REPORT

on the results of the External Expert Commission work on assessment for compliance with standards of specialized accreditation of educational programs 7M01731 - «Foreign language: two foreign languages»

Baishev University
February 12 - 14, 2020

Addressed to
accreditation council of IAAR

**«АККРЕДИТТЕУ ЖӘНЕ РЕЙТИНГТІҢ
ТӘУЕЛСІЗ АГЕНТТІГІ» КЕМ**

**НУ «НЕЗАВИСИМОЕ АГЕНТСТВО
АККРЕДИТАЦИИ И РЕЙТИНГА»**

**INDEPENDENT AGENCY FOR
ACCREDITATION AND RATING**

REPORT

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Aktobe, 2020

CONTENT

(I) ABBREVIATION LIST

RK	- Republic of Kazakhstan
RF	- Russian Federation
MES RK	- Ministry of Education and Science of the Republic of Kazakhstan
ECTS	- European Credit Transfer and Accumulation System
KPI	- Key Performance Indicator
D	- Database
EP	- Educational program
TS	- Teaching Staff

(II) <u>INTRODUCTION</u>

In accordance with the order No. 7-20-OD dated January 29, 2020 of Independent Agency for Accreditation and Rating from February 12 till February 14, 2020 an external expert committee assessed the compliance of Baishev University with the standards of the primary specialized IAAR accreditation (dated May 25, 2018, No. 68-18/1-OD, first 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 primary 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** – Kulakhmetova Mergul Sabitovna, candidate of philological sciences., Pavlodar State Pedagogical University (Pavlodar city);

2. **Foreign expert** – Gorylev Alexandr Ivanovich, Cand. Sc. Law, Docent , Lobachevsky State University of Nizhni Novgorod (Nizhni Novgorod city, RF);

3. **Expert** – Karimova Gulmira Sarsemkhanovna, PhD, Abai Kazakh National Pedagogical University (Almaty);

4. **Employer** – Baimuratova Ainur Muratbayevna, head of the Department of human capital development of the Chamber of entrepreneurs "Atameken" of Aktobe region (Aktobe city);

5. **Student – Makhay Saulet Altaykyzy**, 1st year master's student of Aktobe regional state University named after K. Zhubanov (Aktobe city);

6. **An observer from the Agency** – Kydyrmina Nurgul Alimovna, IAAR project Manager (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 20 areas of training, including 25 programs of higher education and 6 programs of postgraduate education.

The students number of the university on 2019-2020 year – 4987 человек. In total, there are 185 members in the staff, including 94 people with an academic degree, and the percentage of academic degree is 51%.

Training of students for EP 7M01731- "Foreign language: two foreign languages" is conducting in accordance with existing law of Kazakhstan, statutory regulations of MES of RK, plan of development, EP, consistent with the Strategic plan of University development for 2017-2021 years, Program development of Baishev University for 2019-2023 years with the mission, vision and strategy of the University.

The Department of foreign languages and literature is the producing Department for EP 7M01731 - "Foreign language: two foreign languages".

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 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 was ranked the 16917th place in the world among 28,000 educational and scientific institutions and the 67th place among the universities of Kazakhstan in the international ranking "Webometrics Ranking of World Universities" in 2019. Entered in the TOP 20 universities of the Republic of Kazakhstan of the institutional (General) rating of NU NAAR 2019 – took the 11th place.

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

Educational program 7M01731 - "Foreign language: two foreign languages" is accredited in IAAR for the first time .

(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 12 to 14 February, 2020.

In order to coordinate the work of the EEC, on February 11, 2020, 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 85 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

Category of participants	Quantity
President	1
Rector	1
Vice-rector	3
Deans	2
Department heads	3
Heads of managements, departments, divisions	16

Teachers	15
Students, Master students	34
Graduates	6
Employers	4
Total	**85**

According to the visit program of the EEC, a tour of the university was also conducted, during which the experts visited *research laboratories* "Professional linguodidactics and modern translation technologies", "Tiltanym" ("Linguistics"); *specialized rooms:* "Lecture hall named after M. Akmulla", "Kazakh literature", "Professional Kazakh language", "Courtroom", "Legal clinic", "Methodical study of the English language", "Lingua phone of the English language", " Lingua phone of the Chinese language"; *training laboratory* "Forensic polygon".

In the course of the work of the EEC, the base of practices and branches of the following departments were visited: school-lyceum No 23, Aktobe.

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

	Full name of teacher	**Discipline/ course**	**Lecture theme**	**Group**	**Room**	**Form of lesson**
1	Kusanova Bibigul Hakimovna, Doctor of Philology., professor	Sociolinguistics	Linguistic varieties and multilingual nations.	MA 1st year students	301	Lecture
2	Yergazina Aliya Abdiramanovna, Candidate of Pedagogic sciences, professor	Trilingual education in the linguistic aspect	Legislative and regulatory framework for the introduction of trilingualism in Kazakhstan.	MA 1st year students	301	Practical class

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 February 14, 2020.

(VI) CONFORMING TO SPECIALIZED ACCREDITATION STANDARDS

6.1. STANDARD «EDUCATIONAL PROGRAM MANAGEMENT»

➢ The organization of higher and/ or postgraduate education must have a published quality assurance policy . Quality assurance policies should reflect the relationship between research, teaching, and learning.

➢ The organization of higher and (or) postgraduate education must demonstrate the development of a culture of quality assurance, including in the context of 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, students and other interested people. Plan should contain deadline of the beginning of educational program realization.

➢ EP management demonstrates the functioning of mechanisms of 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 and post-graduate organization.

➢ The organization of higher and (or) postgraduate education must demonstrate a clear definition of those responsible for business processes within the EP, an unambiguous distribution of staff responsibilities, and differentiation of 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.

➢ ☐ The management of the EP should manage risks, including within the framework of the EP undergoing primary accreditation, as well as demonstrate a system of measures aimed at reducing the risk level.

➢ The management of the EP should ensure that representatives of employers, teaching staff, students and other interested persons participate in the collegial management bodies of the educational program, 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.

The evidence part

Educational program 7M01731 "Foreign language: two foreign languages" is conducted in accordance with the State license and applications for the right of conducting educational activity (No. KZ60LAA00015320 from April 2, 2019, an application for a license), existing legislative legal acts, normative-legal acts of MES RK, development plan, EP, consistent with the development Strategy of AU named after S. Baishev for 2017-2021 years, Program development Baishev University for 2019-2023 years (http://vuzbaishev.kz/ru/strategiya-razvitiya-universiteta/).

Educational program 7M01730 "Foreign language: two foreign languages" is carried out in two directions: scientific and pedagogical and specialized. EP is implemented by the Department of foreign languages and literature of the Higher school of education, and is also provided with standard curricula.

The main directions of training and development of the university are defined in the development Program of Baishev University for 2019-2023 years, based on the strategy, mission, vision of the University, policy in the field of quality of education.

The quality policy of Baishev University (approved at the meeting of the AC Protocol No. 7 dated 21.02.2019) is an integral part of the University's management and the basis for planning the educational program. The policy in the field of quality of teaching staff is considered by the strategic development plan of the Department and the university, discussed with the participation of employers, students, the head and teaching staff, and heard at an expanded meeting of the Academic Council.

All strategic documents drawn up at Baishev University, including the quality policy and quality goals, are replicated in the University's printing office and distributed to interested parties in all structural divisions in accordance with the established procedure, as well as posted on the university's website (http://vuzbaishev.kz/ru/sistema-menedzhmenta-kachestva/).

The implementation of EP is regulated by normative-legal acts of MES RK and regulatory documents of the university policy in the field of quality, which is published and available on the website of the university www.vuz,aishev.kz.

During the visit, the experts were provided by a development Plan for EP 7M01731, developed by the Department for 2019-2022 in the context of the University's development program with the participation of all interested parties: teaching staff, students, and employers. The development plan, professional development Plan, materials of conferences and other scientific events are discussed collectively at the meetings of the Department and approved by the Dean and other structural divisions of the University. Also, the Department proved the existence of developed curricula of disciplines, EMCD, EMCS, Elective Discipline Catalogue, a list of approved topics of master's theses, individual plans of undergraduates and other necessary documents of the educational process.

The strategic purpose of EP 7M01731 - "Foreign language: two foreign languages" is to train a competitive and competent specialist in the field of teaching foreign languages (English,

Chinese), who owns scientific and methodological and innovative technologies, is motivated to research and is in demand in the labor market, is capable of effective professional self-development and work in a multilingual educational environment, which corresponds to the mission, vision and development Plan of the University and is reflected in the development Plan of the EP.

The opening of this EP is dictated by demographic growth and a shortage of second-level scientific and pedagogical staff in the region.the visiting Commission also had the opportunity to verify this during meetings with students, employers and graduates of this EP.

The Commission noted the consistency, regularity, and transparency of the clear assignment mechanism from the moment of the development, approval, management, and revision of the EP. Teachers, students, stakeholders, employers, and relevant structures of the University take an active part in all stages of the formation of the EP. So, employers, leading teachers-Methodists of the bases of practices: Lyceum No. 23, school No. 21, pedagogical College take an active part in the development of EP 7M01731.

The University has demonstrated the existence of an internal quality system, transparency, quality control implementation, analysis of the results, revision of the content of the EP Baishev University is carried out as the head of the EP, the performers, the staff of the Department, so the school andáhigher education, the Dean, departments like the Department of training and methodological support and development of educational programs, the Department of strategic development and quality, the service Center of students and the Registrar's office, the Department of science and innovation and other reports to the academic Council of the University.

As an employer and a platform for the scientific and pedagogical laboratory EP 7M01731 "Foreign language: two foreign languages" is the school-lyceum No. 23, where there are educational facilities equipped with both technical and necessary educational and methodological literature for undergraduates. Master teachers of this school are also consultants on methodological issues of teaching a foreign language.

The necessary information, human resources, financial and material resources, as well as regulatory and legal documentation that ensure the implementation of this EP are available for the management of the EP.

The University provides training in educational management programs for the accredited EP, as evidenced by the relevant supporting documents and certificates.

Analytical part

During the visit, the experts conducted a detailed analysis of accredited EP for compliance with the requirements of modern education market, the principles and methods of organization of educational, research, and educational processes designed to meet the interests of students and all participants in the educational process of EP. The content and form of the EP, decisions made by the EP management, are coordinated with the strategic documents of the University.

It should be noted that in general, the activities of the EP are consistent with the strategy, mission, vision and development Plan of the University. The presented materials confirm the functioning of mechanisms for forming and regularly reviewing the EP development plan and monitoring its implementation, evaluating the achievement of training goals, meeting the needs of students, employers, teaching staff and stakeholders. Planning and management of the EP is aimed at its successful implementation. The developed and approved EP development Plan is provided, corresponding to its EP resource provision, implemented goals, the mechanism for distributing information on EP and the EP management structure. This is evidenced by the results of a survey of students, where the percentage of satisfaction with the quality of EP, accessibility of the University management is more than 94% and 91%.

However, the Commission found components of the EP development Plan that Demonstrate weak dynamics in development. For example, there is no clear vision in the planned activities to study the possible risks of EP, in the planned dynamics of the number of undergraduates in the scientific and pedagogical direction of EP, in the printed publication of teaching staff in scientific publications with a high citation rating (Scopus, WebofScience), in the dynamics of attracting

young scientists to the work of EP.

The management of the EP implements a close program of cooperation with Russian universities (OSU, Orenburg (Russia), BSPU named after M. Akmulla, Ufa (Russia)), is working on the development of a joint educational program on EP 7M01731"Foreign language: two foreign languages" in 2020. The EP Management should activate and expand opportunities in the development of JEP with foreign universities, as well as consider the possibility of double-degree educational programs.

Strengths / best sides of practice:
➢ Systematic changes to the University's strategy based on the analysis of external and internal internal factors with the involvement of stakeholders.
➢ Participation in the development of the EP of all interested stakeholders, employers
➢ High scientific potential of the teaching staff serving the EP.
➢ Close cooperation with educational organizations.
➢ Providing students with practice bases, promoting employment
➢ graduates, maintaining feedback with them.
➢ EP guide ensures that practitioners are involved in the learning process
➢ The presence of existing international projects with the British Council, Erasmus +, active level of international cooperation.
➢ Availability of internal and external academic mobility of students and teaching staff.
➢ Creating an information and educational environment for teaching staff and students.
➢ Dynamic development of material, technical and information resources.

Recommendations EEC:
1. The University management should develop a specific action plan to ensure the mechanism of effective changes and risk forecasting in the implementation of the accredited EP.
2. The management of the EP should consider the possibility of implementing joint and/or double-degree educational programs on the accredited EP.
3. In order to improve the quality of English language acquisition by students, it is recommended to attract scientists from the countries of the studied language under us grant programs, for example, Fulbright, etc. during one academic year.

Conclusions of the EEC on criteria*:* **15 criteria are disclosed according to the standard "Educational program management", 7 - strong position, 7 – satisfactory, suggests improvement – 1.**

6.2. *STANDARD«INFORMATION MANAGEMENT AND REPORTING»*

➢ LO should demonstrate that it has a system for collecting, analyzing and managing information based on modern information and communication technologies and software, and that it uses a variety of methods for collecting and analyzing information in the context of EP.
➢ The management of EP should demonstrate that there is a mechanism for the systematic use of processed, adequate information to improve the internal quality assurance system.
➢ EP management should demonstrate fact-based decision-making.
➢ EP should have a regular reporting system that reflects all levels of the structure, including evaluating the performance and effectiveness of departments and departments, and research.
➢ LO should establish the frequency, forms and methods of evaluating the management of EP, the activities of collegial bodies and structural divisions, senior management, and the implementation of scientific projects.
➢ LO must demonstrate the determination of the procedure and ensuring the protection of information , including the identification of responsible persons for the accuracy and timeliness of information analysis and data provision.
➢ An important factor is the availability of mechanisms for involving students, employees and teaching staff in the processes of collecting and analyzing information, as well as making decisions based on them.
➢ EP management should demonstrate that there is a mechanism for communication with students, employees, and other stakeholders, as well as conflict resolution mechanisms.
➢ LO should demonstrate that there are mechanisms for measuring the satisfaction of the needs of TS, staff and trainees within EP.
➢ LO should include an evaluation of the effectiveness and efficiency of activities.

> The information to be collected and analyzed in EP should take into account:
- key performance indicator;
- dynamics of the contingent of students in the context of forms and types;
- the level of academic progress, student achievements and contributions;
- students ' satisfaction with the implementation of EP and the quality of education at the University;
- availability of educational resources and support systems for students.

The evidence part

The University has implemented information collection, analysis and management processes using modern information systems, ICT and software tools. The structure and volume of information collected, sources, frequency, time interval, and responsible persons for accuracy and timeliness are defined in internal regulatory documents and QMS forms. The internal quality assurance system is maintained in accordance with the internal normative document of the QMS 5.01-2019 "Internal information". In order to improve the University's procedures for collecting and analyzing data for evaluating performance, determining the extent of opportunities for continuous improvement of the service provided, the following documents were developed: QMS DP 05-2017 "data analysis. Continuous improvement of the effectiveness of the quality management system", "program of Informatization of the University's activities" (Protocol of AC No. 5 dated 28.12.2017).

The University's information and feedback system is aimed at students and employees and includes:

- functioning of the official website of the University in three languages (state, Russian, English), in Chinese is in the development;

- placement of detailed information on stands in academic buildings, the University actively uses the possibilities of visual information;

- survey of interested persons about their satisfaction with working and training conditions;

- maintaining the rector's blog on the University's website;

- functioning of official pages in social networks Vkontakte, Facebook, Instagram.

Information management processes are implemented using information flows: licensed operating systems and office applications.

In the framework of the State program of education development of RK for 2016-2019 according to the program of Informatization and strategic development plan of the University in 2016 upgraded the University website (http: www.vuzbaishev.kz), the transition to the platform "ModXRevolution". The University's website is effectively used as a tool for improving educational activities. The news feed and General static information of the University are constantly updated.

The information basis of the quality assurance system for training specialists is comprehensive monitoring, as well as audits of the conditions and state of the educational process at the University. Obtained on the basis of monitoring and information reporting units data on the status of activities of the University in ensuring the quality of training is summarized by the Strategic Development and Quality Department, after which the self-evaluation report is submitted to the rectorate and the heads.

In line with the revised strategic objectives (taking into account the wishes of employers, students, summary data of monitoring of educational process, the outcome of the current, boundary testing of students and results of the State Certification Commission) AC and EMB of the University decisions on curriculum development and curriculum training and methodological support of the educational process, the organization of training courses and supplementary training of teachers and other staff of the University, on the allocation of material, financial and other resources, providing correction of the educational process.

Records of decisions and specific measures to ensure the quality of training and results management are necessarily reflected in the quality assurance documentation: protocols and decisions of AC, EMB of the university, internal audit reports, minutes of meetings of the rector's office, higher schools, departments, and other documents.

Identification and forecasting of risks based on information analysis is carried out in accordance with the internal regulatory document of the QMS DP 07-2017 "on risk management". An "Alternative plan to prevent anticipated (unforeseen) risks in the educational activities of the University for 2014-2018, 2019-2023" has been developed. The sources of information for analysis are: information from consumers (including complaints, reviews, survey results); records of identified non-conformities and their causes; results of monitoring and measurement of products and processes; results of self-monitoring; results of input control, reports on internal and external audits; input and output data of management analysis; results of analysis of the effectiveness of corrective actions taken. Using such methods of analysis, as a comparison, a written survey, a method of statistical research etc.

