were appointed within which the implementation of the EP was regulated, the duties of the staff were distributed, and the functions of the collegial bodies were delimited. The rector, vice-rectors, heads of departments, deans of the university were trained under the program of education management.

The university demonstrates the development of a quality assurance culture in the context of the EP. The modernization of the quality management system created earlier under ISO 9001 has been carried out; now it takes into account the requirements of the internal university quality assurance system in the context of accreditation standards. EP's management ensures the participation of representatives of employers in the management of the educational program and its development, which was revealed as a result of interviews with teachers and employers.

The EEC notes the need to analyze the functions and responsibilities of University employees involved in managing educational programs in order to optimize their numbers and redistribute functions.

The EEC notes that there is evidence to support risk management. The submitted documents (protocols of the meetings of the departments, the academic council of the University, reports, plans and references) confirm the implementation of the planned types of risk management activities. In order to assess risks, adjust the plan for the development of EP and monitor the effectiveness of the changes taking place in quantitative and qualitative indicators, the university's working group has studied and systematized possible educational risks. In 2018, the document QMS R 207.03 2018 "Provision on the criteria for assessing the degree of risk of the educational program functioning" was updated, the initial version of which was developed in the framework of the implementation of recommendations received during previous accreditation.

Analysis of the reconstructed website of the university showed that data on educational programs are available on the website in the public domain, accessible to all interested parties. Restructuring the site involves a number of works on the addition of information.

The content of educational programs reflects the needs of the region and is consistent with the development strategy of the educational organization. The EEC emphasizes the need, in connection with the expansion of academic independence, renewal of the individuality and uniqueness of educational programs.

At the same time, members of the EEC note that the opportunities for internal internationalization and the practice of creating joint programs are insufficiently used, which would contribute to the development of a culture of quality.

At the same time, the analysis of the documents studied, as well as the results of the interviews with students, faculty, graduates and employers, led to the conclusion that it is necessary to involve students in the management of educational programs at all stages.

EP management has not systematized the process of monitoring the implementation of innovations implemented in the EP.

According to the results of the survey, faculty members highly noted the level of management of the educational program and the possibility of introducing innovations ("good" - 40.9%, "excellent" - 59.5%).

**Strengths / best sides of practice:**

1. The university demonstrates the development of a culture of quality assurance, including in the context of the EP.
2. The university demonstrates a clear definition of responsibility for business processes within the framework of the quality management system.
3. The management of the university and educational programs on an ongoing basis are trained in educational management programs.
4. The university development program was developed in accordance with the new requirements of the MES RK.
5. The participation of the management and the faculty of the university in the collegial bodies regulating the research and organization of the educational process at the country level.

### **Recommendations EEC:**

1. In order to increase the openness and transparency of the EP for all stakeholders, place in the open sources a description of the EP including the competency model of the graduate, the EP development strategy.
2. Systematize the available tools and develop a mechanism for introducing innovations into the educational process.

**Conclusions of the EEC on EP 5B050900 / 6M050900 - “Finance”:** According to the standard “Management of the educational program” 17 criteria are revealed, of which 7 are strong and satisfactory – 10.

### **6.2. STANDARD «INFORMATION MANAGEMENT AND REPORTING»**

- The university should ensure the functioning of the system for collecting, analyzing and managing information through the use of modern information and communication technologies and software.
- EP management must demonstrate systematic use of processed, adequate information to improve the internal quality assurance system.
- Under the EP, there should be a regular reporting system reflecting all levels of the structure, including an assessment of the effectiveness and efficiency of the departments and departments, and scientific research.
- 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, and the implementation of research projects.
- The university should demonstrate how to determine the order and ensure the protection of information, including the definition of responsible persons for the accuracy and timeliness of information analysis and provision of data.
- 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.
- The EP's management must demonstrate the presence of a communication mechanism with students, employees and other interested parties, including the existence of conflict resolution mechanisms.
- 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 evidence to address the identified deficiencies.
- The university should evaluate the performance and effectiveness of the activity, including in the context of the EP.
- Information collected and analyzed by the university at the EP should take into account:
  - key performance indicators;
  - the dynamics of the contingent of students in the context of forms and types;
  - level of academic achievement, student achievement and expulsion;
  - students' satisfaction with the implementation of the EP and the quality of education at the university;
  - availability of educational resources and support systems for students;
  - employment and career growth of graduates.
- Students, employees and faculty must document their consent to the processing of personal data.
- The administration of EP should contribute to the provision of all necessary information in relevant fields of science.

### **The evidence part**

At Baishev University, there are both traditional management processes and information transfer, as well as using software products and information systems. Information management at a university is characterized by the presence of stable information flows: direct – from leadership to performers and stakeholders, and vice versa – from stakeholders, including students and teachers, to leadership. In addition, visual forms (stands, exhibitions, presentations, newsletters) are used to inform interested parties. Collection, analysis and provision of reporting information about the activities of the university to stakeholders is organized in the framework of the processes embedded in the university's QMS. Feedback is carried out through electronic document management, regular questionnaires, personal inquiries, statements, memos, rector's blog.

The management of the university and educational programs carry out an interactive

dialogue with students through meetings with students. University management regularly conducts oral conversations to clarify the views of students.

The University's documentation management processes are set out in the following organization standards: "General requirements for the construction, presentation and documentation of the quality management system"; "Rules of registration of organizational and administrative documentation"; "Record Keeping and Archiving"; QMS "Document Management".

The order of planning and reporting is defined in the methodical instruction "Planning, monitoring and reporting of educational activities".

At the University, information on its activities, including the results of its analysis, is reflected in quarterly, semi-annual and annual reports of structural units, reports on areas of activity (educational and methodical, research, educational, financial, administrative and economic, reports on international activities and academic mobility, etc.). Individual reports of faculty are the basis for the formation of department reports. Reports are reviewed at meetings of collegial governing bodies of the university – meetings of the department, high schools, educational and methodological council, scientific and technical council, academic council, university administration, and management decisions are made. The annual report on the work of the university is formed by the vice-rectors for the activities under the leadership of the rector and is presented by the rector at a meeting of the academic council in June of each year. This report-analysis is brought to the attention of all higher schools, departments, structural divisions and is the basis for taking corrective and preventive decisions that are included in the form of certain activities in the work plan for the new academic year.

The commission especially notes the availability of such a tool for obtaining information as an internal audit of educational activities. During audits of university departments, auditors collect objective evidence of compliance and nonconformities through observation, review of documentation and QMS records, as well as interviewing the personnel of the audited departments. The results of the audit are presented to staff and heads of departments in the form of copies of reports and acts of non-conformity. An audit of the conduct of affairs, internal and external documents of divisions. The causes of nonconformities are determined, recommendations for improving the QMS are made, corrective actions are taken to eliminate the causes of nonconformities. According to the results of internal audits, an analysis is made of the quality of the educational activities of the university. The inputs to the procedure are: the annual schedule of the internal audit of the QMS; guidance from top management; internal audit program. The annual plan for conducting internal audits of the QMS is developed by the SDAQD and is put into effect by an order of the president.

The results of the internal audit are reviewed by the Academic Council. The results of the analysis of internal audits are input to the analysis from the top management of the QMS in order to ensure its continued suitability, adequacy and performance.

The meeting of the AC is held once a month. The University Council members is updated and reapproved by the decision of the AC each year. Its membership (27 members) includes: the rector, vice-rectors, deans of higher schools, heads of departments, leading professors of the university, the chairman of the student council and the employer.

Sources of information for analysis are: information from consumers (including complaints, reviews, survey results); records of detected inconsistencies and their causes; results of monitoring and measurement of products and processes; results of self-control; input control results, reports on internal and external audits; management input and output analysis; results of the analysis of the effectiveness of corrective actions taken. At the same time, such methods of analysis as comparison, written survey, method of statistical research, etc. are used. For example, questioning students about their satisfaction with passing professional practice revealed the external risk of the lack of legal responsibility of legal entities to facilitate employment and provide bases of practice; statistical studies have led to the determination of the internal risk of increasing the proportion of teachers with advanced degrees and titles of pre-retirement and

retirement age.

The university has a system of information and feedback, which includes: the university website <http://www.vuzbaishev.kz>, the electronic library <http://kabis.ausb.kz/>, the student forum [http://forum.vuzbaishev.kz /](http://forum.vuzbaishev.kz/), educational portal and e-learning portal <http://platon.ausb.kz/>, electronic document management system <http://sed.ausb.kz/>, internal email system <http://mail.ausb.kz/>. As part of the implementation of the order of the MES RK No. 219 of 06/05/2013 “On the implementation of the information system in higher educational institutions of the RK” the university interacts with the Far East Scientific Education Ministry of the RK in an automated mode using the information system Unified Higher Education Management System.

The University works in the electronic document circulation format using the Detrix system in accordance with the Government Decree of RK dated April 17, 2004 N430 “On Approval of Electronic Document Management Rules” (as amended on January 26, 2011 No. 35). This system allows you to solve problems in the automation of project management, including work with documents (orders, plans, orders, statements, etc.), control executive discipline, archive all documentation, organize working time and increase the efficiency of its use. Expedient acquaintance of performers with information at the university is carried out in electronic form through the address distribution in the system in the local network.

AIS “Platonus” provides electronic documents on the educational process. The system provides: management of the academic calendar, the formation of individual plans and academic groups, the management of virtual classrooms, the formation of applications to the diploma, the maintenance of assessment processes of students' knowledge within the rating system, taking exams using computer testing, filling in a rating journal, monitoring students' knowledge and filling in an electronic journal teachers. It collects and analyzes information on the dynamics of the contingent of students in the context of forms and types, as well as information on the employment of students.

Information on the dynamics of key performance indicators and performance of the EP is collected in accordance with the procedures described in the documents of the QMS R “Regulation on the monitoring of the quality of education in S. Baishev Aktobe University”, QMS R “On the criteria for assessing the risk of the functioning of the educational program”.

To assess the performance of the EP, structural units and individual processes, key indicators of business processes were defined and a system for measuring, controlling and analyzing the degree of achievement of goals and continuous improvement was developed, including: measuring satisfaction of internal and external consumers – students, employers, personnel, monitoring the quality of the main processes of the university with the establishment of specific measurable characteristics, zones and their permissible and target values; assessment of the quality of the knowledge, skills and abilities of students. All students annually participate in the survey on satisfaction with the quality of educational services, the passage of professional practice. The results of the survey are presented to members of the administration and to persons responsible for the implementation of certain activities.

Students have the opportunity to address all questions to the leadership in oral and written forms or through the Rector’s Blog. In addition, the University has a Disciplinary Council, whose functions include the consideration of conflicts in academic policy (activities are governed by the organization’s standard).

The University collects, processes and protects personal data of an employee in accordance with the legislation of the Republic of Kazakhstan “On Personal Data and Protection”, and by virtue of the requirements of this law, employees and students agree to the collection and processing of their personal data. In accordance with the Law of May 21, 2013. No. 94-V “On Personal Data and Their Protection” at the University has developed a Privacy Policy for the personal data of faculty and students and the requirement of this document is implemented in the Employment contract in paragraph 5 “Duties and rights of employees” p. 5.2 “Duties”, pp. 5, 2, 7, 7 spelled “Do not disclose state, commercial and official secrets and other prohibited by law

secrets”. Registration of labor relations (the emergence and (or) their change) is associated with the collection and processing of personal data of the employee (for example, only to enter into an employment contract, the employer must obtain information about the personal data from the employee). Confidentiality applies to information about teaching staff and students.

