



«АККРЕДИТЕУ ЖӘНЕ РЕЙТИНГТИҢ
ТӘУЕЛСІЗ АГЕНТТІГІ» КЕМ

ИУ «НЕЗАВИСИМОЕ АГЕНТСТВО
АККРЕДИТАЦИИ И РЕЙТИНГА»

INDEPENDENT AGENCY FOR
ACCREDITATION AND RATING

REPORT

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

Kurmangazy Kazakh National Conservatoire

Site-Visit Dates: May 14-16, 2019

INDEPENDENT AGENCY FOR ACCREDITATION AND RATING
External Expert Commission

*Addressed
Accreditation
for IAAR*



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RSE " Kurmangazy Kazakh National Conservatoire " concept**

from "14" to "16" may 2019

Almaty City

«16» May 2019 year

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LIST OF SYMBOLS AND ABBREVIATIONS

AEC	- Association of European conservatories
AMP	- administrative and managerial personnel
EEC	- external expert Commission
Abai SAOBT	-the Abai State academic Opera and ballet theatre
SAC	- State certification Commission
SES RK	- State obligatory standard of education of the Republic Kazakhstan
SPPC	- State pension payment center
DB	- dissertation board
UNT	- unified national testing
IPT	- individual plan of the teacher
IS	- information system
ITP	- individual training plan
KazNUA	- Kazakh national University of arts
CY	- Committee on youth
Kurmangazy	- Kurmangazy Kazakh National Conservatoire
KNC	
CT	- complex testing
CED	- catalogue of elective disciplines
MCS RK	- Ministry of culture and sports of the Republic of Kazakhstan
MEP	- modular educational programs
MES RK	- Ministry of education and science of the Republic of Kazakhstan
NQF	- National qualifications framework
RW	- research work
RWMDS	- Research work of a master's degree student
RWS	- research work of the student
GS	- General subjects
EP	- educational program
OR	- office registrar
TS	- teaching staff
RSI	- Republican state institution
MC	- midterm control
REMC	- Republican educational and methodical Council
WC	- working curriculum
SHD	- social and humanitarian disciplines
MM	- mass media
QMS	- quality management system
SSS	- student scientific supplies
SPOEP	- Service of planning and organization of educational process
IWST	- independent work of the student with the teacher
CC	- current control
TC	- typical curriculum
TSS	- training and support staff
EMCD	- educational and methodical complex of discipline
EMCS	- educational and methodical complex of specialties
EMC	- educational and methodical Council
PSC	- Public service center

(II) INTRODUCTION

In accordance with the order No. 55-19-OD of 29.04.2009 of the Independent Agency for accreditation and rating from 14 to 16 may 2019, the external expert Commission assessed the compliance of the Kurmangazy Kazakh National Conservatoire with the standards of institutional accreditation of the IAAR (from "24" February 2017. No. 10-17-OD, fifth edition).

The report of the external expert Commission (EEC) contains an assessment of the compliance of the activities of the Kurmangazy Kazakh National Conservatoire within the framework of institutional accreditation with the IAAR criteria, recommendations of the EEC for further improvement and parameters of the institutional profile.

The committee of the EEC:

1) **the Chairperson of the Commission** - Bazikov Alexander, the honored worker of arts of Russia, doctor of pedagogical Sciences, Professor, Vice-rector for academic Affairs, Gnesin Russian Academy of music (Russia, Moscow).

2) **Expert** – Shkutina Larisa, doctor of pedagogical Sciences, Professor, E. A. Buketov Karaganda state University. (Karaganda)

3) **Expert** – Yermekbayev Ali, honored figure of culture of RK, member of the Union of composers of Kazakhstan, master, K. Zhubanov Aktobe regional state University. (Aktobe)

4) **Employer** – Li Pavel, poet, composer, arranger, Director of the recording Studio "Li Pavel" (Almaty)

5) **Student** - Sakenova Gulnaphis, 3rd year student, Zhurgenev Kazakh national Academy of arts (Almaty)

6) **Observer Agency** – Kydyrmina Nurgul, project Manager, IAAR (Nur – Sultan City)

(III) REPRESENTATION OF THE ORGANIZATION OF EDUCATION

Kurmangazy Kazakh State Conservatoire is created according to the resolution of SNK of the Kazakh SSR of May 24, 1944 № 402. During 1999-2000, the Conservatoire functioned in the organizational and legal form of the state enterprise, and since 2001 – public institution. The status of the national University is assigned by the decree of the President of the Republic of Kazakhstan dated July 05, 2001 № 648.

Kurmangazy Kazakh National Conservatoire operates in accordance with the license of June 26, 2015 № KZ59LAA00005153, issued by the Committee for control of education and science of the Ministry of education and science of Kazakhstan (Astana), Annex to the license approved by the order of the Committee for control of education and science of the Ministry of education and science of the Republic of Kazakhstan dated June 26, 2015 № 929.

Training is conducted for 9 bachelors', 7 master's degree programs and 7 PhD programs. According to the doctoral program "Vocal art" set of students has not yet been made due to the lack of applicants. All specialties are taught in the state and Russian languages.

The structure of the University includes 4 faculties: faculty of instrumental performance; faculty of vocal, conducting and music education; faculty of folk music; faculty of musicology, art management and SHD.

14 departments work 308 teachers. The qualitative staff of the Conservatoire at the end of 2018 amounted to 9 doctors of Sciences; 12 doctors of PhD; 48 candidates of Sciences; 20 professors; 32 associate professors (associate professors of HAC); 7 People's artists of Kazakhstan; 11 Honored artists; 27 Honored workers of Kazakhstan. The share of full-time teachers is 72.3%. The teaching staff consists of experienced professionals who are able to accept and implement new ideas in the field of education and culture.

The contingent of students of the Conservatory today is 1102 people, including 1005 – undergraduate, 84 – master's and 13 – doctoral. 1039 people, that is 94%, I at the expense of budgetary funds. The contingent of foreign students – 22 people. They are mainly citizens of the post-Soviet countries, especially from Central Asia (Uzbekistan, Tajikistan, Kyrgyzstan), as well as students from the Russian Federation and the people's Republic of China.

In 2013, the KNK. Kurmangazy successfully passed the institutional accreditation in the Independent Agency of accreditation and rating (IAAR). In 2017, the international specialized accreditation in the European accreditation Agency MusiQUE for undergraduate programs and conditional accreditation for master's and doctoral programs was passed. Post accreditation for master's and doctoral programs of Musique Agency was held in April 2019.

The Conservatory has created its own national model of higher music education. Its uniqueness is due to the synthesis of the traditions of European and Russian classical music education with the Kazakh national system of training musicians, developed in the centuries-old practice of oral traditions.

For many years, the Conservatoire has been a stable leader in the General rankings of the leading universities of Kazakhstan and ranks first among the universities of art, as well as in the national ranking of educational programs according to the Independent Agency of accreditation and rating (2015, 2016, 2017, 2018).

(IV) A DESCRIPTION OF THE VISIT OF THE WEC

Work of EEC was carried out on the basis of the approved Program of visit of the expert Commission on institutional accreditation of the Kurmangazy Kazakh National Conservatoire in the period from 14 to 1 may 2019.

In order to coordinate the work of the EEC, an introductory meeting was held on 13.05.2019, during which the powers were distributed among the members of the Commission, the schedule of the visit was clarified, and agreement was reached on the choice of methods of examination.

In accordance with the requirements of the standards, the Program of the visit covered meetings with the rector, Vice-rectors, heads of departments, deans, heads of departments of the Conservatoire, teachers, students, graduates, employers and employees from various departments, interviewing and questioning of teachers and students. A total of 168 people took part in the meetings (table 1).

Information about employees and students who took part in meetings with the EEC of IAAR:

Category of participants	Number
Rector	1
Vice - rector	3
Heads of structural units	20
Dean of faculty	4
Head of department	15
Teachers	40
Undergraduate, graduate and doctoral students	65
Graduates	10
Employers	10
Total	168

Members of the EEC called for the exams:

1. Discipline: "Specialty", 4th year, EP "Instrumental performance", specialization "String instruments" in the Small hall of the Conservatoire; members of the Department
2. Discipline: "Specialty", 4th year, EP "Traditional musical performance", specialization "Kobyz/Bayan" (room 102, building "A"); members of the Department.
3. Discipline: "Ensemble of wind instruments", 2 course, EP "Instrumental performance", specialization "Wind instruments" (Room - 108, building "B"); members of the Department.
4. Discipline: "Atmospheric", 2 year, EP "a Traditional musical performance", specialization "Dombra" (room 212, building "B"); teacher Bulanova G. B.
5. Discipline: "Polyphony", 2nd year, EP "Conducting", specialization "Orchestral conducting" (room 220, building B); teacher Nedlin V. E.
6. Discipline: "History of modern music", 3rd year, EP "Musicology" (room. 223); teacher Kokisheva M. T.
7. Discipline "Fundamentals of entrepreneurship", 1 course, EP "Art management" (room 101B), teacher Serikbaev S. K.

Members of the EEC visited the master-classes and open lessons:

1. Discipline: "Specialty", 4th year, EP "Instrumental performance", specialization "Wind instruments" (room 321); lecturer, A. A. Fedyanin.
2. Discipline: "Choral Solfeggio", 1, 2, 3 year, EP "Conducting", specialization "Choir conducting" (Chamber hall of the Conservatoire); lecturer B. A. Jamanbaev.

During the tour, EEC members got acquainted with the state of the material and technical base, visited: library, reading room, Small hall, Chamber hall, dining room, medical center, dressing room, classrooms, computer room, hostel.

The experts visited the base practices: the Park of the first President. Abay; Almaty music College. P. I. Tchaikovsky; RSE Baiseitova "RCMSI"; Zhambyl Kazakh state Philharmonic; Zhubanova RCMSI; Kurmangazy Kazakh state academic orchestra.

In accordance with the accreditation procedure, a survey was conducted of 36 teachers, 51 students, including students of Junior and senior courses.

In order to confirm the information provided in the self-assessment Report, the University's working documentation was requested and analysed by external experts. Along with this, the experts studied the Internet positioning of the University through the official website of the University <http://www.conservatoire.kz/kz/>.

All conditions were created for the work of the century, access to all necessary information resources was organized. From the team of the Kurmangazy Kazakh National Conservatoire was provided with the presence of all persons specified in the program of the visit, in compliance with the established time period.

As part of the planned program recommendations to improve the activities of the Kurmangazy Kazakh National Conservatoire, developed by EEC on the basis of examination, were presented at a meeting with the leadership of 16.05.2009.

(V) COMPLIANCE OF INSTITUTIONAL ACCREDITATION

5.1. Standard "Strategic development and quality assurance»

- ✓ *The University should demonstrate the development of a unique strategy based on the analysis of external and internal factors with the broad involvement of a variety of stakeholders.*
- ✓ *The University should demonstrate the focus of the mission, vision and strategy to meet the needs of the state, society, sectors of the real economy, potential employers, students and other stakeholders.*
- ✓ *The University should demonstrate the transparency of the processes of formation, monitoring and regular review of the mission, vision, strategy and quality assurance policy.*
- ✓ *The University should have a published quality assurance policy, mission and strategy.*
- ✓ *The University develops documents on specific areas of activity and processes (plans, programs, regulations, etc.), specifying the quality assurance policy.*
- ✓ *Quality policy should reflect the link between research, teaching and learning.*
- ✓ *The University should demonstrate the development of quality assurance culture.*

The evidence part

Activities of the Kurmangazy Kazakh National Conservatoire is determined by the development Strategy of the Kurmangazy KNK for 2019-2025, approved at the meeting of the Scientific Council (Protocol No. 5 of December 26, 2018). Experts confirm that the strategy was revised in connection with changes in the State program of education development in the Republic of Kazakhstan, the adoption of the new legal framework of higher and postgraduate education, as well as ongoing changes in the modern labor market and the governance structure of the University.

The strategy is posted on the website of the Conservatoire and is available to all interested parties (in three languages: <http://www.conservatoire.kz/ru/about/development-strategy/>).

The Strategy describes the prospects for the development of the Conservatoire (until 2025), taking into account the analysis of the current state (including SWOT analysis) and long-term goals, analytical and prognostic justification. According to the strategic plan 8 strategic priorities of development are defined: educational programs; research work; realization of cultural policy of the state; system of continuous education; a steady economic condition; management of higher education institution and quality management; competitiveness of employees; material and technical base. For each strategic direction of activity specific tasks, strategy of actions are given.

Experts note that the feature of the strategy of the Kurmangazy KNC is the reliance on existing indicators and creation of a trajectory of development aimed at the solution of existing problems, consideration of potential threats and international experience.

EEC confirms that the KNC developed and revised the mission, vision and strategy based on the analysis of external and internal factors with wide involvement of various stakeholders.

The mission of Kurmangazy KNC is the training of highly professional and competitive specialists in the field of professional music education and musical art, able to realize their creative potential inside and outside the country. In determining the mission, goals and objectives of the Conservatoire taken into account the material, financial, human potential, as well as many years of experience in the domestic and international educational sphere.

Approval of strategic documents is carried out in coordination with the authorized body – the ISS of Kazakhstan. In the course of implementation of the strategy, separate regulatory documents of the KNC are involved, detailing the strategy of action. During the entire period of implementation of the strategic documents, the monitoring assesses the results of the actions taken. At the same time, according to the results of monitoring, adjustments can be made in the part of the action strategy (for example, the Protocol of the Scientific Council No. 6 of 18.01.2018).

Currently, the Conservatoire is working on the implementation of the quality management system, approved measures for the implementation of QMS and appointed internal auditors QMS. Internal auditors, who have been trained, assess the compliance of the documentation system with structural units.

Developed and approved Quality Policy and anti-corruption (25.12.2018 g), which are also free <http://www.conservatoire.kz/ru/about/politika/>.

Every year at the beginning of the academic year, the rector reports on the results of activities for the past academic year and justifies the program-target tasks of the Conservatoire for the coming academic year, taking into account the state and University development programs and strategic plan.

During the visit, the experts were convinced that the activity of the Conservatoire is aimed at the realization of its vision and mission. So, Kurmangazy KNC is a leader in indicators, the General ratings of leading universities of Kazakhstan and occupies the first place among the universities of the arts in 2018. in the national rating of educational programs conducted by IAAR, all educational programs took first place, and until the end of 2018. the University functioned the Republican educational-methodical Council.

Experts also confirm the desire of the Conservatoire to create an effective system of strategic management. The main provisions on the organization of the educational process are reflected in the documents of The academic policy of the Conservatoire, the Code of academic integrity; Regulations on academic committees; Rules of the educational process on credit technology training in the Kurmangazy KNC; Regulations on the appeal Commission; Regulations on the adviser; Regulations on credit transfer by type; Regulations on preparatory courses; Regulation on academic mobility in the framework of the Kazakhstan model of credit transfer by type; development Strategy of the Kurmangazy Kazakh national Conservatoire.

In order to develop the quality of the University annually conducts surveys of stakeholders, participates in the ratings on the AR, conducts accreditation of EP, including foreign agencies.

Analytical part

Experts show that the mission, strategy and vision are aimed at meeting the needs of the state, society, potential stakeholders. Experts confirm that the mission, vision and strategy has been developed and revised based on the analysis of external and internal factors with wide involvement of various stakeholders.

The strategic development plan corresponds to the strategic and program documents adopted at the national level. All plans (work plans of the Conservatoire, faculties, departments and other structural subdivisions for the academic year; individual plans of the teaching staff; WC specialties; ITW students, undergraduates, doctoral students, etc.) are developed in accordance with the mission and vision of the Conservatoire, the orientation on the consumer. At the same time, it should be noted that, despite the regular revision of the strategy in connection with the ongoing changes and new legal documents, work should be carried out to finalize the

strategic plan for the development of the Conservatory in accordance with the Strategy of the Kurmangazy KNC for 2019-2025, with the specification of target indicators of expected results and deadlines for their implementation.