In order to improve the management mechanism and quality assurance of training established in the University IS of the University (PLATONUS) (order of MES of RK "On introduction of information system of higher educational institutions in the Republic of Kazakhstan" dated June 5, 2013, No. 219). PLATONUS is a tool for collecting and analyzing information at Baishev University, providing information for optimal strategic management of higher education institutions through data integration (http://platonus.vuzbaishev.kz/).

By order No. 99 of September 2, 2014, in connection with the introduction of the IS of the University (PLATONUS), the Department of automation and control of the educational process (ОАиКУП) was created at the University. Support of the educational process on КТО; the organization of distance learning is carried out in the AIS PLATONUS, regulated by internal documents of the QMS PP 207.01-2019 "Regulations on the distance learning Center", QMS P 16-2019 "Regulations on the organization of the educational process using remote educational technologies".

Processing of personal data of TS and employees is carried out with their consent, accepted in writing and electronically. TS is also responsible for the technical side. EP on the site is placed by the responsible person. If a particular document needs to be supplemented or changed, it is first shown to the owner of this information, and with their consent, changes are made in any form. Information content of the web page of the Department "Foreign languages and literature", which implements the training of specialists of the accredited EP, contains detailed information about various types of work, including the implementation of teaching staff and students ' research activities.

The University library uses the KABIS program, which allows you to automate the main library processes and create an electronic catalog of the library's collection, as well as conduct a full-text search for data. Since 2012, specialists of the University's IT center, with the information support of the Baishev University library, have launched a Web project: the electronic library portal (kabis.ausb.kz).

Feedback is also provided through electronic document management, personal requests, memos, and the rector's blog.

The moral and psychological climate among TS and students is favorable. In case of a conflict, the parties can discuss the complaints at a meeting with the head of the department, the Dean of the Higher school, or make an appointment with the university management. In addition, the University has a Disciplinary Board, whose functions include reviewing conflicts in academic policy.

The University conducts surveys of different groups of consumers to obtain information about the satisfaction of the needs of TS and employers with the quality of professional training. Structural divisions of the University conduct their analysis, the results of which are sent to the departments for further processing.

The evaluation of the degree of satisfaction of the needs of faculty and staff was made on the following criteria: the position of the University in society; the moral and psychological climate; autonomy and independence at work; the availability and accessibility of information necessary for activities; activity of administration of the University; management of University; organization of work; working conditions; opportunity for training and career development; the

level of remuneration and social support; level of motivation to improve activity, recognition of achievement; level of social security. According to the results of which the KPI competition is held and the University's incentive and bonus system is implemented.

The University also developed criteria for measuring the degree of satisfaction of students in the framework of EP:

1. Satisfaction with the overall quality of education provided at the University.
2. Satisfaction with the educational program chosen by the specialty.
3. Satisfaction with the level of educational and methodological support in the studied disciplines.
4. Satisfaction with the state of the material and technical base of the University (classroom Fund, laboratories, provision of classes with technical training facilities).
5. Satisfaction with catering.
6. Satisfaction with the state of the hostel (for residents).
7. Satisfaction with the library's activities and library Fund.
8. Satisfaction with the work of the student service Center and the Registrar's office.
9. Satisfaction with the work of a higher school.
10. Satisfaction with the work of the Department.
11. Satisfaction with the work of the teaching staff, the level of teaching in the studied disciplines.
12. Satisfaction with the efficiency and effectiveness of responding to requests and complaints.
13. Satisfaction with the attitude of the administration, teaching staff, staff to students (care, tact, friendliness, caring).
14. Satisfaction with the transparency of procedures and objectivity of assessment of students ' knowledge and achievements.
15. Satisfaction with the organization of students ' participation in research activities of the University (conferences, seminars, etc.).
16. Satisfaction with the level of information, availability, completeness, and reliability of current information on the University's website.
17. Satisfaction with the level of information, organization of academic mobility.
18. Satisfaction with the organization for creative expression and development (sports, cultural events, etc., clubs, sections).
19. Satisfaction with the organization and conduct of the practice.
20. Satisfaction with Internet access, WI-FI, AIS Platonus, etc.

The results of the survey of interested parties are processed by SDaQD and considered at a meeting of AC and the rectorate with the adoption of corrective actions.

In order to determine whether the management of the accredited educational program is satisfied with the implementation of EP of TS it is planned to conduct a survey in March 2020.

Monitoring of students 'satisfaction with the implementation of EP in accordance with the approved Plan-schedule for monitoring the quality of education of the University for 2019-2020 academic year is scheduled for March 2020. Monitoring of employers' satisfaction - for April 2020.

The information collected and analyzed by the University within the framework of EP takes into account the movement of the contingent of students in the context of forms and types, monitoring the progress and achievements of students, students' satisfaction with the implementation of EP, the availability of educational resources and support systems for students, employment and career growth of graduates. The results of the survey of students and teaching staff that implements EP indicates the availability of the information platform of the University and 91.4% of students, accessibility of the University management – over 90% of students, timeliness and access to information noted satisfaction of 93.3% TS.

Analytical part
Having analyzed the work of EP on this standard, the Commission notes that the University

has a system for managing information and reporting on recruitment, academic performance, movement of the contingent, personnel, academic mobility of students and teaching staff, which is demonstrated in the reports of the departments ' meetings, documentation of the higher school of education and the University as a whole on a systematic basis. The presented materials confirm the existence of a system of regular reporting, which includes the effectiveness and efficiency of the departments and is based on the use of various methods of collecting, processing and analyzing information in the context of EP. The data testifying to the involvement in the process of TS, students and staff of the University.

Regular questionnaires of students and employers are conducted and appropriate measures are taken to eliminate shortcomings based on the results of their questionnaires / interviews. Information and communication technologies are used with a fairly high degree of efficiency.

However, during the meeting, the faculty of implemented EP noted the possibility of creating a single corporate mail for the purpose of promptly communicating information and information to students and faculty about planned changes in the content of EP and other important events.

The interviewing process does not fully confirm the existence of a mechanism for communication with students, employees and other stakeholders, including the existence of conflict resolution mechanisms.

The Commission noted that issues related to key performance indicators were not yet fully resolved. According to the results of the survey, 46.7% answered "very well", "good" - 46.7%, "relatively bad" - 6.7% to the question of satisfaction with the involvement of TS in the process of making managerial and strategic decisions. The availability of teacher guidance was rated "very good" by 33.3% and "good" by 66.3%).

Strengths/best practices

➢ The frequency, forms and methods of evaluation of EP management, activities of collegial bodies and structural divisions, senior management, implementation of scientific projects have been demonstrated.

➢ There is a system of regular reporting within EP that reflects the assessment of the effectiveness and efficiency of the structural divisions ' activities.

➢ The information collected and analyzed in the framework of EP takes into account the dynamics of the student population in terms of forms and types of training, key performance indicators of EP, the level of academic achievement and achievements of students.

➢ Communication with students, employees, and employers has been demonstrated.

➢ The University has set a proper level of work to ensure the measurement of students ' satisfaction with the implementation of EP and the quality of education at the University.

➢ The availability of information and educational resources and support systems for students has been demonstrated.

EEC Recommendations

1. Consider the possibility of creating a single corporate email with personal addresses for EP students, in order to ensure rapid communication with students, employees and other interested parties and resolve possible conflicts.

2. Consider the possibility of improving the procedure for collecting and processing information for further systematization and use for statutory purposes of personal data of students, teaching staff and employees who have documented their consent to data processing in accordance with the legislation of the Republic of Kazakhstan.

EEC Conclusions on criteria: According to the "information Management and reporting" standard, 16 criteria were disclosed, of which 6 have a strong position, 10 – a satisfactory one.

6.3. Standard "development and approval of educational program"

> TE should define and document procedures for the development of УР and their approval at the institutional level.
> The management of EP should ensure that the developed EP meets the established goals, including the expected learning outcomes.
> The management of EP should ensure that there are developed models of EP graduate that describe learning outcomes and personal qualities.
> The management of EP must demonstrate that external reviews of the content of EP and the planned results of its implementation have been carried out.
> The qualification awarded at the end of EP must be clearly defined and correspond to a certain level of the NSQ.
> The management of the OP should determine the impact of disciplines and professional practices on the formation of learning outcomes.
> An important factor is the possibility of training students for professional certification.
> The management of EP must provide evidence of the participation of students, faculty and other stakeholders in the development of EP, ensuring their quality.
> The labor intensity of EP should be clearly defined in Kazakhstan credits and ECTS.
> The management of the OP must ensure that the content of academic disciplines and planned results correspond to the level of training (bachelor's, master's, doctoral degrees).
> The structure of EP should provide for various types of activities that ensure that students achieve the planned learning outcomes.
> An important factor is the correspondence of the content of EP and the results of EP training implemented by higher and (or) postgraduate education organizations in the EHEA.

The evidence part

The implementation of EP 7M01731 "Foreign language: two foreign languages" is aimed at developing the professional competence of future graduates who meet the master's qualification framework and meet the needs of the labor market. The regulatory legal framework of the EP in accordance with the internal document of the QMS DR 206.06-2019 "Regulations on the development and implementation of educational programs of higher and postgraduate education", is: the Law of the Republic of Kazakhstan "on education"; the State mandatory standard of higher education, approved by the government Of the Republic of Kazakhstan; State mandatory standard of postgraduate education. Magistracy and other regulations.

The goals, principles of EP development, regulatory documents and internal procedures of the University are aimed at creating training programs that are unique and relevant for the modern educational space of the Republic of Kazakhstan.

The University has the following types of curricula: standard curriculum (ModC), working curriculum (WC). Curricula are developed on the basis of a standard curriculum for the specialty for the entire period of study, State mandatory standards of education and Rules for organizing the educational process on credit technology of training. In accordance with the SCES of the Republic of Kazakhstan, the curriculum maintains the ratio of the volume of disciplines in the GEC, BD, and profile disciplines.

The University independently develops and approves educational programs for students based on SCES and internal QMS regulations in accordance with the National qualifications framework, professional standards and agreed with the Dublin descriptors and the European qualifications framework and is focused on learning outcomes.

The EP is developed by a working group that includes: the head of the graduating Department in the field of training, experienced teachers of the Department, the employer, the student. The EP is reviewed by the academic Council of the University and approved by the rector based on the decision of the Academic Council. Approval of the educational program includes the following stages: development and discussion of the EP, review of the EP, revision of the EP to take into account suggestions and comments made by employers, recommendation for approval, approval procedure in accordance with the provisions of the QMS of the University.

Educational programs at the University are developed taking into account the wishes of employers and interested persons, teachers expressed at the meeting of the Department, and students, the requirements of the SAC Chairman based on the results of the state certification.

All this is reflected in the catalog of elective disciplines and serves as the basis for the

formation of individual curricula of students. The catalog of elective subjects contains the following information: the code of the discipline, prerequisites, post-prerequisites, a brief description of the discipline indicating the purpose of study, content and expected results, the number of credits. Registration of students for academic disciplines is organized by the student service Center and the Registrar's office. The adviser is the mentor of students in choosing the learning path in accordance with their aptitudes, capabilities, interests and learning goals. It conducts consulting and methodological work with students on the choice of an individual learning path and the choice of teachers, brings to the attention of students the content of the catalog of elective disciplines.

Interested persons are involved in developing professional practice requirements, conducting surveys and conducting surveys of employers.

The selection of employers to participate in the design of EP is carried out according to the industries of the region, the interests of the labor market in specialists of this profile. The composition of the developers of the EP "7M01731 Foreign Language: Two Foreign Languages" included the director of secondary school No. 23 in Aktobe G. Narimbetova G.M.

When compiling the OP, the logical coherence of the disciplines, the purpose of their maintenance, continuity, duration and continuity of the content are taken into account. The content and logic of constructing educational programs characterize the regulatory requirements of MES RK, is regulated by the internal document QMS DR 206.06-2019 "Regulations on the development and implementation of educational programs of higher and postgraduate education". All training documents, including a working curriculum, teaching aids, methodological recommendations, etc., are completed on the basis of standard curricula and programs.

The work curriculum is governed by document QMS MI 206.09-2019 "Rules for the development of design, review and approval of curricula". EMCDs are developed in accordance with the QMS Methodological Instructions MI 206.01-2019 "Rules for the development of design, review and approval of the educational complex in the discipline" and are systematically checked for compliance with standard programs.

The complexity of EP 7M01731 is defined in Kazakhstan loans and ECTS.

The undoubted advantage of the EP formation process is the systematic updating and addition of the content of the educational program, curriculum and catalog of elective disciplines.

Features of educational programs, expected results, place of intended internship and professional competencies, taking into account employment, are reflected in the created individual educational trajectories of students.

The results of the evaluation of educational programs are discussed at meetings of departments, higher schools, collegial bodies, after which decisions are made to improve the quality of education.

A graduate model has been formed at the university, which reflects the level of qualification of graduates, knowledge, abilities, skills and competencies, personal qualities and expected results, depending on the level of training, determined by standard curricula and professional competencies.

A model of a graduate of a particular specialty characterizes the level of realization of the abilities necessary, in accordance with regulatory requirements, in the professional activities of a graduate of the level of training of higher and postgraduate education. The graduate model determines the gradual formation of the required competencies of students.

The form, structure and procedure for the development of IEP undergraduates are formed at Baishev University.

EP Management Showcases Elective Disciplines Developed by

based on a collegial decision, taking into account the regional-national direction, giving the opportunity to increase the level of education of graduates and meet the needs of the Aktobe region.

The names of disciplines and the content of educational programs comply with the modern requirements of the educational market. At Baishev University, work is constantly ongoing to

determine the structure of the catalog of elective disciplines.

At the suggestion of the director G.Narimbetova The disciplines "Trilingual education in the linguistic aspect" and "Modern methodology of foreign language education" were included in the EDS accredited EP (protocol of the department meeting No. 8 of 04/11/2019). Elective courses introduced by G. Narimbetova allow to deepen the knowledge and skills of undergraduates and develop key competencies.

Introduction to the educational process of undergraduates of the discipline "Trilingual education in the linguistic aspect" corresponds to changes in the education system of the Republic of Kazakhstan. ATS, which carries out the educational process EP 7M01731 - "Foreign Language: Two Foreign Languages", traces the relationship of research with the content of the disciplines. So, for example, Professor A. Ergazina, who is engaged in research in the field of methodology and pedagogy, conducts classes in the disciplines "Modern Methodology of Foreign Language Education", "Methods of Teaching a Foreign Language at a University", and "Management in Education". Professor Kusanova B.Kh. developed a textbook "Sociolinguistics" for teaching the discipline with the same name.

In order to harmonize with the content of educational programs of leading Kazakhstan and foreign universities, the university provides for academic mobility. Contracts concluded as part of academic mobility are available at the department.

To develop academic mobility and ensure entry into the international educational space, to implement the Bologna processes, QMS R 29-2019 "Regulation on the academic mobility of students and ATS", QMS R 35-2019 "Regulation on the organization of the educational process on credit training technology" was developed and approved.

In order to cooperate in the field of higher education and science, to improve the efficiency of educational, methodological and research work, agreements were signed on cooperation in the field of education and science with the following educational institutions: RSE on the right of EM "Kazakh national pedagogical University named after Abay" (Almaty), RSE on the right of EM "Kazakh national University named after Al-Farabi" (Almaty).

There is a branch of the Department of foreign languages and literature at the secondary school-Lyceum № 23 in Aktobe (Director of the SCHOOL № 23 Narimbetova G. M). This allows us to introduce the results of scientific research in priority areas of training in the region into the educational process. According to the recommendations of school teachers, the Department is actively working on the study and implementation of innovative, modern, creative methods in the educational process of the taught disciplines.

Within the framework of cooperation with the Confucius Institute, the University provides an opportunity to teach Chinese as a second language for EP students and for everyone who wants to, ATS, which allows you to further prepare for professional certification.

The internal document regulating the process of developing and implementing JEP is QMS R 30-2019 "Regulations on the procedure for developing, implementing and implementing joint educational programs".

IRaAMD coordinates the process of concluding and implementing agreements and agreements of the University on cooperation with foreign universities. Baishev University has signed contracts and agreements of the University on cooperation with Kazakh and foreign universities, scientific and educational institutions, including 7 agreements on cooperation with Kazakh universities within the framework of the educational program 7M01731, 7M01732 «Foreign language: two foreign languages» (IoHE «Eurasian humanitarian Institute» (Astana), RSE on the right of EU «Kazakh national pedagogical University named after Abay» (Almaty), RSE on the right of EU «Kokshetau state University named. Sh.Ualikhanov», RSE on the right of EU «Kyzylorda state University named after Korkyt ATA», RSE on the right of EU «Kazakh national University named after Al-Farabi» (Almaty), JSC «Kazakh Abylay Khan University of international relations and world languages». (Almaty), Suleyman Demirel University, agreement with «WI Technopark Aktobe» LLP on conducting joint scientific and educational activities and 2 agreements on the establishment of a branch of the «Confucius Institute» in the AU. Named after

S.Baisheva, on joint activities with the scientific and educational institution «TheBritishCouncil» (Almaty), 5 contracts with foreign organizations (Berdakh Karakalpak state University (Nukus, Uzbekistan), EP «Linguistics» (English), FSBEI of HE «Orenburg state University» (Russian Federation), EP «Foreign language in multicultural education», FSBEI of HPE «Udmurt state University» (Izhevsk, Udmurt Republic, Russian Federation), EP «Intercultural communication and translation", «Comparative study of languages and cultures in translation communication», FSBEI of HE «Ulyanovsk state pedagogical Universitym named after I. N. Ulyanov» (Russian Federation) EP «Foreign language and intercultural communication», FSBEI of HE «Bashkir state pedagogical University.named after M. Akmulla», EP «English in modern education»; 2 contracts and agreements on JEP with universities abroad (OSU, Orenburg (Russia), «BSPU named after M. Akmulla», Ufa (Russian Federation)).