Backup is provided in case of loss of information (sudden power outage, software failure, etc.) and occurs automatically on the server MYSQL, which operates autonomously and around the clock. This server is located in a specially equipped room in the main building of the University. For this, the position of a system administrator has been introduced, and access by other persons is strictly prohibited.

From the second half of the 2018-2019 academic year, in order to digitize information, a program is launched to issue students with various certificates, duplicate diplomas, transcripts, etc. with confirmation by electronic digital signature in on-line mode to create a barrier-free environment in the provision of SSCRO services. At this time, official reference templates are being prepared for submission to the military enlistment office, the State Senate Committee for Large Families, etc.

### **Analytical part**

Analyzing the compliance with the requirements of the “Information Management and Reporting” standard for an accredited EP cluster, the commission notes that the university has a multi-level information and reporting management system. Special attention is paid to internal audit and systematic review of the effectiveness of decisions taken and monitoring the activities of departments and programs at meetings of the Academic Council. Information management includes the management of traditional flows and digital information flows.

The EEC notes that the information collected in the framework of the University’s activities, including through statistical processing of information, reporting and the results of internal audits, makes it possible to generate analytical reports and make decisions based on facts.

The EEC notes that an internal assessment of the quality of EP management is carried out on a systematic basis at the university. This process is formalized. The readiness analysis of the department for the academic year is carried out: the availability of the methodological support of the EP (EMCS, MEP, Cur, EDC, EMCD), the material support of the educational process of the EP, the readiness of the department to conduct an assessment of learning outcomes. Each semester is evaluated by the implementation of individual plans by teachers. Data is integrated and summarized at the university level.

A survey of students, conducted during the visit of the EEC IAAR, showed that satisfaction:

- the usefulness of the organization’s web site is fully satisfied with 84.8%, partially 15.2%;
- fully satisfied with informing the requirements in order to successfully complete this specialty –84.8%, 13% - partially;
- informing students about courses, educational programs and academic degrees are fully satisfied - 80.4%, partially 17.4%.

### **Strengths / Best sides of Practices**

1. Implementation of an integrated approach to information management.
2. Electronic document management.
3. Methodological support and development of all necessary guidance materials.
4. Conducting ongoing internal audit.
5. Continuous monitoring and analysis of various processes with an established frequency and coverage of the main activities.
6. Availability of feedback and corrective actions in all areas in the information system of the university.

7. The ability of students and teachers to access information resources in the AIS “Platonus”.

**EEC Recommendations for EP 5B050900 / 6M050900 – “Finance”:**

1. To consider the possibility of creating a unified corporate mail with personal addresses for students of the University;
2. To ensure that faculty use corporate mail for professional purposes.
3. Ensure full graduates informing about job opportunities;

**EEC Conclusions on EP 5B050900 / 6M050900 - “Finance”: According to the standard “Information Management and Reporting” 17 criteria are revealed, of which 7 are strong, 9 are satisfactory positions, 1 requires improvement.**

**6.3. STANDARD «EDUCATIONAL PROGRAM DEVELOPMENT AND APPROVAL»**

- The university should define and document the procedures for the development of EP and their approval at the institutional level.
- EP management must ensure that the developed EPs are consistent with the established goals, including the expected learning outcomes.
- EP management must ensure the availability of developed EP graduate models, describing the results of training and personal qualities.
- EP management must demonstrate that an external examination of the EP is carried out.
- Qualifications obtained at the end of the EP should be clearly defined, explained and correspond to a certain level of the NSQ.
- The EP’s management should determine the influence of disciplines and professional practices on the formation of learning outcomes.
- An important factor is the possibility of preparing students for professional certification.
- EP management must provide evidence of the participation of students, faculty and other stakeholders in the EP development, ensuring their quality.
- The complexity of the EP should be clearly defined in Kazakhstan loans and ECTS.
- The EP management must provide the content of academic disciplines and learning outcomes to the level of learning (bachelor, master, doctorate).
- The EP structure should provide for various types of activities corresponding to the learning outcomes.
- An important factor is the presence of joint EPs with foreign educational organizations.

**The evidence part**

The development and approval of the EP at the University is carried out in accordance with the provisions of the regulations in the field of higher and postgraduate education, as well as in accordance with the documentation developed at the university and necessary for the effective functioning of the educational process.

Thus, EP 5B050900 / 6M050900 – “Finance” was developed in accordance with the National Qualifications Framework, Dublin Descriptors, the Industry Qualifications Framework “Financial and Economic Activities”, SCES of Higher and Postgraduate Education, and correspond to the university’s mission that meets the needs of employers and the region’s overall labor market.

When developing EP, a base of regulatory documents is used: QMS R 206.06-2019 “Regulations on the development and implementation of educational programs of higher / postgraduate education”, QMS 207.03-2018 “Regulations on criteria for assessing the risk level of the educational program functioning”, QMS SO 1.05-2019 “Academic policy”.

Functions for the development of EP are assigned to the working group, which includes: the head of the graduating department, experienced teachers, the employer and the student.

The University conducts continuous work with employers on the identification of popular training areas, requirements for the preparation of bachelor and master degrees (Nurbank, Halykbank, Sberbank, Tsesnabank). Monitoring and analysis of information received from the employment service (information materials, statistical data, references) is carried out.

At the university, undergraduate education is carried out along the educational path “Banking, taxes and taxation”. Starting from 2019, at the request of employers and on the basis of an analysis of the demand for individual specialties in the domestic labor market, identified as a result of monitoring conducted by the National Chamber of Entrepreneurs, it is planned to introduce an educational trajectory “Financial management, budgeting”.

According to EP 6M050900-“Finance”, an educational trajectory “Financial management” functions, focused on the development of management skills in the financial sphere of business structures, taking into account the specifics of the influence of local factors.

In order to ensure quality, the university conducts the improvement of the EP through the mechanism of internal and external assessment of the quality of EP.

Internal expertise is carried out by attracting experienced teachers and heads of departments, invited experts, representatives of business communities, as well as employers, if they have qualifications, participate in the external review procedure.

Among the reviewers of EP 5B050900 - "Finance", 6M050900 - "Finance" it may be noted:

- in the 2015-2016 academic year – Kalaganova N.K., candidate of economical sciences, associate professor of the department “Economics, management and service” of the Kazakh-Russian International University. Employer –Nurybayev E.A. – deputy Head of the State Revenue Department in the Aktobe region;

- in the 2016-2017 academic year – Makasheva Zh.Zh., candidate of economical sciences, associate professor of the department “Finance” of K. Zhubanov Aktobe Regional State University. From among the representatives – employers Bekeyeva A.A. – deputy Director of AB JSC “Nurbank”, Demegenova A. – Lead Specialist of AB JSC IC “Salem”;

- in the 2017-2018 academic year –Kussainov H.H., doctor of economical sciences professor of the department, Turganbaev M.A., candidate of economical sciences, associate professor of the department “Public administration and marketing” of K. Zhubanov ARSU, from among employers – Zhumabayev K.E. – deputy Head of the Department of Internal Public Audit in Aktobe region.

Educational programs 5B050900/6M050900 – Finance, which defined the objectives of the EP and their distinctive features, learning outcomes, models of graduates of accredited specialties are presented to experts.

EP of a bachelor degree corresponds to the 6th level of the national framework of qualification, EP of magister degree corresponds to the 7th level of NFQ. Results of training are planned proceeding from the purposes of EP and correspond to the Dublin descriptors. At the end of EP students are awarded a degree in accordance with the NSQ, NQF.

Curriculums are developed for each accredited EP; they indicate the complexity of the disciplines of cycles in credits (RK and ECTS) and hours, with the allocation of lectures, practical (seminar) classes, office hours and student individual work, all kinds of professional practice and midterm assessment.

### **Analytical part**

The analysis of the submitted documents, results of poll of TS and employers and also students allow to claim that interested persons are involved in design of EP. The maintenance of subject matters within educational programs, requirements of employers and inquiries of consumers in general consider a situation in labor market. The documents showing carrying out systematic work on quality of modular educational programs are submitted. As a result of expert examination of MEP improvement of their qualitative component is observed.

The interrelation among themselves of training levels in formation of wider range of competences of graduates of EP (the logical framework approach of contents of modular educational programs of a bachelor degree and magister degree) is traced.

Experts note that the content of disciplines of EDC and professional practice of EP 5B050900/5M050900 – "Finance" has significant effect on formation of professional

competences of the graduate.

At the same time, the management of EP should strengthen work on development and implementation of the joint educational program within the contract on cooperation with the Alcide De Gasperi University of Euroregional economy in Jozefow (Poland).

The Commission also notes the need to increase the provision of training opportunities for students accredited by EP in the field of professional certification.

The questionnaire of students conducted during the visit of the EEC showed that:

- 80.4 % of students are fully satisfied with the level of information about courses, educational programs and academic degrees;
- 84.8% of students are fully satisfied with the overall quality of educational programs;
- availability of academic counseling is fully satisfied by 80.4% of students.

**Area of strength/best practices:**

1. Participation of stakeholders in the development of EP and ensuring its quality.
2. The educational trajectory of EP in the bachelor's degree - "Banking, taxes and taxation is defined.
3. Conducting of the external expertise of EP.
4. The complexity of EP is defined in the Kazakhstan credits and ECTS.

**The recommendations of the EEC:**

1. To develop and to approve uniform requirements to the description of EP, including the learning outcomes provided by the existing LRI.
2. To consider the possibility of implementing of JEP using distance learning technology.

**Conclusions of EEC on EP 5B050900/6M050900-«Finance»: 12 criteria, including strong – 4, satisfactory – 8 are disclosed according to the standard "Development and approval of the educational program"**

**6.4. STANDARD «CONSTANT MONITORING AND PERIODIC EVALUATION OF EDUCATIONAL PROGRAM»**

- The University should monitor and periodically evaluate the EP in order to achieve 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 the EP should consider:
  - Content of programs in the light of the latest achievements of science in a particular discipline to ensure the relevance of the taught discipline;
  - Changing the needs of society and the professional environment;
  - Study load, performance and output of students;
  - The efficiency of procedures of assessment of students;
  - Students' expectations, needs and satisfaction;
  - Educational environment and support services, and their compliance with the objectives of the EP.
  - University and leadership of EP needs to provide evidence for the involvement of students, employers and other stakeholders in the revision of the EP.
- All stakeholders should be informed by any planned or accepted actions regarding the EP. All changes made in the EP must be published.
- Guide of EP should provide for the revision of the content and structure of EP taking into account the changes in the labour market, requirements of employers and social demands of society.

**The evidence part**

The process of monitoring and periodic evaluation of EP is regulated by a set of internal documented procedures: QMS DP 03-2017 – "Internal audit", QMS DP 04-2017 – "Management of nonconforming products", QMS DP 05-2017 – "Data Analysis. Continuous improvement of the quality management system of performance", QMS DP 06-2017 – "Corrective actions", QMS DP 07-2017 – "On risk management".

The purpose of monitoring the implementation of the EP and its periodic evaluation is to



improve the mechanisms of planning, development and continuous improvement of educational programs, updating of academic disciplines.

Coordination of work in the field of monitoring of the EP is assigned to the methodological support and development of educational programs management (MSDEDM) of the university. For monitoring, working groups are created, the composition of which is considered and approved at a meeting of the department of economics and business. Monitoring of workload, performance and output of students is carried out by the Students's service center and registrar's office(SSCRO).

To monitor the quality of education SDaQD annually developed a schedule for the types of monitoring covering various aspects of educational activities of the university EP.

Within the system of monitoring studies on a planned basis are carried out:

- 1) monitoring of students' satisfaction with the implementation of the educational program and the quality of education at the university;
- 2) survey of graduates of EP, through the Graduates Association;
- 3) survey of employers' satisfaction.