At all levels of management, the implementation of the Strategy is monitored, using both standard forms of planning and reporting, and informal discussion, allowing you to quickly respond to changing conditions and take them into account when adjusting plans.

During the meetings, the experts were convinced that the staff of the Conservatoire is well acquainted with the mission and focused on its implementation.

Thus, experts came to the opinion that the activities of the Kurmangazy Kazakh National Conservatoire reflect the implementation of the mission within the structures and processes in which the administration, teachers, staff and students participate.

The results of the survey showed that the mission and strategy are reflected in the training programs (very good – 63.9%, good – 36.1%); 50% evaluated the involvement of TSS in the process of managerial and strategic decision-making "excellent", 44.4% – "good".

Strengths/best practices

- the Conservatoire has clearly defined strategic guidelines that reflect its individuality, focus on the strategic objectives of the national system of higher education and the needs of the Republic;

- ✓ monitoring Strategy on a regular basis;
- ✓ on the basis of the University's strategy, specific documents on specific areas of activity and processes (plans, programmes, regulations, etc.) are developed.

Recommendations EEC

- to continue work on the implementation of the quality management system taking into account the Standards and recommendations for quality assurance in the European higher education area (ESG);

- to finalize the strategic plan for the development of the Conservatoire in accordance with the strategy of the Kurmangazy KNC for 2019-2025 with the specification of target indicators of expected results and deadlines for their implementation.

- ***According to the standard "Strategic development and quality assurance" disclosed 7 criteria, which of them have 3 strong position and 4 – satisfactory.***

5.2. Standard "Management and management»

- ✓ *The University carries out management processes, including planning and allocation of resources in accordance with the strategy.*
- ✓ *The University should demonstrate the successful functioning and improvement of the intra-University quality assurance system.*
- ✓ *The University must demonstrate a risk management analysis.*
- ✓ *The University should demonstrate an analysis of the effectiveness of changes.*
- ✓ *The institution must demonstrate analysis identified gaps, designed and implemented corrective and preventive actions.*
- ✓ *The University should demonstrate a clear definition of those responsible for business processes, a clear distribution of staff responsibilities, the division of functions of collegial bodies.*
- ✓ *An important factor is to ensure the management of the educational process through the management of educational programs, including the assessment of their effectiveness.*
- ✓ *The University demonstrates the development of annual action plans, including PPP, based on the development strategy.*
- ✓ *Commitment to quality assurance should apply to all activities carried out by contractors and partners (outsourcing), including joint/double-degree education and academic mobility.*
- ✓ *The University must provide evidence of the transparency of the University management system.*
- ✓ *The University should ensure the participation of students and teaching staff in the work of collegial management bodies.*
- ✓ *The University must demonstrate evidence of openness and accessibility of managers and administration to students, faculty, parents and other stakeholders.*
- ✓ *The University should demonstrate innovation management, including analysis and implementation of innovative proposals.*

- ✓ *The University should seek to participate in international, national and regional professional alliances, associations, etc.*
- ✓ *The University should provide training for management (rector; advisors, Vice-rectors, deans, heads of structural units, heads of departments) on education management programs.*
- ✓ *The University should strive to ensure that the progress made since the last external quality assurance procedure is taken into account in preparing for the next procedure.*
- ✓

The evidence part

On the basis of the legislation of the Republic of Kazakhstan, regulations of MES RK, ICIS RK, the Charter of the Kurmangazy Kazakh National Conservatoire, approved by Order of the Minister of the ISS RK №17 from January 22, 2015. the activity on management of Conservatoire is carried out.

The EEC confirms that the basic documents on the organizational, functional and staffing structure are available. Internal regulatory documents (rules, regulations, instructions, etc.) regulating the activities of management bodies, approved by Protocol No. 11 of the Academic Council of May 16, 2018. In connection with the implementation of the QMS, a number of documents have been updated and revised (Protocol No. 5 of 26 December 2018). In particular, it is "the Scientific Board" (<http://www.conservatoire.kz/upload/Polojenie%20Deyat.%20US>), "Code of academic honesty" (http://www.conservatoire.kz/upload/Kodeks_akademisheski_shesnosti.PDF), regulations on structural units, job descriptions and documented procedures of internal audit – "Control of documented information" (December 29, 2018., No. DP-01-18), "internal audit" (December 29, 2018., No. DP-02-18), "Management of non-conformities and corrective action" (December 29, 2018., No. DP-03-18).

The organizational and functional structure of the Conservatoire is a clear structure of management and management and is formed in accordance with the stated mission, goals and objectives. Horizontal relations are established in the course of activities of various collegial bodies of management, including the rector's office, the Academic Council, the Educational and methodical Council, the Expert Coordination Council, which during the academic year holds a discussion of master's and doctoral theses (for example, Protocol No. 1 of 30.10.2017). The activities of all councils are regulated by the relevant provisions, which define the tasks, functions and are publicly available (<http://www.conservatoire.kz/ru/structure/scientific-council/>; <http://www.conservatoire.kz/upload/UMS-Polojenie-RUS.pdf>; http://www.conservatoire.kz/upload/Polojenie_export_2018.pdf).

In addition, the Conservatoire has a number of commissions, which include students: Academic Committee (<http://www.conservatoire.kz/upload/Akademia-RUS.pdf>), the Public Council for combating corruption, the Commission on the hostel (http://www.conservatoire.kz/upload/Prikaz_na_komissiy-RUS.pdf).

Since October 2018. quality management systems have been implemented at the Conservatoire in cooperation with the consulting company "ISO implementation Agency". Training seminars "Training of internal auditors of the quality management system according to the requirements of the international standard ISO 9001:2015" (72 hours), "Training of specialists according to the requirements of the international standard ISO 37001:2016", "anti-corruption management System" (72 hours) (<http://www.conservatoire.kz/ru/news/spisok-uchastnikov-seminara-natemu-sistema-menedzhment-aprotivodeystviya-korrupsii.html>).

The University carries out management processes, including planning and allocation of resources in accordance with the strategy. Strategic goals and objectives are projected on the structural units and functional process areas of the Conservatoire.

Kurmangazy KNC demonstrated a clear and effective distribution of those responsible for business processes, the distribution of duties of staff, the division of functions of collegial bodies. Interviews with focus groups showed that the team members are aware of their tasks, functional responsibilities, requirements for their work, the results of their activities. The

information requested by the members of the EEC during the accreditation procedure was presented quickly, contained the results of activities, had a structured form, coincided with the data in the self-assessment report, which also positively characterizes the management system. At the meetings with the target groups, a high level of corporate culture, a favorable psychological climate, the interest of employees and staff in the effectiveness of their work was noticeable.

To ensure the management of the educational process through the management of educational programs created Academic councils for each program, which includes employers and students, taking into account the peculiarities of training.

The Conservatoire provides transparency of the University management system: faculty, staff and students participate in meetings of the Academic Council, rector's office, Dean's offices, departments, where decisions are discussed and made on educational, scientific activities, personnel issues, etc. With proposals of the faculty, staff and students can contact the rector, Vice-rectors, deans, heads of departments. Meet regularly with the elders of the University to discuss important issues in the life of the Conservatory, an upcoming major repairs, purchase of instruments, etc.: <http://www.conservatoire.kz/kz/news/a-zh-debaev-almatyda-y-ytay-khaly-respublikasyny-konsuly-van-tsinpinmen-kezdesti.html>, <http://www.conservatoire.kz/kz/news/ner-maytalmandary-men-kezdesu-tti.html>.

Representatives of the University noted numerous improvements between the accreditation procedures, including the staff as much as possible implemented the recommendations of the EEC on the previous accreditation.

The management of the Conservatoire purposefully improves its competence in modern management of education, studying on thematic courses of advanced training.

Analytical part

The EEC notes that the Kurmangazy Kazakh National Conservatoire carries out the processes of management, planning and allocation of resources in accordance with the stated strategy and available resources.

All units of the KNC are staffed, have approved work plans, meeting schedules, decisions are recorded, the execution is controlled by the rector or the Academic Council of the University. Each structural unit has its clearly defined responsibilities and carries out its activities in accordance with the existing Provisions on this unit (service, sector, Department, faculty, Department, etc.), the formation of staff is carried out in accordance with the legislation of the Republic of Kazakhstan.

At the same time, since the criteria of effectiveness and efficiency are not fully defined, the generalized changes made at the Conservatoire are presented, so it is necessary to provide a more detailed approach to the analysis of the effectiveness of changes.

The University ensures the participation of students, faculty and employers in collegial bodies. Outstanding figures and teachers of the KNC are members of various associations: the international Association of music of the Turkic peoples, the international Council for traditional music (ICTM), the European Council for psychology and music perception (ESCOM), etc. At the same time, experts note the need for the participation of the Conservatoire in international, national, professional alliances and associations to achieve a competitive advantage and recognition in the international educational space.

Despite the increase in the number of teaching staff who have passed refresher courses over the past year, not all heads of departments have certificates for education management programs.

During the conversation with the target groups, it was determined that the team was informed on the implementation and functioning of the QMS, the organization of internal audits.

During the interviews and questionnaires, it was noted that teachers positively assess the availability of leadership (very good – 66.1%, good – 36.1%), the level of feedback of faculty and management (very good – 38.9%, good – 55.6%).

Strengths/best practices

- the organizational structure of the Conservatoire provides transparency of the University management system;
- management processes, including planning and allocation of resources are carried out in accordance with the development strategy of the University;
- openness and accessibility of the University management to all stakeholders.
- involvement of students in collegial bodies.

Recommendations EEC

- provide a more detailed approach to the analysis of the effectiveness of changes;
- to continue the work on the participation of the Conservatoire in international, national and regional professional alliances, associations, etc.;
- to plan and organize professional development of heads of departments and educational programs on educational management programs.

According to the standard "Management and management" disclosed 16 criteria, which of them have 6 strong position, 8 – satisfactory, 2 – suggests improvements.

5.3. Standard "information Management and reporting"

- ✓ The University should ensure the functioning of the system of collection, analysis and management of information through the use of modern information and communication technologies and software.
- ✓ The University must demonstrate the systematic use of processed, adequate information to improve the internal quality assurance system.
- ✓ The University should have a system of regular reporting at all levels of the organizational structure, including the assessment of the effectiveness and efficiency of departments, EP, research and their interaction.
- ✓ The University should establish the frequency, forms and methods of evaluation of management of OP, the activities of collegial bodies and structural units, senior management, implementation of research projects.
- ✓ The University must demonstrate the definition of the order and ensure the protection of information, including the identification of responsible persons for the accuracy and timeliness of information analysis and provision of data.
- ✓ An important factor is the involvement of students, employees and teaching staff in the collection and analysis of information, as well as decision-making based on them.
- ✓ The University should demonstrate the existence of a mechanism of communication with students, employees and other stakeholders, including the existence of conflict resolution mechanisms.
- ✓ The University shall be provided to measure the degree of satisfaction of needs of TSS, staff and students and to demonstrate evidence of elimination of the found shortcomings.
- ✓ The University should evaluate the effectiveness and efficiency of its activities, including in the context of EP.
- ✓ Information collected and analyzed by the University must consider:
 - key performance indicator;
 - dynamics of the contingent of students in the context of forms and types;
 - achievement levels, achievement of students and the dismissal;
 - satisfaction of students with the implementation of OP and the quality of education at the University;
 - availability of educational resources and support systems for students;
 - employment and career growth of graduates.
- ✓ Students, employees and teaching staff must document their consent to the processing of personal data.
- ✓ The University should facilitate the provision of all necessary information in the relevant fields of science.

The evidence part

EEC confirms that to automate the process of collecting, analyzing and managing information, the Conservatoire has implemented and operates the following systems based on the use of modern ICT and PS: information management within the official website of the University, management of academic information within the AIS "Platonus", 1C software, integrated library information system KABIS. The main information resource potential of the University is the library. In modern conditions, the information capabilities of the library are significantly expanded by signing contracts with the centers of scientific and technical information, electronic libraries, foreign databases, such as "Elsevier" (Scopus, Science Direct), Web of Science company Carafate Analytics and Springer Link company Springer Nature.

Information processes at the Conservatoire are built in accordance with its organizational structure and include information reflected in the current documentation of structural units, forms of statistical reporting, information on external and internal requests, the results of sociological surveys, incoming and outgoing correspondence, etc. Most of the information is systematized through the nomenclature of cases agreed with the Central state archive (CSA) and approved by the rector of the Conservatoire. At this stage, in connection with the adjustment of the structure and staffing (approved at the meeting of The Scientific Council of the KNK from 29.08.2018 and agreed with the authorized body on September 3, 2018), and also with the expiration of the nomenclature, a new version of it has been developed, which is under approval in the CSA.

The nature of the information being in the back of the Conservatoire, is determined by the internal needs of the University and demands from outside, from the MCS, the MES, institutions of art and culture and other interested institutions and individuals.

In connection with the beginning of the implementation process in October 2018. the quality management system, step by step processed the basic documentation for all structural units in accordance with the requirements of ISO 9001-2016, ISO 37001:2016.

In the management of the main processes of the University (educational, methodical, scientific, educational), the following administrative documents are used: decisions of collegial management bodies (Academic Council, rector's office, Educational and methodical Council, Expert coordination Council), orders of the rector and orders of Vice-rectors in areas of activity, documents on students (orders for personnel, students, undergraduates, doctoral students), planning, analytical, reporting, financial and accounting documents, etc.

Information management in the KNC is also carried out by means of process maps containing an algorithm for the implementation of the main activities of the Conservatoire and individual structural units, indicating the "exit" of the process in the form of documented information and the form of its recording. Currently, in accordance with the QMS standards, process maps have been developed and approved: Strategic planning and operational management; Monitoring and analysis of the quality of the management system; Organization of educational and methodical work; Organization of scientific work and international cooperation; Organization of educational and social work; Organization of research activities of folklore laboratory; Department of media; Department of science; Department of postgraduate education; radio Studio sector; Printing sector; Electronic resources of the library; Maintenance and storage of library funds; Acquisition and cataloging of literature.

Responsibility for the implementation of processes and preparation of documented information is borne by their owners, who carry out the systematization and primary analysis of information. All information generated and involved in the current activities of the University is effectively used to improve the internal quality assurance system.

Information technology Department provides information protection through backup and installation of licensed anti-virus programs. At this point in KNC weekly backup in manual mode during the session backup is performed daily in emergency mode. For complete protection of personal data, Dr. web anti-virus software is installed. Web, which include basic protection, protection from vulnerability programs, protection from capture devices and surveillance. In the next academic year, the Conservatoire plans to purchase software "Antiplagiat".

The analysis of activity is carried out at different levels of management and is presented by the following documents: the annual report of the rector, the annual report on work of division, the annual report of Department and faculty, etc. All reports are structured according to the approved forms and include various directions of work.

The Conservatoire ensures the openness and availability of information to all interested parties, as well as the presence of an existing mechanism of communication with students, employees and other stakeholders. In order to optimize internal communication and operational information, the KNC uses alternative sources of information. For example, the Whatsapp application works productively chat "Training Department" with the participation of all heads of

departments, administrative chat "Deans", inside chat rooms, chat heads of courses, heads of the floors in the dormitory, chat of debate club "Elite", the "Theatre club "Debut", "CYA" the Committee on youth Affairs, etc.

EEC confirms that regularly monitors the activities of the University, which includes the opinion of students, employers, TSS. The information collected in the framework of this monitoring, in particular, takes into account: key performance indicators; availability of educational resources and support systems for students; employment and career growth of graduates.

Conflict resolution is within the competence of the ethics Committee, which includes the most authoritative and respected staff and teachers (rector's Order on the composition of the ethics Committee of the Kurmangazy KNC. №55-p from 21.05.2018). Conflicts among students are resolved by the student self-government bodies – the Committee on youth Affairs, the Student Council of the hostel of the Conservatoire, functioning under the patronage of the Vice-rector for educational and social work.

Selective analysis of personal files of TSS, employees and students, conducted by members of the EEC, confirmed the written consent to the collection, processing, use and storage of their personal data by the Conservatoire in the manner prescribed by the legislation of the Republic of Kazakhstan.