Currently, on the basis of a cooperation agreement with BSPU named after M. Akmulla (Bashkortostan, Russia) from 11.05.2017 work is underway to develop a JEP of EP 7M01731 «Foreign language: two foreign languages» in 2020.

Various types of practices provided by ModC play an important role in training specialists, namely in developing their professional competencies. At the University, students submit research reports to the Department at the end of their internship.

Analytical part

During the visit, the EP management provided all the materials related to both the training process and the documentation confirming the EP formation process. Together with the WC, ModC, Syllabuses of disciplines, the Commission got acquainted with the regulatory documentation confirming the presence of reviews on EP 7M01731 "Foreign language: two foreign languages", contracts and agreements with the practice base, on the development of joint master's degree programs, the EP development plan, ATS certificates and students.

When implementing an educational program, the necessary integrity is provided, combining the required ratio between the theoretical and practical components of the educational process.

According to the conducted ATS survey, the degree of involvement of ATS in the process of making managerial and strategic decisions was rated as high ("very good") by 46.7% of respondents; 46.7% rated it "good"; 6.7% rated it" bad".

The results of the survey showed full satisfaction with the quality of educational programs of 94.3% of students, partially satisfied-5.7%.

The Commission had the opportunity to verify the transparency of the formation, development, approval and management of the EP together with employers, ATS and students.

26.7% of ATS respondents noted" very good "support of the University management in the development of new educational programs, 73.3% noted "good".

In General, the Commission made sure that the content of the approved curricula, syllabuses, academic disciplines and planned learning outcomes corresponds to the level of training in the master's program of scientific and pedagogical direction.

Strengths/best practices:

➢ Involvement of ATS in the processes of formation of documentation regulating the educational process, as well as in decision-making on the formation of key competencies within the EP.

➢ The complexity of EP is defined in Kazakhstan loans and ECTS.

➢ EP quality assessment was carried out on the basis of: analysis of curricula, catalog of elective disciplines, schedules, individual plans of students, internal regulatory documents governing the implementation of EP.

➢ The disciplines presented in the AP are clearly structured; the logic of their subdivision into basic and profiling, as well as the relationship of pre- and post requisites within the framework of MAP is traced.

➢ Ensuring employment of graduates of accredited specialties in educational institutions of the region.

➢ EP disciplines are aimed at the formation of students with a certain range of competencies.

➢ The quality of the accredited EP is confirmed by an analysis of the training methods and organization of the student's independent work, interviewing and questioning of students, ATS, employers and interested parties, conclusions made as a result of observation of the lessons, as well as based on the analysis of the methodology and results of observations of the competency assessment procedure students.

EEC recommendations

1. In order to ensure the quality of training, provide for external examinations of the contents of the EP for a list of included disciplines, planned learning outcomes and their implementation.

2. To consider the possibility of preparing EP students for professional certification (in particular, for passing international tests to determine the level of competencies in the field of the studied language, Chinese) and reflect this possibility in the list of studied disciplines.

EEC conclusions on the criteria: According to the standard "Development and approval of educational programs" 12 criteria are disclosed, 7 of them have a strong side, 5 have a satisfactory position.

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

➢ The EO should establish mechanisms for monitoring and periodically evaluating EP in order to ensure that the goal is achieved and meet the needs of students and society. The results of these processes should be aimed at continuous improvement of EP.

➢ Monitoring and periodic assessment of EP should include:
- the content of the programs in the light of the latest achievements of science in a particular discipline to ensure the relevance of the taught discipline;
- changes in the needs of society and the professional environment;
- workload, academic performance and graduation;
- the effectiveness of student assessment procedures;
- Expectations, needs and satisfaction of students studying for EP;
- The educational environment and support services and their relevance to the objectives of the EP.

➢ EO, EP management should define a mechanism to inform all interested parties about any planned or taken actions regarding EP.

➢ All changes made to the EP must be published. EP management should develop a mechanism for revising the content and structure of EP, taking into account changes in the labor market, the requirements of employers and the social needs of society.

Evidence part

On the basis of Baishev University, an evaluation procedure for educational programs has been organized, which is regulated by internal regulatory documents. The content of educational programs, curricula, the composition and content of the work programs of the discipline, the programs of educational and practical training are annually reviewed and updated. The revision and updating of working training programs is carried out once at the end of the school year, approved in the next school year. Analysis of working training programs is carried out during the academic year by the head of the department together with teachers.

Monitoring and reviewing of educational programs is carried out annually by employers, representatives of business communities based on the results of professional practice, the content of graduation works, a catalog of elective disciplines.

In order to improve the quality of the organization of the educational process, internal quality monitoring of EP is carried out. As part of the consumer monitoring system, a survey of interested parties is carried out on a planned basis.

Internal monitoring of academic indicators, together with the results of a social survey of students, includes official reviews of employees and employers who manage professional practice, presiding over the final certification of graduates reviewing graduation works. The official assessment of external experts is complemented by a sociological survey, written reviews of

university graduates of the university.

The results of the questionnaire are considered at a meeting of the department, on the basis of which a plan of corrective measures is developed. The quality assessment of EP is carried out in accordance with QMS R 36-2019 "Regulation on the point-rating system and assessment of students 'knowledge", QMS R 40-2019 "Regulation on the control and measurement of knowledge, skills, assessment of students' competencies", QMS R 39 -2019 "Regulation on the preparation and conduct of the intermediate and final state certification." Evaluation is carried out once a year, at the end of the school year, by analyzing the results of a survey of students and interested parties to determine the level of satisfaction with EP.

The results of the external examination of the EP are discussed at the department, after which, in order to improve, a decision is made on making changes as necessary. The head of the department is responsible for the execution of the decision.

The university management makes changes and revises the EP taking into account the interests of the labor market and constant communication with employers. As a result of an external examination, the following decisions are made: the introduction of elective disciplines based on proposals from interested parties; replacement of elective disciplines that have lost their relevance; amendment in accordance with EP development strategy.

The university has established the practice of assessing the quality of the implementation of educational programs. EP assessment mechanisms include follow-up class visits, teacher demonstrations, questionnaires, sociological surveys of participants in the educational process, feedback from external practice leaders, conclusions of the chairman of the state certification committee, and graduate reviewers of students. Classes are supervised by the head of the department and members of the educational and methodological department of higher education.

In order to improve the mechanisms of planning, development and continuous improvement of educational programs, updating of academic disciplines and monitoring of educational programs 7M01731, 7M01732 – «Foreign language: two foreign languages», was created a working group, which includes members in the 2019-2020 academic year:

c.p.s., associate professor Yergazina A.A.; c.ph.s., associate professor Yessenova K.E.; master, senior lecturer Mukhtarova S.S.; director of SSL № 23 Narimbetova G. M.; undergraduate of 1st course of EP «7M01731- Foreign language: two foreign languages» Amankulov N.N.

The analysis of EP and WC, practice programs, materials of intermediate control and certification was carried out with the account of:
 – content of the discipline; MEP
 – professional orientation of El in the cycle of BD and PD;
 – interrelations of El in the cycle of the studied BD and PD with disciplines of other cycles;
 – non-repetition in the content of the discipline;
 – content of the IWM for compliance with the requirements for graduates;
 – requirements for intermediate control, final certification, diagnostic tools for assessing knowledge required for graduates.

As part of the implementation of EP at the University in the educational process of ATS, job descriptions were developed in accordance with the types of activities for the following categories: department head, professor, associate professor, senior lecturer, teacher.

According to EP 7M01731/7M01732 – «Foreign language: two foreign languages», specialists of educational institutions in Aktobe will be involved in the following areas: the formation of the curriculum; consultations; examination and updating of training courses; reviewing the TA and external assessment of the quality of knowledge of graduates; the formation of master's work topics; evaluation of the results of pedagogical and industrial practices, etc.

In the 2019-2020 academic year at the faculty meeting approved nomination of external experts for the expert opinion of the EP number of employers: Director SSL No.23 in Aktobe Nurimbetova G.M., Director of SS No.35 in Aktobe Yerzhan B.D. (Protocol №1 from 02.09.2019 g).

The procedure for monitoring and evaluating the educational program at the University is

carried out on the basis of internal regulations:

- QMS R 26-2019 «Regulations on monitoring the quality of educational activities (services)»;
- QMS R 21-2019 «Regulations for registration, implementation, evaluation of the educational program»;
- QMS R 22-2019 «Regulations on risk assessment criteria for the functioning of the educational program".

In order to ensure effective implementation and improvement of the EP, and to meet the current needs of students and society, the procedures for monitoring and evaluating the implementation of the OP are carried out on a planned basis. In accordance with the QMS R 26-2019 «Regulations on monitoring the quality of educational activities (services)», the SDaQD annually develops a schedule for monitoring the quality of education of the University, approved by the rector. The schedule includes the types of monitoring that cover various aspects of the EP and the University as a whole, the types of monitoring methods, the name of the reporting document on the results of monitoring and the level of review of the monitoring result, the timing and responsible persons for conducting monitoring studies and reporting. Responsibility for conducting monitoring research and reporting is assigned to the heads of EP and departments (support services), whose functional responsibilities include the object of monitoring.

Within the framework of the monitoring research system, the following activities are carried out on a planned basis:

- monitoring students ' satisfaction with the implementation of EP and the quality of education at the University (March, 2020);
- quality monitoring and evaluation of EP (March, 2020);
- monitoring the implementation of the EP development plan and risk assessment of the OP (may, 2020).

Analytical part

In general, the processes of monitoring and evaluating EP are characterized by consistency, frequency and a sufficient degree of objectivity. The processes are clearly spelled out in the university documentation and are reflected at all levels of monitoring and decision making. A sufficient level of democracy is noted in the process of making changes to the content of the EP, the involvement of the administration, ATS, students and employers in the control process in order to enhance its objectivity, on the one hand, and with the aim of further professionalizing the EP on the other.

A survey of students gives the following results: satisfaction with the overall quality of the curriculum is 94.3%, which is a high indicator; at the same time, during the monitoring process, attention should be paid to the indicator "partially satisfied" (5.7%).

The percentage of positive marks in the parameters "Teaching quality", "Academic burden and student requirements", "Fairness of exams and certification" and "Timeliness of student assessment" is high (the result is completely positive; of these, the percentage of assessment is "fully satisfied" is 94.3% in the first three parameters and 88.6% in the last parameter). At the same time, there are negative assessments on the parameter, which is correlated with the processes of monitoring and informing students about the ultimate goals and results of training in EP: 5.7% of respondents rated "partially satisfied" the parameter "Clarification before entering the rules and EP strategy".

The level of accessibility of the dean's office and EP management is estimated to be much higher (97.1% rated this parameter "fully satisfied"), while the percentage "91% of the university's accessibility and responsiveness" is 91.4%; other respondents rated this parameter as "partially satisfied".

Along with the overall high assessment of the EP's activities under this standard, the commission notes that the following issues regarding this standard are not fully reflected in the self-report and did not find detailed confirmation during the EEC visit.

Strengths / Best Practices

➢ There are developed regulations and forms for conducting surveys and interviewing students, ATS, and stakeholders.

➢ Supporting documents on the participation of students, employers and other stakeholders in the revision of the EP (reviews on the EP in general and on certain disciplines by employers) were demonstrated.

➢ There is a positive dynamics of students' progress.

EEC recommendations

1. Clarify in the EP Development Plan the mechanisms and frequency of revising the content and structure of the EP taking into account external risks, changes in the labor market, requirements of employers and the social request of the company.

2. To determine the procedure for informing key participants in the educational process about the results of EP monitoring.

3. To analyze the effectiveness of existing assessment procedures for students in an accredited EP and improve them.

4. To expand the base of practice of EP magistracy in order to create a broad platform for scientific and pedagogical research.

EEC conclusions on the criteria: According to the standard "Continuous monitoring and periodic evaluation of educational programs", 9 criteria are disclosed, 6 of them have a strong side, 3 have a satisfactory position.

6.5. Standard "Student-centered Learning, Teaching and Assessment"

➢ EP management should ensure respect and attention to various groups of students and their needs, provide them with flexible learning paths.

➢ EP guidelines should provide for the use of various forms and methods of teaching and learning.

➢ An important factor is the availability of our own research in the field of teaching EP teaching methods.

➢ EP management should demonstrate feedback mechanisms for using different teaching methods and evaluating learning outcomes.

➢ EP leadership should demonstrate the existence of mechanisms to support student autonomy, while also guiding and assisting the teacher.

➢ EP management should demonstrate that there is a procedure for responding to student complaints.

➢ The EO should ensure the consistency, transparency and objectivity of the learning outcome assessment mechanism for each EP, including the appeal.

➢ The EO should ensure that the assessment procedures for student learning outcomes are consistent with the intended outcomes and objectives of the program. The criteria and assessment methods for the EP should be published in advance.

➢ In the EO, mechanisms should be defined to ensure that each graduate of the EP achieves the learning outcomes and ensures the completeness of their formation.

➢ Evaluators must be proficient in modern methods of assessing learning outcomes and regularly improve their skills in this area.

Evidence part

The university's self-assessment report provides comprehensive information on student-centered learning, teaching, and EP assessment. At Baishev University, the student is the main participant in the implementation of educational programs, therefore, while ensuring the quality of the educational process, his interests, wishes and suggestions are taken into account.

Student-centered learning is the main principle of Bologna reforms in higher education, in which the active educational activity of the student occupies a significant place. The student-centered orientation of the educational process plays an important role in achieving learning outcomes in accordance with the provisions of the Dublin descriptors. EP management provides equal opportunities for students, including regardless of the language of instruction, to form an individual educational trajectory aimed at developing professional competence.

The organization of the educational process is carried out in accordance with the internal

regulatory documents of the QMS:

- QMS R 35-2019 " Regulations on the organization of the educational process on credit training technology»;
- QMS FROM 4.09-2019 " managing the learning process»;
- QMS FROM 4.04-2019 " educational process Management»;
- QMS FROM 4.05-2019 " management of scientific activity processes»;
- QMS MI 206.05-2019 " Procedure for organizing and conducting lectures»;
- QMS MI 206.06-2019 " Procedure for organizing and conducting practical and seminar classes»;
- QMS MI 206.08-2019 " Procedure for organizing independent work of students»;
- QMS R 40-2019 "Regulations on the control and measurement of knowledge, skills, and assessment of students' competencies»;
- QMS R 36-2019 "Regulations on the point-rating system and assessment of students' knowledge»;
- QMS R 38-2019 " Regulations on the order of transfer, expulsion and reinstatement of students»;
- QMS R 39-2019 " Regulations on the preparation and conduct of intermediate and final state certification»;
- QMS R 18-2019 "Regulations on the organization of professional practice of students".

Within the framework of the EP, students have the opportunity to choose the trajectory of education, linguodidactics and teaching methods of foreign language instruction.

The choice of educational trajectory allows students to:
- implementation of independent choice of disciplines and teachers;
- familiarization with personal results of educational achievements;
- the possibility of training in the framework of academic mobility;
- use of the educational portal;
- the ability to use the resources of the electronic library of the University and the Republican Interuniversity Electronic Library;
- training in specialized classrooms, language laboratories, scientific and methodological laboratories equipped with all the necessary technical and audiovisual means at the modern level, for conducting training sessions and research work.

Students' progress along the educational path is monitored through the Platonus automated information system.

Students receive all the necessary information about the possibilities of forming an IOT from the adviser and in the SCLaRO Department. The SCLaRO Department places an electronic version of the EDC in the Platonus AIS. Students have the opportunity to get acquainted with EDC on paper and electronic media. According to the EDC, students study the description of elective disciplines and make a choice of disciplines depending on the specifics of the chosen field of training. The EDC describes all the subjects of the El with an indication of the purpose of study, brief content (main sections), pre-and post-requirements, the number of credits and expected learning results.

In accordance with the "Rules for the organization of the educational process on credit technology of education" (Order of the Minister of education and science of the Republic of Kazakhstan dated April 20, 2011 No. 152), students have the opportunity to choose teachers and form their educational trajectory. In this regard, along with standard and working curricula, individual curricula of students are being implemented, based on written statements of undergraduates about the choice of elective subjects. Students ' choice of teaching staff is carried out by familiarizing themselves with the achievements of the teacher posted on the personal page on the University's website.

The content of the disciplines is described in more detail in the EMCD and syllabuses of academic disciplines. The security of EP EMCD is 100%.

EDC is updated annually depending on the requirements of the labor market demand of a

particular EP, the wishes of employers and students. The content of the EDC, the logical sequence of disciplines in them are considered and discussed at meetings of departments and methodological councils of higher schools according to the following criteria:

1) disciplines with limited direction are not allowed;

2) disciplines containing sections of another course are not allowed;

3) special attention is paid to disciplines that have a practical orientation;

4) disciplines should be aimed at the formation of certain professional competencies;

5) the name and content of the discipline must correspond to current areas of science;

6) disciplines must correspond to the levels of education.

A curriculum is prepared for each discipline.

In order to ensure that the quality of the educational process meets the needs of the state, society, its various spheres, and the students themselves, constant work is being done to improve technologies, methods, techniques, and teaching tools.

The use of active and interactive forms and methods of training in the educational process that contribute to the formation of the necessary knowledge, skills and competencies of students, achieving high learning results, increases the efficiency and productivity of the educational process.

Along with traditional (passive) methods, the University has introduced innovative teaching methods that are practice-oriented in nature, ensuring the activity and diversity of students ' mental and practical activities in the process of mastering the educational material. This is a case study; problem-oriented, team-oriented training; business, role-playing games; methods of projects, "brainstorming", group discussion, critical thinking, heuristic (i.e. Socratic conversation); lecture-presentation; modular technology, critical thinking technology, criteria assessment technology, etc.