External evaluation of the results achieved in the implementation of the EP is indicators of demand and employment of graduates of the EP.

Employers noted at a meeting with experts of IAAR that together with representatives of TS enter the practice-oriented disciplines in catalogs of elective disciplines. In 2016 – 2017 of academic year at the suggestion of the employer Nurybaeva E.A., deputy head of the state revenue office in Aktobe, the curriculum introduced elective course "Taxation of business entities". In the curriculum for 2017 – 2018 academic year at the suggestion of the employer Aben A.A, director of LLP " TechElitAktobe" and other representatives of economic entities, included the discipline "Financial environment of entrepreneurship and business risks", on the recommendations of representatives of the banking sector in the face of deputy director of the branch of JSC "Nurbank" Bekeeva A.A - "Islamic banking", and the discipline "Taxation of economic entities" renamed "Taxation in organizations", as in connection with the introduction of IFRS abolished the concept of "economic entities".

The progress of students on the educational trajectory is monitored in the AIS "Platonus", which provides complete information about the results of each student for the entire period of training. Assessment of educational achievements of students is carried out on the basis of the score-rating system, according to the provisions of the QMS DR 201.10 -2018 "Regulations on the score-rating system and assessment of students' knowledge." The account of development of EP and results of an assessment of knowledge of trained are made in electronic form with the subsequent issue of transcripts.

### The analytical part

The criteria for the effectiveness of the program are: the contingent of students, academic performance, employment.

The contingent of students on EP 5B050900-“Finance” in the current year has increased compared to the previous one. According to EP 6M050900-"Finance" there is a decrease in the number of students (figure 1).

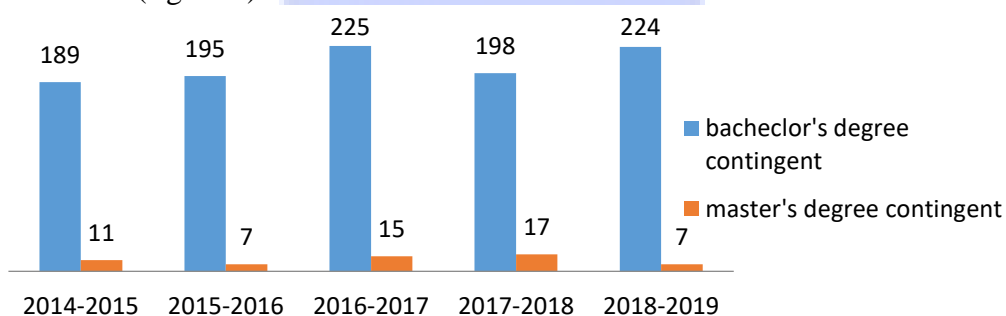


Figure 1. Information on the contingent of EP

The analysis of employment showed that in 2017 the employability of graduates of EP 5B050900-"Finance", 6M050900-"Finance" was 91%, 82.5% respectively, in 2018 the situation of employment of graduate students remains at a fairly high level - 92.8%, undergraduate there was a decrease from 82.5% to 77.1 % (4 people - on maternity leave).

The average percentage of employment for 2 years on EP 5B050900-"Finance" was 77.6% and on EP 6M050900-"Finance" - 91.9%.

The results of the external evaluation of educational achievements of students of EP (EEEA) show an increase (for example, if the average score of the students of EP in the 2015-2016 academic year amounted to 69.1% in the 2016-2017 academic year, it was equal to 108,6% in the 2017-2018 academic year – 88,9%).

During the survey 84.8% of students expressed full satisfaction with the academic load and the requirements for the student, 91.3% of respondents was fully satisfied with the timeliness of evaluation.

The commission notes that the report does not describe how the goals and objectives of the practices are guaranteed, what decisions have been taken as a result of the monitoring of the practices. These issues were covered during the visit of EEC.

Information on how stakeholders are informed when the content of the EP changes and where changes to the EP are published is not reflected.

**Area of strength/best practices:**

1. Revision of the content and structure of the EP taking into account changes in the labor market, the requirements of employers.
2. Participation of students, employers in the revision of the EP.
3. There is a system of internal regulations governing the monitoring of educational programs.

**Recommendations of EEC:**

1. To determine the procedure for informing key participants of the educational process about the results of the monitoring of EP.
2. To expand forms of involvement of employers in regular monitoring of EP.

**Conclusions of EEC on EP 5B050900/6M050900-«Finance»: 10 criteria, including strong - 2, satisfactory – 8 are disclosed according to the standard "Continuous monitoring and periodic evaluation of educational programs".**

**6.5. STANDARD «STUDENT-CENTRED LEARNING, TEACHING AND ASSESSMENT»**

- The leadership of the EP should ensure respect and attention to different groups of students and their needs, providing them with flexible learning paths.
- EP guide should ensure that different forms and methods of teaching and learning are used.
- An important factor is the availability of own research in the field of teaching methods of academic disciplines of EP.
- EP guide should demonstrate the existence of a feedback system on the use of different teaching methods and evaluation of learning outcomes.
- The leadership of the EP should demonstrate support for the autonomy of students, with simultaneous guidance and assistance from the teacher.
- EP leadership must demonstrate the existence of procedures for responding to complaints of students.
- The university should ensure consistency, transparency and objectivity in the evaluation of learning outcomes for each EP, including appeal.
- The university must ensure that the assessment procedures of learning outcomes students EP planned learning outcomes and objectives of the program. The criteria and methods of evaluation for the EP should be published in advance.
- The university should identify mechanisms to ensure the development of each graduate EP learning outcomes and ensure the completeness of their formation.
- Evaluators should be familiar with modern methods of assessing learning outcomes and regularly improve their skills in this area.

### ***The evidence part***

Management provides equal opportunities to students regardless of the language of instruction on the formation of individual educational programs aimed at the formation of professional competence for accredited EP.

Regardless of the language of instruction, students are equally available syllabuses, EMCD, scientific and educational literature, SIW, OH, advice and information resources. Departments provide harmonious development of students taking into account intellectual development and individual characteristics.

The leadership of the EP seeks to provide attention to different groups of students and their needs, providing them with flexible learning paths and using different forms and methods of teaching and learning.

Students receive information about the possibilities of forming an individual educational trajectory through the automated system AIS "Platonus", as well as with the help of curators/advisors.

Monitoring the progress of students on the educational trajectory is carried out on the basis of the system of evaluation of the results of students. Monitoring is carried out on the basis of reports of staff of the department.

Monitoring and evaluation of learning outcomes and their implementation is provided by sociological surveys of students and teachers of the university.

Assessment of knowledge, skills and professional competencies of students on credit technology training is carried out on a 100-point scale with the conversion of the final result in alphabetic and digital equivalent.

The assessment takes into account attendance, level of activity in the classroom, systematic implementation and level of independence of all types of tasks, the ability to correctly formulate the problem and find alternative solutions. All educational achievements of students are reflected in the transcript.

In the implementation of EP carry out regular monitoring of SIW and have mechanisms for adequate assessment of its results. SIW is controlled in the form of tests, examinations, colloquiums, abstracts, essays and reports. Monitoring of SIW is carried out within the OH. OH is an extracurricular type of work of the student, which is performed by him in contact with the teacher, on a separate schedule, not included in the general schedule of training sessions.

Appeal of the results of academic performance of students is carried out through the work of the appeal commission. Final works of students are tested for plagiarism.

The classical feedback tool for the study of the quality of teaching (content, forms, methods) is a survey of students.

The university has a well-organized procedure for responding to complaints of students, consideration of student appeals and appeals through the student service center on the principle of "one window", call-center, online complaint, rector's blog, boxes of trust.

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

Students Express satisfaction with the quality of teaching. The commission notes that the university is committed to developing objective tools to assess the knowledge of students, using the recommendations of the latest version of ECTS.

An agreement was signed with the branch of "Tsenbank" on the establishment of a branch of the department on the basis of the bank.

In general, both students and faculty expressed positive views on the implementation of the accredited EP, which later confirmed the results of the survey.

Survey of students during the visit showed that in general, students positively assess the quality of teaching (82.6% fully satisfied), teaching methods (80.4 % fully satisfied), support of educational materials in the learning process (93.5% fully satisfied). 82.6% are fully satisfied with the speed of response to feedback from teachers regarding the educational process.

According to the survey, 84.8% of students are fully satisfied with the overall quality of

educational programs,

EEC considers it necessary to note that within the framework of accredited programs there is a need in the development and implementation of new own research in the field of teaching methods, as well as in the adaptation of modern teaching methods and learning technologies for the development of student-centered learning.

However, the commission notes that in connection with the changes of the LRI, attention should be paid to how the training of evaluators on accredited EP is carried out and how their qualifications in this area are assessed.

During the survey, students were expressed wishes to increase the number of practical training on the basis of specific practical situations involving representatives of employers.

**Area of strength/best practices:**

1. A variety of channels have been created to provide interactive information on student satisfaction.
2. A service center for students, acting on the principle of "one window".
3. The management of EP timely responds to complaints of students.
4. The leadership of EP supports the autonomy of students with simultaneous guidance and assistance from teachers.
5. On a regular basis, sociological surveys of the university are conducted.

***Recommendations of EEC according to the criteria for EP 5B050900/ 6M050900 – «Finance»:***

1. Implement the implementation of practice-oriented teaching of specialized disciplines on the basis of case technology, based on practical situations presented by employers.
2. To consider the creation of a virtual "tax office" together with representatives SI the Management of state revenues on the city of Aktobe.
3. To introduce the practice of preparation of final works in the framework of joint projects with employers.
4. Provide research in the field of teaching methods.
5. Develop and implement a plan to improve the skills of persons evaluating the achievement of learning outcomes.

**Conclusions of EEC on EP 5B050900/6M050900-«Finance»: 10 criteria, including strong - 2, satisfactory – 7, 1 required improvement are disclosed according to the «Student-centred learning, teaching and assessment».**

**6.6. STANDARD“STUDENTS”**

- The University should demonstrate the policy of formation of the contingent of students in the context of EP from admission to graduation and ensure transparency of its procedures. The procedures governing the life cycle of students (from admission to completion) should be defined, approved and published.
- EP leadership must demonstrate the special adaptation programs and support for newly arrived and international students.
- The University must demonstrate the conformity of the actions of the Lisbon Convention.
- The University should cooperate with other educational institutions and national centres of the "European network of national information centres for academic recognition and mobility/National academic Information Centres for Recognition" ENIC/NARIC to ensure comparable recognition of qualifications.
- The leadership of the EP should demonstrate the existence 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.
- 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.
- The management of the EP should make the maximum amount of efforts to provide students with places of practice, to promote employment of graduates, to maintain communication with them.
- The University must provide graduates with documents confirming their qualifications, including achieved learning outcomes, as well as the context, content and status of the education received and evidence of its completion.
- An important factor is the monitoring of employment and professional activity of graduates of EP.
- The leadership of the EP should actively encourage students to self-education and the development of non-core

programs (extracurricular activities).

- An important factor is the existence of an existing alumni association
- An important factor is the availability of a support mechanism for gifted students.

### ***The evidence part***

Formation of the contingent of students at Baishev University is carried out in the following areas: admission of students, transfer from other universities, transfer to other educational institutions, recovery, graduation.

Within four years there is a stable admission to all forms of education (full-time, distance, correspondence), from 2017 - 2018 academic year there is a decrease in the admission rates for undergraduate.

The share of the contingent of students in the state language is increasing in the structure of those enrolled in the languages of instruction. The share of EP 5B050900 - "Finance" in the total volume of all specialties is an average of 4.9 %.