In General, experts note that the Conservatoire uses modern ICTs and PCs in order to adequately manage information.

Analytical part.

The analysis of the submitted documents confirmed that the functioning of information systems for collection, analysis and management of information is regulated by the normative documents of the Conservatoire. The University has an effective system of collection and analysis of statistical data, the results of which are used for decision-making. The collection and analysis of information in the KPC is a multifactorial process in which all parties involved in the educational process take part. Depending on the nature of the information, it can be formed as the top (authorized bodies, University administration, heads of departments), and be initiated "on the ground".

Mechanisms of communication with students, faculty, staff and other stakeholders include: questionnaires, meetings with management, consideration of proposals at meetings of departments, rectorate and Academic Council of the University. Interviews with teachers and students showed that the proposals and recommendations of stakeholders are echoed in management decisions.

However, some issues related to the communication of structural units are not formalized, which in the future may lead to failures in the system.

According to the results of the survey, the full satisfaction of students with the level of availability of the Dean's office is 82.4%, the availability and responsiveness of management – 70.6%, the availability of academic counseling – 70.6%, the availability of counseling on personal problems – 80.4%, the availability of library resources – 72.5%, clarity of the procedure for taking disciplinary measures – 74.5%.

Strengths/best practices

- functioning of the information collection, analysis and management system based on the use of modern information and communication technologies and software;
- a mechanism of communication with students, employees and other stakeholders, including conflict resolution mechanisms;
- ensuring the protection of information, identification of persons responsible for the accuracy and timeliness of information analysis and provision of data;
- documentary evidence of the consent of students, employees and teaching staff to the processing of personal data.

Recommendations EEC

- to develop and implement the process of communication policy documentation, taking

into account the growth trend of internal and external relations
According to the standard "Managing by information and reporting" disclosed 17 criteria, which of them have 10 strong position, 7 – satisfactory.

5.4. Standard "Development and approval of educational programs»

The University should define and document the procedures for the development of EP and their approval at the institutional level.

- ✓ *The University must demonstrate the compliance of the developed OP with the set objectives, including the expected learning outcomes.*
- ✓ *The University should demonstrate the availability of developed models of graduates of EP, describing the learning outcomes and personal qualities.*
- ✓ *The University must demonstrate external examinations of the EP.*
- ✓ *Qualifications obtained at the end of the OP should be clearly defined, explained and consistent with a certain level of NSC.*
- ✓ *The University 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 University must provide evidence of the participation of students, faculty and other stakeholders in the development of OP, ensuring their quality.*
- ✓ *The labor intensity of the OP should be clearly defined in Kazakhstan loans and ECTS.*
- ✓ *The University should provide the content of academic disciplines and learning outcomes level (bachelor, master, doctoral).*
- ✓ *Different activities corresponding to the learning outcomes should be included in the structure of the OP.*
- ✓ *An important factor is the presence of joint EP with foreign educational organizations.*

The evidence part

Educational programs are developed in accordance with the legal documents of the Ministry of education, internal documents of the University graduate departments, since 2018. Academic committees (Regulation: <http://www.conservatoire.kz/upload/Akademia-RUS.pdf>) together with the Department of planning of educational process. The main requirements for the development and content of educational programs are placed in the Regulations of educational and methodical work and practice (<http://www.conservatoire.kz/upload/Regulations-Educational-methodical-work-practice.pdf>). The development of the PLO takes into account the proposals made in the framework of the international specialized accreditation Agency MusiQue.

The basis for all EP Conservatoire EP carried out on the basis of Polyphonia Dublin Descriptors and learning outcomes of the Association of European conservatories (https://www.aec-music.eu/userfiles/File/customfiles/aec-learning-outcomes-2017-english_20171218113003.pdf) that is at the moment recognized world standard of qualifications of graduates-musicians.

Requirements for different levels of training are regulated in the Regulation of teaching work and practices of the Conservatoire, the Rules of organization of educational process on credit technology of training (<http://www.conservatoire.kz/upload/Pravila-organizasi-ush-prosessa-2018.pdf>). In the OP spelled out the requirements for different levels (BA – MA – Ri), based on the SES RK, the standards, requirements, AEK. Each EP has a section "Comparative map of professional competencies of the graduate" (for example, master's and doctoral), where the results of training in professional competencies (PC) are demonstrated for comparison: research, pedagogical skills; universal (General) competencies: social and personal, communicative, critical thinking skills.

The passport EP presents a map of the profile of training; qualification characteristics of the graduate profile competences (EP Bachelor <http://www.conservatoire.kz/ru/learning-process/baccalaureate/programmy/>; EP Master <http://www.conservatoire.kz/ru/learning-process/master/programm/>; EP Doctorate: <http://www.conservatoire.kz/ru/learning-process/doctorate/obrazovatelnye-programmy-doktorantury/>).

EP projects are discussed at meetings of departments and teaching councils of faculties, consistently finalized and approved at all levels before submission and approval at the

Educational Council of the University. Quality criteria are regulated (<http://www.conservatoire.kz/upload/Regulations-Educational-methodical-work-practice.pdf>).

Interim analysis and quality control of the implementation of the EP is carried out by the units of the planning and organization of the educational process (SPOUP), under the leadership of the Vice-rector for EMW of the Conservatoire and includes annual inspections and revision of curricula, analysis and update of the catalog of elective disciplines (CED) <http://www.conservatoire.kz/ru/learning-process/regulatory-documents/internal-document/the-catalog-of-elective-disciplines/>)ahhh! All the discussion processes are reflected in the appendix (for example, appendix №1 of September 21, 2017.)

The objectives of the EP are consistent with the mission and development strategy of the KNC on the basis of quality assurance policy, meet the needs of potential consumers (stakeholders), aimed at obtaining and improving the professional level of training of specialists of appropriate qualification, as well as ensuring a balance of personal development of graduates, the full formation of professional competencies, moral and ethical growth, ensuring high competitiveness in the labor market.

The Conservatoire has developed models of graduates for all EP, which represent a set of expected results of education, the achievement of which will be able to demonstrate the student at a particular stage of development of the main program or in the form of a set of competencies that each graduate of educational programs is obliged to master.

The complexity of EP are clearly defined in the Kazakhstan credits and ECTS. Educational programs are developed on the principle of modular structuring taking into account Dublin descriptors.

All EP are implemented within the framework of the credit technology of training, which determines the structure of the program, types of training sessions, forms of knowledge control, principles of planning the trajectory of training. The structure and content of the EMCD allows students to make a holistic view of the concept of the course and the system of requirements for its study.

Experts confirm that external monitoring of EP through examination with the invitation of stakeholders to meetings of departments; annual sociological surveys of employers on the level of skills and competencies of graduates; report of the chairmen of the SAC, reviews of bachelor's theses, master's and doctoral theses, foreign experts, jury of creative competitions at various levels and annual competitions of creative universities. In 2017. the Conservatoire has tested a new type of expertise – the involvement of a foreign specialist for the purpose of a comprehensive audit of the working process, including educational programs. David ray, an expert in music education and art industry, was invited to the Fulbright program. The results of its examination were taken into account when updating the EP.

Influence disciplines and professional practices on the formation of learning outcomes reflected in the Regulation of teaching work and practice, the Provision on professional practice (<http://www.conservatoire.kz/upload/Prof-praktika-Polozhenie-RUS.pdf>) and in SMCS, which established discipline forming complexes of competencies, knowledge, and skills and meet learning outcomes stipulated by the EP.

On the basis of the Regulations on academic mobility (approved by the Academic Council, Protocol No. 11 of 16.05.2018), the credit is transferred to the partner University equivalent to Kazakhstan loans and ECTS.

In the 2018-2019 academic year, an agreement was signed with the Spanish University of Vigo, with which negotiations are underway on joint educational programs.

The results of the survey for the analyzed period show that: the overall quality of educational programs fully satisfied 59.9%, partially satisfied 27.5% of students; informing students about courses, educational programs fully satisfied 88.2%, partially satisfied 11.8% of students.

Analytical part

The experts ' analysis of the documents submitted by the Conservatoire of additional

materials, as well as the results of meetings with focus groups confirmed that the priorities of the development of the EP are consistent with the national policy in the field of education.

During the visit, the experts analyzed the EP, their training and methodological support. The KNC developed the procedure for approval and monitoring of EP and documents regulating the educational process in accordance with the plan for the organization and control of the educational process and the timing of the provision of educational and methodical documentation. The EP is developed in conjunction with employers, taking into account the model curriculum and the choice of elective subjects for students, followed by discussion and approval.

The specificity of the EP is reflected in the individual educational trajectories of students, which are built taking into account the expected results, professional competencies, expected places of practical training, employment of graduates. In the development of the PLO ensured the continuity of its content, takes into account the interdisciplinary relationship of disciplines, their continuity in content and levels of training.

The Conservatoire created conditions for practical training: developed programs, the content of which corresponds to the goals and objectives of training; concluded long-term and short-term contracts for the practices; held installation and final conferences; during the practice of the leaders of the KNC and practice base are constantly consulting the student.

To identify the needs of employers, the University annually conducts a survey "Expert opinion of employers".

At the same time, experts note that there are no joint EP with foreign educational organizations.

Strengths/best practices

- procedures for the development of EP and their approval at the institutional level are defined and documented;
- created Academic councils, whose functions include the development and examination of educational programs;
- compliance of the content of academic disciplines and learning outcomes with the level of training (bachelor, master, doctoral), as well as continuity in the levels of training;
- in the offered models of EP the results of training and personal qualities of the graduate are accurately presented;
- update EP in accordance with the new achievements of science: new relevant courses are included in the educational programs of specialties that meet modern global trends;
- carrying out external examinations of educational programs;
- annual survey and surveys of employers on the content of EP and requirements for graduates.

Recommendations EEC

- expand cooperation with leading foreign universities in the development of joint educational programs.

According to the standard "Development and approval of educational programs" revealed 12 criteria, which of them have 7 strong position, 4 – satisfactory, 1 – suggests improvement.

5.5. Standard "Continuous monitoring and periodic evaluation of educational programs»

- ✓ *The University should monitor and periodically evaluate the EP in order to achieve the goal and meet the needs of students and society. The results of these processes are aimed at continuous improvement of the EP.*
- ✓ *Monitoring and periodic evaluation of the EP should consider:*
 - *content of programs in the light of the latest achievements of science in a particular discipline to ensure the relevance of the taught discipline;*
 - *changes in the needs of society and the professional environment;*
 - *workload, performance and graduation;*

- *the efficiency of procedures of assessment of students;*
- *expectations, needs and satisfaction of students with training on EP;*
- *educational environment and support services and their compliance with the objectives of the EP.*
- ✓ *The University must provide evidence of the participation of students, employers and other stakeholders in the revision of the EP.*
- ✓ *All stakeholders must be informed about any planned or taken actions in relation to EP. All changes made to the EP must be published.*
- ✓ *The University should ensure the revision of the content and structure of the EP taking into account changes in the labor market, the requirements of employers and the social demand of the society.*

The evidence part

Analysis of the self-assessment report and familiarity with the documentation of the Conservatoire showed that the annual monitoring and periodic evaluation of educational programs by an expert group created at the faculty level from among the leading teachers of the faculty. Expert opinions are discussed at the methodical commissions of the SSP (Protocol No. 1 of September 21, 2017). The analysis of curricula, the catalogue of elective subjects is held annually and submitted for discussion. The results of the audit are discussed at the Academic Council. For example, in 2018. a detailed comparative analysis of each Department was presented (Report on the passing by EC 2018-2019 academic year at the SS Kurmangazy KNC Protocol No. 11 of 16.05.2018)

In the process of implementing the EP involved structural units of the University. Organizational and methodical provision of EP is carried out by the Service of planning and organization of the educational process, the Educational and methodical Department, the Department of educational planning, the Department of postgraduate education through the preparation of working curricula, lesson schedules, distribution and calculation of teaching load, planning and control of the development of WC, WCS, practical training. Due to the large individualization of the learning process in graduate and doctoral studies at the University in 2018. organized by the Department of postgraduate education, combining the functions of the office of the Registrar and Dean's office (the Provision on the office of the Registrar http://www.conservatoire.kz/upload/Polojenie_OOR.PDF; Position on the Department of postgraduate education http://www.conservatoire.kz/upload/Polojenie_OPO.pdf).

The procedure of monitoring and periodic evaluation of EP is based on the internal normative documents (Regulations, Training, methodological work and practice: http://www.conservatoire.kz/upload/Regulations-Training-work_practices.pdf). For example, employees of SPOP S. A. Sarymsakova, A. J. Mashimbaeva, N. And. Yertava, Balgonisova A. E., Kalygonova D., Amangeldy A., Okas I., J. Amandosova in November 2018. passed courses of the consulting company "ISO implementation Agency" under the program: "Training of internal auditors of the anti-corruption management system" according to the requirements of the international standard ISO 37001:2016 based on the recommendations of ISO 19011:2011 in the amount of 72 hours with the qualification: Internal auditor of the anti-corruption management system.

A system of monitoring the quality of education is developed and described, which includes monitoring the current progress of students, monitoring residual knowledge, monitoring the quality of teaching, monitoring the satisfaction of students with the quality of educational services. For each type of monitoring, criteria and standards have been developed, methodological tools for conducting sociological surveys of students have been developed.

Monitoring of changes in the needs of society and the professional environment is carried out through the participation of students and employers. For example, at the suggestion of the Chairman of the SEC for the defense of master's theses A. G. Alyabieva (doctor of art, Professor, Russia) were revised forms of monitoring progress in RWM and research practices of undergraduates; based on the existing expertise and coordinating Advisory boards formed expert Advisory Board, host reports every term undergraduates, making suggestions for improvement RWM exercising control over observance of norms and terms of preparation of master's and doctoral theses.

AIS "Platonus" provides an opportunity to get full information about the learning process of each student for the entire period of training. Records are kept of progress in all subjects, GPA, placed orders, announcements. Information on each student and teacher with a search system, reports on various criteria is presented. Control of the current progress, performance of boundary tasks, attendance is completely carried out in electronic form by means of the uniform educational portal. AIS "Platonus" provides full openness of information and timeliness of implementation of the academic calendar (Academic policy of Kurmangazy KNC sections: Control and assessment of knowledge, final certification of students).

To determine the level of satisfaction of the internal needs of the Conservatoire, each academic period organizes and conducts a survey of students, teachers and staff of the KNC: "Assessment of satisfaction with the quality of educational services", "Teacher through the eyes of the student"; graduates "Conservatoire through the eyes of graduates"; employers "Expert opinion of employers". Following the results of the satisfaction monitoring, organizational decisions are made, focused on the correction and improvement of the EP.

Analytical part

Study of normative documents, minutes of meetings of the Academic Council of the University, Educational and methodical Council, Councils of faculties, departments for 2016-2019 the self-assessment report, the results of the survey of teachers and students, the results of the interview confirmed that the University monitors and periodically assesses accredited EP at different levels with the involvement of all stakeholders (faculty, students, graduates, employers).

The internal system of quality assurance of EP including its design, management and monitoring, improvement, decision-making on the basis of the facts functions. The Conservatoire carries out planning and applies the processes of monitoring, measurement, analysis and improvement in order to demonstrate the compliance of educational services with the requirements of SES, consumers, ensure compliance with the QMS and continuously improve its performance.

In 2018g. purchased a new version of Platonus system (<http://www.conservatoire.kz/ru/learning-process/platonus/>). The University plans to implement various modules of this system in stages in order to make a smooth transition to an electronic system of planning, control and reporting.

In General, the processes of monitoring and evaluation of EP are characterized by consistency, periodicity and a sufficient degree of objectivity. The processes are written in the internal documentation and are reflected at all levels of monitoring and decision-making. Despite this, it is necessary to continue work on the ongoing monitoring of educational programs for compliance with the regulatory requirements of the MES.

Strengths/best practices

- annual audit of educational programs;
- availability and use of tools for collection, monitoring and decision-making in the framework of follow-up actions based on information on academic achievements of students.