Interactive and innovative learning methods are provided with appropriate information and communication resources. Teachers successfully practice making presentations of training courses using interactive whiteboards, multimedia projectors, and using audio and video equipment in the classroom. The introduction of interactive teaching methods significantly modifies the form of the lesson by using a set of modern teaching tools, which allows you to increase the effectiveness of the educational process by increasing the activity of students. For example, associate Professor Yergazina A. when conducting practical classes on the discipline "Methods of teaching foreign languages", the Callan method is used to form knowledge of language stylistics.

Analysis of teaching methods and course content, examination of the quality of educational programs were regularly conducted educational-methodical section of the Department, educational and methodical Council of the NFE, educational-methodical Council of the University against approved plans and reflected in the minutes of the meetings. The analysis of teaching methods and course content includes the examination of the EMCD, is provided by mutual attendance of classes, conducting open classes, participation of teaching staff in scientific and methodological seminars, conferences, professional development of ATS at courses, trainings.

When implementing educational programs 7M01731 - "Foreign Language: Two Foreign Languages", teachers use innovative and interactive teaching methods in the educational process.

Information on the use of ATS EP innovative teaching methods and technologies in the educational process

Name of teacher	Name of method, technology
Yergazina A.A.	Reflective technology for the formation of the social responsibility of the future teacher
Kussanova B.K.	ICT, design technology, technology problem education
Yessenova K.E.	ICT, interactive learning technology
Uteniyaz M.S.	ICT, critical thinking technology, interactive learning technology
Sadykova S.A.	ICT, design technology, role-playing games
Teregulov F.Sh.	Information, problem-searching, personality-oriented

	technologies
Tokzhanova A.M.	Critical Thinking Technology, Criteria Assessment Technology
Miraliyeva A.Zh.	Critical thinking technology

The university is systematically working on the implementation of information and communication technologies and innovative teaching methods in the educational process.

The university also holds seminars on teaching methods for developing electronic textbooks. On December 5, 2019, SaID of Baishev University organized a master class on the topics "Procedure for registering and issuing electronic educational publications", "Securing copyright with obtaining a certificate confirmed by an authorized body". Carrying out such events helps to improve the quality of the educational process.

Implementation of feedback on the use of various teaching methods occurs during the ATS open classes, seminars. Associate Professor K.E. Yessenova held an open class for undergraduates, after which the present teachers discussed the effectiveness of the used teaching methods and made various suggestions.

Discussion of the current topic of implementing trilingual education took place at the department's seminar organized by the head of the Department, Professor A.A. Yergazina (December 2019).

The implementation of the state's task to introduce the updated content of education in the framework of the accredited EP is carried out by establishing close cooperation with the SSL No. 23 in Aktobe, on the basis of which the Department's branch successfully operates. For undergraduates, a master class was held with the participation of leading teachers. During the event, students had the opportunity to study advanced teaching experience, get acquainted with innovative technologies.

In March 2020, the Department of foreign languages and literature together with leading teachers of schools in the city №№ 23, 35, 21, 17, 2 it is planned to organize a seminar «Features of English language training in programs of updated content of education in educational institutions of the Republic of Kazakhstan».

In order to motivate teachers to actively use innovative technologies in the educational process, the University holds competitions «Best media lesson» and «Best methodological project».

The effectiveness and efficiency of the use of innovations and active learning methods can be traced in the evaluation of students 'achievements at the current, intermediate and final control, feedback from employers about their work after completing their studies at the University, and a survey of students' satisfaction.

In order to ensure the best assimilation of educational material by students and more successful formation of professional competencies, Baishev University is actively working on the introduction of the results of scientific and pedagogical research related to the development of teaching methods for academic disciplines, as well as on the introduction of educational materials and manuals prepared by the University's ATS.

In the process of implementing various methods of teaching and learning, University teachers develop and create scientific and methodological materials, teaching AIDS, teaching materials, multimedia training complexes, which are complete, unique and popular products that involve flexibility, adaptability, and variability of the content of tasks and educational technologies.

Publishing activities of the ATS EP 7M01731/ 7M01732- «Foreign language: two foreign languages» can be presented in table 4 «Educational and methodological literature published by the ATS of the accredited EP for 3 years (2017-2019)»

Educational literature published by faculty for 2017-2019.

№	Ф.И.О.	Name of the publication
1	**Yergazina A.A.** Aimagambetova G.A.	Introduction to the specialty: Tutorial. – Aktobe: AU to them. S. Baisheva, 2017. - 92 p.
2	**Yergazina A.A.** Aimagambetova G.A. Akimniyazova A.K.	Modern methods of foreign language teaching: Guide to teaching. – Aktobe: S. Baishev Aktobe University, 2017. – 140 p.
3	**Yergazina A.A.** **Esenova K.E.** Tokpaeva L.S. Sabiova N.Zh.	Features of application of oil and gas industry terminology in Kazakh, Russian, English and Chinese. A single practical dictionary. – Aktobe: AU to them. S. Baisheva, 2017. – 176 p.
4	**A.A. Yergazina** G.A. Aimagambetova D.T. Kushanbayeva	Psychology of foreign language teaching: Guide to teaching Psychology of Foreign Language Teaching is for students majoring 5B011900 – «Foreign Language: Two Foreign Languages». – Baishev University, 2019 - 124 p.
5	Kussanova B.K.	Phonetic units of the English language: A textbook. - Aktobe: AU to them. S. Baisheva, 2018. - 237 p.
6	Esenova K.E.	History of English language: the textbook is intended for students of the specialty 5B011900 - "foreign language: two foreign languages". - Aktobe: Baishev University, 2019.- B 117.
7	Tokzhanova A.M.	Theory and methods of educational work. – Textbook. - Aktobe, 2018. - 232 p.
8	**Tokzhanova A.M.** Abildaeva K.M.	Modern problems of rhetoric. - Textbook for undergraduates of the OP " Russian language and literature. - Aktobe: Baishev University, 2019.- 169 p.

Achievement of the planned learning outcomes and fulfillment of the objectives of the educational program is confirmed by writing and defending the final work - thesis. Topics of dissertations are discussed at meetings of the departments (protocol No. 2 dated 02.10.2019), scientific advisers are appointed from among the ATS of the department. Information on the scientific directions of research topics for EP graduate students is contained in the Theme of Master's theses.

Students who have passed the final certification and confirmed the assimilation of the corresponding professional higher education curriculum will be awarded the SAC decision with the academic degree of Master of Education in the educational program 7M01731 - "Foreign Language: Two Foreign Languages". The Diploma Supplement is filled out on the basis of a certificate of completion by an undergraduate of an individual curriculum in accordance with the grades received by him in all disciplines to the extent provided by ModC and a working curriculum, types of practices and the results of final certification.

The framework characteristic of postgraduate education graduate abilities is a graduate model that has certain competencies. The accredited EP graduate model is available on the university website.

Teachers of an accredited EP regularly take advanced training courses, which affects the quality of teaching disciplines. Over the past 3 years, 100% ATS staff have improved their skills.

In order to improve the educational process, taking into account the educational needs of students with LHO and disabled people, ATS members take a refresher course on the international educational program "Theoretical and legislative bases of inclusive education"at IATR AU. S. Baishev and Orenburg SPU in the amount of 72 hours from 20.11.2017-01.12.2017 (lecturing.Ph. D., Professor of OSPU Mosk.V).

In 2017, the Institute of advanced training and retraining of the University staff developed and implemented 4 PC courses in the field of modern methods of evaluating learning outcomes, which were attended by teachers and employees of departments involved in conducting intermediate and final certification, including ATS accredited EP:

1. The design of educational programmes aimed at the achievement of competencies (72 Acad. hour's);

2. Portfolio technology in the system of pedagogical diagnostics (72 Acad. hour's);

3. Project method as a technology for forming students ' key competencies (72 Acad. hour's);
4. Modern tools for criteria-based assessment of students (72 Acad. hour's).

Analytical part

The information presented in the self-report in the context of this standard mainly received confirmation during the EEC visit.

The accredited EP provides equal opportunities for students to form an individual educational path taking into account their needs and capabilities. The results of a consistent study of the effectiveness of elective courses make it possible to judge about the steady positive dynamics in the assimilation of the developed content of programs focused on the formation of professional competencies of students.

During a visit to the department of the commission, evidence was provided on the availability of EP with the necessary teaching materials, the availability of training documentation, ATS certificates and students,

According to the results of the questionnaire, students are completely satisfied with the quality of the curriculum, the teaching methods in general and the quality of teaching, respectively, 94.3%, 91.4%. These indicators indicate a systematic approach to the formation of content and teaching EP.

Teachers of the department create the most favorable conditions for students to master the disciplines of the specialty and obtain their academic degree. The systematic development and implementation of innovative teaching methods is shown, the work on revealing the level of satisfaction of students with places and organization of practical training is reflected.

At the same time, the commission notes that it requires improvement and intensification of work in the field of conducting own research on the methodology of teaching academic disciplines in the framework of the implemented EPs.

It has not been demonstrated that teachers of accredited EPs possess modern methods of assessing learning outcomes and regularly improve their qualifications in this field.

Strengths / Best Practices:
➢ Ensuring equal opportunities for students, regardless of the language of instruction, when constructing an individual educational trajectory aimed at developing professional competence.
➢ Active use of ATS accredited EP various methods and modern teaching technologies, taking into account the variety of forms of information assimilation by students.
➢ Support for the autonomy of students with simultaneous guidance and assistance from the teacher.
➢ Organization of interaction between EP management and practice bases.
➢ The presence of a monitoring system for the progress of the student along the educational path and the achievements of students.

EEC recommendations
1. The leadership of the EP and ATS departments to ensure their own research in the field of teaching methods of educational disciplines of EP magistracy.
2. The leadership of the university to provide advanced training for ATS on modern methods for assessing learning outcomes, including criteria-based assessment technology.

EEC conclusions on the criteria: According to the standard "Student-centered learning, teaching and assessment of performance" 10 criteria are disclosed, of which 1 have a strong side, 9 have a satisfactory position.

6.6. Standard of «Students»

➢ The TO must demonstrate the existence of a policy for the formation of a contingent of students in the context of the EP from admission to graduation and ensure transparency of its procedures. Procedures governing the life cycle of students (from admission to completion) must be defined, approved, and published.

➢ The management of the EP should determine the order of formation of the contingent of students based on:
- minimum requirements for applicants;
- the maximum size of the group when conducting seminars, practical, laboratory and Studio classes;
- forecasting the number of state grants;
- analysis of available material and technical resources, information resources, and human resources;
- analysis of potential social conditions for students, including provision of places in dormitories.

➢ The educational program management must demonstrate readiness to conduct special adaptation and support programs for newly enrolled and foreign students.

➢ The TO must demonstrate that its actions comply with the Lisbon recognition Convention.

➢ The TO should cooperate with other educational organizations and national centers of the «European network of national information centers for academic recognition and mobility/National academic information centers for Recognition» ENIC / NARIC in order to ensure comparable recognition of qualifications.

➢ The management of the EP must demonstrate that there is a mechanism for recognizing the results of academic mobility of students, as well as the results of additional, formal and non-formal training.

➢ The TO should provide opportunities for external and internal mobility of students in the EP, as well as readiness to assist them in obtaining external grants for training.

➢ The management of the EP must demonstrate readiness to provide students with places of practice, promote employment of graduates, maintain communication with them.

➢ The TO should provide graduates with EP documents confirming the obtained qualifications, including the achieved learning results, as well as the context, content and status of the education received and the certificate of completion.

➢ An important factor is the availability of mechanisms for monitoring the employment and professional activities of graduates of the EP.

The evidence part

At Baishev University, the formation of a contingent of students is carried out by placing a state educational order for the training of scientific personnel, as well as paying for training at the expense of citizens ' own funds and other sources. The selection of Master's students is carried out according to the «Standard rules for admission to training in educational organizations that implement educational programs of higher and postgraduate education» dated October 31, 2018, № 600 (with amendments). dated June 14, 2019 №269), QMS WI 02-2019 «Rules for admission to Baishev University».

Admission to postgraduate education programs in educational organizations is based on the results of comprehensive testing. The EP is developed by experienced teachers from among the doctors and candidates of science, discussed at a meeting of the Department and approved by the Vice-rector for EMW.

In the 2019-2020 academic year, 10 Master's students entered the 1st year of the EP
7M01731 – «Foreign language: two foreign languages».

The EP is regulated by the relevant legal acts of the MES RK and intra-University documents.

Career guidance and the formation of a contingent of students is carried out on the basis of a well-founded system of forms, methods and means of influence, professional selection of applicants for the EP and training areas of Higher education.

A booklet containing information about specialties is published annually. Graduates participate in open Days.

Admission and enrollment to the EP is accompanied by an introductory course, which is a system of documents developed and approved by the higher education institution taking into account the requirements of the labor market on the basis of the State educational standard for the relevant field of higher education. Information about the order of procedures for the formation of the contingent is carried out using a reference guide, advisors, certain information is also available on the University's website (www.vuzbaishev.kz) and stands.

The University has created conditions for successful training and comfortable stay of students. A functioning system of support for students: a residence (for nonresident and foreign students), a dining room with an area of 204,1 m^2 seats, leisure place: White hall for 350 seats, conference hall for 250 seats, two gyms, pool, gym.

The University has a library with a total area of 762 sq. m., a reading room of 381 sq. m. The library has 12 computers, 1 book scanner. Working days: Monday to Friday, working hours from 9.00 to 18.00.

The University implements the «program of social and information support for foreign citizens, «mobile» students, teachers within the framework of academic mobility of Baishev University» from 29.08.2019. This program is a set of activities that provide academic adaptation and integration into the University community of foreign citizens, «mobile» students, teachers and employees, academic advice on various aspects of academic activities, as well as the implementation of social assistance and support measures for foreign citizens, «mobile» students, teachers and employees. The program includes seminars, psychological trainings, language courses, group and individual consultations, and leisure activities.

In order to develop and maintain academic mobility, the University has a Department for international relations and academic mobility. The Department regularly conducts individual and group consultations on academic mobility issues. A database of master's degree programs from partner universities has been created and is available to undergraduates. To promptly notify students and teachers about academic mobility programs, the Department's employees place ads on the University's website, in the University's internal network, on the Instagram page @oms_akm_ausb. Academic support for students who have left under the academic mobility program is provided by organizing the educational process using distance learning technologies and providing students with opportunities to extend the examination session in order to eliminate academic differences.

Academic exchanges are implemented in accordance with agreements (agreements) between Baishev University and partner universities, companies, foundations, and other organizations, including: M. Akmulla BSPU (Ufa, Russia), USPA (Orenburg, Russia), Abai KNPU, al-Farabi KNU, Abylai Khan KUIRaWL (Almaty), WKUIaT, M. Utemisov WKSU (Uralsk), Eurasian humanitarian Institute (Nur-Sultan), South Kazakhstan state University named after M. Auezov and others.

In order to implement the program of academic mobility of Master's students of the accredited EP, the head of the Department is actively working to attract foreign scientists. So, in the current academic year, a doctor of pedagogical Sciences V. F. Aitov (M. Akmulla BSPU, Ufa, Russia) was invited to read a course of lectures and conduct classes for undergraduates. The Professor also worked on professional development in the additional professional program «Theoretical and practical issues of optimizing foreign language education in a multicultural society» (72 hours). At the end of the course, Master's students were awarded certificates (Appendix 6.1).

In the 2nd half of the 2019-2020 academic year, a course on PC is planned on the topic «Contrastive research of phraseological units of Russian and English: features of translation» (lecturer: Dr. Phil.Sciences, Professor of M. Akmulla BSPU R. Kh. Khairullin).

The final result, which determines the level of professional qualification of a master's student and the degree of mastering the methodology of scientific knowledge and compliance of the obtained knowledge, skills and competencies with the requirements of the state mandatory standards of education in the relevant specialty, is the writing and defense of a master's thesis. A master's thesis is the basis for awarding a graduate an academic master's degree in the relevant specialty. The topics of master's theses are developed by the faculty of the Department and approved by the ATF of the University and are available on the Department's website.

The structure of the University's educational programs allows undergraduates to engage in research work for the development of research culture. Each master's student is assigned a research supervisor, whose duty is to consult when writing dissertations.

Planning of ARWM is reflected in The individual work plan of a master student, which contains sections: research work, the topic of the master's thesis with justification, the plan of publications, internships, participation in conferences and seminars.

To organize the research work of undergraduates, work is constantly and effectively carried

out to attract them to participate with a scientific article in scientific and practical conferences of various levels. Under the guidance of A. A. Yergazina and K. E. Yesenova, undergraduates N. Amankulov and A. Orynbasar prepared articles for participation in the competition of scientific papers (USPA, Orenburg, December 2019).

Master's student Tikeeva A. (supervisor: Professor Kusanova B. Kh.) participated in the IV all-Russian scientific and practical conference «Methodological and linguodidactic aspects of language and speech learning» (Samara, Russia, December 12, 2019) with the report «Linguistic support of online English training programs for journalists based on the project of the British Council and the University of Pennsylvania».

Master's student of the considered educational programs take an active part in conducting scientific events. On October 24, the Higher school of education and the departments of «Kazakh language and literature», «Foreign languages and literature», held a round table on «Language and literary relations in the Turkic world: based on ancient Turkic epics», where Master's student met with Professor of the Academy of Sciences of Azerbaijan Galib Amiragaoglu Sailov, Professor of the University of Mersin (Turkey) Ali Arslan, head of the Department of international relations of the Dagestan state pedagogical University Eldar Hajiyev. During the meeting, the issues of spiritual community of the Turkic world were discussed. http://vuzbaishev.kz/ru/provedenie-meropriyatiya-%C2%AByazyikovyie-i-literaturnyie-svyazi-v-tyurkskom-mire-na-osnove-drevnetyurkskix-eposov%C2%BB.html.