The tendency of decrease in reception is also observed on EP 6M050900-"Finance" (7 people in 2015 and 3 people in 2018).

As part of the solution to the problem of reducing the recruitment of EP management in recent years, measures are being taken to improve career guidance activities. Every year at the beginning of the academic year, an executive plan for career guidance of the university is developed and approved. According to the work plan, teachers conduct orientation in city and district schools and colleges, organize information lectures in educational institutions of Aktobe, Atyrau, Mangistau, West Kazakhstan regions, and regularly hold an "Open day".

The head of the EP Ph. D., Bukharbayev Sh. M. went to Uzbekistan to teach the course "Competition policy" and in parallel engaged in attracting students to Baishev University for admission. At present, according to the results of career guidance, 6 people from Uzbekistan study at the University.

Great value in vocational guidance is given to promotional activities, promotional activities accounted for: in 2016 – 1074500 tenge, in 2017 – 1186300 KZT, in 2018 – 1597590 tenge.

The university has a "Program of social support for students of S. Baishev Aktobe university for 2014-2019 "(from 05.09.2014), which is aimed at creating special conditions for successful adaptation to the university. On the basis of the order №942 from 18.10.2018 year discount of 10% from the payment for the tuition provided to students EP Kalabayeva A. K. Sagyndykova A.T., Taubay A.T., 20% discount delivered to the students of Basenova A.R., Khusainova A.R.

For students with disabilities who have lost their parents free of charge allocated space in the hostel. The university monitors the process of adaptation of socially vulnerable students (QMS TS 207.02-2015 Regulations on the organization of inclusive education of disabled people and persons with disabilities), provides material support to gifted students on trips to conferences, competitions, competitions, sporting events, etc.

Adaptation of foreign students is carried out in accordance with the plan "Programs of social and information support of students, teachers and employees in the framework of academic mobility of the AUB" (from 25.09.2014) and provides: socio-cultural adaptation; socio-psychological adaptation; pedagogical aspect of adaptation, also contains information confirming the time and place of the planned activities. Seminars, trainings, consultations, language courses, leisure activities are held for newly enrolled students.

The university regularly conducts a survey of foreign students, the results of the survey indicate their satisfaction with the educational process (average level of satisfaction - 75%) and willingness to recommend to interested persons the educational merits of the university for admission.

The university has signed agreements on academic mobility of students with universities of Kazakhstan, near and far abroad. According to the university, 14 students of the EP took part in the programs of internal outgoing academic mobility for the period from 2016 to 2019. 2 persons took part in internal incoming mobility during the same period.

EP 5B050900 - "Finance", 6M050900 - "Finance" are provided with bases of practices on the basis of contracts with the organizations, the enterprises, organizations defined as bases of practice for various terms (from 1 to 5 years). Every year, a survey of satisfaction of students with professional practice is conducted, so according to the results of the survey of 4th year students, the percentage of satisfaction of students with practical training in the 2016-2017 academic year increased by 14.6% compared to 2014-2015 academic year.

According to the data on the employment of graduates of the EP, it can be noted that the situation for the employment of graduates is safe, so in 2017 the percentage of employment was 85.2%, in 2018 this figure was 76.2%. In the context of forms of education in 2017, 100% of part-time students and 90.2% (92.8% in 2018) undergraduates were employed. Full-time students showed an average of 75-76% of employment, all these facts indicate that graduates have a number of competitive advantages and demand in the labor market.

The university has created conditions for extracurricular development of students. Members of the student administration held theme nights ("drug Addiction – the road to the abyss", etc.). Members of the discussion club "Iceberg" debate ("Youth against alcohol!", "We against AIDS" , etc.), intellectual games ("What? Where? When?"etc.). Volunteer club "UmitNury" organizes a charity fair.

At the call Of the headquarters of Enactus of Kazakhstan organized team ENACTUS Baishev University. The composition of this team included students EP 5B050900 – "Finance": Kunanbayeva R. A. (f 301 C.), Nurzhanov B.A (f-301 gr). Team in 2018 during the three-day charity event held on the theme "assistance to vulnerable women in the city of Aktobe".

Student of EP Kunanbaeva R. A. worked as a volunteer in 2016 at the world championship on kettle bell lifting as a translator from the Japanese team, in 2017, has participated as a volunteer of the international exhibition EXPO - 2017 in Astana.

3rd year students of the group f-301 Kunratbayeva R. A., Nurzhanov B. A. won a grant in the amount of 1000000 tenge for the project Zhasproject, organized on the initiative of the MES of RK and the world Bank for reconstruction and development 3.08.2018. The purpose of the project is to provide free (free) English language courses for people with disabilities and children from low-income families.

The University is constantly in touch with its undergraduate and graduate students. This work is carried out by the alumni Association. The Association works closely with the city department of employment, city and regional akimats of Aktobe. Members of the Association take part in job fairs held by the employment Center of Aktobe in order to implement the Program "Employment roadmap 2020"; in the specialized exhibition "Education. Work. Career.» On the University website there is a page "alumni Association" (<http://vuzbaishev.kz/ru/assocziacziya-vyipusnikov/>).

Communication with graduates is carried out through negotiations, correspondence, meetings and e-mail. Feedback from graduates is maintained through a survey of graduates of the current year and previous years.

Formed knowledge and skills in the course of training at the university are based on the educational potential of the students themselves and have a positive impact on the further educational process.

In 2018 – 2019 academic year for excellent study and other achievements, the President's scholarship is received by Seitkaliyeva I. S. (gr. F-401), Segizbayev S.T. (K-301) and 2017 – 2018 academic year, a scholarship of Akim of the region deserve Kazbayeva G.B. -2 course (K-301).

In the city competition in Aktobe "Best student-2018" with the support of the Republican student movement "Alliance of students of Kazakhstan" in the nomination "Best student social project" won the 3rd year student, group F-301 Nurzhanov B. A.

### **Analytical part**

According to the results of the analysis of the report on self-assessment, during the visit of the EEC, according to the results of meetings with students, graduates and employers, it was found that the Baishev University organized work in the field of career guidance, support of students, created an educational environment for students to achieve the required professional level, provided representation of students in the collegial management bodies of the university, developed methods of feedback and informing students, organized cultural and social life of students.

EEC notes that the improvement activities liaison with alumni of the university.

The commission notes a fairly low percentage of participation in academic mobility programs of students, during meetings with students and undergraduates it was noted that exchange programs are not always available due to the high cost, you can continue to work in this direction with the leading universities of the Republic and in the framework of virtual mobility.

Changes in the LRI created new opportunities for students, in particular the possibility of official recognition within the educational program, in this regard, the EEC notes the presence in the Roadmap of the university a series of documents to be updated and developed.

### **Area of strength/best practices:**

1. The university demonstrates a clear policy of formation of the contingent of students in the context of EP, through the presence of regulatory documents (standards of organization, procedures, recommendations), decisions of the Academic Council and other collegial bodies that regulate all processes from admission to graduation.

2. The university has a program of adaptation and support of foreign students.

### **Recommendations of EEC**

1. To develop a mechanism of recognition of learning outcomes in non-formal education within the framework of the Roadmap approved in connection with the change of the LRI.

2. To analyze the activity of employment processes in order to improve information support for the organization of practice and employment of students.

**Conclusions of EEC on EP 5B050900/6M050900-«Finance»:12 criteria, including strong – 3, satisfactory – 9 are disclosed according to the standard “Students”.**

### **6.7 STANDARD «TEACHING STAFF»**

➤ The university should have an objective and transparent personnel policy, including in the context of EP, including recruitment, professional growth and development of personnel, ensuring the professional competence of the entire staff.

➤ The university must demonstrate compliance personnel potential TS strategy of development and the specifics of the EP.

➤ EP leadership must demonstrate a sense of responsibility for their workers and ensure favorable conditions for them.

➤ EP leadership must demonstrate the changing role of the teacher in connection with the transition student-centered learning.

➤ The institution must determine the contribution of the TS of EP to the implementation of the development strategy of the University, etc. strategically located.

➤ The university should provide opportunities for career growth and professional development of TS of EP.

➤ Guide of EP should bring to the teaching of practitioners of relevant industries.

➤ The leadership of the OP should provide targeted actions for the development of young teachers.

➤ The university should demonstrate the motivation of professional and personal development of teachers of EP, including the promotion of both the integration of research and education, and the use of innovative teaching methods.

➤ An important factor is the active use of TS of EP information and communication technologies in the educational process (for Example, on-line training, e-portfolio, MOE, etc.).

➤ Important factor is the development of academic mobility in the framework of the EP, the attraction Russian-Arabic and domestic teachers.

➤ An important factor is the involvement of TS in the life of society (the role of TS in the system of education, in the development of science, the region, the creation of a cultural environment, participation in exhibitions, creative competitions, charity programs, etc.).

### ***The evidence part***

Personnel policy of the University is reflected in the charter, the mission of the university, the collective agreement, the rules of internal labor regulations, employee contract, regulations on remuneration, regulations on certification of personnel, regulations on the procedure for the replacement of positions of scientific and pedagogical workers. The TS model was discussed and approved by the Academic Council (Protocol No. 5 of 27.12.2018.)

All personnel procedures at the university are HRRMLD accordance with QMS DP 02-2013 "records management", 208.02 QMS EP-2013 – "work Rules", with QMS 1.04-2013 – "record keeping and archiving". The document flow associated with the TS (personal files, work books, orders, regulations, etc.), taking into account the requirements of the QMS from 2.03-2013 "Procedure for the development, approval and approval of job descriptions" is systematically updated as necessary.

The website of the university contains detailed information about the faculty and the university management, including biographical data, information about scientific and pedagogical achievements, participation in the activities of the university (<http://vuzbaishev.kz/ru/professorsko-prepodavatelskij-sostav-kafedryi-%C2%ABekonomiki-i-biznesa%C2%BB.html>).

The HR potential of the EP corresponds to the qualification requirements, level and specifics of the OP. These requirements are reflected in the internal documents of the University (QMS PP 208.01-2017 "Regulations on personnel policy").

The leadership of the University and HRRMLD is the assessment of the level of human capacity and the development of regulatory impact of a wide range, including for actions on awards, promotions, punishments, dismissals, development of measures of motivation and incentives for the staff and faculty.

The provision of QMS PP 211.03-2017 "On the score-rating system for the evaluation of PPP activities»

When selecting specialists to be involved in teaching in the framework of the EP, certain criteria are taken into account in accordance with the QMS of the EAP 208.03-2017 "Rules for competitive replacement of positions of heads of departments and teaching staff".

To ensure integration into the European zone of higher education and to implement the university's "Strategy of internationalization and academic mobility until 2020", on the basis of orders (№26 from 17.02.2017; №18 from 18.02.2018) passed an international scientific internship on the program of academic mobility at the university of Euro-regional economy. Alcide de Gasperi in Usatov of the Republic of Poland and participated in research on the topic "current trends of intercultural communication»:

- 2016 – 2017 academic year – 4 persons: Ph. D. in Economics, associate Professor – Kurmankulova R.J., K.E. - Buharbayev W.M.; Ph.D. O.I. Lygina, Ph.D., associate Professor – Kairgaliyeva M.G.;

- 2017 – 2018 academic year - 3 person: Ph. D., Buharbayev W. M.; Dr. PhD O. I. Lygina, Ph. D. Mesirov G. M.

To improve the level of research activity of the faculty all conditions are created: access to scientific literature, computer technology, to the university Internet network; qualification of the supervisor and the opportunity to publish scientific works; receive scientific advice; participate in scientific conferences; participate in scientific and methodical work of the department.