Recommendations EEC

- to continue the phased implementation of various modules of the new version of the AIS "Platonus" for a smooth transition to an electronic system of planning, control and reporting;
- to carry out constant monitoring of educational programs for compliance with regulatory requirements of MES and MCS RK.

According to the standard "Continuous monitoring and periodic evaluation of educational programs" disclosed 10 criteria, which of them have 4 strong position, 6 – satisfactory.

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

- ✓ *The University should ensure respect and attention to different groups of students and their needs, providing them with flexible learning paths.*

- ✓ *The University should ensure the use of various forms and methods of teaching and learning.*
- ✓ *An important factor is the availability of own research in the field of teaching methods of academic disciplines.*
- ✓ *The University should demonstrate the existence of a feedback system on the use of different teaching methods and evaluation of learning outcomes.*
- ✓ *The University must demonstrate support for the autonomy of students, with guidance and assistance from the teacher.*
- ✓ *The University shall demonstrate the procedures for responding to complaints of students.*
- ✓ *The University should ensure consistency, transparency and objectivity of the mechanism for assessing learning outcomes, including appeal.*
- ✓ *The University must ensure that the assessment procedures of learning outcomes of the learners planned learning outcomes and objectives of the programme. Evaluation criteria and methods should be published in advance.*
- ✓ *The University should identify mechanisms to ensure the development of each graduate learning outcomes and ensure the completeness of their formation.*
- ✓ *Evaluators should be familiar with modern methods of assessing learning outcomes and regularly improve their skills in this area.*

The evidence part

EEC experts note that student-oriented education is a priority direction of the educational process in the Conservatoire in which the teacher and students are active subjects of the educational process. On the website of the Conservatoire posted requirements for incoming applicants for each PLO (<http://www.conservatoire.kz/ru/learning-process/entrant/>); after the admission of students organized meetings with the Vice-rector for educational and methodical work, Rector, deans, which explains in detail the Academic policy of the University. Students are provided with a "student Guide".

The University provides all students with equal opportunities for quality and affordable education, training is conducted in full-time and in the form of external studies. There is a preparatory Department (training period of 2 years), organized in the form of courses to prepare for admission to the Conservatoire (Regulations on preparatory courses of the KNC. http://www.conservatoire.kz/upload/Polojenie_KNC_2018.PDF). Through the Department of advanced training and additional education can study additional CPC discipline or improve their skills.

Programs and technologies of training are formed in the KNC based on the requirements of the future profession and opportunities of the student. The educational process takes into account the individuality of students, the desire for greater freedom, personal and professional growth, independence, self-esteem. The educational load of the student is made taking into account his individual abilities and opportunities. In WC fully reflect all components and elements of the EP by level of education.

The Conservatoire has a set of internal procedures for quality assurance (programme evaluation, evaluation studies). All exams are accepted by the Commission. Forms of examinations are approved by the Academic Council of the University. Each EMCD prescribes the types and forms of control of knowledge and skills, criteria for assessing knowledge, the overall scale of assessment of knowledge, skills and abilities. In case of disagreement with the results of the evaluation of the student, he can apply to the Appeals Commission (http://www.conservatoire.kz/upload/Polojenie_apeliasionny_2018.PDF).

For the purpose of student-centered learning, various methods and technologies are used: business and role-playing games, lectures using multimedia, trainings, debates, debates, project defense, round tables, etc. Almost every teacher of the Conservatoire is unique and has its own original teaching methodology. The famous method of teaching People's artist of Kazakhstan B. A. Zhamanbayev "Morning sketches" has become a material for research of young scientists of different years. Teachers, musicians from all over Kazakhstan and abroad come to master classes of the famous choral conductor. The author's method of teaching Honored worker of Kazakhstan S. Rudkovsky is revealed in his dissertation research and articles of young scientists. The teacher uses new digital technologies in his methodology.

Work is underway in the field of conducting their own research on the methodology of

teaching subjects in the framework of the implemented EP. For example, Sadykov R. S., Kuzkeev R. K., Esdauletov A. K. "Formation of skills of conducting future conductors – choirmasters in the classroom of the Master class of Professor B. Jamanbaev" / monographic essays. - Palmarium Academic Publishing: 2018. 63c.; Y. Rudkovsky. With Innovative model rehearsal of a choir (for example, mixed choir of Kurmangazy KNC). - Almaty, 2015, 80C. etc. In 2018. teachers of the Conservatoire presented at the EMC 33 methodical works and scientific articles on teaching disciplines.

During the reporting period, textbooks, teaching guides, teaching materials, music publications that are used in the educational process were developed and published.

Total publications by species for the period 2013-18:

year	Music publications	Textbooks and teaching guides	Teaching guides, methodical materials	total
2013	3	-	15	18
2014	3	8	1	12
2015	4	13	4	21
2016	9	19	10	38
2017	4	16		20
2018	2	17	1	20
total	25	73	31	129

Rules of conduct of students of Kurmangazy KNC (approved by the rector of 29.12.2018) determine the relationship between students and teachers. Complaints are considered by the CYA, Dean, Vice-rector for educational and social work, and in case of conflict with the teacher – Vice-rector for educational and methodical work. The student has the right to apply directly to the rector of the Conservatoire. A written response shall be given to the written request, which shall be registered with the office.

Staff of departments, members of Academic committees, EMC have modern methods of assessing the results of training and regularly improve their skills in this area. For example, the rector of the KNC A. A. Judebaev, Vice-rector on EMW Abdrahman, B. G., Vice-rector on scientific work and international cooperation H. Z. Begimbetova completed the course "The winter school of qualification improvement" in Narkhoz 72 hours (Almaty, 24.03.19 g); all heads of departments and services of KNC became participants of the training seminar IAAR "the University system of education quality assurance", October, 2018, etc.

The results of the survey of students showed that they Express complete satisfaction with the following parameters: the speed of response to feedback from teachers regarding the educational process (70.6%); the fairness of examinations and certification (82.4%). As well as such elements of student-centered learning as the quality of the student health service (86.3% estimate the parameter to be "very good" and "good"), the availability of counseling on personal issues (96.1% estimate the parameter to be "very good" and "good"), etc.

Analytical part

Experts note that the implementation of the principle of student-centered learning in the KNC is carried out through the design and organization of the educational process, in which: curricula are drawn up in accordance with international standards; students discuss and interact with each other and with the teacher when choosing goals and ways to achieve them; in the organization of the educational process, the main emphasis is placed on an individual approach and individual form of training; students are given the freedom to choose the language of instruction, disciplines, the trajectory of specialization; the teacher plays the role of the teacher-manager and not a broadcaster of information.

EEC confirms that the academic policy of the University is aimed at stimulating the motivation of students, the formation of the expected learning outcomes and personal qualities of students. The Conservatoire has created favorable conditions for learning, provides maximum assistance to the personal development and self-realization of each student, professional growth of the teacher.

During the exams, interviews with students and graduates of the Conservatoire, experts note: respect and attention from the management of the EP and staff in relation to different groups of students and their needs. Direct contact with the leadership of various levels (rector, Vice-rector, deans, heads of departments); work with advisors (curators); work in student government or student organizations; participation in student creative communities; providing flexible learning paths; use of various innovative pedagogical methods and forms of training; regular evaluation and correction of forms and methods of training.

EEC notes that the staff of the Conservatoire conducts research in the field of teaching methods, have published educational, teaching guides, electronic textbooks.

Thus, in the Kurmangazy KNC orientation to the interests of students and providing them with equal opportunities is carried out in all spheres of their life and continues throughout the period of training.

Strengths/best practices

- ensuring equal opportunities, respect and attention to different groups of students, their needs, providing them with flexible learning paths;
- ensuring consistency, transparency and objectivity of the learning assessment mechanism, including appeal;
- promoting the formation of an active role of the student in the educational process.

The recommendations of the EEC

- to continue work on their own research in the field of teaching methods of academic disciplines and the use of innovative forms and methods of teaching in the educational process.

According to the standard "Student-Centered learning, teaching and assessment of progress" disclosed 10 criteria, which of them have 6 strong position, 4 – satisfactory.

5.7. Standard "Students»

- ✓ *The University should demonstrate the policy of formation of the contingent of students from admission to graduation and ensure transparency of its procedures. The procedures governing the life cycle of students (from admission to completion) should be defined, approved and published.*
- ✓ *The University should provide for special adaptation and support programs for newly enrolled and foreign students.*
- ✓ *The University must demonstrate the conformity of the actions of the Lisbon Convention on recognition.*
- ✓ *The University should cooperate with other educational institutions and national centres of the "European network of national information centres for academic recognition and mobility/National academic Information Centres for Recognition" ENIC/NARIC to ensure comparable recognition of qualifications.*
- ✓ *The institution must demonstrate the availability and application of the mechanism for the recognition of the results of academic mobility of students, as well as the results of additional formal and informal training.*
- ✓ *The University should provide an opportunity for external and internal mobility of students, as well as assist them in obtaining external grants for training.*
- ✓ *The University should make maximum efforts to provide students with places of practice, promote employment of graduates, maintain communication with them.*
- ✓ *The University must provide graduates with documents confirming the qualifications obtained, including the achieved learning outcomes, as well as the context, content and status of the education received and the evidence of its completion.*
- ✓ *An important factor is the monitoring of employment and professional activity of graduates.*
- ✓ *The University should actively encourage students to self-education and development outside the main program (extracurricular activities).*

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

The evidence part

Admission students in the Kurmangazy KNC is carried out in accordance with the legal documents of the Ministry of education and internal documents of the Conservatoire developed on their basis. On the website of the Conservatoire in the section "Educational process: normative documents" (<http://www.conservatoire.kz/ru/learning-process/regulatory-documents/>) posted full and detailed information on the applicable rules governing all periods of study, including admission, academic performance, recognition, etc. The procedures governing the life cycle of students (from admission to completion) at the Conservatoire are formed in the program AIS "Platonus".

The contingent of students: undergraduate – 1015 people, including 964 – state order, 51 – paid training; master's 84 employees, including 74 – state order, 10 – paid training; doctorate of 13 people, including 11 state order, 2 – the paid training. Indicators of the contingent of students over the past five years are presented in the tables, which clearly shows the positive dynamics of the increase in the contingent at all levels of education.

Information on admission of students

Academic years	Baccalaureates		Undergraduates		Doctoral student	
	total	State order	total	State order	total	State order
2014-2015	234	230	51	27	2	2
2015-2016	243	232	19	15	3	2
2016-2017	252	230	34	30	3	2
2017-2018	285	258	36	35	5	4
2018-2019	279	253	42	35	4	4

Information on the number of students

Academic years	Baccalaureates		Undergraduates		Doctoral student		total
	total	State order	total	State order	total	State order	
2014-2015	846	775	93	73	4	4	943
2015-2016	877	833	68	51	7	7	952
2016-2017	916	868	53	45	8	7	976
2017-2018	965	918	69	64	11	9	1045
2018-2019	1015	964	84	74	13	11	1112

Every year, in order to ensure the quantitative and qualitative recruitment of students' career guidance work is carried out in schools and colleges of Almaty and Almaty region and beyond.

Foreign students from Central Asia (Uzbekistan, Tajikistan, Kyrgyzstan), as well as from the people's Republic of China and the Russian Federation have been studying at the Conservatoire for more than 10 years. For Russian and Kazakh language applicants from abroad who do not speak Russian and Kazakh languages, a preparatory course is provided, where they learn Russian (Kazakh) language, as well as are engaged in the specialty, pass the basic musical and theoretical disciplines.

In order to ensure comparable recognition of qualifications and the organization of academic mobility, since 2012. to date, a total of 31 cooperation agreements have been concluded. In 2017-2018 academic year 5 and in 2018-2019 17 contracts with foreign universities were signed. External and internal academic mobility in the KNC is organized on the

basis of normative documents of the MES and the Regulations on the organization of academic mobility, which is presented in the Regulations of educational and methodical work and practice. Indicators of academic mobility are presented in the table.

Indicators of academic mobility

Indicators of academic mobility	2015-2016	2016-2017	2017-2018
Number of students (pers.)	7	3	13
Near abroad (outbound mobility)	2	-	-
Far abroad (outbound mobility)	3	3	6
Internal academic mobility (incoming mobility)	-	-	4
Internal academic mobility (outbound mobility)	2	-	3

According to the above data, the number of students participating in the academic mobility program increased in the 2017-2018 academic year compared to the previous year.

The Conservatoire makes every effort to provide students with places of practice, to promote employment of graduates, to maintain communication with them. For students of the KNC, the bases of practice are secondary professional and higher educational institutions, educational and auxiliary units of the University (Research folklore laboratory, student orchestra, Department of advanced training and additional education), various institutions and organizations of the sphere of education and culture (theaters, Philharmonic, Kazakhconcert, museums, media, orchestras, etc.), cultural bodies of state and local government. Programs of practice are developed taking into account the profile of the specialty, the nature of the organization and approved by the EMC (Protocol №05, from 18.06.2018 g.) Vice-rector for EMC.

KNC provides assistance in employment of its graduates through feedback from employers, holding "graduate Fairs" (spring and autumn), participation in the implementation of the state program "Youth practice". Within the framework of this program, together with the Department of employment and social programs of Almaty, meetings of graduates with representatives of the Department of the program "Youth practice" and created a database of graduates of the KNC. The monitoring of employment and career growth of graduates confirms their relevance in the labor market.

Information on employment of graduates

Specialties	2015		2016		2017		2018	
	graduates	% employed	graduates	% employed	graduates	% employed	graduates	% employed
Total	192	62	166	69	210	81	222	89
Art - menedgment	-*	-	-	-	18	73	25	84
Vocal art	-	-	-	-	24	75	23	65
Dombyra	-	-	-	-	33	88	32	90
Wind and percussion	-	-	-	-	12	92	17	94
Kobyz - bayan	-	-	-	-	28	78,5	25	92
Composition	-	-	-	-	2	50	4	75
Music education	-	-	-	-	13	69	18	72
Musicology	-	-	-	-	6	67	2	100
Folk singing	-	-	-	-	11	73	11	100
Orchectral conducting	-	-	-	-	1	100	**	-
Pedagogics, psychology	-	-	-	-	8	75	-	-
String instruments	-	-	-	-	18	89	3	100
Piano	-	-	-	-	19	95	18	100
Choral conducting	-	-	-	-	17	82,5	18	100

* statistics in the context of EP has not been investigated

** it is estimated with conducting the choir.

In 2017, a new Department for employment of graduates was introduced into the structure of the Conservatoire – the Department for work with students and graduates, which annually

conducts a survey of employers, which allows to determine the assessment of the educational activities of the Conservatoire on the level of knowledge of its graduates. The results of sociological surveys are used in the preparation of programs for further development of the University, to develop measures to improve the quality of training.

The Conservatoire actively stimulates students to self-education and development through engaging them in creative activities within the framework of festivals, concerts, competitions, Olympiads, city, national and international events. Conditions have been created for spiritual, cultural, educational, physical development and self-education. There is a debut club "Elite", football, volleyball team, student theater "Debut", student club "Pearl of search", which is engaged in scientific projects, the club "Become a leader!". Members of clubs, teams are actively involved in competitions, competitions of different levels and receive prizes. Students are partially paid for the costs of participation in competitions and conferences. In addition, creative meetings and conferences are organized for students within the walls of the Conservatoire.

EEC notes that the Conservatoire provides an opportunity for students to exchange and Express opinions through the Internet forum, student organizations and associations: CYA (PD-08-18), Student Council hostel (PD-11-18), Student Council (PD-12-18), etc.

One of the striking examples of the mechanisms of support of gifted students at the Conservatoire is approved by the Academic Council of the Conservatoire in 2016. List of qualifications for graduates (bachelor). This list demonstrates an individual approach to each student at the Conservatoire. Qualifications take into account specializations, areas in which students have succeeded in their chosen learning path. It should be noted that in the note to this document the important requirements differentiating students on gifted and just mastered the curriculum are stipulated.