In order to develop students ' interest in research work, the University traditionally hosts an international scientific and practical conference «Youth and science: reality and the future» within the framework of the annual science week.in April 2020, master's student intend to test the results of their research.

Students have the opportunity to publish scientific results obtained as a result of joint research activities with managers in the periodical «Bulletin of Baishev University».

The achievements of the ARW of students are confirmed by diplomas and certificates. Thus, master's student Amankulov Nurdaulet was awarded a diploma of the 2nd degree for participation in the competition «Pedagogy of network personality», organized by USPA, in the category «Speech culture of network personality». Scientific supervisor A. A. Yergazina was awarded a letter of thanks for the preparation of the prize-winner of the competition.

The University successfully implements the international program Erasmus+, aimed at promoting the modernization and sustainable development of the education system, vocational training. Within the framework of Erasmus+ academic mobility program, Baishev University teachers (Professor of the Department of foreign languages and literature B. Kh. Kussanova and head of the Department of international relations and academic mobility Zh. T. Yerniyazova) had the opportunity to conduct classes at the Krakow pedagogical University. In turn, scientists from the mentioned partner University (Hubert Hudzio, Alicia Smigelsky,) gave lectures and made presentations at the annual International scientific and practical conference organized by Baishev University.

Upon completion of training under the accredited educational program, the management of the educational program plans to employ graduates, first of all, in educational institutions with which close cooperation has been established: SSL № 23 in Aktobe, SSL № 23 1,17,35 in Aktobe, Baishev higher medical College.

Communication with graduates is implemented through the activities of the alumni Association, the formation of a database of graduates, and the alumni forum.

Members of the Association participate in solving issues of professional practice, processes of organization of graduate work protection, in events organized by another University, Department, etc.

Students take an active part in the planning , implementation and monitoring of all processes carried out at the University. The mechanism for monitoring the satisfaction of students at the University is based on the internal regulatory document QMS R 26-2019 «Regulations on monitoring the quality of educational activities (services)» using a questionnaire.

Analytical part

During the visit, the Commission was convinced of the transparency of the procedures for forming a contingent from admission to graduation. Procedures related to the regulation of the life cycle of students are documented and procedural, are available to all interested parties. the University Management organizes special programs of adaptation and support for newly enrolled and foreign students; before admission and enrollment in the educational program, there is an introductory course that informs about the organization of education and the specifics of the EP. The University demonstrates compliance of its actions with the Lisbon recognition Convention. The University cooperates with other educational organizations and national ENIC/NARIC centers to ensure comparable recognition of qualifications. This EP demonstrates the existence and application of a mechanism for recognizing the results of academic mobility of students, as well as the results of additional, formal and non-formal training. Each graduate is provided with standard documents, which include confirmation of the acquired qualification. The EP management applies mechanisms for recognizing the results of academic mobility of students. Students ' desire for self-education and development outside the main program (extracurricular activities) is actively stimulated. Support for gifted students is provided on an ongoing basis.

The management of the EP provides students with places of practice, promotes the employment of graduates, maintains communication with them, monitors the employment and professional activities of graduates EP. However, the external Commission notes that, as shown by interviews with graduates, not all of them are aware that the University has an Graduates Association. The development plan of the EP presents the prospects for external and internal mobility for students, but the number of students participating in this program and partner universities could be increased.

Information about the contingent of master's student

	2019-2020 academic year		
	I/S	C/S	Total
Students in the state language	-	-	-
In Russian	10	-	10
On paid basis	10	-	10
Total master's student	10	-	10

Student performance indicators

Educational program	AVERAGE SCORE OF COURSE RESULTS	
	course	2019-2020 academic year
EP 7M01731- «Foreign language: two foreign languages»	1	4,0

Academic mobility of students
EP 7M01731- «Foreign language: two foreign languages»

Academic year	External academic mobility		Internal academic mobility		Total
	Outgoing mobility	Incoming mobility	Outgoing mobility	Incoming mobility	

2019-2020	-	-	-	-	-

Information about advanced training of students EP 7M01731 – «Foreign language: two foreign languages» (international level)

№	Full name	Course name, place and date of completion
1	Bimurzin Almas	For participation in a 50-hour professional development training conducted by American EL, instructor Karen Terrell, 2018, U.S Department of State and NIS
		International Training Programme, Proficiency-cum-Professional Development Course for Teachers from Kazakhstan, 2018, India
		TKT: Content and language Integrated Learning, 2017, Almaty
2	Penner-Nassibulina Darya	For participation in a 50-hour professional development training conducted by American EL, instructor Karen Terrell, 2018, U.S Department of State and NIS
		British Council conference "Approaches to Teaching Content through English: Content and Language Integrated Learning (CLIL)", 2016, Shymkent
		Train-the-Trainer Workshop, British Council, 2016, Almaty
		Fall 2018 Five-Week Massive Open online Course "Professional Development for Teacher Trainers" Arizona State University, 2018
		2019 Project –Based Professional Development for Stem and English Teachers, The US Embassy in KZ and Ball State University, Muncie, IN, 2019
3	Penner Natalya	Fall 2018 Five-Week Massive Open online Course "Professional Development for Teacher Trainers" Arizona State University, 2018
		TKT: Managing the teaching and learning process, 2018, Almaty

Movement on academic mobility and scientific internships is planned in accordance with the development plan of the EP.

Strengths/best practices
➢ The University ensures the formation of the contingent based on the minimum requirements for applicants.
➢ The University provides graduates of the EP with documents confirming their qualifications, including the results of their studies, as well as the context, content and status of their education and certificates of completion.

➢ An important factor is the provision of practice bases for students to conduct scientific and pedagogical research.

➢ Management the EP actively encourages students to self-education and development outside of the main program (extracurricular activities).

➢ An important factor is the mechanism for supporting students.

The recommendations of the EEC

1. The management of the EP to strengthen the work on attracting students to participate in internal and external academic mobility programs.

2. Expand opportunities for social and material support of students under the accredited EP (social packages for various categories of students).

Conclusions EEC on criteria: **according to the «Students» standard, 14 criteria were disclosed, of which 4 have a strong side, 10 have a satisfactory position.**

6.7. Standard «Academic Teaching staff»

➢ The TO must have an objective and transparent personnel policy, including in the context of the EP, which includes recruitment, professional growth and development of personnel, ensuring the professional competence of the entire staff.

➢ The TO must demonstrate that the staff potential of the ATS corresponds to the development strategy of the TO and the specifics of the EP.

➢ The management of the EP must demonstrate a sense of responsibility for its employees and provide them with a favorable working environment.

➢ The management of the EP should demonstrate the change in the role of the teacher in connection with the transition to student-centered learning.

➢ The TO must determine the contribution of the ATS of the EP to the implementation of the development strategy of the TO and other strategic documents.

➢ The TO should provide opportunities for career growth and professnal development of the ATS of the EP.

➢ The management of the EP must demonstrate a willingness to involve practitioners of the relevant industries in teaching.

➢ The TO must demonstrate the motivation for professional and personal development of teachers EP, including encouragement for the integration of scientific activities and education, the use of innovative teaching methods.

➢ An important factor is the readiness to develop academic mobility within the EP, attracting the best foreign and domestic teachers.

The evidence part

The ATS of accredited educational programs is staffed in accordance with the legislation of the RK and the rules of competitive replacement of positions of scientific and pedagogical staff of higher educational institutions.

The University and the Department have and implement a personnel policy in accordance with the QMS OS 1.04-2019 – «Personnel policy», which provides for the creation of a competitive academic environment, search and selection of applicants for vacant positions, rating assessment of activities and continuous professional development of the ATS, dissemination of existing experience among employees , etc.

All personnel procedures at the University are conducted by the Department of personnel management and records management in accordance with the QMS OS 3.03-2019 «Personnel Management», QMS OS 5.01-2019 «Internal information», QMS IR 04-2019 «Internal labor regulations of employees», QMS OS 1.02-2019 «Records Management and archives». The

document flow related to the ATS (personal files, employment records, orders, regulations, etc.), taking into account the requirements of the QMS OS 2.02-2019 «Procedure for developing, approving and approving job descriptions» is regularly updated as necessary.

The formation and implementation of personnel policy based on the following principles: a democratic approach to the management of the faculty and staff of the University; combination of interests of the managers and the managed subsystem; promoting the activities of the faculty; personal staff development.

Qualification requirements for the teaching staff are defined in job descriptions, regulations on divisions, documented procedures of the QMS: QMS IR 10-2019 – «Qualification requirements for scientific and pedagogical workers, employees», QMS OS 2.01-2019- «The Procedure for developing, approving and approving the regulations on the structural division».

The qualification of teachers and their quantitative composition correspond to the areas of master's training, meet the licensing requirements.

The personnel policy is implemented in accordance with the main priorities of the University's strategy.

Training of specialists in the accredited EP is carried out by the following members of the ATS:
1. Yergazina Aliya Abdiramanovna – c.p.s., Associate professor
2. Asarov Azimbay Asarauly - c.ph.s., Professor
3. Teregulov Filaret Sharifovich – d.p.s., Professor
4. Kussanova Bibigul Khakimovna - d.ph.s., Professor
5. Yessenova Kyrmyzy Yessenovna - c.p.s., Associate professor
6. Uteniyaz Maral Samadovna - c.p.s., Associate professor
7. Sadykova Saule Altynbaevna - c.p.s., Ph.D
8. Tokzhanova Aigul Maksatovna - c.p.s., Associate professor
9. Miralieva Aizhan Zhaisanovna -c.ps.s, PhD

An analysis of the quality of personnel support for the accredited EP showed that the percentage of ATS who have settled down (100 %) corresponds to the established licensing standard. Thus, the current staff of teachers who carry out the educational process for the EP 7M01731 – «Foreign language: two foreign languages», largely contributed to ensuring the strategic development of the program.

The average age of the ATS EP -53.4.

Management of the EP ensures the completeness and adequacy of individual planning of the work of the ATS for all types of activities, monitoring the effectiveness and efficiency of individual plans. Demonstrated evidence of teachers performing all types of planned workload

This EP demonstrates the support of research activities of the ATS, ensuring the connection between research and training.

Rating the performance of ATS, departments and Higher schools at the end of the year is an important component of the strategic management of the University.

The results of the rating assessment of the activities of teachers, departments and HS are summed up by an expert Commission. The conclusions of the expert Commission are announced at a meeting of the Academic Council of the University. The rating procedure is conducted once a year (may-june). According to the results of the rating, the ATS of the University make material remuneration. In accordance with order №80 of 14.06.2018, according to the results of the rating of the University's ATS for the 2017-2018 academic year, a one-time payment to the official salary in the amount of 0.5 percent was made to associate Professor A. A. Yergazina. According to the results of the rating of the University's ATS for the 2018-2019 academic year, a one-time payment of 1.5 percent was made to teachers who received 1,000 or more points: A. A. Yergazina, A. Zh. Miralieva.

Professional development is one of the forms of additional postgraduate education and is a necessity for University teachers, since it is an indicator that characterizes the level of awareness of modern achievements of fundamental and psychological and pedagogical Sciences, new

educational concepts. The Department has an approved plan for improving the qualification of the ATS implementing the EP.

Publication activity the ATS of the Department demonstrates a high scientific potential of the EP.

Management the EP demonstrates that the priorities of consulting and research work carried out by the ATS correspond to the priorities of state development, national policy in the field of education, science and innovation development.

In order to support the scientific and consulting activities of the head of the Department of FLaL, contracts were signed for the performance of research and development work with «GoldenRay» LLP, with the SSL №23, with «Kurylys engineering ortalygy» LLP (table. 1).

Table 1-Organization and implementation of ARW on contractual topics

Events	Criteria	Term of execution	Responsible executor
Contract with «GoldenRay» LLP to perform research and development work in the field of theory and practice of translation on the topic « Translation of railway terms».	Contract with "GoldenRay" LLP for 30,000 tenge	03.01.2018 – 30.12.2022	Yergazina A. A. Kushanbayeva D. T.
Agreement on cooperation with the secondary school-Lyceum №23 for the performance of research and development work.	Contract with secondary school-Lyceum №23 for 30,000 tenge	08.01.2018 – 25.05.2022	Yergazina A. A.
Contract with LLP «Kurylys engineering ortalygy» on the implementation of scientific-research and experimental-constructive works.	«Kio» LLP agreement for 30,000 tenge	08.01.2018 – 31.05.2022	Yergazina A. A.

Table 2-Quantitative and qualitative composition of the ATS

Educational program	Middle age	Total ATS	Number of full - time ATS	Teaching staff with academic degrees			
				Total	doctor of science	candidate of Sciences	%academic degree holders rate
EP 7M01731 « Foreign language: two foreign languages»	53,4	8	8	8	3	5	100

Table 3 - of them with basic English, 5 people.

№	Full name	Basic education
1	Yergazina A.A.	«English language», K.Zhubanova AU, 1999
2	Kussanova B.Kh.	«English and German languages», ASPI, 1990
3	Yessenova K.E.	«English and German languages», Almaty pedagogical Institute of foreign languages , 1983
4	Uteniyaz M.S.	"Foreign language: two foreign languages", Abylai Khan KUIRaWL, 2002
5	Sadykova S.A.	"English language", K. Zhubanova ASU, 2001

Table 4- Foreign lecturers of the accredited EP

№	Specialty	Full name	Degree, title	Prep.disc-na/ research	Receiving / sending HEI

				Topic	
External academic mobility 2019-2020 academic year					
1	6M011900-Foreign language: two foreign languages	Aitov Valery Phacilevich	d.ph.s., Professor	Modern methodology of foreign language education	Bashkir state pedagogical University After named M. Akmulla, Ufa, Russian Federation

Table 5-Achievements of ATS EP7M01731 – «Foreign language: two foreign languages»

№	Full name	Rewards	Membership in professional associations, alliances, and various scientific institutions
1	Yergazina A.A.	1. Diploma of the MES RK (2008, 2018); 2. Certificate " Honored worker of science and education" (Moscow, 2014); 3. Letter of thanks for organizing and conducting the Unified national testing (MES RK, 2008); 4. Letter of appreciation for activity as an expert NCfSSaTE; 5. Letter of thanks «Orleu» (2017); 6. Letter of thanks for holding the city Olympiad in trilingualism «Tildaryn» (2019).	1) member of the section of EMAoREMC in the direction of training «Pedagogical Sciences» classification «Training of teachers in languages and literature» and in «Arts and Humanities» according to the classification of «Languages and literature» on the basis of Kazakh University of international relations and world languages named after Abylai Khan» ; 2) expert of the state scientific and technical expertise NCfSSaTE; 3) member of the Kazakhstan Association of teachers of Russian language and literature
2	Kussanova B . Kh.	1. "Kurmet" diploma of MES RK (2009); 2. British Council letter of thanks (2018)	1)member of the PDC center - the center for professional development together with the British Council, «British Council - Teaching English as Second Language»; 2) member of the EMAoREMC for the direction of training of higher and postgraduate education «Foreign languages» (for all educational programs); 3) National Expert EECIAAR
3	Yessenova K.E	1.Diploma of the MES RK (2018) 2.Honorary medal «For contribution to the development of education and science» (December 2019)	member of the Kazakhstan Association of teachers of Russian language and literature

Table 6- Information about advanced training of ATS EP 7M01731 – «Foreign language: two foreign languages» (international level)

№	Full name of the teacher	Name of the course, place and date of completion, volume in hours
1	Yergazina A.A.	Language training courses «English, Level C 1.1.», 05.11.2018-30.11.2018, London (UK) at the EF International Language Campus.

		Winter 2019 Five-Week Massive Open Online Course. The American English (AE) E-Teacher Program of the U.S. Department of State and FHI 360. Content-based Instruction, February 18 – March 25, 2019 by World Learning SIT Graduate Institute.
		TKT: Content and Language Integrated Learning. Band 3. 2017 August
		HSK 3 (203|300) 28.03.2015
2	Kussanova B.Kh	ATC «Management in education». - University of Euro -regional Economics. Alcimede Gasperi in Usefule. 20.03-03.04.2019. 72 hours
		Has successfully completed the British Council e-learning course on Child Protection Awareness. 16 August 2019
		Teacher Training Workshop «Introduction to communicative language teaching». British Council Kazakhstan, 23-25.10.2017
		Researcher Connect. - British Council Kazakhstan, 27-29.10.2015; 05-07.12.2017
		Improving University Leadership, Management and Teaching andLearning Programme. - University of Reading. – 01.10-20.12.2013
3	Yessenova K.E	Winter 2019 Five-Week Massive Open Online Course Content-based Instruction - World learning SIT Graduate Institute. USA, 18.02-25.03.2019. 360 ч.
		International advanced training courses «Innovative technologies in the field of multicultural education». – Aktobe - city of Kuty (Germany), 23.04.2018-14.05.2018.
4	Balginova K.M.	International Pathways and Language Centre Brunel International, successfully completed the English Language Programme sat the BrunELT on 06.09.2013 and obtainted the level B2 on the Common European Framework of References.
		Riga graduate school of law for successful completion of the Intensive Programme in Law and Economics at Riga Graduate School of Law, Ministry of foreign affairs of the republic of Latvia, 31.10 - 15.12.2016
		Montreux school of business Switzerland Bolashak International Scholarship Certificate in recognition of the satisfactory fulfillment of the prescribed requirement of Economics and national economy management (organization and management of enterprises, industries and complexes, innovation management, from 14.10-20.12.2013)
5	Tokzhanova A.M.	Oxford University Press, Certificate of Attendance, has attended teaching the whole child with family & friends KZ Edition, My three favourite things: speaking, grammar and Exam Practice, Communicating in a variety of ways during the Oxford week in Kazakhstan. 15.10.2015,Aktobe, Kazakhstan.