TS publications in journals with non-zero impact factor are as follows:

- in 2014, Ph.D., associate professor of "Economics and business" department

M.A. Urazgaliyeva published articles:

"Complex analysis of risks and statistic dependents in domestic banks system" Life Science Journal; 11(6s); "Analytical review of probabilistic economic risks for Kazakhstan within the Customs Union" Life Science Journal, USA, impact factor IF =0.165, 2014.

- in 2017 Ph. D., associate professor in Baimukasheva Zh.Z. published an article "Features of social and economic development of the small city of Kandygash" International Journal of



Economic Perspectives 2017 ISSN(print);ISSN 0974-6846(online);0974-5645;

- in January-February 2019, Ph.D., associate Professor of "Economics and business" Baimukasheva Zh.Z., co-authored with T.Azatbek, Zh.Bekenova published an article "Commercialization of intellectual development of Kazakhstan" in the Bulletin of the National Academy of Sciences of the Republic of Kazakhstan. ISSN 2518-1467 (Online), ISSN 1991-3494 (Print).

During the 2015 – 2018 academic years, the share of international conferences and research internships amounted to 84 %, and the share of publications in scientific journals -16%, while preference was given to the University journal. In the 2017 – 2018 academic year, the trend is changing in the direction of increasing publication activity in scientific journals, including the University level with a specific weight of -38 %, the international level – 10%, the national level – 2%, and the share of conferences and scientific internships of international importance – 48%.

Programs of academic mobility of teaching staff are implemented, in particular, the invitation of leading scientists from near and far abroad, and Vice versa, the departure of individual University teachers to foreign countries for teaching and lecturing.

In order to implement academic mobility and mutual recognition of qualifications, faculty were invited on the basis of orders:

- № 10 from 20.01.2017 for teaching disciplines "Statistics" and "Financial statements of companies" and "IFRS" for students majoring in "Accounting and audit", Finance" - doctor of Economics, Dusaeva E. M. (all-Russian research Institute of beef cattle, Orenburg);

- No. 62 of 21.04.2017 for reading lectures to students of economic specialties (6M050700, 6M050900, 6M051000 Ph. D. in military science. Professor Popov A.A., Ph.D. associate Professor Snatenkov A. A. (PRUE. Plekhanov A. A.);

- No. 102/1or 14.09.2018 for teaching the discipline "Management" candidate of economic Sciences, associate Professor Karakalpakskii State University named after Berdakh Ignatov R.A.

The leadership of the university created a system of support and development of young teachers, so, thanks to the support of the leadership of the EP individual young teachers, for example, master Zh.B. Barysheva participated with a research project in the competition of research projects "Best young scientist of Aktobe region-2016" on "Financial analysis of the enterprise in the modern conditions of the market of Kazakhstan", organized by the regional Akimat.

TS in the EP is active in society through the media (the performance of TS in television channels RIKa, Kazakhstan-Aktobe on actual problems of young people, in particular, employment, etc.), the participation of the staff of the expert commission for testing of civil servants, the drafting of the commission of scientific journals and scientific – social projects, etc.).

### ***Analytical part***

The data presented in the self-examination are true. The university has an objective, transparent personnel policy. The implementation of the EP is provided with teaching staff.

The share of staff teaching staff is quite high, on average for four academic years is 90%, which characterizes the stability of the staff. The share of teachers with academic degrees and titles in 2018-2019 academic year was 58%.

Among part-time teachers there are specialists of practice who work in various spheres of business structures and in the public service.

The results of the scientific activity of the faculty are reflected in participation in conferences, scientific internships. At the same time, in the 2016-2017 academic year, as a percentage of the total volume of scientific activities, the largest share is participation in international conferences and scientific internships - 84 %, the share of publications in scientific journals -16%, while preference is given to the University journal. In the 2017 – 2018 academic

year, the trend is changing in the direction of increasing publication activity in scientific journals, including the University level with a specific weight - 38 %, the international level – 10%, the national level-2%. and the share of conferences and scientific internships of international importance is 48%.

An effective system of incentives for young professionals was created, 45.5 % of respondents noted the level of support as very good, 52.3% as good, which confirms the effectiveness of this system.

It should also be noted the work to improve the skills of TS – the percentage of coverage of TS training programs in 2018 amounted to 59%.

One of the directions of the strategic policy of the university is the implementation of the program of academic mobility of teaching staff, which is carried out on the basis of agreements (agreements) on cooperation with universities and research institutions. Academic mobility of teaching staff (incoming and outgoing, internal and external) at the university is demonstrated in figure 7.4 of the self-assessment report.

It should be noted the positive dynamics for three years of academic mobility of teaching staff on the implemented EP. In the course of the survey, TS 54,5% estimate the work on academic mobility as very good and 38.6% as good. More than 90% of the teaching staff say that they have the opportunity to combine teaching and research/applied activities.

At the same time, the commission notes that teachers have been trained to expand their competencies in the field of teaching, 63.8% of students are fully satisfied with the quality of the material and consider it interesting, 15, 8% agree with this statement. 58.7% of students fully agreed and 38.4% agreed that the teacher presents the material in an interesting way.

#### **Area of strength/best practices:**

1. The university management has created a system of support and development of young teachers.
2. Teachers are involved in professional and social life of Aktobe region.
3. Refresher courses for teachers are held.

#### ***Recommendations of EEC according to the criteria for EP 5B050900/6M050900 – «Finance»:***

1. To ensure the dissemination of learning/professional development results obtained in the course of academic mobility or scientific training, including the introduction of the practice of dissemination through smart technologies.
2. In the point-rating system to include criteria reflecting the results of a system of lessons that other educators and leadership of the university.

**Conclusions of EEC on EP 5B050900/6M050900-«Finance»: 12 criteria, including 5 strong, 7 satisfactory positions are disclosed according to the standard “Teaching staff”**

### **6.8. STANDARD «EDUCATIONAL RESOURCES AND STUDENTS SUPPORT SYSTEM»**

- EP leadership must demonstrate the adequacy of material and technical resources and infrastructure.
- EP leadership must demonstrate the existence of procedures for support of different groups of students, including informing and consulting.
- The management of the EP must demonstrate that the information resources correspond to the specifics of the EP, including compliance with:
  - technological support for students and faculty according to educational programs (e.g. online training, modeling, databases, data analysis programs);
  - library resources, including the fund of educational, methodical and scientific literature on general, basic and major disciplines on paper and electronic media, periodicals, access to scientific databases;
  - examination of the results of research, final works, theses on plagiarism;
  - access to educational Internet resources;
  - functioning of WI-FI on the territory of the organization of education.
- The university should strive to ensure that the educational equipment and software used for the development of educational programs are similar to those used in the relevant industries.

- The university must ensure compliance with safety requirements in the learning process.
- The university should strive to take into account the needs of different groups of students in the context of EP (adults, workers, foreign students, as well as students with disabilities).

### ***The evidence part***

In Baishev University formed an effective educational, research, production infrastructure, which includes the campus (academic buildings, educational and production and research laboratories, hostel, sports facilities, library, medical center, dining room, etc.), as well as college, construction organization, production base for the production of furniture, hotel complex, tourist and recreation base.

For students, a dormitory for 280 seats, located at the address: Aktobe city, St. Maresyeva, 76A, No. 3A, with a total area of sq. m. - 2483.5 MHz, which fully meets the needs of students. The hostel has been overhauled and comfortable living conditions have been created: new electric stoves, washing machines, etc. The hostel has computer classes, classrooms and reading rooms, there are rest rooms, showers, laundries and buffets. There is a student Council, which includes housing and household, sanitary, cultural and mass, sports sectors, editorial Board.

There is also a medical center with an area of 74.9 sq. m., a dining room with a total area of 731.46 sq. m. for 360 seats. For sports there are two sports halls with a total area of 1064 sq.m, and an outdoor Playground area figure of \$ 301.5 sq. m. In the dining room in 2018 year a major overhaul in the amount of at 2500,0 thousand tenge, purchased new tables, chairs and windows were replaced.

Library with multimedia hall provides access to full-text and bibliographic databases on the profile of the university, domestic and foreign electronic libraries, information centers, etc., introduced electronic library system "Юрайт".

Own printing base of the university makes it possible to publish monographs, textbooks, teaching AIDS, collections of scientific works of teaching staff and students, assists in providing the necessary textbooks and teaching AIDS.

The university has 2 language laboratories with a total area of 108.5 m2, equipped with modern equipment and computers for 28 seats (16/12), as well as more than 33 rooms equipped with projectors, LED TV, 4 computer classes with a total of 122 computers, a server room with 5 physical servers and 15 virtual servers to support the health of all information resources. Internet with connection speed of 70 Mbit/s of outgoing and incoming traffic, 8 statistical IP – addresses.

The management plans to start in 2019 the construction of a modern campus with a total area of 25,000 sq. m., in the infrastructure of which there is a Palace of students for 650 seats, a hostel for 500 seats, a sports complex of 2560 sq. m., a medical clinic "Baishev med", etc.

The system of academic consultations and instruction on the organization of the educational process complements the system of teaching, accompanying students throughout their studies at the university. The university has a Council of curators under the guidance of the Vice-rector for social and educational work. Students participate in the process of planning, implementation, monitoring the activities of the EP through youth organizations such as the committee on youth affairs, the student administration. The university operates a distance learning center. It is equipped with 4 servers (DellPowerEdgeR410 – 3 PCs., DellPowerEdgeR310 - 1 PC.), as well as server hardware and server software worth more than six million tenge. Now the university has 4 physical servers and 13 virtual servers.

The university has created a unified system of library and information services. Purchase of educational literature at the request of the department is carried out in sufficient volume. Information support of the University meets the requirements of the program; the library contains all the necessary materials for training: educational, technical, reference and General literature, various periodicals, there is access to full-text scientific and metric databases: Thomson Reuters (<http://www.wokinfo.com>); Springer (<http://polpred.com>).

The university publishes the scientific journal, "С. Бәйішев атындағы Ақтөбе университетінің Хабыршысы", which is published 4 times a year.

All master's theses (projects), theses of students are tested to prevent plagiarism. The

verification procedure regulated by the QMS PP 203.01-2018 "Regulation on rules and procedure for checking for plagiarism magister dissertation (project), diploma work (project), scientific, educational products."

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

As a result of visual inspection by members of EEC of objects of material base, it is noted that for ensuring educational process of the accredited educational programs the university possesses all necessary educational and material assets.

Classroom and laboratory facilities, classrooms and other facilities, sports facilities comply with established norms and rules.

EEC notes that the university begins design and construction work on the development of infrastructure – the construction of a new campus with an area of 25 thousand square meters.

### **Area of strength/best practices:**

1. Examination of final works, theses on plagiarism, carried out taking into account the specifics of educational programs.
2. Ensuring compliance with safety requirements in the learning process.
3. Design works and approvals for the construction of the new campus.

### **Recommendations of EEC:**

1. Annually update and analyze and update the used professional software products, taking into account the needs of employers.
2. To regulate the provision of teaching staff of EP published outside the university publications, including scientific, methodological works in the library of the university.

**Conclusions of EEC on EP 5B050900/6M050900-«Finance»:** 10 criteria of the best - 3, satisfactory – 7 are disclosed on the standard “Educational resources and students support system”.

## **6.9 STANDARD «PUBLIC AWARENESS»**

➤ Published by the university within the framework of the EP, the information should be accurate, objective, current, and include:

- implemented programs, indicating the expected learning outcomes;
- information on the possibility of qualification at the end of EP;
- information on teaching, training, assessment procedures;
- information on passing scores and training opportunities provided to students;
- information on employment opportunities for graduates.