Gifted students of the second and senior courses who have time to "excellent" (the equivalent of an assessment of A, A-) full-time education, who are studying abroad on exchange programs up to one year (except for the holders of the international scholarship of the President of Kazakhstan "Bolashak"), participants of international scientific conferences, scientific forums and competitions in the Conservatory are allowed to study in the form of "external" (Regulations of educational, methodical work and practice).

The mechanisms of support for gifted children include the active involvement of students to participate in festivals, competitions, Olympiads. Only in the 2018-2019 academic year from the Conservatory 74 students individually participated in various competitions and festivals. The University undertakes full or partial expenses for students ' business trip (visa, travel, meals, accommodation).

Analytical part

The information provided in the self-report was confirmed during the visit of the EEC. In General, the management of the EP demonstrates full transparency of the procedures for the formation of the contingent from receipt to release. Applicants can freely access all the necessary information about the directions through the website of the Conservatoire.

Experts confirm that the procedures related to the regulation of the life cycle of students, have documentary and procedural design, available to all stakeholders. Conservatoire demonstrates the conformity of the actions of the Lisbon Convention on recognition.

The management of the EP demonstrates the existence and application of a mechanism to recognize the results of academic mobility of students. Each graduate is provided with documents of the established sample, which include confirmation of the acquired qualification. Actively stimulated the desire of students to self-education and development outside the main program (extracurricular activities). Support is provided to gifted students.

At the moment, all organizational issues related to the training of foreign students are solved by the International Department. At the same time, a program of adaptation and support for foreign students has not yet been developed.

The KNC has developed a Regulation on the Association of graduates of the Kurmangazy KNC (PD-16-18 29.12.2018 g / <http://www.conservatoire.kz/upload/Ha%20pyc.PDF>), but in fact it is not yet functioning, which was confirmed at a meeting with graduates.

Students Express full and partial satisfaction with the level of accessibility and responsiveness of the University management (100%); availability of academic counseling (96.1%); quality of services in libraries and reading rooms (96.1%); existing educational resources (96.1%); the overall quality of training programs (97.5%); the relationship between student and teacher (96.1%); explanation before entering the rules and strategies of the educational program (98%).

Strengths/best practices

- transparency of procedures for the formation of a contingent of students from admission to graduation. Defined, approved and published procedures governing the life cycle of students from admission to completion;
- the University makes every effort to provide places of practice and promote employment of graduates.
- an important fact is the mechanism of support for gifted students.

The recommendations of the EEC

- develop an adaptation and support program for international students;
- continue to work to support the academic mobility of students and consider the possibility of assistance in obtaining external grants for training;
- to carry out organizational measures to establish the Association of graduates of the Conservatory.

According to the standard "Students" disclosed 12 criteria, which of them have 6 strong position, 5 – satisfactory, 1 - suggests improvement.

5.8. Standard "Teaching staff»

- ✓ *The University should have an objective and transparent personnel policy, including recruitment, professional growth and development of personnel, ensuring the professional competence of the entire staff.*
- ✓ *The University should demonstrate the compliance of the staff potential of the faculty with the University development strategy and the specifics of the OP.*
- ✓ *The institution must demonstrate a sense of responsibility for their employees and providing them with favourable working conditions.*
- ✓ *The University should demonstrate a change in the role of the teacher in connection with the transition to student-centered learning.*
- ✓ *The University should determine the contribution of PPP in the implementation of the development strategy of the University and other strategic documents.*
- ✓ *The University should provide opportunities for career growth and professional development of PPP.*
- ✓ *The University needs to involve teaching practitioners in the relevant sectors.*
- ✓ *The University should provide targeted actions for the development of young teachers.*
- ✓ *The University should demonstrate the motivation of professional and personal development of teachers, including the promotion of both the contribution to the integration of research and education, and the use of innovative teaching methods.*
- ✓ *An important factor is the active use of PPP information and communication technologies in the educational process (for example, on-line training, e-portfolio, MOE, etc.).*
- ✓ *An important factor is the development of academic mobility, attracting the best foreign and domestic teachers.*
- ✓ *An important factor is the involvement of PPP in society (the role of PPP in the education system, in the development of science, the region, the creation of a cultural environment, participation in exhibitions, creative competitions, charity programs, etc.).*

The evidence part

EEC notes that the personnel policy of the Conservatoire has a clear ideology aimed at the implementation of the strategic task of forming a workforce capable of performing professional tasks at a high quality level. The analysis of the documents showed that the University implements personnel policy in accordance with the main strategic priorities and mission.

Basic documents in the formation of the personnel policy of the University Labor Code of Kazakhstan, the Law "On education", "On trade unions" and other legislative acts of Kazakhstan, regulating personnel issues in educational institutions, as well as the development Strategy of the Kurmangazy KNC for 2019-2025. The main goal of the personnel policy of the University is the implementation of strategic goals through the participation of the whole team.

Personnel policy of the Conservatoire is reflected in a number of internal documents: the Charter of the Conservatoire (approved by the Order of the Minister of culture and sports of Kazakhstan №17 from 22.01.2015); Internal labor regulations (approved on November 22, 2018);

<http://www.conservatoire.kz/upload/Правила%20внутреннего%20трудового%20распорядка.PDF>; Collective agreement (discussed and approved at the conference of the staff of RSU of KNC. Kurmangazy 01.06.2016 g., Protocol No. 4 (<http://www.conservatoire.kz/upload/Collective%20договор%20am%202016-2021%20годы.PDF>)); Rules of competitive replacement of positions of staff and researchers of Kurmangazy KNC (agreed and approved by the Protocol of the Scientific Council of the Kurmangazy KNC. No. 10 of 25.04.2018 g.; latest revision – the Protocol №7 from 06.03.2019 g / (<http://www.conservatoire.kz/ru/structure/kadrovaya-politika/>)); Employment agreement; personnel management Policy of the Conservatoire (approved at the meeting of the Academic Council of KNC, the Protocol №5 from 26.12.2018 G.); the Code of corporate ethics (<http://www.conservatoire.kz/ru/structure/kadrovaya-politika/>). Experts confirm that all regulatory documents are freely available on the official website of the Conservatoire.

In the field of personnel, the Conservatoire determined the following values: fairness and objectivity in assessing the contribution and achievements of each; professionalism; respect; honesty; preservation of traditions; team spirit; trust. The KNC personnel management policy is based on the principles of proactivity, transparency, integration and continuity.

In General, in the 2017-2018 academic year, the Conservatoire employed 315 teachers, including 117 with a degree (or equivalent title): 8 doctors of Sciences; 11 doctors of PhD; 50 candidates of Sciences; 22 professors; 37 associate professors; 8 People's artists of Kazakhstan; 11 Honored artists; 27 Honored workers of Kazakhstan.

In the 2018-2019 academic year, the qualitative composition of the staff is as follows: 9 doctors of Sciences; 12 doctors of PhD; 48 candidates of Sciences; 20 professors; 32 associate professors (associate professors); 7 People's artists of Kazakhstan; 11 Honored artists; 27 Honored workers of Kazakhstan. The share of full-time teachers is 72.3%.

The staff of the Conservatoire includes practicing musicians-performers (25-27%) – solo performers and members of musical groups of the Zhambyl Kazakh state Philharmonic, Kazakhconcert, Abay Opera and ballet theatre, Kurmangazy orchestra, folklore and ethnographic ensembles. Such specialists are employed in the Conservatoire not only as teachers, but also as accompanists, illustrators, that is, training and support staff, providing a high level of practical training of professional musicians.

EEC notes that the personnel of the Conservatoire is characterized by high quality characteristics, as here worked and continue to work leading figures of art and culture of Kazakhstan – composers, musicologists, performers. Currently, the number of teaching staff of the Conservatoire – B. A. Tulegenova, people's artist of USSR, academician, Professor, hero of socialist. Yessimov G. K. – Professor (VAK), people's artist of the Kazakh SSR, Honorary worker of education of Kazakhstan, the owner of the Medal "Kurmet"; Zhamanbayev B. A. – Head of the Department, Professor (VAK) people's artist of Kazakhstan; Murzabekova G. K. – head of the Department, Professor, people's artist of Kazakhstan, Laureate of the State prize; Kadyrbekova G. I. – Professor, people's artist of Kazakhstan; Avhiy H. – Professor, people's

artist of Mongolia, Honored worker of Kazakhstan; Baspakova D. T. – Honored worker of Kazakhstan, Honored artist of Uzbekistan; Rudkovsky Y. S. – Honored worker of Kazakhstan, senior lecturer; Nesipbaev G. T. – Professor, Honored artist of Kazakhstan and many other leading musicians of the country.

Primary information on the activities of teaching staff is formed "from below" – through individual plans of teachers and their annual reports on all activities, which form the basis of appropriate reporting at the level of faculties and the University as a whole. When visiting the departments, experts were convinced of the presence of individual portfolio of teachers, which contains information about the achievements of the faculty. They are stored in the departments and are constantly updated. Every three years all the teachers of the Conservatoire are certified at the time of carrying out of competition on replacement of vacant posts.

Experts confirm that the leadership of the Conservatoire is an active policy to attract doctors of science, candidates of science and doctors of PhD to work in the KNC. Growth of qualification, which is achieved through the transfer of workers in status of key personnel and protection of dissertations that were held in the reporting period: in 2016. teachers of the Conservatoire are protected 3 dissertations PhD; in 2017. – 6; in 2018. – 2 PhD thesis.

Dynamics of qualification teaching staff of Kurmangazy KNC:

2014	2015	2016	2017	2018
33,8%	33,1%	34,9%	36,8%	37%

The traditional form of improvement of teaching methods and exchange of experience, analysis of the quality of classes are mutual attendance of teaching staff, conducting open classes and master classes, control visits to classes by heads of departments. All teachers every five years and pass courses of improvement of professional skill in volume 72 hours in leading Russian and foreign musical institutions. So, only in the first half of the current academic year, more than 25 teachers of the KNC increased their qualification at the expense of the Conservatoire. The main attention is paid to the improvement of language training (English, Italian), learning technologies, psychological and pedagogical correction in the training of students with special educational needs, etc.

In addition, the faculty of the University has a regular opportunity to improve their skills during visits to master classes and lectures in the KNC leading foreign scientists, experts in the field of music culture and education. Over this period the mobility visited 17 foreign scientists. For example, in October 2018. master classes of associate Professor of the St. Petersburg Conservatory. N. Rimsky-Korsakov, composer, head of the academic choir Department of the faculty of arts of the St. Petersburg state Institute of culture S. Esimov on the theme "Contemporary vocal and choral art: problems and prospects" in the amount of 72 hours; in February 2019. master classes of Professor of the Higher school of music in Geneva and the Conservatory in Lyon marcina Habela on "Classical traditions and modern trends in the performance of world Opera and chamber music" in the amount of 72 hours. et al.

In the framework of the "Erasmus+" 4 through February 10, 2019, Vice-rector on scientific work and international cooperation, candidate of art history Begimbetova G. Z. at the Conservatoire of Vigo (Spain) gave a course of lectures on the history of the COC and the history and development of Opera art in Kazakhstan. From 11 to 16 March 2019 rector of Kurmangazy KNC Zhudebaev A. A. visited the Academy of music in Krakow (Poland), where he gave lectures on the history of the Conservatory and the impact of folk music on the academic music of composers of Kazakhstan, and gave a series of master classes in conducting.

High level of professional competence of faculty KNC is confirmed by the extensive involvement of the Conservatory faculty as: chairmen and members of evaluation committees at the time of certification, the certification of competency in the institutions of culture and art of the Zhambyl Kazakh state Philharmonic, Kazakhconcert, Abay State Opera and ballet theatre and other institutions of literature and art; chairmen and members of the jury of international and

national competitions and festivals; chairmen and members of the state attestation commissions in secondary music schools and creative universities of Kazakhstan; developers of SES RK, standard educational programs in all specialties of higher professional music education; lecturers and authors master classes in the framework of training for teachers of other creative universities, secondary music schools. At the end of the 2017-2018 academic year, teachers of the Conservatoire provided training programs to 149 students. This figure is 49% higher compared to the 2016-2017 academic year.

The staff of the departments developed projects of professional standards of the new generation, correlated with the sectoral framework of qualifications and NSC. At this stage, the PS in the field of "Art management", "Music education", "Vocal art", "Conducting", "Instrumental performance", "Musicology" are coordinated with employers for the purpose of further direction to the chamber of entrepreneurs "Atameken" for the approval procedure.

In order to support young teachers, master classes are regularly held not only by invited musicians, but also internal master classes, for example, weekly "Morning sketches" by Professor B. A. Zhamanbayev, in which, along with students, young promising choral conductors participate. The administration of the University supports the desire of young people to improve their qualification level through training in doctoral and postgraduate studies in the CIS countries. In total, during the reporting period, the teachers of the Conservatoire defended 2 doctoral theses, 1 PhD thesis and 8 PhD theses. In the current academic year, the target place for training in doctoral KazNU Al-Farabi has received the lecturer of the Department of Humanities and social Sciences B. S. Kaldayeva; the Bolashak attended young high school teacher V. E. Nedlina. Young teachers of the Conservatoire are provided with free rooms for rehearsals and concerts, paid for trips to creative competitions and festivals.

The Conservatoire has a system of monetary awards and awarding faculty University, departmental and state medals, orders, diplomas, titles for professional and other services to the University. Administrative and financial support for teachers of the KNC is carried out in the form of payment for the visiting master classes, participation in conferences of various levels, concert activities; payment for trips to improve the skills of leading music universities in the near and far abroad.

Teaching staff and creative teams of the Conservatoire are in demand by society and are active in the system of education, science, culture and education of the younger generation. They participate in concert events of international, national, city and district levels; in cultural events through the district and city administrative, the ISS of Kazakhstan, the Government of Kazakhstan annually (<http://www.conservatoire.kz/ru/creativity/teams/>).

Experts note that the management of the Conservatoire creates comfortable conditions for the work and development of personnel. During the interview, teachers noted a healthy moral climate, comfortable working conditions.

Analytical part

Thus, the personnel policy of the Conservatoire is based on the development Strategy and is aimed at meeting the needs of the University in the professional workforce. All personnel policy procedures are transparent and accessible, strictly documented, meet the requirements of the current legislation, and are publicly available on the KNC website.

EEC notes that the teaching staff meets the qualification requirements for the licensing of educational activities. All teachers serving the EP in the main disciplines have advanced training and sufficient work experience. During the reporting period, the quantitative and qualitative composition of teaching staff is stable.

In order to support and encourage the teaching staff, the Conservatoire regularly makes payments of a stimulating nature, at the same time there are no clear criteria that would motivate the professional and personal growth of the teaching staff of the Conservatoire.

Visiting departments, faculties, as well as the participation of interviewing staff and students, determined a high level of quality training. At the same time, experts note the insufficient level of academic mobility of teaching staff, the involvement of foreign and

domestic teachers to conduct joint research in the implementation of educational programs.

Strengths/best practices

- objective and transparent personnel policy ensuring professional growth and development of personnel;
- compliance of the staff potential of the faculty with the University development strategy and the specifics of the EP;
- the management of the Conservatoire is responsible for its employees and implements measures to ensure favorable working conditions;
- active involvement of teachers in the society.

The recommendations of the EEC

- to develop a system of actualization of motivation of professional and personal growth of the faculty of the Conservatory;
- to continue the work on academic mobility of teaching staff and attract the best foreign and domestic teachers to the implementation of educational programs.

According to the standard "Teaching staff" disclosed 12 criteria, which of them have 5 strong position, 7 - satisfactory.