		Attended Macmillan Book Forum Presenter: Macmillan Education date: 28.02- 01.003.2019.

Table 7-Publications of the ATS EP 7M01731- '' Foreign language: two foreign languages»

Name	1st half of 2019-2020
In the international scientific publications of Tomson Reuters (Scopus)	2
In the international scientific publications of Tomson Reuters (Scopus)	
Journals recommended by the CCEaS of MES RK	1
Magazines of near and far abroad	1
International conference	4
Monographs	1
training aids	2
Electronic textbook	
Training aids (Fretboard REaMC)	
Total	11

Table 8-Publications in publications indexed in international databases (for 2017-2019years)

		Full name	Outgoing log data	Email address
			2017-2018	
		KussanovaB., TektigulZh., Sadirova K.	Cultural and historical features of Kazakh anthroponyms // Modern Journal of Language Teaching Methods. Tom 7, vol 11, p. 185-191. November 2017	http://mjltm.org/article-1-165-en.html
		Sadykova S., Yergazina A., Sultan Zh., Korvyakov V., Ryndak V.	Students' spiritual and moral development in extracurricular activities // European Online Journal of Natural and Social Sciences. Vol. 7, January 2018. № 1. PP. 113-126. (Thomson Reuters)	**URL:** http://european-science.com/eojnss/article/view/5338
			2018-2019	
		Sadykova S.A., KurmanovaB.Zh., Yergazina A.A., Suleimenova E.B., Yeshpanov V.S.	Social Indicators of Extracurricular Activities in the Student's Moral Development // The Social Sciences, Vol. 13 (12). November 2018. P. 1561-1569. (Scopus)	**URL:** http://medwelljournals.com/abstract/?doi=sscience.2018.1561.1569
		Mukhtarova S., Karagulova B., Sideshova Z., MukhtarovS., Yergazina A., Nasipov I.	Translating the Untranslatable: Challenges, Sticking Points and Struggles // Space and Culture, India 2019. Vol. 7 (1). June 2019. P. 250-263. (Scopus)	**URL:** http://www.spaceandculture.in/index.php/spaceandculture/article/view/421/300
			2019-2020	

| VasicB., KussanovaB., Summers D., Maydangaliyeva Zh. | Bilingual education in former soviet country: perspective and problems // Bulletin of National Academy of sciences of the Republic of Kazakhstan. ISSN 1991-3494 Vol 2, Number 378 (2019), 43-54 Clarivate Analytics | https://doi.org/10.32014/2019.2518-1467.39 UDC 316.335 |
| Mukaddes Sakalli Demirok, Nuket Gunduz, Aliya A. Yergazina, Zhumagul A. Maydangalieva, Elena L. Ryazanova | Determining the opinions of special education teachers' regarding the use of assistive technologies for overcoming reading difficulties // International Journal of Emerging Technologies in Learning. – 2019. – Volume 14. – No.22. – P. 141-153. | **URL:** https://online-journals.org/index.php/-jet/article/view/11761/6145 (SCOPUS Q2) (19.10.2019 г.) |

Table 9 - Map of the use of pedagogical methods in the educational process technologies and active methods of teaching ATS EP

Pedagogical technology	Teaching method	Achieve results
Reflexive technology of forming social responsibility of the future teacher	Case study	It is determined by the purpose of development of education focused on the formation of personality. The use of dialogical and discussion forms is based on a sequence of stages of thinking and criticism: the study of the situation, the identification of difficulties in the activity, the development of a new form
Information and communication technologies	Active learning methods	Development of systematic thinking of the student ; support of all types of cognitive activity of the student in the acquisition of knowledge , development and consolidation of skills and abilities; implementation of the principle of individualization of the educational process while preserving its integrity.
Critical thinking technology	Active, interactive learning methods (role -playing, cluster, debate, brainstorming)	It allows students to independently Supplement their knowledge, delve deeply into the problem being studied and suggest ways to solve it , which is important when forming a worldview

Analytical part

In General, the Commission was provided with all the necessary documents and evidence of compliance with the criteria of this standard and active participation of the ATS of the Department in the development of the EP 7M02731 «Foreign language: two foreign languages».

Teachers are aware of the change in their role in connection with the transition to student-centered learning.The ATS serving the EP makes a significant contribution to the implementation of the University's development strategy. Managers of the EP and the ATS of the Department take active targeted actions to attract and professional development of young teachers. The University encourages the integration of research and education and the use of innovative teaching methods by its ATS, which is reflected in its willingness to improve the University's KPI mechanism. Important factors are: active use of ATS educational program information and communication

technologies in the educational process; attracting the best foreign and domestic teachers; involvement of the ATS EP in the life of society (the role of the ATS in the education system, in the development of science in the region, creating a cultural environment, etc.); creating conditions for professional development of the ATS.

A satisfactory position is marked by the criterion of awareness of responsibility of the management of the EP for its employees: the management of the EP demonstrates awareness of responsibility for its employees and makes efforts to provide them with favorable working conditions. Satisfactory positions are «Attracting practitioners to read special disciplines» and «Matching the staff potential of the ATS to the development strategy of the University and the specifics of the EP». To the issuing Department as a whole is characterized by a high level of qualification of ATS, but this position weakened the position of the middle-aged ATS - 53.4, which can be amplified (e.g., by attracting young scientists or organizations of three- level education – opening of doctoral studies in the direction).

The management of the University encourages innovative activity of the ATS, as evidenced by the analysis of the survey, which is marked by 13.3% on «excellent» and 73.3% on «good». The leadership EP and the University as a whole provides the ATS an equal opportunity to participate in the process of formation and management of EP, according to the survey results «excellent», said 26,7% respectively «good» - in 73.3%. The management of the University supports the ability of the ATS to combine teaching with applied activities: 20% of respondents said «excellent», and 80% said «good». The above indicators indicate that the University management and EP support the ATS implementing this EP.

Strengths/best practices
➢ The University demonstrates an objective and transparent personnel policy, including recruitment, professional growth and development of staff, ensuring the professional competence of the entire staff.
➢ The University provides opportunities for career growth and professional development of the ATS of the EP.
➢ An important factor is the active use of ATS modern teaching methods and information and communication technologies in the educational process.
➢ An important factor is the involvement of the ATS of the EP in the life of society.
➢ Participation of the ATS of the EP in international projects.

Recommendations of EEC
1. The management of the EP to ensure the participation of the ATS of the EP "Foreign language: two foreign languages" in funded ARW.

2. The management of the University is recommended to consider the KPI parameters in order to support and stimulate the publication activity of the ATS in international scientific publications based on Scopus and Web of science.

3. Increase the percentage of participation of young scientists in the implementation of the EP, thereby reducing the average age of the ATS.

***Conclusions EEC on criteria*: According to the standard «Academic Teaching staff», 9 criteria were disclosed, of which 4 have a strong side, 5 have a satisfactory position.**

6.8. Standard " Educational resources and student support systems»

➢ The TO must guarantee a sufficient number of training resources and student support services that meet the goals of the EP.
➢ The TO must demonstrate sufficient material and technical resources and infrastructure, taking into account the needs of different groups of students in the context of the EP (adults, working, foreign students, as well as students with disabilities).
➢ The EP management must demonstrate that there are procedures in place to support various groups of students, including information and counseling. The management of the EP must demonstrate the compliance of the information resources with the specifics of the EP, including:

- technological support for students and ATS in accordance with educational programs (for example, online training, modeling, databases, data analysis programs);
- library resources, including the collection of educational, methodological and scientific literature on General, basic and profile subjects on paper and electronic media, periodicals, access to scientific databases;
- examination of the results of ARW, graduation papers, dissertations on plagiarism;
- access to educational Internet resources;
- functioning of WI-FI in the territory of the educational organization.

➢ The TO should strive to ensure that the training equipment and software intended for use in the development of educational programs are similar to those used in the relevant industries.

The evidence part

When implementing educational programs, the availability of material and technical base and information resources is one of the main factors of professional training of specialists. Baishev University demonstrates the sufficiency of material, financial and human resources. There is a sufficient material and technical base for the implementation of educational programs. The University has the necessary educational and material potential to implement its goals and tasks. Buildings and structures of the University comply with current sanitary standards and fire safety requirements. The areas owned by the University – classroom and laboratory rooms, study rooms, workshops and other premises, sports facilities meet the established norms and rules. There is a student hostel, a project of a new campus and dormitories for University students with 500 seats is being implemented. The University has a medical center and a free legal service.

The University has created conditions for successful training and comfortable stay of students. A functioning system of support for students: a residence (for nonresident and foreign students), a dining room with an area of 204,1 m^2 300 seats, leisure place: White hall for 350 seats, conference hall for 250 seats, two gyms, pool, gym.

The University has a library with a total area of 762 sq. m., a reading room of 381 sq. m.the library has 12 computers, 1 book scanner. Working days: Monday to Friday, working hours from 9.00-18.00.

The educational process in the framework of the EP 7M01731 – «Foreign language: two foreign languages» is provided with a sufficient classroom Fund: «Chinese language laboratory» (302 r.), «English language laboratory» (301 r.), a special room «Methodical study of the English language» (311r.), research laboratory «Professional linguodidactics and modern translation technologies» (310 r.). Sufficient classroom Fund of the University allows you to organize the educational process in one shift.

Research activities of undergraduates can be carried out with the resources of the University 's library Fund. Library resources are available in full and are represented by the electronic program «KABIS»; scientific resources of the Kazakhstan national electronic library http://kazneb.kz/ , Republican interuniversity electronic library http://rmebrk.kz//,EBS «Yurayt» https://biblio-online.ru/, EBS IPRBOOKS http://www.iprbookshop.ru, EB elibrary.ru.; access tointernational databases Web of Science, Scopus, Springer.

The cooperation of the University with the Confucius Institute of the PRC has allowed to expand both the educational resources of the University and the accredited EP, as well as the opportunities to attract authentic specialists in providing free services for teaching Chinese, cultural enrichment, and strengthening the material and technical base of EP.

The University provides academic support to students in the process of mastering EP, providing them with information and reference materials that allow them to get a complete picture of the internal regulations, the principles of academic regulation, the format of educational programs, the trajectory of studying academic disciplines, and the academic calendar. All information is available on the University's educational portal (http://vuzbaishev.kz/).

The student support service is standard and meets the requirements for providing comfortable learning conditions.

The management of EP strives to ensure attention to different groups of students and their needs by providing them with flexible learning paths, modern information resources and using various forms and methods of teaching. Acting within the framework of the credit system of training, the ATS of EP create favorable conditions for students to master the disciplines of the

program. For this purpose, textbooks, EMCD, syllabuses are developed, disks with presentations and video lectures are prepared.

Students receive information about the possibilities of forming an individual educational trajectory, as well as assistance in its implementation with the help of an adviser.

In order to take into account the needs of various groups of students in the context of EP, the Department of strategic development and quality conducts surveys, and "confidence boxes"are organized.

There is a support system for students, a clinic «Baishev Med», a hostel, a canteen, a gym, a library, language laboratories, a research laboratory, computer classes, Internet access and free WI-FI.

The University creates an environment that promotes the formation of professional competence of students in the EP under consideration and takes into account the individual needs and opportunities of students. Implementation of the EP is aimed at developing the professional competence of future specialists, in accordance with the Dublin descriptors, the qualification framework of educational levels and the needs of the labor market. A distinctive feature of the EP is that it provides for the possibility of building an individual educational trajectory, taking into account the personal needs and opportunities of students.

The system of academic consultations and instruction on the organization of the educational process complements the teaching system, accompanying undergraduates throughout their studies at Baishev University.

The University has computers bundled with Windows XP Professional SP3, Windows 7 Professional SP1,Windows Office 2007 and 2010 Professional software, 4 physical DELL servers with Windows Server 2008R2 software, on which virtual servers are deployed, computer classes connected to a corporate network with a dedicated Internet channel with a connection speed of 70 Mbit/s of outgoing and incoming traffic, and 8 statistical IP addresses.

Table 1 Information about the University 's information security

Name of the indicator	Indicator
Availability of network connection	yes
Connection speed to the INTERNET at least 1 Mbit / sec	70 Mbite/s
Total number of computer hardware units (PCs.)	290
The number of units of computer equipment used in the educational process (PCs.)	122
Number of computers suitable for online testing (PCs.)	290
Total number of computer classes	5
Availability of a University electronic library	kabis.ausb.kz

The requirements for the dissertation work are developed in accordance with the QMS MI 206.04-2019 " General requirements for writing, registration and procedure for defending a master's thesis (project)". All dissertations must be checked for plagiarism in accordance with the QMS P 20-2019 "Regulations on the rules and procedure for checking for plagiarism of master's theses (projects), theses (projects), scientific and methodological products". The inspection is carried out by a specially created University Commission. With the help of this program quickly and efficiently checked the texts of the works for uniqueness. During the check, a detailed analysis of the uniqueness of the text is performed and the originality of the articles is determined as a percentage.

To provide high-quality training of students, the educational process is provided with the necessary educational and scientific documentation. The University has a unified system of library and information services . Purchase of educational and methodical literature is carried out on the requests of the Department. The library has an electronic catalog that allows you to search for the necessary literature and provides access to electronic versions of individual textbooks and teaching

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materials, including those developed by the University's teaching staff.

The faculty of the accredited EP develops its own research papers : textbooks "Trilingual education: current state and prospects of development " by A. A. Yergazina, T. F. Vakhitova, and "Sociolinguistics" by B. H. Kusanova.

Video lectures are also used in the educational process as one of the innovative teaching tools (video lectures by a visiting scientist, doctor) . Sciences, Professor of Belarusian state pedagogical University. M. Akmulla V. F. Aitova). In the future, it is planned to record video tutorials, video lectures of ATS EP.

In General, the material, information and library resources used to organize the educational process are sufficient to fulfill the stated mission, goals and objectives and meet the requirements of the educational program being implemented. At the same time, the University monitors the quality of students ' learning programs according to the established criteria and provides constant monitoring and improvement of educational services provided.

Analytical part

The results of the analysis of the results of operations of accredited EP on this standard evaluation of the completeness and availability of material-technical and informational resources available EP. It shows the dynamics of resources and learning environment, library support of the educational process, highlights the activities aimed at improving the management of the EP resource support for the implementation of the EP.

In carrying out educational activities, the University is guided by normative documents that regulate mandatory regulatory requirements for the material and technical, educational and laboratory base of educational organizations. There is information support for educational and scientific-educational activities with access to full-text electronic resources of educational and scientific significance, which meets the needs of students and teaching staff.

Baishev University has sufficient material and technical, information and library resources used for organizing the process of training and education of students. Improvement and improvement of the material and technical base is carried out at the expense of the University's own funds and production units. During the interview, however, it became clear that there is a need to update and improve the technical equipment of the accredited EP on a systematic and regular basis.

Students have access to the use of socio-cultural and sports facilities of the University. Also, the University creates the necessary living conditions, cultural environment, and conditions for sports.

However, the results of interviewing students, ATS EP provided information about the need to improve the material and technical base of the EP and the acquisition of a modern and up-to-date multimedia complex to information resources.

Strengths/best practices
➢ Availability of support procedures for various groups of students, including information and counseling.
➢ Availability of a Fund of educational, methodological and scientific literature on General education , basic and profile subjects on paper and electronic media, periodicals, access to scientific databases.
➢ Access to educational Internet resources and most of the information resources.
  Compliance with safety requirements in the training process is ensured , including safety regulations and passports of specialized offices and laboratories.

EEC recommendations
1. The University management should consider the possibility of updating the language offices of EP 7M01731 "Foreign language: two foreign languages" with multimedia complexes

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that meet modern requirements.

2. The management of the University , based on the results of interviews with employees and students, to consider the possibility of ensuring the availability of projectors and interactive whiteboards in all lecture halls on EP 7M01731 "Foreign language: two foreign languages".

Conclusions of the EEC on criteria: according to the standard "Educational resources and student support systems", 8 criteria were disclosed, of which 3 have a strong side, 5 have a satisfactory position.

6.9. Public Information standard»

The ED should publish reliable, objective, up-to-date information about the educational program and its specifics, which should include:
- expected learning outcomes of the implemented educational program;
- qualification and (or) qualifications that will be assigned at the end of the educational program;
- teaching and learning approaches, as well as the assessment system (procedures, methods and forms) ;
- information about passing points and educational opportunities provided to students;
- information about employment opportunities for graduates.

EP the management of the EP should provide for a variety of ways to disseminate information, including the media, information networks to inform the General public and stakeholders.

Public awareness should include support and clarification of the country's national development programs and the system of higher and postgraduate education.

The EP must demonstrate the reflection of information on the web resource that characterizes it in General and in the context of educational programs.

An important factor is the availability of adequate and objective information about the ATS of the EP.

An important factor is to inform the public about cooperation and interaction with partners within the framework of the OP.

The evidence part

Baishev University provides complete and reliable information about the University's activities, admission rules, educational programs, terms and form of study, international programs and partnerships of the University, advantages of the University and each higher school, information about employment of graduates, reviews of graduates, contact information and other useful information for applicants and students. Teachers of departments participate in events aimed at informing applicants, students, undergraduates and all interested parties. Information about academic degrees awarded, qualifications awarded, teaching methods used, evaluation criteria, percentage of progress, as well as materials about graduates and their employment opportunities are accessible and transparent.