➤ The management of the EP should use a variety of means of disseminating information, including media, information networks, to inform the general public and stakeholders.

➤ Informing the public should provide support and explanation of national library development of the country and the system of higher and postgraduate education.

➤ The university should publish audited financial statements on its own web resource, including in the context of EP.

➤ The university should demonstrate the reflection on the web resource of information characterizing the university as a whole and in the context of educational programs.

➤ An important factor is the availability of adequate and objective information about the TS of EP, in the context of personnel.

➤ An important factor is to inform the public about cooperation and interaction with partners in the framework of the EP, including scientific/consulting organizations, business partners, social partners and educational organizations.

➤ The university should post information and links to external resources on the results of external evaluation procedures.

➤ An important factor is the participation of the University and implemented OP in a variety of external assessment procedures.

### ***The evidence part***

The university strives to carry out its activities on the basis of the principles of transparency, openness, involvement and awareness of stakeholders .

The main channel of informing the public and stakeholders are social networks (Instagram, Vkontakte) and the official website of the university. On the pages of the above social networks there is information about educational programs.

The main channel for public information (prospective students, their parents, students, alumni and employers) is the official web site Baishev University [www.vuzbaishev.kz](http://www.vuzbaishev.kz). At the present time in connection with the renaming of the university is changing the website and changing the presented information. Currently on site there is information:

- about the university: history, mission and strategy, administration, teaching staff, departments, international relations, ratings and accreditation, partners and sponsors, information about employment opportunities for students and graduates, news, events, photo gallery, contacts;

- about admission: bachelor's and master's programs, admission scheme, information about medical care, contacts of the admission committee;

- about the life of the university: student organizations and clubs, student board, events.

To ensure the functioning of an effective system of information and feedback website of the university (<http://www.vusbaishev.kz>) includes the following pages:

- page applicant (<http://www.vusbaishev.kz/ru/dakalavriat>);

- news page of stories and events of the University (<http://www.vusbaishev.kz/ru/b.html>);

- electronic library (<http://kabis.ausb.kz>);

- student forum (<http://forum.vusbaishev.kz>);

- educational portal and e-learning portal (<http://platon.ausb.kz>);

- electronic document management system (<http://sed.ausb.kz>);

- the internal e-mail (<http://mail.ausb.kz>).

The official website of the university is operated in three languages (state, Russian, English), in Chinese in development.

One of the ways to consider complaints or suggestions of interested persons is to appeal directly to the rector of the University through his blog on the University website, through which any interested person can ask a question and get a qualified answer.

Especially EEC notes placement on the website of the audited financial statements <http://vuzbaishev.kz/ru/assets/images/otdel/finan/FinOtchet2017.pdf>.

In addition to digital channels of information Baishev University traditionally uses f2f technology. Teachers of the EP participate in activities aimed at informing students, applicants and all interested persons.

The management and teachers of the university use the media to disseminate information about the university and attract potential students. The TS act in television channels RIKA, Kazakhstan-Aktobe on topical issues of youth, employment, etc., the university once a year holds "open doors".

Public information on topical scientific research is carried out through participation in public, scientific forums and establishing contacts with these public, religious associations, the department of internal policy of the regional akimat, etc.

Every year a job fair is held with wide coverage of the event in the media. To organize a job fair, a list of employers is compiled, invitations are developed and sent out, booklets and promotional products are prepared, information about the fair is posted on the website.

In particular 15.03.2016 y. Ph.D. Lygina O.I. has acted on the television program "first owner" on the TV channel RIKA TV (regional TV station); 04.04.2016 Ph.D., associate Professor of Buharbayev M.S. was invited to perform with the theme of the problem of employment of university graduates according to the TV channel RIKA TV in the program "Arily tan" on "Mamandi Tadao – Mayskiy chasm". On November 24, 2016 on the national TV channel "Kazakhstan" in the category "Serpin" on the topic "Investment attractiveness of Kazakhstan" with a speech on regional investment problems" made by Ph. D. Bukharbayev Sh. M. November 15, 2017 in order to inform the public head. chair, Ph. D., Buharbayev Sh. M. gave an interview for the newspaper publishing "Iris" article "Bushev fenomen".

Baishev University is a regional platform for joint activities with the akimat. 10.11. 2016 held a seminar on the theme "Youth against terrorism" with the participation of representatives of Aktobe's Central mosque "Nrear".

Faculty and staff of the University are involved in activities at the regional level. So on September 22-23, 2016 at the initiative of the Akim of the region held a competition of research projects "the Best young scientist of Aktobe region", organized by the Public Fund "Aktobedamuy" on the order of GU "Management of youth policy together with the Council of young scientists of Aktobe region".

University teachers are involved in explaining and supporting government initiatives and programs. So in order to clarify the national program "Ruhanijat-Bolashak" in December 2018, the associate Professor "Economy and business" S. M. Buharbaev 20 December 2018 participated in the debate on the topic "Latinapics-reneeduardo", the information was published in the newspaper "Aktobe". November 15, 2015 Dauletova R. S., konakbayeva A. U. visited the library of the first President of Kazakhstan and participated in the regional Round table "Nazarbayev era, personality, society" with a discussion of the mobile exhibition project.

In December 2017, students of Aktobe University. S. Baisheva gave an interview to the local Bashkir TV on cooperation with the Bashkir state pedagogical University. M. Akmulla.

Public relations at the University is regulated by internal documents of the QMS PP 211.04-2016 "Regulations on feedback rules".

Printed materials, presentations, videos are used to inform the public. For each higher school, a brochure, Fleur or booklet has been developed, which contains General information about higher education and specialties, the benefits of learning on EP, exchange programs for students, teachers, partners, graduates, information about admission, terms and form of training and prices. To inform students, in the foyer of the University building hung information boards, posters, stands, banners, as well as signs with the names of higher schools and specialties.

Rating of educational programs of universities, conducted by the National chamber of entrepreneurs of the Republic of Kazakhstan "Atameken" (hereinafter - NCE RK "Atameken"), as of 23.07.2018 included EP University in the first third of universities. Baishev University steadily confirms the level of EP, participating in the National ranking of universities on educational programs of IAAR Source - <http://www.iaar.kz/ru/rejting/rejting-vuzov>

### **The analytical part**

EEC notes that in the field of information dissemination policy Baishev University demonstrates a policy of transparency, openness, involvement in informing the public of consumers, participants of the educational process and all stakeholders, continuous development and adaptability to the changing realities of society.

EEC emphasizes the publication of audited financial statements as a positive factor. As well as the presence of a formal procedure governing the organization of feedback from consumers and stakeholders.

Satisfaction of stakeholders in the quality of information obtained in its fullness is explored through the analysis of the questionnaires of students, teachers, employers.

At the same time, experts note the need to supplement the objective information provided on the website about the EP, training results, compliance of the EP with the national system of qualifications, TS, courses, publications, their scientific interests.

### **Area of strength/best practices**

1. Availability of objective information about the activities of the University as a whole and the implementation of educational programs.
2. Publication of audited financial statements.
3. Participation in regional events faculty and staff of the University.
4. Availability of information and links to external resources on the results of external evaluation procedures (in dynamics).

**Recommendations of EEC according to the criteria for EP 5B050900/6M050900 – «Finance»:**

1. To continue the reconstruction of the site. To make the information in the OP implemented with the indication of the uniqueness and competitive advantages.
2. Place on the website information about graduates of the program, occupying leading positions in business.
3. Develop a plan of interaction with the public in the context of the implementation of state programs in the context of strategic documents;
4. To revise the structure of the site in order to ensure the completeness of the publication of information about the specifics and results of training within the framework of the implemented educational programs and to complete the placement of basic information.

**Conclusions of EEC on EP 5B050900/6M050900-«Finance»:13 criteria, 3 of them are strong, satisfactory positions - 9, 1 – requires improvement are disclosed according to the standard “Public awareness”**

**6.10. STANDARD«STANDARTS ON CONTEXT SPECIALITY»**

***The evidence part***

Mastering the EP 5B050900 – "Finance", 6M050900 – "Finance" both in content and used educational technologies require students to widely use ICT, possession of the basic functions and software of a modern computer. Students use the Internet resources to find the necessary information, carry out its processing, text, table and graphic.

Within the framework of development of multilingual education in the specialty 5B050900 - "Finance" introduced elective subjects that are read in Russian, state and English languages, contributing to the personal development of students, forming General cultural and professional competence. For example, in the 2018-2019 academic year on EP 5B050900 – "Finance" introduced discipline "Taxes and Taxation", "Foreign State Taxes" in the Kazakh and Russian groups of 3 courses. A discipline "Banking", "Corporate Finance", "Financial markets and intermediaries" - in the second language.

To ensure practical experience on EP 5B050900 - "Finance" provides different types of practices: training, production, pre-diploma, at the end of the practice students pass reports on the approved form, it is carried out in accordance with the model, curriculum, according to the academic calendar on QMS PP 202.09-2019 "Regulations on professional practice of students."

From 28.05 to 30.06.2018 the 3rd year students had practical training in AF JSC "Tsesnabank" and the management of the bank by a letter of thanks to the president of the university expressed their gratitude and readiness for further cooperation.

The most important link in the system of training of highly qualified personnel of higher and postgraduate education is the organization and conduct of all types of practices, which is carried out in accordance with the SES of Kazakhstan.

Pedagogical practice (4 weeks) on EP 6M050900 – "Finance" is a mandatory part of the master's EP and is aimed at preparing undergraduates for teaching activities, during the pedagogical practice undergraduates perform educational and methodical, scientific work, for this master's prepare lecture and seminar material, methodological developments, conduct practical classes, educational activities with undergraduate students.

The department developed guidelines, training programs for the organization and conduct of practices. Students are trained in accordance with the order of the rector of the institution of higher education, which indicates the base of practice, the timing of its passage and the heads of the practice of the institution.

In order to inform students about employment opportunities, as well as practical training at the University, an alumni Association was established. The work of the alumni association is carried out through the social network of the university.

The university annually holds job fairs, which allows graduates and employers to establish

contact for the selection of the necessary personnel.

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

Practice orientation of EP 5B050900 – "Finance" is provided in different ways, in particular, in 2018, Ph. D., head of EP Bukharbayev Sh.M. in an integrated format with the financial consultant of SC "Grain insurance company" Ramazanov T.G. conducted a training session on the discipline "Insurance" on the theme: "the role of advertising and marketing in insurance activities." Agreed with the administration of the AF JSC "Nurbank" practiced workshops for 3rd year students in order to ensure practice-oriented training in the specialty 5B050900 - "Finance" on the site of the bank at Aktobe, Abulkhair Khan Ave.,37 "B". As teachers were: Shaimagambetov T.Zh. – chief specialist – analyst of the department of lending to small and medium-sized businesses. (SME.) Bekeeva A.A. – deputy director of AF JSC "Nurbank" and others.

"Tsesnabank" organized a "Round table" of students and leading practitioners, the purpose of this format of communication is to maintain cooperation between the university and the banking sector, etc.

In the process of visiting practice bases AF JSC "Tsesnabank" and state institution "Department of state revenue in the city of Aktobe" representatives of rabotodatelei expressed willingness to dalneishem cooperation.

Within the framework of development of multilingual education in the specialty 5B050900 - "Finance" introduced elective subjects that are read in Russian, state and English languages, contributing to the personal development of students, forming general cultural and professional competence. For example, in the 2018-2019 academic year on EP 5B050900 – "Finance" introduced discipline "Taxes and Taxation", "Foreign State Taxes" in the Kazakh and Russian groups of 3 courses. A discipline "Banking", "Corporate Finance", "Financial markets and intermediaries" - in the second language.