5.9. Standard "Research work»

- ✓ *The University should demonstrate compliance of research priorities with the national policy in the field of education, science and innovative development.*
- ✓ *The University should ensure that the research activities of the mission and strategy of the University.*
- ✓ *The University should plan and monitor the effectiveness of research.*
- ✓ *The institution must demonstrate that the processes of attracting students to scientific-research activities.*
- ✓ *The institution must demonstrate that promoting the submission of scientific positions of researchers, academic staff and students on a variety of scientific venues, including the publication of scientific results.*
- ✓ *The University should promote the implementation of research results, including consulting and commercialization.*
- ✓ *The University should promote the recognition of the results of research work, including the registration of scientific projects in the authorized bodies, registration of patents and copyright certificates.*
- ✓ *The University should strive to conduct joint research with foreign universities.*
- ✓ *The University shall endeavor to diversify funding for research activities.*
- ✓ *The University should stimulate research activities using different forms of motivation.*

The evidence part

One of the directions of the development Strategy of the University Conservatoire determined the development of the base of scientific research demanded by the sphere of culture and art. Based on the principles reflected in the strategy of the Conservatoire for 2019-2025, the following tasks are defined: organization of research activities of the teaching staff; organization of research work of students; planning and control of research; development of the system of training of scientific and pedagogical personnel and scientific potential of young scientists; implementation of research results in University practice, in creative and production processes of cultural and art organizations; strengthening ties with leading scientific and creative centers and universities of Kazakhstan; organization and holding of international and national conferences, seminars, Round tables, etc.; international cooperation.

The main direction of the research activity of the Conservatoire is to conduct research and applied research on the General University theme "Musical art of Kazakhstan in the world cultural space: national identity, heritage and prospects", which corresponds to the profile of graduates and ensures the integration of scientific activity in the educational process. Within the framework of this topic, scientific and creative research is carried out in the following areas: Modern problems of theoretical and historical musicology and composition; Traditional music culture: present and future; Competence approach in professional music education; Music art and education: present and future; Cultural policy in the system of music education; Problems, prospects and priorities of development of national art management.

In 2018, the KNC Kurmangazy for the first time received a certificate of accreditation as a subject of scientific and technical activities (Series MK №00538). In this regard, for the first time in 2018. Teaching staff of Conservatoire participated in the national competition for grant funding for research projects in 2018-2020 years in the direction of "the Scientific basis Mangilik El." According to the results of the competition, the Conservatoire participates in two joint projects with other organizations:

1. General provisions "the Performing art of Kazakhstan: national identity, traditions and role in the transformation of society" No. AP05135997 (jointly with LLP "Scientific-research Institute of culture, Astana) for a total of 19 972 210,66 tenge, which was attended by teachers from various departments-Begimbetova G. Z., R. Dzhumaniyazova Ul. Ul. Sakharbaeva S., S. Kuzeubai S., S. A. Tleubergenov, Nedlina V. E., acting Head of the Department of HCS, Passenger Transport and highways Vladimir, PR. The musakhan E., J. Maksimtsev (http://is.ncste.kz/object/view/50838?reg_card_id=1375&info_card_id=1140);

2. "Ethnocultural aspects of the artistic and Executive interpretations of works by composers of Kazakhstan in the context of the implementation of the state program "Tugan El"" №AP05132384 (in conjunction with Yasawi ICGS) totaling 1806530500 tenge. Participate in the project from the Conservatory L. Kaliakbarova, Yusupova.A., K. Esdauletova.A., R Kuzukeev. (http://is.ncste.kz/object/current-state?ov_type_id=51).

For the first year (2018) reports were submitted to the MES and adopted by the NNS.

During the reporting period the teachers of the Conservatory Kaliakbarova L. T. (2017), Begimbetova G. Z., Dzhumaniyazova R. K., Kakishev M. T. (2018) is also accredited as a subject of academic activities Committee of science of RK and received the accreditation Certificate, which entitles them to funding of scientific activities at the expense of state budget of RK.

The Conservatory has 2 scientific and creative laboratories: the Research folklore laboratory (NIFL) and the Center for contemporary music (CCM). One of the significant achievements of NIFL in 2017. there was a folklore and ethnographic expedition (for the first time in 17 years), as a result of which 150 musical samples (kui, songs, Terme, tolgau, Zhyr, ritual) were recorded.

An important characteristic of the effectiveness of research activities of the Kurmangazy KNC are publications, qualitative and quantitative indicators of which are presented in the table.

The statistics of teaching staff publications for the years 2014-2018.

The publication of teching staff	2013	2014	2015	2016	2017	2018	total
Articles in the collections of conferences held at the Conservatory	21	72	58	54	145	46	396
Articles in the collections of conferences that took place outside the Conservatory	69	94	85	112	107	113	580
Articles in English in foreign publications, including rating ones	11	33	17	28	31	24	144
Articles in publications with impact factor (ISI web of Knowledge, Thomson Reuters)	7	7	6	11	3	12	56
Articles in the editions included in the list CCES MES RK (the higher attestation Commission, Russian science citation index)	10	18	36	29	36	74	203
Articles in various collections	18	23	25	46	43	94	249
Articles in other journals	19	17	8	44	28	77	193
Monographs	1	4	5	3	4		17

The analysis of the presented data confirms the positive dynamics of publications of scientific articles of teaching staff of KNC Kurmangazy, as well as expanding the types of scientific publications, including journals with non-zero impact factor, journals recommended by

Committee for control of education and science MES RK, foreign publications included in the base of Scopus, Tomson Reuters.

The results of research are used in educational, scientific and creative processes. This is manifested in the introduction into the educational process of new elective disciplines, special courses and innovative teaching methods (taking into account the specifics of creative specialties), and in the use of research results in the educational and creative process. For example, the result of the introduction of research staff of the Department "Musicology and composition" are such courses as "Musical instruments of the peoples of Central Asia", "Analysis of Kazakh dombyra music", etc. For example, the candidate of art Sabyrova A. S. developed a special course "Cultural heritage of the Kazakhs" on the basis of the author's monograph ("Abay and Shakarim: philosophy of music and song style of Almaty: SP Volkov, 2014. – 28,5 p. L.) developed by the textbook " Ancient century Kazakh music". Almaty: ASEM system, 2016. (8.b.t.) and the EU "Ancient century Kazakh music" (Certificate of state registration of rights to the copyright object No. 2461 dated October 24, 2017). The method of analysis of the Kazakh traditional song on the system B. Karakulova, reflected in the doctoral dissertation of Dr. PhD Berdibay A. R., became the basis of the content of the elective discipline for undergraduates "Analysis of major musical and poetic forms of Kazakh folklore." Teachers conducting training courses in the specialty "Composition" during the reporting period received 13 copyright certificates for their own musical compositions, etc.

KNC Kurmangazy is one of the participants of the project "Eurasian research community in the field of music and performance" Music and Artistic Research Knowledge Network Eurasia CPEA-LT-2016/10082", which was launched in 2017. and designed for three years. The long-term objective of the project is to promote the renewal and internationalization of higher education in the partner countries in the field of music and art.

To support a high scientific-theoretical and scientific-methodological level in conducting research and preparation of theses of masters and PhD students in 2017. established a Coordinating Advisory Board, which is in 2018. was renamed the Expert Council.

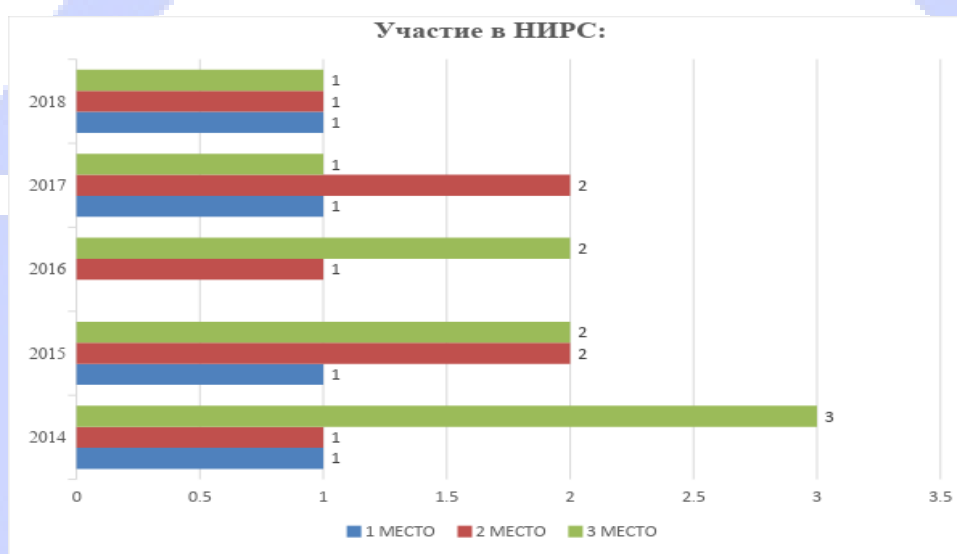
In order to implement the provisions of the Strategy of the University, the development of a mechanism for involving students in research activities at the early stages of vocational education, including through the organization of separate sections within the framework of conferences held by the Conservatoire to exchange information on the results of research work of students. In this regard, in February 2019., for the first time " Master's readings "were held, the purpose of which was the approbation of the materials of the master's study. Students also actively publish the results of their research, statistical data are presented in the table and figures.

Statistics of publications of students

Publications	2014	2015	2016	2017	2018	2019	Total
Student publications	10	19	13	20	32	4	98
Publications of undergraduates	25	16	30	34	35	22	162
Doctoral publications	8	6	26	23	28	8	79



Over the past five years, students of the Conservatoire won prizes in the National competition of research works of students of SRWS, their works were awarded diplomas of MES. The statistics are shown in the figure.



During the reporting period, faculty and staff of the Conservatoire took part in more than 265 events of a scientific nature, of which 67 were held at the Conservatoire, 118 scientific and practical activities of national and international importance, 80 in the countries of near and far abroad.

In the Conservatoire of the dissertation Council on thesis for the degree of PhD on specialties 6D040100 – Musicology, 6D042300 – the-Art management, 6D040500 – Conducting, 6D040200 – Instrumental performance, 6D040400 – Traditional musical art.

The Conservatoire publishes the scientific journal "Saryn Art and Science Journal", which is published 4 times a year. According to the results of the examination in the NC STI – NC SSTE in March 2017, the journal was re-registered under the name Saryn Art and Science Journal. Qualitatively improved the process of reviewing and selection of articles. Work on preparation of necessary documents for inclusion of the journal in the List of the scientific editions recommended by CCES MES RK for the publication of the main results of scientific activity is carried out. Work continues on the inclusion in the database of the International repertory of musical literature (RILM) – the leading bibliographic database on the accounting of musicological and musical literature in all languages of the world new issues of the journal. Passed the examination of the journal in NC NTI for compliance with SSER.

EEC confirms that the monitoring of research activities of teaching staff: collection, analysis, monitoring and comparison of results at the level of structural units on the basis of semi-annual and annual reports of teachers, departments and faculties. This documentation fully

reflects the participation of faculty in scientific research; innovative activities within the overall theme of the Department; participation in scientific conferences at various levels; preparation of scientific articles, monographs, reports; scientific and methodological work; work in specialized councils for thesis defense; a manual RWS, RWM, RWD.

Analytical part

Members of the EEC found that the research activities of the faculty and students meet the strategy and mission of the Conservatoire, implemented in accordance with national priorities in the field of education, economy, innovative development of society and the Republic.

Teaching staff and students are engaged in research work in the form of participation in international and domestic scientific conferences, projects, as well as the publication of research results in domestic and foreign scientific journals.

KNC carries out active work aimed at the development of the scientific potential of faculty, doctoral and master's students. However, it should be noted that the stimulation of teaching staff is reduced, as a rule, to material (bonuses) or moral encouragement (most often in the form of oral gratitude, letters of commendation). However, these measures are not systematic, a limited set of motivational mechanisms is used.

During the research of students at the Conservatoire is carried out to attract students to participate in competitions, competitions of course and diploma works, to carry out research teachers. At the same time, the Commission notes the insufficient level of involvement of students in the implementation of scientific projects.

Despite the agreements concluded by the Conservatoire with foreign organizations, the Commission notes the insufficient level of joint research with foreign scientists.

Members of the EEC confirm that the leadership of the University carries out activities to attract teaching staff to research activities.

Strength:

- compliance of the research activities of the mission and strategy of the Kurmangazy KNC;
- growth of indicators of research work of students.

The recommendations of the EEC:

- continue to work on the organization of joint research with foreign scientists and universities;
- to provide incentives to enhance scientific research activities and increased publishing activity.

According to the standard "Research work" disclosed 10 criteria, which of them have 3 strong position, 6 – satisfactory, 1 – suggests improvements.

5.10. Standard "Finance»

- ✓ *The University should form development scenarios consistent with the development strategy, taking into account the risk assessment.*
- ✓ *The University should demonstrate operational and strategic planning of its budget.*
- ✓ *The University must demonstrate the existence of a formalized financial management policy, including financial statements.*
- ✓ *The University must demonstrate the existence of an internal audit system.*
- ✓ *The University must demonstrate an external independent audit.*
- ✓ *The University should have a mechanism for assessing the adequacy of financial support for various activities of the University, including the development strategy of the University, the development of OP, research projects.*

The evidence part

KNC is a Republican state institution and carries out its activities in accordance with the legislation of the Republic of Kazakhstan, including regulatory legal acts of the ICR of Kazakhstan as the authorized body and the Charter of the Conservatoire. KNC, being a national organization of higher and postgraduate education, according to the Law "On education", has a special status. Republican state institutions that provide higher professional education and have a

special status are financed from the national budget for individual cost estimates and, regardless of the organizational and legal form, can attract additional sources of financial and material resources at the expense of educational, scientific and industrial and other activities not prohibited by law, the income from which is disposed independently in accordance with its Charter.

The financing system of the KNC is based on the following principles:

- the principle of efficiency and effectiveness: development and execution of budgets to achieve the results defined by the passport of the budget program 041 "Training in the field of culture and art", consisting of subprograms 100 "Ensuring the functioning of the organization of education in the field of culture and art" and 111 "Capital expenditures of educational organizations operating in the field of culture and art»;
- principle of priority: budget planning in compliance with the priority directions of development in accordance with the strategic documents;
- transparency principle: the allocation of funds is achieved through e-government procurement tools (e-procurement). <http://www.conservatoire.kz/ru/infocentre/the-department-of-public-procurement/>), and also on a competitive basis of selection of beneficiaries at decision-making on the direction of teachers and trained according to programs of academic mobility and for participation in competitions;
- principle of responsibility: responsibility of managers for effective and efficient use of budgetary funds.

Financial statements are information on the financial position and changes in the financial position of a public institution. Financial statements in the KNC is the financial and economic Department. The financial statements include the Balance sheet of financial activities; Statement of changes in assets; Statement of cash flows; Explanatory note.

Financing is made on two types of sources of financing: the Republican budget, Rendering paid services.

The policy of financial management, in essence, is formalized in the system of normative documents of the authorized body and other regulatory bodies and is aimed at controlling the movement of financial resources and financial relations arising between economic entities in the process of movement of financial resources.

Individual financing plan is drawn up for the current year, approved by the MCS RK and brought to the University. The amount of funding for the activities of the KNC is 90-95% of the national budget, 9-10% through the provision of paid services.

The main source of funding for the Conservatoire is the national budget, the share of extra-budgetary funds is 5-7 percent. To support and develop educational and professional programs, the Ministry of culture and sports annually brings plans for funding from the national budget for the program: 041 "Training in the field of culture and art." The property of KNC belongs to it on the right of operational management, is formed at the expense of the property transferred to it by the state and consists of fixed assets and circulating assets, and also other property which cost is reflected in balance of Conservatoire. From the national budget, students are paid a scholarship and twice a year travel compensation. Orphans and children left without parental care (under guardianship) are paid social assistance "Transfers to individuals".

Sources and amounts of funding for the training process of the KNC for three years

Source of financing	2016 year thousand tenge	2017 year thousand tenge	2018 year thousand tenge	Deviation in % 2017 to 2016	Deviation in % 2018 to 2017
Republican budget	1204324,3	1956577,1	1665483,1	162,5%	85,1%
Extra budgetary funds	2714,3	1432,6	102491,9	52,8%	in 71,5 times
total	1207038,6	1958009,7	1767975,0	162.2%	90,3%

The KNC fully complies with all provisions of the regulations governing financial activities. State control over financial activities has also been worked out, and the Conservatoire is periodically subjected to inspections by the relevant authorities. The Conservatoire follows all procedures and provides the necessary reporting documentation in a timely manner.