Various media resources are used as effective tools for informing the public, in order to create an image of an open educational institution, press conferences are held, and business contacts with the editorial offices of Newspapers, magazines, radio, and television are activated.

Public relations is regulated and reflected in the following internal documents : QMS SO 3.01-2019 "Management of information resources", QMS MI 203.01-2019 "General requirements for the formation of the content of the University's website". The main channel for informing the public (students, graduates, employers, and other interested parties) is the official website of Baishev University – http://www.vuzbaishev.kz/ .

The website of Baishev University provides an official representation of information about the University on the Internet, solving the following tasks:
- creating a holistic positive image of the University as a University with established

traditions in the field of education, competitive in the market of educational services;

- informing consumers of educational services about significant events taking place at the University;
- improving the competitiveness and investment attractiveness of the University;
- attracting applicants;
- development of partnership and business relations.

The periodic review of methods for collecting and studying information is in line with current trends and needs in the field of educational services. Regular modernization and strengthening of the University's material and technical base allow maintaining the functioning of information systems. Information support for educational, scientific and educational activities with access to full-text electronic resources of educational and scientific significance meets the needs of students, faculty and the public.

For effective organization of career guidance work, wide public awareness about educational programs, the University has developed electronic and paper-based booklets, leaflets, calendars, which are replicated through the University's printing office and provided to all interested stakeholders. The annual event is the "open day".

Information stands, banners, and signs with the names of higher schools and specialties are placed in the educational building to inform applicants.

To get objective information and evaluate the organization of the educational process, a box for suggestions and comments is installed in the University lobby. The analysis of incoming information is carried out at the meetings of the rectorate.

In order to inform students about employment opportunities, as well as passing training practices at the University, an Association of graduates was created, whose work is carried out by remote coordination of actions through the social network of the Baishev University.

Information about the structure and specifics of the EP "7M01731 Foreign language: two foreign languages", events held, various achievements of the faculty and students is published on the official website of the University, as well as published in the media (electronic newspaper-Republican edition 45minut.kz - https://45minut.biz/?p=131654). To provide detailed information about the content of the accredited educational program, it was posted on the University's website.

Information about the activities of the Department Is presented in various publications published on the University's website:

1) Approbation of the results of the methodological experiment of the master of Humanities Turzhanova G. N. - http://vuzbaishev.kz/ru/aprobacziya-rezultatov-metodicheskogo-eksperimenta-magistra-gumanitarnyix-nauk-turzhanovoj-g.n.html

2) the Decade "Abay days" dedicated to the 175th anniversary of Abay Kunanbayev - http://vuzbaishev.kz/ru/dekada-%C2%ABabaevskie-dni%C2%BB,-posvyashhennaya-175-letiyu-abaya-kunanbaeva.html

3) Holding the event "Language and literary relations in the Turkic world: based on ancient Turkic epics" - http://vuzbaishev.kz/ru/provedenie-meropriyatiya-%C2%AByazyikovyie-i-literaturnyie-svyazi-v-tyurkskom-mire-na-osnove-drevnetyurkskix-eposov%C2%BB.html

4) Arrival of foreign Professor V. F. aitov - http://vuzbaishev.kz/ru/priezd-zarubezhnogo-professora-v.f.-aitova.htmlhttp://vuzbaishev.kz/ru/priezd-zarubezhnogo-professora-v.f.-aitova.html

5) Thank you, Teacher! - http:олимпиадаhev.kz/ru/spasibo-tebe, - uchitel!. html

6) I international youth Symposium - http://vuzbaishev.kz/ru/i-mezhdunarodnom-molodezhnom-simpozium.html

7) Lectures by Professor B. Hasanova at the Krakow pedagogical University - http://vuzbaishev.kz/ru/lekczii-professora-b.x.-kusanovoj-v-krakovskom-pedagogicheskom-universitete.html

8) Erasmus+ international credit mobility Program - http://vuzbaishev.kz/ru/programma-mezhdunarodnoj-kreditnoj-mobilnosti-erasmus.html

9) "Tildaryn" annual city odimpiad - http://vuzbaishev.kz/ru/t%D1%96ldaryin-ezhegodnaya-gorodskaya-odimpiada.html

You can also get information about various events, achievements of teachers and students in the @bu_inyaz group on instagram.

Information about the activities of the Department that trains specialists in accredited OP is also distributed outside the region and the Republic within the framework of interaction with partner universities. The visit of Professor V. F. aitov within the framework of the academic mobility program for the purpose of conducting a course of professional development and lecturing for teachers and students of the Department of foreign languages and literature of Baishev University was covered on the website of BGPU. M. Akmulla -https://bspu.ru/unit/36/news/9431

The press release of this event was also published by the electronic newspaper – the Republican edition 45minut.kz - https://45minut.biz/?p=131654

Information about cooperation with partners in the framework of the EP (conclusion of an international cooperation agreement with the Xinjiang University of Finance and Economics, conclusion of an agreement on scientific training of undergraduates with BGPU. M. akmulli, holding meetings at the Department's branch-USL # 23, etc.) are presented on the main page of the site and on the Department's page in the section "news of the Department".

Work on placing up-to-date and updated information on the University's web resource is carried out periodically in order to effectively inform the public about the Department's activities, attract potential partners to establish cooperation.

The satisfaction of interested persons in the quality of the information received and in its completeness is investigated by analyzing the questionnaires of students, teachers, and employers. At the moment, there are results of a survey of PPS conducted in October 2019. during the analysis of survey indicators in the context of the OP, a good degree of satisfaction of the needs of the PPS of the OP "Foreign language: two foreign languages" was revealed – 3.7.

Analytical part

Information about the University 's activities and implementation of EP 7M01731 "Foreign language: two foreign languages" is published on the official website of Baishev University www.vuzbaishev.kz, in the mass media of the region and the Republic, in social networks, as well as at various levels of briefings, press conferences with the participation of employers and the public. The official website of the University is well and clearly structured by sections, the required information is easily found, and the information posted is updated by the staff of the faculty and employees who implement the EP. Members of the Commission note the placement of objective and up- to-date information on the University's website , including: a description of the implemented EP, indicating the expected results of training; information about the possibility of assigning qualifications at the end of the EP; information about passing points and educational opportunities provided to students, models of graduates.

However, the Commission was not able to get acquainted with the data on ATS implementing the accredited EP on the official website of the University and on the interface of the Department.

The master's PLO is implementing an existing international project with the British Council and the American Embassy, which the Commission had the opportunity to get acquainted with only during the visit. In order to disseminate information about the achievements of the faculty and the Department among the public of the region and the country as a whole, it should be placed on the University's website and through publications in the official media. However, the survey showed that 14.3% of students were partially satisfied with the usefulness of the website of the University and the Department, and 8.6% were able to get information about courses and educational programs of the University.

Strengths/best practices

Holding conferences and forums, publishing activities on educational policy, support and explanation of national development programs of the country and the system of higher and postgraduate education.

Confirmed the use of various methods of information dissemination, including mass media,

information networks for informing the General public and interested persons.

Availability of management and their interest in developing feedback from the staff, students, and the public.

Confirms the possibility of obtaining practical experience and further employment at the place of practice.

EEC recommendations

1.Provide information to the public about interaction with international, scientific and consulting organizations (for example, the British Council, the American Embassy, etc.).

2. The management of the EP to ensure the participation of the ATS of the EP in the publication of results and achievements in the regional media.

3. Reflect on the University's website adequate information about the ATS implementing this EP.

Conclusions of the EEC on criteria: according to the standard "Informing the public ", 10 criteria are disclosed, of which 6 have a strong side, 4 have a satisfactory position.

6.10. Standard " Standards in the context of individual specialties»

The EP management should provide that the teaching of the program is based on the latest achievements of world science and practice in the field of specialization, as well as using modern and advanced teaching methods.

The management of the EP should provide for the possibility of access to modern and relevant data (statistics, news, scientific results) in the field of specialization on paper (Newspapers, statistical data collections, textbooks) and electronic media.

The goals and results of training should be aimed at getting students specific skills that are in demand in the labor market.

The EP should include a sufficient number of disciplines and activities aimed at getting students practical experience in applying theoretical knowledge as an industrial practice , such as training at enterprises, participation in lectures and seminars of practitioners, etc.

The evidence part

In accordance with the civil code of the Republic of Kazakhstan 08-2009 "Classifier of specialties of higher and postgraduate education of the Republic of Kazakhstan" EP 7M01731 "Foreign language: two foreign languages" belongs to the group "Education".

Analysis of the activities of the Department, which implements the primary accredited OP, indicates that appropriate work was carried out on the formation, development, planning, taking into account the needs of the region and society in scientific and pedagogical personnel. The management of the University, EP, ATS, implementingEP, employees of the University, employers and other interested parties organized thorough training on the formation of the base of practices, material and educational equipment of the EP. During the visit, the Department demonstrated that the training of specialists is carried out at the proper level, with relevant knowledge and professional competencies. The educational process of the EP is based on the advanced achievements of world science in the field of teaching, namely, on the credit system of training aimed at fully taking into account the interests of students, ensuring their educational needs, creating competition between teachers, improving and applying various methods of teaching and forms of quality control of education. The objectives of the educational program 7M01731 - "Foreign language: two foreign languages" are to implement activities in the following areas:

- providing high-quality educational services and competitive professional training of specialists;

- mastering the knowledge system in the field of foreign language education methodology;

- mastering of country studies, cultural studies and linguocultural knowledge about the countries of the studied languages; paralinguistic and extralinguistic elements in the conditions of interaction and mutual enrichment of languages; principles of cultural relativism, models and norms of behavior adopted in a foreign-language society.

Teachers of the accredited EP regularly take advanced training courses, which affects the

quality of teaching disciplines. Over the past 3 years, 100% of the ATS staff have improved their qualifications.

The effectiveness and efficiency of the use of innovations and active learning methods can be traced in the evaluation of students 'achievements at the current, intermediate and final control, feedback from employers about their work after completing their studies at the University, and a survey of students' satisfaction.

The University has adopted a number of effective measures to attract students to research: organization and holding of conferences, seminars, round tables, passing of foreign scientific training and professional certification, participation in contractual works and scientific funded projects. The results of research work of undergraduates are presented in theses. The results of ARW are tested in the form of reports at annual scientific conferences, as well as published in scientific publications, including "Bulletin of Baishev University".

To systematize and effectively organize all types of practices at the departments, a training and methodological complex and guidelines for conducting and monitoring professional practices have been developed and approved (QMS P 18-2019 "Regulations on the organization of professional practice of students").

Research practice of undergraduates is conducted in order to get acquainted with the latest theoretical, methodological and technological achievements of domestic and foreign science, modern methods of research, processing and interpretation of experimental data.

Direction of students in all types of practice issued by order of the rector indicating the duration of practice, practice base, assigned to Directors and managers of the practice. Professors, associate professors, and experienced teachers who are well aware of the specifics of the profession and the activities of the practice bases are appointed as practice managers.

The results of training aimed at obtaining specific skills that are in demand in the labor market in modern conditions are described In the model of the EP graduate.

Analytical part

The information provided in the self-report on this standard was confirmed during the visit to the EC.

Teaching in the accredited EP is based on the achievements of science and practice in the field of specialization, as well as using modern pedagogical methods and technologies. Based on the results of the analysis, the EEC members came to the following conclusion.

Information about the types of practices and related aspects is presented and confirmed by facts, and the main skills acquired as a result of training are indicated.

Master's students ' scientific and pedagogical practice in educational institutions, participation in lectures and seminars of practitioners helps students gain practical experience in applying theoretical knowledge.

At the same time, professional certification of students of the considered EP is poorly reflected in planning. Harmonization of educational programs with the programs of leading Russian and foreign universities is presented in the form of cooperation agreements and the process of academic mobility, and involves the organization of joint development of taught courses and joint educational programs.

Strengths/best practices

Demonstrated teaching within the program, which is conducted on the basis of modern achievements of world science and practice in the field of specialization, as well as using modern and advanced teaching methods.

Подтверждено it is confirmed that the goals and results of training are aimed at getting students specific skills that are in demand in the labor market.

The implementation of the labor market analysis is demonstrated, and examples of successful employment of graduates are given.

Students ' access to up-to-date and up-to-date data in the field of specialization on paper and electronic media is demonstrated.

In order to centrally provide students with places of practice, the University and graduate departments are constantly working to conclude long-term contracts with educational organizations for practical training, taking into account specialization and subsequent employment.

EEC recommendations

1. Strengthen the practice- oriented approach of the EP, taking into account the requirements of the labor market an d professional association s of employers.

2. To consider the possibility of expanding the bases of EP practices for the implementation of research works of students.

Conclusions of the EEC by criteria: according to the standard "Standards in the context of individual specialties", 4 criteria are disclosed, of which 2 have a strong side, 2 have a satisfactory position.

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

Standard " educational program Management»

systematic changes to the University's strategy based on the analysis of external and internal factors with the involvement of stakeholders.

☐ Participation of all interested stakeholders and employers in the development of the OP

☐ High scientific potential of the ATS serving the EP.

☐ Close cooperation with educational organizations.

☐ Providing students with practice bases, promoting employment

graduates, maintaining feedback with them.

The EP management ensures that practitioners are involved in the learning process

 Availability of existing international projects with the British Council, Erasmus +, active level of international cooperation.

availability of internal and external academic mobility of students and faculty.

Creating an information and educational environment for teaching staff and students.

dynamic development of material, technical and information resources.

Information Management and reporting standard»

the periodicity, forms and methods of evaluation of EP management are demonstrated,

activities of collegial bodies and structural divisions, top management, implementation of scientific projects.

There is a system of regular reporting within the EP that reflects the assessment of the effectiveness and efficiency of the structural units.

The information collected and analyzed in the framework of the EP takes into account the dynamics of the student population in terms of forms and types of training, key performance indicators of the EP, the level of academic performance and achievements of students.

Communication with students, employees, and employers was demonstrated.

The University has set a proper level of work to ensure the measurement of students ' satisfaction with the implementation of EP and the quality of education at the University.

Demonstrated the availability of information and educational resources and support systems for students.

Standard " development and approval of an educational program»

Involvement of teaching staff in the process of creating documentation that regulates the educational process, as well as in making decisions on the formation of key competencies within the EP.

The labor intensity of EP is defined in Kazakhstan loans and ECTS.

The assessment of the quality of EP was carried out on the basis of: analysis of curricula, catalog of elective disciplines, schedules, individual plans of students, internal regulations governing the implementation of EP.

The disciplines presented in the clearly structured; the logic of their division into basic and profile ones is traced, as well as the relationship between pre-and post-requirements within the MOS.

Ensuring employment of graduates of the accredited specialty in educational institutions of the region.

EP disciplines are aimed at forming a certain range of competencies for students.

The quality of the accredited training program is confirmed by the analysis of the methods of training and organization of independent work of the student, interviewing and questioning of students, teachers, employers and stakeholders, conclusions made as a result of observations of the training, as well as based on the analysis of the methodology and results of observations of the procedure for assessing the students ' competencies.

Standard " Continuous monitoring and periodic evaluation of educational programs»

There are developed regulations and forms for conducting the survey and interviewing students, faculty, and stakeholders.

Demonstrated supporting documents on the participation of students, employers and other stakeholders in the revision of the EP (feedback on the EP in General and on certain disciplines from employers).

There is a positive dynamics of students ' progress.

Standard " student-Centered learning, teaching and performance assessment»

Ensuring equal opportunities for students, regardless of the language of instruction, when building an individual educational trajectory aimed at developing professional competence.

Active use of teaching staff accredited by the various methods and modern training technologies that take into account the variety of forms of learning information by students.

Support for student autonomy with simultaneous guidance and assistance from the teacher.

Organization of interaction between the EP management and the practice bases.

□ There is a monitoring system for the student's progress along the educational path and the achievements of students.

Standard "Students"

The University provides the order of formation of the contingent based on the minimum requirements for applicants.

The University provides graduates with documents confirming their qualifications, including the results achieved, as well as the context, content and status of their education and certificates of completion.

An important factor is the provision of practice bases for students to conduct scientific and pedagogical research.

The management of the EP actively encourages students to self-education and development outside the main program (extracurricular activities).

An important factor is the mechanism for supporting students.

Standard "Teaching staff"

The University demonstrates an objective and transparent personnel policy, including recruitment, professional growth and development of staff, ensuring the professional competence of the entire staff.

□ The University provides career development and professional development opportunities for the faculty of the EP.

Another important factor is the active use of modern teaching methods and information and communication technologies in the educational process.

The most important factor is the involvement of the ATS in the life of society .

□ Participation of the ATS in international projects.

Standard " Educational resources and student support systems»

Availability of support procedures for various groups of students, including information and counseling.

Availability of a Fund of educational, methodological and scientific literature on General education , basic and profile subjects on paper and electronic media, periodicals, access to scientific databases.

Access to educational Internet resources and most of the information resources.

Compliance with safety requirements in the training process is ensured , including safety regulations and passports of specialized offices and laboratories.

Standard "Public awareness"

Holding conferences and forums, publishing activities on educational policy, support and explanation of national development programs of the country and the system of higher and postgraduate education.

Подтверждено the use of various methods of information dissemination, including mass media, information networks for informing the General public and interested persons, is confirmed

Доступность availability of management and their interest in developing feedback from the staff, students, and the public.

Подтверждается confirms the possibility of obtaining practical experience and further employment at the place of practice.

Standard " Standards in the context of individual specialties»

Demonstrated teaching within the program, which is conducted on the basis of modern achievements of world science and practice in the field of specialization, as well as using modern and advanced teaching methods.

it is confirmed that the goals and results of training are aimed at getting students specific skills that are in demand in the labor market.