The university has a fund of additional literature, including official, reference and bibliographic and periodicals. In the scientific library of the university electronic libraries "КАБИС" and "Юрайт" function for the purpose of operational service of readers.

Library staff, along with the traditional catalog are electronic catalog, which includes bibliographic descriptions of all units of the Fund. Sites of Russia and the CIS for the application for the necessary literature, e-mail allowing to correspond with book-selling firms, to look through price lists in electronic form are quickly used. Using electronic mail is the correspondence between the university, national libraries of Kazakhstan. Full-text databases available: Scopus "Springer»

Electronic library (kabis.vuzbaishev.kz.) provides access to electronic catalog databases and full-text documents via intranet and Internet.

According to the information provided to the experts during the visit, it should be noted that in 2018 there was a decrease in the percentage of employed graduates by 9% to 76.2%. It is necessary to intensify the work of the department of employment and practice, conducting master classes for students on the preparation of resumes, situational workshops on interviewing for employment.

Graduates have the opportunity to participate in state programs of employment of graduates "With a diploma in the village", "Youth practice" and "Youth personnel reserve". To do this, a graduate (up to 29 years) applies to the employment center under the akimat of the city (district). After that, the employment center makes data on the graduate into a single database of specialists and distributes it in the diploma direction among employers. Employment center concludes an employment contract with graduates for six months. Working day is determined in accordance with the employment contract under the legislation of the Republic of Kazakhstan. The program is designed specifically for graduates of the initial experience in the specialty. In addition, within the framework of the program "employment Roadmap 2020" is formed the base of educational institutions of vocational education.



In the general rating of IAAR for 2018, the university occupies the 13th place in the section 20 – TOP universities of Kazakhstan. Among the most popular specialties for 2018 there is a bank employee, i.e. specialists of all levels - from the cashier and promoter to managers and directors of regional offices and financial managers of various directions.

**Area of strength/best practices:**

1. Availability of a sufficient number of practice bases.
2. Adaptation of the educational process taking into account the monitoring of the labor market.

***Recommendations of EEC according to the criteria for EP 5B050900/6M050900 – «Finance»:***

1. To optimize the functions of the department of employment and practice in order to improve the efficiency of procedures to promote employment of graduates, to develop a mechanism for monitoring employment with the possibility of updating data.

**Conclusions of EEC on EP 5B050900/6M050900-«Finance»:are disclosed according to the standard “Standards on context specialty”**



## **(VII) STRENGTHS/BEST PRACTICE REVIEW FOR EACH STANDARD**

### STANDARD «EDUCATIONAL PROGRAM MANAGEMENT»

1. The university demonstrates the development of a culture of quality assurance, including in the context of EP.
2. The university demonstrates a clear definition of those responsible for business processes within the quality management system.
3. The management of the university and educational programs on a regular basis are trained in educational management programs.
4. The university development program is developed in accordance with the new requirements of the MES of RK.
5. Participation of the management and teaching staff of the university in the collegial bodies regulating research and organization of the educational process at the country level.

### STANDARD INFORMATION MANAGEMENT AND REPORTING

1. Implementation of an integrated approach to information management.
2. Electronic document circulation.
3. Methodological support and development of all necessary guidance materials.
4. Conducting an internal audit on an ongoing basis.
5. Constant monitoring and analysis of various processes with established frequency and coverage of the main activities.
6. Availability of feedback and corrective actions in all areas in the information system of the university.
7. The ability to access students and teachers to information resources in the AIS "Platonus".

### STANDARD «EDUCATIONAL PROGRAM DEVELOPMENT AND APPROVAL»

1. Participation of stakeholders in the development of EP and ensuring its quality.
2. The educational trajectory of the EP in the bachelor's degree - "Banking, taxes and taxation.
3. The external examinations of the EP.
4. The complexity of EP is defined in the Kazakhstan credits and ECTS.

### STANDARD «CONSTANT MONITORING AND PERIODIC EVALUATION OF EDUCATIONAL PROGRAM»

1. Revision of the content and structure of the EP taking into account changes in the labor market, the requirements of employers.
2. Participation of students, employers in the revision of the EP.
3. There is a system of internal regulations governing the monitoring of educational programs.

### STANDARD «STUDENT-CENTRED LEARNING, TEACHING AND ASSESMENT»

1. A variety of channels have been created to provide interactive information on student satisfaction.
2. The center of service of students operating on the principle of "one window" is created.
3. The management of EP timely responds to complaints of students.
4. The leadership of the EP supports the autonomy of students with simultaneous guidance and assistance from teachers.
5. Sociological surveys of university students are conducted on a regular basis

STANDARD "STUDENTS»

1. The university demonstrates a clear policy of formation of the contingent of students in the context of EP, through the presence of regulatory documents (standards of organization, procedures, recommendations), decisions of the Academic Council and other collegial bodies that regulate all processes from admission to graduation.
2. The university has a program of adaptation and support of foreign students.

STANDARD «TEACHING STAFF»

1. The university management has created a system of support and development of young teachers.
2. Teachers are involved in professional and social life of Aktobe region.
3. Refresher courses for teachers are held.

STANDARD «EDUCATIONAL RESOURCES AND STUDENT SUPPORT SYSTEMS»

1. Examination of final works, theses on plagiarism, carried out taking into account the specifics of educational programs.
2. Ensuring compliance with safety requirements in the learning process.
3. Design works and approvals for the construction of the new campus.

STANDARD "INFORMING THE PUBLIC"

1. Availability of objective information about the activities of the university as a whole and the implementation of educational programs.
2. Publication of audited financial statements.
3. Participation in regional events faculty and staff of the university.
4. Availability of information and links to external resources on the results of external evaluation procedures (in dynamics).

STANDARDSTANDARDS IN THE CONTEXT OF INDIVIDUAL SPECIALTIES

1. Availability of a sufficient number of practice bases.
2. Adaptation of the educational process taking into account the monitoring of the labor market.

## **(VIII) RECOMMENDATIONS REVIEW OF QUALITY IMPROVEMENT**

### **STANDARD «EDUCATIONAL PROGRAM MANAGEMENT»**

1. In order to increase the openness and transparency of the EP for all stakeholders to place in open sources the description of the EP including the competence model of the graduate, the development strategy of the EP.
2. Systematize existing tools and develop a mechanism for innovation in the educational process.

### **STANDARD «INFORMATION MANAGEMENT AND REPORTING»**

1. Consider the possibility of creating a single corporate mail with personal addresses for students of the University;
2. Ensure that faculty members use corporate mail for professional purposes.
3. Provide full-scale information to graduates about employment opportunities;

### **STANDARD «EDUCATIONAL PROGRAM DEVELOPMENT AND APPROVAL»**

1. Develop and approve uniform requirements to the description of OP, including the results of training provided by the existing LRI.
2. Consider the possibility of implementing JEP using distance learning technology.

### **STANDARD «CONSTANT MONITORING AND PERIODIC EVALUATION OF EDUCATIONAL PROGRAM»**

1. To determine the procedure for informing key participants of the educational process about the results of the monitoring of EP.
2. Expand forms of involvement of employers in regular monitoring of EP.

### **STANDARD «STUDENT-CENTRED LEARNING, TEACHING AND ASSESMENT»**

1. Implement the implementation of practice-oriented teaching of specialized disciplines on the basis of case technology, based on practical situations presented by employers.
2. To consider the creation of a virtual "tax office" together with representatives GU the Management of state revenues on the city of Aktoke.
3. To introduce the practice of preparation of final works in the framework of joint projects with employers.
4. Provide research in the field of teaching methods.
5. Develop and implement a plan to improve the skills of persons evaluating the achievement of learning outcomes.

### **STANDARD “STUDENTS”**

1. To develop, within the framework of the Roadmap created in connection with the change of the NPA, a mechanism for the recognition of learning outcomes in non-formal education.
2. To analyze the activity of employment processes in order to improve information support for the organization of practice and employment of students.

### **STANDARD “TEACHING STAFF”**

1. To ensure the dissemination of learning/professional development results obtained in the course of academic mobility or scientific training, including the introduction of the practice of dissemination through smart technologies.
2. In the point-rating system to include criteria reflecting the results of a system of lessons that other educators and leadership of the university.

STANDARD “EDUCATIONAL RESOURCES AND STUDENT SUPPORT SYSTEMS”

1. Annually update and analyze and update the used professional software products, taking into account the needs of employers.
2. To regulate the provision of teaching staff of EP published outside the university publications, including scientific, methodological works in the library of the university.

STANDARD «INFORMING THE PUBLIC»

1. To continue the reconstruction of the site. To make the information in the EP implemented with the indication of the uniqueness and competitive advantages.
2. Place on the website information about graduates of the program, occupying leading positions in business.
3. Develop a plan of interaction with the public in the context of the implementation of state programs in the context of strategic documents;
4. To revise the structure of the site in order to ensure the completeness of the publication of information about the specifics and results of training within the framework of the implemented educational programs and to complete the placement of basic information.

STANDARD «STANDARDS IN THE CONTEXT OF INDIVIDUAL SPECIALTIES»

1. To optimize the functions of the department of employment and practice in order to improve the efficiency of procedures to promote employment of graduates, to develop a mechanism for monitoring employment with the possibility of updating data.

**(IX) RECOMMENDATIONS REVIEW ON EDUCATIONAL ORGANIZATION  
DEVELOPMENT**

1. To carry out on a systematic basis a set of works on internal internationalization, in particular on harmonization of the content of educational programs with the educational programs of leading Kazakh and foreign universities.
2. To consider and systematize opportunities to attract foreign lecturers and researchers, including the use of information technology in the educational process of the university.
3. To carry out work on the preparation of students for the opening of startups.
4. Encourage the participation of young teachers in academic mobility programs, joint research and international projects.

**Appendix 1.SPECIALIZED PROFILE PARAMETERS**

№	№	Evaluation criteria	Education organization position			
			Strong	Satisfied	Improvement	Unsatisfied
<b>Standard «Educational program management»</b>						
1.	1.	The university must have a published quality assurance policy.		+		
2.	2.	The quality assurance policy should reflect the link between research, teaching and learning.		+		
3.	3.	The 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 in the implementation of joint / two-diploma education and academic mobility.		+		
5.	5.	The EP 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 management demonstrates the functioning of the formation mechanisms and regular review of the EP development plan and monitoring its implementation, assessing the achievement of learning objectives, meeting the needs of students, employers and society, making decisions aimed at continuous improvement of the EP.		+		
7.	7.	The EP management should involve representatives of groups of stakeholders, including employers, students and teaching staff in the development of EP development plans.		+		
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.	The university must demonstrate a clear definition of those responsible for the business processes within the EP, the unambiguous distribution of staff duties, and the delineation of the functions of collegial bodies.	+			
10.	10.	The EP management must provide evidence of the transparency of the educational program management system.	+			
11.	11.	The 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.	The EP management should implement risk management.		+		
13.	13.	The EP management should ensure the participation of representatives of interested parties (employers, teaching staff, students) in the collegial bodies of the educational program management, as well as their representativeness in making decisions on the management of the educational program.	+			
14.	14.	The university should demonstrate the management of innovations in the framework of the EP, including the analysis and implementation of innovative proposals.		+		
15.	15.	The EP management must demonstrate evidence of openness and accessibility for students, teaching staff, employers and other interested parties.	+			
16.	16.	The EP management must be trained in educational management programs.	+			
17.	17.	The EP management must 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 on the standard</b>			<b>7</b>	<b>10</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 through the use of modern information and communication technologies and software.		+		
19.	2.	The 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 activities of departments and departments, and research.	+			
21.	4.	The university should establish the frequency, forms and methods of evaluating the EP management, the activities of collegial bodies and structural divisions, senior management, the implementation of research projects.	+			
22.	5.	The university must demonstrate how to determine the order and ensure the protection of information, including determining those responsible for the accuracy and timeliness of information analysis and data provision.		+		
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.	The EP management must demonstrate the presence of a communication mechanism with students, employees and other stakeholders, including the availability of conflict resolution mechanisms.		+		
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 evidence to eliminate the detected deficiencies.	+			
26.	9.	The university should evaluate the effectiveness and efficiency of activities, including in the context of the EP.		+		