Analytical part

Self-assessment of the financial activities of the KNC allows us to conclude that the Conservatoire today has sufficient financial resources to ensure all activities. Financing of activities from the state budget creates opportunities for sustainable development, achieving strategic goals and solving urgent problems of the University.

Strengths/ best practices

- the Conservatoire has a good practice of supporting all types of activities;
- there is a system of planned, thematic and comprehensive inspections by public authorities

The recommendations of the EEC

Absent.

According to the standard "Finance" disclosed 6 criteria, which of them have 3 strong position, 3 – satisfactory.

5.11. Standard "Educational resources and student support systems»

- ✓ *The University must demonstrate the sufficiency of material and technical resources and infrastructure.*
- ✓ *The University must demonstrate the existence of procedures to support different groups of students, including information and counselling.*
- ✓ *The University must demonstrate compliance of information resources with the specifics of the OP, including compliance in the following areas:*
 - *technological support for students and teaching staff in accordance with educational programs (for example, online training, modeling, databases, data analysis programs);*
 - *library resources, including the Fund of educational, methodical and scientific literature on General, basic and major disciplines on paper and electronic media, periodicals, access to scientific databases;*
 - *examination of the results of research, final works, theses on plagiarism;*
 - *access to educational Internet resources;*
 - *functioning of WI-FI on the territory of the organization of education.*
- ✓ *The University should strive to ensure that the educational equipment and software used for the development of EP, were similar to those used in the relevant industries.*
- ✓ *The University must ensure compliance with safety requirements in the learning process.*
- ✓ *The University should strive to take into account the needs of different groups of students (adults, workers, foreign students, as well as students with disabilities).*

The evidence part

Material and technical base of RSU "Kurmangazy Kazakh national Conservatoire" meets the qualification requirements of the State educational standard of higher education, approved by the government of Kazakhstan dated August 23, 2012 № 1080 and fully meets the Strategy of the University. The types and amounts of material and technical resources involved in the implementation of the EP are determined by the internal normative documents of the Conservatoire.

Currently, the infrastructure of the Conservatoire consists of two academic buildings (A - total area of 5067 sq. m. and B - area of 7064 sq. m.), a Large organ hall and a student hostel.

In December 2006, a radio Studio complex was put into operation, where modern equipment for broadcasting classical music and recording solo concerts of performers and student orchestras was installed. Material base of computer workstations with software from Steinberg for audio processing, audio interfaces from Steinberg for recording up to 24 audio channels, microphone Park of loop, instrumental, and vocal microphones.

The chamber hall with 170 seats is used for concerts and classes. Grand organ hall with a capacity of 500 seats built in 2007, with an area of 3587 sq. m. Large and Small halls fully equipped to host concerts and classes of students, passing the entrance and state exams are also held master-classes of famous musicians, festivals, contests and competitions.

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The territory of the educational buildings are landscaped, landscaped area in front of a Large hall, built a "singing" fountain, benches. In building B, there is a media library equipped with audio and video equipment for use in the educational process and for students to do independent work. The University uses in the educational process musical instruments of the best foreign manufacturers (Steinway&Sons, Grotarian Steinweg, Bluthner, August Forster, Yamaha, Selmer, Marigaug, Muramazzi, Buffet, Bach), music stands, soundproof equipment. KNC has two computer classrooms that have special programs for music compositions: Finale, Sibelius 2-3-4, CakeWalk, Protools.

The library of KNC is the largest musical library of the Republic and has a subscription, Fund of rare editions, a book Depository, 2 reading rooms, 8 computers, the server, 2 industrial scanners, the printer, the copier, additional modules of the software of the Kazakhstan automated library system (KALS), racks stationary for books, exhibition racks, a conference table, reading, computer tables, Department of issue, upholstered furniture, the winter-summer conditioner, the TV, the automated workplaces, access to Electronic library, WI-FI, Internet resources, including world information resources. These are: Web of Science (Clarivate Analytics), Scopus (Elsevier), Science Direct (Elsevier), Springer Link (Springer), Open Music Library (ProQuest), dissertations PQDT (ProQuest), music sites of the Internet. The volume of the library Fund is 211 298 copies.

The amount of the library fund					The amount of the electronic library			
Educational and methodical literature	Scientific	Artificial	Kazakh language	Foreign language	Kazakh language	Russian language	Foreign language	Full-texted
173787	21085	16426	39543	57747	13468	91824	13468	13701
308 588					132 461			

The student hostel of the Conservatoire is located at the address: Almaty, Abaya Ave., 56 and is a four-storeyed building built in 1962 with a total area of 4137.7 sq. m. Number of living rooms – 188, the number of beds – 664. In addition to living rooms in the hostel there is a reading room, Laundry, gym, medical isolation, Assembly hall, shower, 8 preparation rooms for self-study. Four students live in each room. In September 2017, the hostel was renovated in the amount of 14 500 000 tenge, also made repairs on the heating system, hot and cold water supply and heat insulation of pipes of the heating system of the Conservatoire and the hostel for a total of 2 781 000 tenge.

In Kurmangazy KNC operates a Department "Registrar's Office", which, in accordance with the established and approved schedule, carries out the registration of students in the disciplines and forms their individual curricula.

In the development of educational programs of great help to students have advisors, curators whose tasks include familiarity with the organization of the educational process, the Charter of the University, the internal regulations of the University, the Rules and responsibilities of the student, the Rules of residence in the hostel; assisting students in determining the individual learning path; consultations for students in choosing disciplines.

In General, the material, information and library resources used for the organization of the process of training and education are sufficient to fulfill the stated mission, goals and objectives and meet the requirements of accredited educational programs.

Analytical part

The University is working to support students with disabilities. The administration of the Conservatoire controls the process of adaptation of socially vulnerable students, provides

material support to gifted students on trips to conferences, competitions, festivals, competitions, sports events. In order to activate the bodies of student self-government and the development of active citizenship, the Conservatoire has student youth associations: the Committee for youth Affairs, the Student Council of the Conservatoire hostel. For the development of creative activity and the organization of leisure of student's youth in the Conservatoire there are clubs of interests: in the framework of the program "Rukhani Jangyru" in the walls of the Conservatoire 12 November 2018 opened the first debate club "Elite"; the Club "Born to win".

As a result, visual inspections of the facilities of the members of the EEC, I became convinced that to ensure the educational process of accredited educational programs, the Conservatory has the necessary training and material assets. Buildings and structures of the University meet the current sanitary standards and fire safety requirements.

Strengths/ best practices

- the University is working to support students with disabilities.
- functioning of the Department for work with students and graduates.
- functioning of the Educational and methodical Department in charge of practices, the international Department for the implementation of academic mobility.

The recommendations of the EEC

- to consider the possibility of technological support of students and teaching staff in accordance with the EP (online courses, databases, etc.);
- to continue providing library resources with literature in the state language;
- to continue work on updating the material and technical base of the Conservatoire and to develop a system of support for students with special needs.

According to the standard "Educational resources and student support system" disclosed 10 criteria, which of them has 4 strong position, 5 – satisfactory, 1 – involves improvement.

5.12. Standard "public Information"

- ✓ *The information published by the University should be accurate, objective, relevant and should include:*
 - *implemented the program, indicating expected learning outcomes;*
 - *information on the possibility of qualification at the end of the OP;*
 - *information on teaching, training, assessment procedures;*
 - *information on passing scores and learning opportunities for students;*
 - *information on employment opportunities for graduates.*
- ✓ *The management of the University should use a variety of ways to disseminate information (including media, web resources, information networks, etc.) to inform the General public and stakeholders.*
- ✓ *Public awareness should include support and clarification of the country's national development programmes and higher and postgraduate education.*
- ✓ *The University must publish audited financial statements on its own website.*
- ✓ *The University should demonstrate the reflection on the web resource of information characterizing the University as a whole and in the context of the OP.*
- ✓ *An important factor is the availability of adequate and objective information about PPP in the context of personnel.*
- ✓ *An important factor is the placement of information on cooperation and interaction with partners, including scientific/consulting organizations, business partners, social partners and educational organizations.*
- ✓ *The University should post information and links to external resources based on the results of external evaluation procedures.*

The evidence part

Public information is an important area in the information activities of the Conservatoire and includes a number of activities aimed at presenting the results, plans and achievements in various areas of public attention and public discussion. The complex of means and measures for informing the public includes Internet resources (the official website of the Conservatoire, pages in social networks), interaction with the media, with public organizations and all persons interested in the activities of the Conservatoire.

The key principle of the information work of the University in General and public awareness in particular is transparency and openness in all areas of activity.

The openness of the Conservatoire and its willingness to interact with the public is evidenced not only by the achievements, but also by the public discussion of problematic issues. Thus, the issue with the protracted repair of the University buildings and the hostel became the subject of public discussion, which allowed to rapidly obtain the necessary amount of funding in the summer of 2018 and as soon as possible to bring the student hostel into proper condition.

Public relations is regulated both by the Republican laws and the decree of the President of the Republic of Kazakhstan №190 of February 5, 2016 "On holding reporting meetings with the population of heads of Central Executive bodies, rectors of national higher educational institutions" and the Charter of the Conservatoire. Information about the activities of the University is published on the website of the Conservatoire (<http://www.conservatoire.kz/ru/news/>). The development of openness is provided, first of all, by the Department for work with the media.

The main channels for informing the public and stakeholders are:

- website of the Conservatoire <http://www.conservatoire.kz>, which is constantly being refined and improved. Three times in the history of the site completely changed its design and structure (2007, 2009 and 2015) in order to match the world experience of the formation of the University website. The site includes such sections as news, About the Conservatoire, Structure, Educational process, Science, Creativity, Cooperation, information center, Poster.

- Platonus system, the informal system of groups in the messenger and Watsapp social network Facebook;

- information about employment opportunities is accumulated by the Department for work with students and graduates;

- a single curatorial hour, in its framework at the beginning of each academic year, students are informed about the nuances of the credit technology of education, including the procedure for assessing their progress, the academic calendar, information about passing points and other.

- concert Department, which is engaged in the distribution of announcements of upcoming concert and creative events. In addition to the usual posters of all events held information companies in the Internet and the media.

Analytical part

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

The timely filling of the site is provided by the Department for work with the media, which forms a two-way communication system: The Conservatoire's divisions – the Department – the public.

Regularly updated information about the faculty in the context of personnel is given in the section of the site "Faculties and departments" <http://www.conservatoire.kz/ru/structure/faculties/>.

Strengths/best practices

- the University actively supports all national events and projects in the field of culture.
- openness is ensured by both formal and informal methods.

Recommendations

- to practice publication of audited financial statements on the website of the University to inform the General public.

According to the standard "Public Information" disclosed 12 criteria, which of them have 8 strong position, 3 – satisfactory, 1 – suggests improvement.

(VI) REVIEW STRENGTHS/GOOD PRACTICES FOR EACH STANDARD

Standard "Strategic development and quality assurance»:

- the Conservatoire has clearly defined strategic guidelines that reflect its individuality, focus on the strategic objectives of the national system of higher education and the needs of the Republic;

the Strategy is monitored on a regular basis;

- based on the strategy of the Conservatoire developed detailed documents on specific areas of activities and processes (plans, programmes, regulations, etc.).

Standard "Management and management»:

- the organizational structure of the Conservatoire provides transparency of the University management system;

- management processes, including planning and allocation of resources are carried out in accordance with the development strategy of the University;

- openness and accessibility of the University management to all stakeholders.

- involvement of students in collegial bodies.

Standard «Information and reporting management»:

- functioning of the information collection, analysis and management system based on the use of modern information and communication technologies and software;

- a mechanism of communication with students, employees and other stakeholders, including conflict resolution mechanisms;

- ensuring the protection of information, identification of persons responsible for the accuracy and timeliness of information analysis and provision of data;

- documentary evidence of the consent of students, employees and teaching staff to the processing of personal data.

Standard "Development and approval of educational programs»

- procedures for the development of EP and their approval at the institutional level are defined and documented;

- created Academic councils, whose functions include the development and examination of educational programs;

- compliance of the content of academic disciplines and learning outcomes with the level of training (bachelor, master, doctoral), as well as continuity in the levels of training;

- in the offered models of EP the results of training and personal qualities of the graduate are accurately presented;

- update EP in accordance with the new achievements of science: new relevant courses are included in the educational programs of specialties that meet modern global trends;

- carrying out external examinations of educational programs;

- annual survey and surveys of employers on the content of EP and requirements for graduates.

«Standard Continuous monitoring and periodic evaluation of educational programs»:

- annual audit of educational programs;

- availability and use of tools for collection, monitoring and decision-making in the framework of follow-up actions based on information on academic achievements of students.

«Standard Student-Centered learning, teaching and performance assessment»:

- ensuring equal opportunities, respect and attention to different groups of students, their needs, providing them with flexible learning paths;

- ensuring consistency, transparency and objectivity of the learning assessment mechanism, including appeal;

- promoting the formation of an active role of the student in the educational process.

Standard «Students»:

- transparency of procedures for the formation of a contingent of students from admission to graduation. Defined, approved and published procedures governing the life cycle of students from admission to completion;

- the University makes every effort to provide places of practice and promote employment of graduates.

- an important fact is the mechanism of support for gifted students.

Standard «Teaching staff»:

- objective and transparent personnel policy ensuring professional growth and development of personnel;

- compliance of the staff potential of the faculty with the University development strategy and the specifics of the EP;

- the management of the Conservatoire is responsible for its employees and implements measures to ensure favorable working conditions;

- active involvement of teachers in the society.

Standard «Research work»

- compliance of the research activities of the mission and strategy of the Kurmangazy KNC;

- growth of indicators of research work of students

Standard «Finance»:

- the Conservatoire has a good practice of supporting all types of activities;

- there is a system of planned, thematic and comprehensive inspections by public authorities;

Standard "Educational resources and student support systems»:

- the University is working to support students with disabilities;

- functioning of the Department for work with students and graduates in the Conservatoire;

- functioning of the Educational and methodical Department in charge of practices, the international Department for the implementation of academic mobility.

Standard " Informing of the Public»:

- the University actively supports all national events and projects in the field of culture.

- openness is ensured by both formal and informal methods.

(VII) REVIEW OF THE RECOMMENDATIONS ON QUALITY IMPROVEMENT FOR EACH STANDARD

Standard "Strategic development and quality assurance»

- to continue work on the implementation of the quality management system taking into account the Standards and recommendations for quality assurance in the European higher education area (ESG);

- to finalize the strategic plan for the development of the Conservatoire in accordance with the strategy of the Kurmangazy KNC for 2019-2025 with the specification of target indicators of expected results and deadlines for their implementation.

Standard " Leadership and management»

- provide a more detailed approach to the analysis of the effectiveness of changes;

- to continue the work on the participation of the Conservatoire in international, national and regional professional alliances, associations, etc.;

- to plan and organize professional development of heads of departments and educational programs on educational management programs.

Standard " Managing by information and reporting»

- to develop and implement the process of communication policy documentation, taking into account the growth trend of internal and external relations.

Standard "Development and approval of educational programs»

- expand cooperation with leading foreign universities in the development of joint educational programs.

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

- to continue the phased implementation of various modules of the new version of the AIS "Platonus" for a smooth transition to an electronic system of planning, control and reporting;
- conduct ongoing monitoring of educational programs for compliance with regulatory requirements the MES and the MCS of Kazakhstan.

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

- to continue work on their own research in the field of teaching methods of academic disciplines and the use of innovative forms and methods of teaching in the educational process.

Standard "Students»

- develop an adaptation and support program for international students;
- continue to work to support the academic mobility of students and consider the possibility of assistance in obtaining external grants for training;
- to carry out organizational measures to establish the Association of graduates of the Conservatoire.

Standard "Teaching staff»

- to develop a system of actualization of motivation of professional and personal growth of the faculty of the Conservatoire;
- to continue the work on academic mobility of teaching staff and attract the best foreign and domestic teachers to the implementation of educational programs.