The implementation of the labor market analysis is demonstrated, and examples of successful employment of graduates are given.

Students ' access to up-to-date and up-to-date data in the field of specialization on paper and electronic media is demonstrated.

In order to centrally provide students with places of practice, the University and graduate departments are constantly working to conclude long-term contracts with educational organizations for practical training, taking into account specialization and subsequent employment.

(VIII) REVIEW OF QUALITY IMPROVEMENT RECOMMENDATIONS FOR EACH STANDARD

1. The *Standard "educational program Management"* University management should develop a specific plan of measures to ensure the effectiveness of changes and risk forecasting in the implementation of the accredited EP.

2. The management of the EP should consider the possibility of implementing joint and / or double-degree educational programs for the accredited EP.

3. In order to improve the quality of students ' English language proficiency, it is recommended to attract scientists from the countries of the language being studied under us grant programs, for example, Fulbright, etc. during one academic year.

Information Management and reporting standard»

1. Consider the possibility of creating a single corporate email with personal addresses for students of the EP, in order to ensure rapid communication with students, employees and other stakeholders and resolve possible conflicts.

2. Consider the possibility of improving the procedure for collecting and processing information for further systematization and use for statutory purposes of personal data of students, teachers and employees who have documented their consent to data processing in accordance with the legislation of the Republic of Kazakhstan.

Standard " development and approval of an educational program»

1. In order to ensure the quality of training, provide for external examinations of the content of the EP for the list of included disciplines, planned training results and their implementation.

2. Consider the possibility of preparing students for professional certification (in particular,

to pass international tests to determine the level of competence in the field of the studied language, Chinese) and reflect this opportunity in the list of subjects studied.

Standard "Continuous monitoring and periodic evaluation of educational programs"

1. Clarify the mechanisms and frequency of reviewing the content and structure of the EP in the development Plan, taking into account external risks, changes in the labor market, the requirements of employers and the social request of society .

2. Determine the procedure for informing key participants of the educational process about the results of monitoring of the EP.

3. Analyze the effectiveness of existing assessment procedures for students under the accredited EP and improve them.

4. Expand the base of ATS master's degree practices in order to create a broad platform for conducting scientific and pedagogical research.

Standard "student-Centered learning, teaching and performance assessment"

1The management of the EP and ATS of the Department should provide their own research in the field of teaching methods of educational disciplines of the EP master's degree.

2. The management of the University to provide professional development of teaching staff on modern methods of evaluating the results of training, including the technology of criteria -based assessment.

Standard "Students"

1. The management should strengthen its efforts to attract students to participate in internal and external academic mobility programs.

2. Expand opportunities for social and material support for students under the accredited OP (social packages for different categories of students).

Standard "Teaching staff"

1. The management of the EP should ensure that the foreign language: two foreign languages ATS participates in research projects funded by the EP .

2. The University management is recommended to consider the KPI parameters in order to support and stimulate the publication activity of the faculty in international scientific publications of the Scopus and Web of science databases.

3. Increase the percentage of participation of young scientists in the implementation of the EP., thereby reducing the average age of the ATS.

Standard "Educational resources and student support systems"

1. The University management should consider the possibility of updating the language offices of EP 7M01731 "Foreign language: two foreign languages" with multimedia complexes that meet modern requirements.

2. The management of the University , based on the results of interviews with employees and students, to consider the possibility of ensuring the availability of projectors and interactive whiteboards in all lecture halls on EP 7M01731 "Foreign language: two foreign languages".

Standard "Public awareness"

1. Provide information to the public about interaction with international, scientific and consulting organizations (for example, the British Council, the American Embassy, etc.).

2. The management of the EP to ensure the participation of the ATS of the EP in the publication of results and achievements in the regional media.

3. Reflect on the University's website adequate information about the PPP implementing this EP.

Standard "Standards in the context of individual specialties"

1. Strengthen the practice- oriented approach of the EP, taking into account the requirements of the labor market and professional associations of employers.

2. To consider the possibility of expanding the bases of EP practices for the implementation of research works of students.

Appendix 1.SPECIALIZED PROFILE PARAMETERS

№	№	Evaluation criteria	Education organization position			
			Strong	Satisfied	Improvement	Unsatisfied
Standard «Educational program management»						
1	1.	The organization of higher and / or postgraduate education must have a published quality assurance policy. Quality assurance policies should reflect the relationship between research, teaching and learning.	+			
2	2.	The organization of higher and (or) postgraduate education should demonstrate the development of a culture of quality assurance, including in the context of EP.	+			
3	3.	The commitment to quality assurance should apply to all activities performed by contractors and partners (outsourcing), including the implementation of joint/double-degree education and academic mobility.		+		
4	4.	The management of EP demonstrates its readiness to ensure transparency in the development of EP development plan based on an analysis of its functioning, the real positioning of TE and the orientation of its activities to meet the needs of the state, employers, students and other interested parties. Plan should contain a timeline for the start of the educational program.		+		
5	5.	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.	+			
6	6.	The EP management should involve representatives of groups of stakeholders, including employers, students and teaching staff in the development of EP development plans.	+			
7	7.	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.		+		
8	8.	The organization of higher and (or) postgraduate education should demonstrate a clear definition of those responsible for business processes within EP, an unambiguous distribution of staff responsibilities, and differentiation of functions of collegial bodies.		+		
9	9.	The EP management must provide evidence of the transparency of the educational program management system.	+			
10	10.	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.		+		
11	11.	The management of the EP should manage risks, including within the framework of the EP undergoing primary accreditation, and demonstrate a system of measures aimed at reducing the risk level.			+	
12	12.	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.		+		

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13	13.	TO should demonstrate the management of innovations in the framework of the EP, including the analysis and implementation of innovative proposals.		+		
14	14.	The EP management must demonstrate evidence of openness and accessibility for students, teaching staff, employers and other interested parties	+			
15	15.	The EP management must be trained in educational management programs.	+			
		Total on the standard	**7**	**7**	**1**	
	Standard «Information Management and Reporting»					
16	1.	The EO should demonstrate the existence of a system for collecting, analyzing and managing information based on the use of modern information and communication technologies and software and that uses a variety of methods to collect and analyze information in the context of EP.	+			
17	2.	EP management should demonstrate that there is a mechanism for systematically using processed, adequate information to improve the internal quality assurance system.		+		
18	3.	EP management should demonstrate fact-based decision- making.		+		
19	4.	The EP should provide for a regular reporting system that reflects all levels of the structure, including evaluating the performance and effectiveness of departments and departments, and research.	+			
20	5.	The EO should establish the frequency, forms and methods of evaluating the management of the EP, the activities of collegial bodies and structural divisions, senior management, and the implementation of scientific projects .		+		
21	6.	The EO must demonstrate the determination of the order and protection of information, including the identification of responsible persons for the accuracy and timeliness of information analysis and data provision.		+		
22	7.	An important factor is the availability of mechanisms for involving students , employees and ATS in the processes of collecting and analyzing information, as well as making decisions based on them.		+		
23	8.	EP management must demonstrate that there is a mechanism for communication with students, employees , and other stakeholders, as well as conflict resolution mechanisms.		+		
24	9.	The EO must demonstrate that there are mechanisms for measuring the satisfaction of the needs of ATS, staff , and trainees within the EP.		+		
25	10.	The EO should provide for performance and performance assessment, including in the context of EP.		+		
		The information to be collected and analyzed in the EP should take into account:				
26	11.	key performance indicator;		+		
27	12.	dynamics of the contingent of students in the context of forms and types;	+			
28	13.	academic performance, student achievement, and expulsion;	+			
29	14.	students ' satisfaction with the implementation of the EP and the quality of education at the University;	+			
30	15.	availability of educational resources and support systems for students.	+			
31	16.	The EO must confirm the implementation of procedures for processing personal data of students, employees, and ATS based on their documented consent.		+		
		Total on the standard	**6**	**10**		
Standard "Development and approval of basic educational programs"						

32	1.	The EO should define and document the procedures for developing the EP and approving them at the institutional level.	+			
33	2.	The EP management must ensure that the developed EP meets the set goals, including the expected learning outcomes.		+		
34	3.	The EP management should ensure that there are developed models of the EP graduate that describe learning outcomes and personal qualities.		+		
35	4.	The EP's management must demonstrate that external reviews of the EP's content and planned results have been conducted.		+		
36	5.	The qualification awarded at the end of the EP must be clearly defined and meet a certain level of NSC.	+			
37	6.	The EP management should determine the impact of disciplines and professional practices on the formation of learning outcomes.	+			
38	7.	An important factor is the possibility of training students for professional certification.		+		
30	8.	The EP management must provide evidence of the participation of students , ATS and other stakeholders in the development of the EP, ensuring its quality .	+			
40	9.	The labor intensity of the EP should be clearly defined in Kazakhstan credits and ECTS.	+			
41	10.	The EP management should ensure that the content of academic disciplines and planned results correspond to the level of training (bachelor's , master's , doctoral).	+			
42	11.	The structure of the EP should include various activities that ensure that students achieve the planned learning outcomes.	+			
43	12.	An important factor is the correspondence of the content of the EP and the results of EP training implemented by higher and (or) postgraduate education organizations in EHEP.		+		
		Total on the standard	**7**	**5**		
Standard "Continuous monitoring and periodic evaluation of basic educational programs"						
44	1.	The EO should define mechanisms for monitoring and periodically evaluating the EP in order to ensure that the goal is met and meet the needs of students and society . The results of these processes should be aimed at continuous improvement of the EP.	+			
		Monitoring and periodic evaluation of the EP should include:				
45	2.	the content of programs in the light of the latest scientific achievements in a particular discipline to ensure the relevance of the taught discipline;	+			
46	3.	changes in the needs of society and the professional environment;	+			
47	4.	students' workload and academic performance;	+			
48	5.	effectiveness of student assessment procedures;		+		
49	6.	expectations, needs and satisfaction of students with EP training;	+			
50	7.	the educational environment and support services and their compliance with the EP goals .	+			
51	8.	EO, EP management should define a mechanism for informing all stakeholders of any planned or taken actions regarding the EP. All changes made to the EP must be published.		+		

52	9.	The EP management should develop a mechanism for reviewing the content and structure of the EP, taking into account changes in the labor market, the requirements of employers and the social request of society .		+		
		Total on the standard	**6**	**3**		
**Standard "Student-Centered learning, teaching and assessment of academic performance"**					
53	1.	The EP management must ensure respect and attention to different groups of students and their needs , and provide them with flexible learning paths.		+		
54	2.	The EP management must provide for the use of various forms and methods of teaching and learning.	+			
55	3.	An important factor is the availability of own research in the field of teaching methods of EP.		+		
56	4.	The EP management must demonstrate that there are feedback mechanisms for using various teaching methods and evaluating learning outcomes.		+		
57	5.	The EP management must demonstrate that there are mechanisms to support student autonomy while providing guidance and assistance from the teacher.		+		
58	6.	The EP management must demonstrate that there is a procedure for responding to student complaints.		+		
59	7.	The TO must ensure consistency, transparency and objectivity of the learning evaluation mechanism for each EP, including the appeal.		+		
60	8.	The TO must ensure that the procedures for evaluating the learning outcomes of students of the EP correspond to the planned results and goals of the program. The evaluation criteria and methods for the EP must be published in advance.		+		
61	9.	The TO must determine the mechanisms for ensuring that each graduate of the EP achieves learning results and ensure the completeness of their formation.		+		
62	10.	Evaluators must be familiar with modern methods of evaluating learning outcomes and regularly improve their skills in this area.		+		
		Total on the standard	**1**	**9**		
**Standard of "Students"**					
63	1.	The TO must demonstrate the existence of a policy for the formation of a contingent of students in the context of the EP from admission to graduation and ensure transparency of its procedures. Procedures governing the life cycle of students (from admission to completion) must be defined, approved, and published.		+		
		The EP management must determine the order of formation of the contingent of students based on:				
64	2.	minimum requirements for applicants;	+			
65	3.	the maximum size of the group when conducting seminars, practical, laboratory and Studio classes;	+			
66	4.	prediction the number of state grants;		+		
67	5.	analysis of available material and technical resources, information resources, and human resources;		+		
68	6.	analysis of potential social conditions for students, including provision of places in dormitories.		+		
69	7.	The EP management must demonstrate readiness to conduct special adaptation and support programs for newly enrolled and foreign students.		+		
70	8.	The TO must demonstrate that its actions comply with the Lisbon recognition Convention.		+		

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71	9.	The TO must cooperate with other educational organizations and national centers of the «European network of national information centers for academic recognition and mobility/National academic information centers for Recognition» ENIC / NARIC in order to ensure comparable recognition of qualifications.		+		
72	10.	The EP management must demonstrate that there is a mechanism for recognizing the results of academic mobility of students , as well as the results of additional, formal and non- formal training.		+		
73	11.	The TO must provide opportunities for external and internal mobility of students in the educational program, as well as readiness to assist them in obtaining external grants for training.		+		
74	12.	The EP management must demonstrate readiness to provide students with places of practice, promote employment of graduates, maintain communication with them.	+			
75	13.	The TO needs to be able to provide graduates the EP of the documents confirming obtained qualifications , including achieved learning outcomes and the context, content and status of education and evidence of its completion.	+			
76	14.	An important factor is the availability of mechanisms for monitoring employment and professional activity of graduates of the EP.		+		
		Total on the standard	**4**	**10**		
Standard "Teaching staff"						
77	1.	The ED should have an objective and transparent personnel policy, including in the context of the EP, including hiring, professional growth and development of personnel, ensuring the professional competence of the entire staff.	+			
78	2.	The ED must demonstrate that the human resources capacity of the PPP corresponds to the ED development strategy and the specifics of the EP.		+		
79	3.	The management of the EP must demonstrate an awareness of responsibility for its employees and ensure that they have a favorable working environment.		+		
80	4.	The management of the EP must demonstrate the change in the role of the teacher in connection with the transition to student- centered learning.	+			
81	5.	The ED should determine the contribution of the ATS EP to the implementation of the ED development strategy , and other strategic documents .		+		
82	6.	The ED should provide opportunities for career growth and professional development of the ATS of the EP.		+		
83	7.	The management of the EP must demonstrate a willingness to involve practitioners from the relevant industries in teaching.	+			
84	8.	The ED should demonstrate the motivation for professional and personal development of the EP teachers , including encouragement for the integration of scientific activities and education, and the use of innovative teaching methods.		+		
85	9.	An important factor is the readiness to develop academic mobility within the EP, and to attract the best foreign and domestic teachers.	+			
		Total on the standard	**4**	**5**		
Standard "Educational resources and student support systems"						
86	1.	The ED must ensure that there are sufficient training resources and student support services that meet the goals of the EP.	+			
87	2.	The ED must demonstrate the adequacy of material and technical resources and infrastructure, taking into account the needs of different groups of students in the context of EP (adults, working, foreign students, as well as students with disabilities).		+		

				+		
		The EP management must demonstrate that there are procedures in place to support various groups of students, including information and advice. The management of the EP must demonstrate compliance of information resources with the specifics of the EP, including:		+		
88	3.	technological support for students and teaching staff in accordance with educational programs (for example, online training, modeling, databases, data analysis programs);	+			
89	4.	library resources, including the collection of educational , methodological and scientific literature on General education, basic and profile subjects on paper and electronic media, periodicals, access to scientific databases;		+		
90	5.	examination of research results , final papers, and dissertations for plagiarism;		+		
91	6.	access to educational Internet resources;	+			
92	7.	functioning of WI-FI in the territory of the organization of education.		+		
93	8.	The OO should strive to ensure that the training equipment and software intended for use in the development of educational programs are similar to those used in the relevant industries.		+		
		Total on the standard	**3**	**5**		
Standard "Public awareness"						
		Standard "Public awareness"				
94	1.	expected learning outcomes of the implemented educational program;		+		
95	2.	qualification and (or) qualifications that will be assigned at the end of the educational program;	+			
96	3.	teaching and learning approaches , as well as the assessment system (procedures, methods and forms);	+			
97	4.	information about passing points and educational opportunities provided to students;	+			
98	5.	information about employment opportunities for graduates.	+			
99	6.	The management of the OP should provide a variety of ways to disseminate information , including the media, information networks to inform the General public and stakeholders.	+			
100	7.	Public awareness should include support and clarification of the country's national development programs and the system of higher and postgraduate education.	+			
101	8.	The ED must demonstrate the reflection of information on the web resource that characterizes it in General and in the context of educational programs .		+		
102	9.	An important factor is the availability of adequate and objective information about the ATS of the EP.		+		
103	10.	An important factor is to inform the public about cooperation and interaction with partners within the framework of the EP.		+		
		Total on the standard	**6**	**4**		
Standards in the context of individual specialties						
SOCIAL SCIENCES, ECONOMICS AND BUSINESS, SERVICES, HUMANITIES AND LAW						
		The educational program of the areas "Social Sciences, Economics and business", "Services", "Humanities" and " Law " must meet the following requirements:				
104	1.	The management of the EP should provide that the teaching within 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.	+			
105	2.	The EP management should provide students with access to up-to- date and up-to-date data (statistics, news, scientific results) in the field of		+		

		specialization on paper (Newspapers, statistical data collections , textbooks) and electronic media.				
106	3.	The goals and results of training should be aimed at getting students specific skills that are in demand in the labor market.	+			
107	4.	EP should include a sufficient number of disciplines and activities aimed at getting students practical experience in applying theoretical knowledge as an industrial practice , such as training at enterprises, participation in lectures and seminars of practitioners, etc.		+		
		Total on the standard	2	2		
		TOTAL	46	60	1	