		Information collected and analyzed by the university should take into account:				
27.	10.	Key performance indicators;		+		
28.	11.	the dynamics of the contingent of students in the context of forms and types;	+			
29.	12.	level of achievement, student achievement and expulsion;		+		
30.	13.	students' satisfaction with the implementation of the EP and the quality of education in 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 teaching staff must document their consent to the processing of personal data		+		
34.	17.	The EP management should assist in providing all relevant information in relevant fields of science.	+			
<b>Total on the standard</b>			<b>7</b>	<b>9</b>	<b>1</b>	
<b>Standard «Educational program development and approval»</b>						
35.	18.	The university should determine and document the procedures for the development of EP and their approval at the institutional level.	+			
36.	19.	The EP management must ensure that the developed EPs comply with the established goals, including the expected learning outcomes.		+		
37.	20.	The EP management must ensure the availability of developed models of EP graduate, describing learning outcomes and personal qualities.		+		
38.	21.	The EP management must demonstrate an EP external examination.	+			
39.	22.	Qualifications obtained at the end of the EP should be clearly defined, explained and correspond to a certain level of the NSQ.		+		
40.	23.	The EP management should determine the influence of disciplines and professional practices on the formation of learning outcomes.		+		
41.	24.	An important factor is the possibility of students training for professional certification.		+		
42.	25.	The EP management must provide evidence of the participation of students, faculty and other stakeholders in the EP development, ensuring their quality.	+			
43.	26.	The EP complexity should be clearly defined in Kazakhstan loans and ECTS.	+			
44.	27.	The EP management must provide the content of academic disciplines and learning outcomes to the level of education (bachelor, master, doctoral).		+		
45.	28.	The EP structure should provide for various types of activities corresponding to the learning outcomes.		+		
46.	29.	An important factor is the presence of joint EPs with foreign educational organizations.		+		

<b>Total on the standard</b>			<b>4</b>	<b>8</b>		
<b>Standard «Constant monitoring and Periodic evaluation of educational program»</b>						
47.	1.	The university should monitor and periodically evaluate of EP in order to achieve 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 the EP should consider:				
48.	2.	content of programs in the view 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.	workload, performance and graduation of students;		+		
51.	5.	the effectiveness of student assessment procedures;		+		
52.	6.	expectations, needs and satisfaction of students with EP training;		+		
53.	7.	educational environment and support services and their compliance with the objectives of the EP.		+		
54.	8.	The university and the EP management must provide evidence of the participation of students, employers and other stakeholders in the revision of the EP.	+			
55.	9.	All interested parties should be informed of any actions planned or taken in relation to the EP. All changes made to the EP should be published.		+		
56.	10.	The EP management must ensure a review of the content and structure of the EP, taking into account changes in the labor market, employers' requirements and social demands of the society	+			
<b>Total on the standard</b>			<b>2</b>	<b>8</b>		
<b>Standard «Student-centred learning, teaching and assessment»</b>						
57.	1.	The EP management must ensure respect and attention to different groups of students and their needs, providing them with flexible learning trajectory.		+		
58.	2.	The EP management 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 EP academic disciplines.			+	
60.	4.	The EP management must demonstrate the presence of a feedback system on the use of various teaching methods and evaluation of learning outcomes.		+		
61.	5.	The EP management should demonstrate support for the autonomy of students with simultaneous guidance and assistance from the teacher.	+			
62.	6.	The EP management must demonstrate the availability of a procedure for responding to students' complaints.		+		
63.	7.	The university should ensure consistency, transparency and objectivity of the mechanism for assessing the results of		+		

		training for each EP, including the appeal.				
64.	8.	The university must ensure that the procedures for evaluating the results of the training of students in EP correspond to the planned learning outcomes and the objectives of the program. Criteria and assessment methods in the framework of the EP should be published in advance.		+		
65.	9.	In a higher education institution, mechanisms should be defined to ensure that each graduate from the EP learning results and ensure the completeness of their formation.	+			
66.	10.	Assessors should possess modern methods of assessing learning outcomes and regularly improve their skills in this area.		+		
<b>Total on the standard</b>			<b>2</b>	<b>7</b>	<b>1</b>	
<b>Standard "Students»</b>						
67.	1.	The university should demonstrate the policy of forming a contingent of students from admission to release and ensure the transparency of its procedures. Procedures regulating the life cycle of trainees (from admission to completion) should be defined, approved, published.	+			
68.	2.	The management of the EP should demonstrate special adaptation and support programs for newly enrolled and foreign students.	+			
69.	3.	The university must demonstrate of its of 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 with a view to ensuring comparable recognition of qualifications.		+		
71.	5.	The management of EP should demonstrate the availability and application of a mechanism to recognize the results of academic mobility of students, as well as the results of additional, formal and informal training.		+		
72.	6.	The university should provide an opportunity for external and internal mobility of trainees, as well as assist them in obtaining external grants for training		+		
73.	7.	The management of the EP should make the maximum amount of effort to provide practice-based practices, facilitate the employment of graduates, and maintain communication with them.		+		
74.	8.	The institution should provide the graduates with documents confirming the received qualification, including the results of the training achieved, 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 activities of the graduates of the EP.		+		
76.	10.	The EP leadership should actively encourage students to self-education and development outside the main program	+			

		(extracurricular activities).				
77.	11.	An important factor is the existence of an active association / association of graduates.		+		
78.	12.	An important factor is the availability of a support mechanism for gifted students		+		
<b>Total on the standard</b>			<b>3</b>	<b>9</b>		
<b>Standard «Teaching-staff»</b>						
79.	1.	The university should have an objective and transparent personnel policy, which includes hiring, professional growth and development of personnel, which ensures the professional competence of the whole state.		+		
80.	2.	The university should demonstrate the conformity of the personnel potential of the teaching staff with the development strategy of the university and the specifics of the EP.		+		
81.	3.	The management of the EP should demonstrate awareness of responsibility for its employees and providing them with favorable working conditions.	+			
82.	4.	The management of the EP should demonstrate the changing role of the teacher in connection with the transition to student-centered learning.		+		
83.	5.	The university should determine the contribution of the TS of the EP to the implementation of the development strategy of the university, and other strategic documents.		+		
84.	6.	The university should provide opportunities for career development and professional development of the Teaching staff EP.	+			
85.	7.	The management of the EP should involve practitioners in the relevant sectors in the teaching.		+		
86.	8.	The management of the EP should provide targeted actions for the development of young teachers.	+			
87.	9.	The university should demonstrate the motivation for the professional and personal development of the teachers of the EP, including the promotion of both the integration of research and education, and the use of innovative teaching methods.	+			
88.	10.	An important factor is the active use of TS information and communication technologies in the educational process (for example, on-line training, e-portfolio, MOOC, etc.).		+		
89.	11.	An important factor is the development of academic mobility within the framework of the EP, attracting the best foreign and domestic teachers.		+		
90.	12.	An important factor is the involvement of the Teaching staff of the EP in the life of society (the role of teaching staff in the education system, the development of science, the region, the creation of a cultural environment, participation in exhibitions, creative competitions, charity programs, etc.).	+			
<b>Total on the standard</b>			<b>5</b>	<b>7</b>		
<b>Standard «Educational resources and student support systems»</b>						

91.	1.	The management of EP should demonstrate the adequacy of the material and technical resources and infrastructure.		+		
92.	2.	The EP management should demonstrate the existence of support procedures for different groups of learners, including information and counseling.		+		
		The management of the EP should demonstrate the compliance of information resources with the specifics of the EP, including compliance:				
93.	3.	technical support for students and TS according to educational programs (e.g. online training, modeling, databases, data analysis programs)		+		
94.	4.	library resources, including the fund of educational, methodological and scientific literature on general educational, basic and profiling disciplines on paper and electronic media, periodicals, access to scientific databases;	+			
95.	5.	access to educational Internet-resources;		+		
96.	6.	examination of the results of research, final works, dissertations on plagiarism;	+			
97.	7.	functioning WI-FI of the territory of the organization of education.		+		
98.	8.	The university should strive to ensure that the training equipment and software used to develop the EP are similar to those used in the relevant 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 different groups of students in the context of EP (adults, workers, foreign students, as well as students with disabilities)		+		
<b>Total on the standard</b>			<b>3</b>	<b>7</b>		
<b>Standard “Informing the public”</b>						
		The university is required to publish information on its The information published by the university within the framework of the EP should be accurate, objective, relevant and should include:				
101	1.	Implemented programs, indicating the expected learning outcomes;		+		
102	2.	information on the possibility of assigning qualifications at the end of the EP;		+		
103	3.	information on teaching, training, evaluation procedures;		+		
104	4.	information on passing scores and educational opportunities provided to students;		+		
105	5.	information on job opportunities for graduates.		+		
106	6.	The management of EP should use a variety of ways to disseminate information (including media, web resources, information networks etc.) to inform the general public and interested parties.	+			
107	7.	Informing the public should provide support and explanation of national development programs of the country and the	+			

		system of higher and postgraduate education.				
108	8.	The university should publish on its own web resource audited financial statements		+		
109	9.	The university should demonstrate the reflection on the web resource of information that characterizes 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 teaching staff of EP		+		
111	11.	An important factor is to inform the public about cooperation and interaction with partners in the framework of the EP, including scientific/consulting organizations, business partners, social partners and educational organizations.		+		
112	12.	The university should post information and links to external resources based on the results of external evaluation procedures.		+		
113	13.	An important factor is the participation of the university and the implemented EP	+			
<b>Total on the standard</b>			<b>3</b>	<b>9</b>	<b>1</b>	
<b>Standards in the context of individual specialties</b>						
<b>SOCIAL SCIENCES, HUMANITIES, ECONOMICS, BUSINESS AND LAW, SERVICES</b>						
114		Educational programs in the areas of "Social Sciences, Economics and business", "Humanities" and "Law", such as "Management", "Economics", "Philology", "Jurisprudence" , etc., must meet the following requirements:				
115	1.	The management of the EP should demonstrate that the teaching in the framework of the program is based on modern achievements of world science and practice in the field of specialization, as well as using modern and advanced teaching methods;		+		
116	2.	The management of EP should guarantee access of students to the most modern and actual data (statistics, news, scientific results) in the field of specialization on paper (Newspapers, collections of statistical data, textbooks) and electronic media;	+			
117	3.	Goals, respectively, and the results of training should be aimed at getting students specific skills in demand in the labor market;		+		
118	4.	The management of the EP should demonstrate that graduates of the program have these skills and that these skills are really in demand in the market;		+		
119	5.	The EP should include a significant number of disciplines and activities aimed at students of practical experience in the application of theoretical knowledge, as industrial practice, training in enterprises, participation in lectures and seminars of practitioners, etc.;		+		
120	6.	The management of the EP should demonstrate an analysis of the labor market and give examples of successful employment of graduates.		+		
<b>Total on the standard</b>			<b>1</b>	<b>5</b>		
<b>TOTAL</b>			<b>37</b>	<b>79</b>	<b>3</b>	