Standard "Research work»

- to put a work on the organization of joint scientific research with foreign scientists and universities;
- to provide incentives to enhance scientific research activities and increased publishing activity.

Standard "Finance»

Absent

Standard "Educational resources and student support systems»

- to consider the possibility of technological support of students and teaching staff in accordance with the EP (online courses, databases, etc.);
- to continue providing library resources with literature in the state language;
- to continue work on updating the material and technical base of the Conservatoire and to develop a system of support for students with special needs.

Standard "Informing of Public»

- to practice publication of audited financial statements on the website of the University to inform the General public.

(VIII) OVERVIEW OF RECOMMENDATIONS ON DEVELOPMENT OF EDUCATIONAL ORGANIZATIONS

To consider the possibility of opening a harp class and a jazz Department on the basis of the Conservatory for the purpose of continuity between secondary professional and higher education (proposals made during the meeting with employers).



Annex 1. Assessment table "PARAMETERS of the INSTITUTIONAL PROFILE»

№ o/n	№ o/n	Evaluation criterion	Position of the organization of education			
			Strong	Satisfactory	Suggests improvement	Unsatisfactory
Standard «Strategic development and quality assurance»						
1	1.	The University should demonstrate the development of a unique strategy based on the analysis of external and internal factors with the broad involvement of a variety of stakeholders.		+		
2	2.	The University should demonstrate the focus of the mission, vision and strategy to meet the needs of the state, society, sectors of the real economy, potential employers, students and other stakeholders.		+		
3	3.	The University should demonstrate the transparency of the processes of formation, monitoring and regular review of the mission, vision, strategy and quality assurance policy.	+			
4	4.	The University should have a published quality assurance policy, mission and strategy.	+			
5	5.	The University is developing papers on particular fields of activities and processes (plans, programmes, regulations, etc.) that specify policies for quality assurance.	+			
6	6.	Quality policy should reflect the link between research, teaching and learning.		+		
7	7.	The University should demonstrate the development of a culture of quality assurance.		+		
Total standard			3	4		
Standard «Administration and management»						
8	1.	The University carries out management processes, including planning and allocation of resources in accordance with the strategy.		+		
9	2.	The University should demonstrate the successful functioning and improvement of the intra-University quality assurance system.	+			
10	3.	The University should demonstrate a risk management analysis.		+		
11	4.	The University should demonstrate an analysis of the effectiveness of changes.			+	
12	5.	The University should demonstrate the analysis of the identified inconsistencies, the implementation of the developed corrective and preventive actions.		+		
13	6.	The University should demonstrate a clear definition of those responsible for business processes, a clear distribution of staff responsibilities, the division of functions of collegial bodies.	+			
14	7.	An important factor is to ensure the management of the educational process through the management of educational programs, including the assessment of their effectiveness.	+			
15	8.	The University demonstrates the development of annual action		+		

		plans, including teaching staff, based on the development strategy.				
16	9.	Commitment to quality assurance should apply to all activities performed by contractors and partners (outsourcing), including joint/double-degree education and academic mobility.		+		
17	10.	The University must provide evidence of the transparency of the University management system.	+			
18	11.	The University should ensure the participation of students and faculty in the work of collegial governing bodies.	+			
19	12.	The University must demonstrate evidence of openness and accessibility of managers and administration to students, teachers, parents and other stakeholders.	+			
20	13.	The University should demonstrate innovation management, including analysis and implementation of innovative proposals.		+		
21	14.	The University should seek to participate in international, national and regional professional alliances, associations, etc.			+	
22	15.	The University should provide training for management (rector, advisors, Vice-rectors, deans, heads of departments, heads of departments) on education management programs.		+		
23	16.	The University should strive to ensure that the progress made since the last external quality assurance procedure is taken into account in preparing for the next procedure		+		
Total standard			6	8	2	
Standard «Managing information and reporting»						
24	1.	The University should ensure the functioning of the system of collection, analysis and management of information through the use of modern information and communication technologies and software.		+		
25	2.	The University should demonstrate the systematic use of processed, adequate information to improve the internal quality assurance system.		+		
26	3.	The University should have a system of regular reporting at all levels of the organizational structure, including the assessment of the effectiveness and efficiency of departments, EP, research and their interaction.	+			
27	4.	The University should establish the frequency, forms and methods of evaluation of management of EP, the activities of collegial bodies and structural units, senior management, implementation of research projects.	+			
28	5.	The University should demonstrate the definition of the order and ensure the protection of information, including the identification of responsible persons for the accuracy and timeliness of information analysis and data provision.		+		
29	6.	An important factor is the involvement of students, employees and teaching staff in the collection and analysis of information, as well as decision-making based on them.		+		
30	7.	The University should demonstrate that there is a mechanism for communication with students, employees and other stakeholders, including mechanisms for conflict resolution.	+			
31	8.	The University should measure the degree of satisfaction of the needs of teaching staff and students and demonstrate evidence of elimination of the deficiencies found.		+		
32	9.	The University should evaluate the effectiveness and efficiency of its activities, including in the context of EP.		+		

		Information collected and analyzed by the University should take into account:				
33	10.	key performance indicator;		+		
34	11.	dynamics of the contingent of students in the context of forms and types;	+			
35	12.	level of academic performance, achievement of students and the dismissal;	+			
36	13.	satisfaction of students with the implementation of EP and the quality of education at the University;	+			
37	14.	availability of educational resources and support systems for students;	+			
38	15.	employment and career growth of graduates.	+			
39	16.	Students, employees and teaching staff must document their consent to the processing of personal data.	+			
40	17.	The University should facilitate the provision of all necessary information in the relevant fields of science.	+			
Total standard			10	7		
Standard «Development and approval of educational programs»						
41	1.	The University should define and document the procedures for the development of EP and their approval at the institutional level		+		
42	2.	The University should demonstrate the compliance of the developed EP with the set goals, including the expected learning outcomes.	+			
43	3.	The University should demonstrate the presence of the developed models of the graduate EP, describing the learning outcomes and personal qualities.	+			
44	4.	The University must demonstrate the external expertise of the EP.		+		
45	5.	The qualifications obtained at the end of the EP should be clearly defined, explained and consistent with a certain level of NSC.	+			
46	6.	The University should determine the impact of disciplines and professional practices on the formation of learning outcomes.		+		
47	7.	An important factor is the ability to prepare students for professional certification.		+		
48	8.	The University must provide evidence of the participation of students, faculty and other stakeholders in the development of EP, ensuring their quality.	+			
49	9.	The complexity of the EP should be clearly defined in Kazakhstan loans and ECTS.	+			
50	10.	The University should provide the content of academic disciplines and learning outcomes level (bachelor, master, doctoral).	+			
51	11.	The structure of the EP should provide for different activities corresponding to the learning outcomes.	+			
52	12.	An important factor is the presence of joint EP with foreign educational organizations.			+	
Total standard			7	4	1	
Standard «Continuous monitoring and periodic evaluation of educational programs»						

53	1.	The University should monitor and periodically evaluate the EP in order to achieve the goal and meet the needs of students and society. The results of these processes are aimed at continuous improvement of the EP.		+		
		Monitoring and periodic evaluation of the EP should consider:				
54	2.	the content of the programs in the light of the latest achievements of science in a particular discipline to ensure the relevance of the taught discipline;		+		
55	3.	changes in the needs of society and the professional environment;	+			
56	4.	workload, academic performance and graduation;	+			
57	5.	effectiveness of students ' assessment procedures;	+			
58	6.	expectations, needs and satisfaction of students training by training EP;		+		
59	7.	educational environment and support services and their compliance with the objectives of the EP.		+		
60	8.	The University must provide evidence of the participation of students, employers and other stakeholders in the revision of the EP.	+			
61	9.	All stakeholders should be informed of any planned or undertaken actions with respect to the EP. All changes made to the EP must be published.		+		
62	10.	The University should ensure the revision of the content and structure of the EP, taking into account changes in the labor market, the requirements of employers and the social demand of society.		+		
Total standard			4	6		
Standard «Student-Centered learning, teaching and performance assessment»						
63	1.	The University should ensure respect and attention to different groups of students and their needs, providing them with flexible learning paths.	+			
64	2.	The University should ensure the use of various forms and methods of teaching and learning.	+			
65	3.	An important factor is the availability of own research in the field of teaching methods of academic disciplines.	+			
66	4.	The University should demonstrate the existence of a feedback system on the use of different teaching methods and evaluation of learning outcomes.		+		
67	5.	The University should demonstrate support for the autonomy of students, with simultaneous guidance and assistance from the teacher.		+		
68	6.	The University should demonstrate that there is a procedure for responding to complaints of students.	+			
69	7.	The University should ensure consistency, transparency and objectivity of the mechanism for assessing learning outcomes, including appeal.	+			
70	8.	The University should ensure that the procedures for assessing the learning outcomes of students are consistent with the planned learning outcomes and the objectives of the program. Evaluation criteria and methods should be published in advance.		+		
71	9.	The University should identify mechanisms to ensure the		+		

		development of each graduate learning outcomes and ensure the completeness of their formation.				
72	10.	Evaluators should be familiar with modern methods of assessing learning outcomes and regularly improve their skills in this area.	+			
Total standard			6	4		
Standard «Students»						
73	1.	The University should demonstrate the policy of formation of the contingent of students from admission to graduation and ensure transparency of its procedures. The procedures governing the life cycle of students (from admission to completion) should be defined, approved and published.	+			
74	2.	The University should provide for special programs of adaptation and support for newly enrolled and foreign students.		+		
75	3.	The University must demonstrate its compliance with the Lisbon Convention on recognition.		+		
76	4.	The University should cooperate with other educational institutions and national centres of the "European network of national information centres for academic recognition and mobility/National Academic Information Centres for Recognition"ENIC/NARIC to ensure comparable recognition of qualifications..		+		
77	5.	The University should demonstrate the existence and application of a mechanism to recognize the results of academic mobility of students, as well as the results of additional, formal and non-formal education.	+			
78	6.	The University should provide an opportunity for external and internal mobility of students, as well as assist them in obtaining external grants for training.		+		
79	7.	The University should make maximum efforts to provide students with places of practice, to promote employment of graduates, to maintain communication with them.	+			
80	8.	The University should provide graduates with documents confirming the qualifications obtained, including the results of training, as well as the context, content and status of education received and evidence of its completion.	+			
81	9.	An important factor is the monitoring of employment and professional activity of graduates.	+			
82	10.	The University should actively encourage students to self-education and development outside the main program (extracurricular activities).		+		
83	11.	An important factor is the existence of an existing Association/alumni Association.			+	
84	12.	An important factor is the availability of a mechanism to support gifted students.	+			
Total standard			6	5	1	
Standard «Teaching staff»						
85	1.	The University should have an objective and transparent personnel policy, including recruitment, professional growth and development of personnel, ensuring the professional competence of the entire staff.		+		
86	2.	The University should demonstrate the compliance of the staff potential of the faculty with the University development strategy and the specifics of the EP.	+			

87	3.	The University should demonstrate awareness of responsibility for its employees and ensure favorable working conditions for them.		+		
88	4.	The University should demonstrate the change in the role of the teacher in connection with the transition to student-centered learning.	+			
89	5.	The University should determine the contribution of teaching staff in the implementation of the development strategy of the University and other strategic documents.		+		
90	6.	The University should provide opportunities for career growth and professional development of teaching staff.	+			
91	7.	The University needs to involve teaching practitioners in the relevant sectors.	+			
92	8.	The University should provide targeted actions for the development of young teachers.		+		
93	9.	The University should demonstrate the motivation of professional and personal development of teachers, including the promotion of both the contribution to the integration of research and education, and the use of innovative teaching methods.		+		
94	10.	An important factor is the active use of PPP information and communication technologies in the educational process (for example, on-line training, e-portfolio, MOE, etc.).		+		
95	11.	An important factor is the development of academic mobility, attracting the best foreign and domestic teachers.		+		
96	12.	An important factor is the involvement of teaching staff in society (the role of teaching staff in the education system, in the development of science, the region, the creation of a cultural environment, participation in exhibitions, creative competitions, charity programs, etc.).	+			
Total standard			5	7		
Standard «Research work»						
97	1.	The University should demonstrate compliance with the priorities of research work of the national policy in the field of education, science and innovative development.	+			
98	2.	The University should ensure that the research activities of the mission and strategy of the University.	+			
99	3.	The University should plan and monitor the effectiveness of research.	+			
100	4.	The University should demonstrate the presence of the processes of attracting students to research activities.		+		
101	5.	The institution must demonstrate that promoting the submission of scientific positions of researchers, academic staff and students on a variety of scientific venues, including the publication of scientific results.		+		
102	6.	The University should promote the implementation of research results, including consulting and commercialization.		+		
103	7.	The University should promote the recognition of the results of research work, including the registration of scientific projects in the authorized bodies, registration of patents and copyright certificates.		+		
104	8.	The University should strive to conduct joint research with foreign universities.		+		

105	9.	The University should seek to diversify the forms of funding for research activities.		+		
106	10.	The University should stimulate research activities using various forms of motivation.			+	
Total standard			3	6	1	
Standard «Finance»						
107	1.	The University should form development scenarios consistent with the development strategy, taking into account the risk assessment.		+		
108	2.	The University should demonstrate operational and strategic planning of its budget.	+			
109	3.	The University must demonstrate the existence of a formalized financial management policy, including financial statements.	+			
110	4.	The University must demonstrate the existence of an internal audit system.		+		
111	5.	The University must demonstrate an external independent audit.	+			
112	6.	The University should have a mechanism for assessing the adequacy of financial support for various activities of the University, including the development strategy of the University, the development of EP, research projects.		+		
Total standard			3	3		
Standard «Educational resources and student support systems»						
113	1.	The University should demonstrate the sufficiency of material and technical resources and infrastructure.		+		
114	2.	The University should demonstrate the existence of procedures to support different groups of students, including information and advice.	+			
		The University should demonstrate compliance of information resources with the specifics of the EP, including compliance in the following areas:				
115	3.	technological support of students and teaching staff in accordance with educational programs (for example, online training, modeling, databases, data analysis programs);			+	
116	4.	library resources, including the Fund of educational, methodical and scientific literature on General education, basic and major disciplines on paper and electronic media, periodicals, access to scientific databases;		+		
117	5.	examination of the results of research, final works, theses on plagiarism;		+		
118	6.	examination of the results of research, final works, theses on plagiarism;		+		
119	7.	the functioning of WI-FI in the territory of the organization of education.	+			
120	8.	The University should strive to ensure that the training equipment and software used for the development of EP, were similar to those used in the relevant industries.	+			
121	9.	The University must ensure compliance with safety requirements in the learning process.	+			
122	10.	The University should strive to take into account the needs of different groups of students (adults, workers, foreign students, as well as students with disabilities).		+		

			Total standard	4	5	1	
Standard «Informing of Public»							
		The information published by the University should be accurate, objective, relevant and should include:					
123	1.	implemented programs, indicating the expected learning outcomes;	+				
124	2.	information on the possibility of qualification at the end of EP;	+				
125	3.	information on teaching, training, assessment procedures;	+				
126	4.	information about passing scores and training opportunities provided to students;	+				
127	5.	information on employment opportunities for graduates.		+			
128	6.	University management should use a variety of ways to disseminate information (including the media, web resources, information networks, etc.) to inform the General public and stakeholders.	+				
129	7.	Public awareness should include support and clarification of the country's national development programmes and higher and postgraduate education.		+			
130	8.	The University should publish audited financial statements on its own web resource.				+	
131	9.	The University should demonstrate the reflection on the web resource of information characterizing the University as a whole and in the context of the EP.	+				
132	10.	An important factor is the availability of adequate and objective information about the teaching staff, in the context of personnel.	+				
133	11.	An important factor is the placement of information on cooperation and interaction with partners, including scientific/consulting organizations, business partners, social partners and educational organizations.	+				
134	12.	The University should post information and links to external resources based on the results of external evaluation procedures.		+			
Total standard			8	3	1		
TOTAL			65	62	7		