Addressedto the
Accreditation Council
of IAAR

REPORT

on the results of the work of the external expert commission
on the assessment of compliance with the requirements of the standards
of specialised accreditation of educational programmes
6B06102 INFORMATION SYSTEMS
6B06103 COMPUTER TECHNOLOGY AND SOFTWARE
Non-profit joint stock company
"West Kazakhstan University named after M.Utemisov"

Site visit days: from "28" to "30" September, 2020

Uralsk   **"30"   September, 2020**

INDEPENDENT AGENCY FOR ACCREDITATION AND RATING
External expert commission

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CONTENT

(I) LIST OF SYMBOLS AND ABBREVIATIONS

WKU	Non-profit joint stock company "M.Utemisov West Kazakhstan University"
IAAR	Non-profit Institution "Independent Agency for Accreditation and Rating"
AC	Academic calendar
AIS	Automatic Information System
BD	Basic disciplines
EAAA	External Assessment of Academic Achievements
EW	Educational work
HPE	Higher professional education
SCC	State Certification Commission
SCES	State Compulsory Educational standards
SE	State examination
DLT	Distance learning technology
FSA	Final state attestation
FC	Final control
ICT	Information and Communication Technology
IT	Information Technology
IC	Individual Curriculum
CLT	Credit learning technology
ESC	Elective Subjects Catalogue
MES	Ministry of Education and Science
SRW	Scientific research work
SRWS	Scientific research work of a student
CD	Compulsory discipline
EP	Educational program
SD	Specialized disciplines
TS	Teaching staff
RSTL	Republic Scientific and Technical Library
RK	Republic of Kazakhstan
WC	Working Curriculum
QMS	Quality management system
SRS	Student Research Society
SIW	Students' Individual Work
SIWT	Students' Individual Work with teachers
TC	Typical Curriculum
AMC	Academic and methodological complex
AMCD	Academic and methodological complex of discipline
AMCS	Academic and methodological complex of specialty
EMC	Educational and methodological Council
ECTS	European Credit Transfer System

(II) INTRODUCTION

In accordance with the order No. 70-20-OD dated 09/04/2020 of the Independent Agency for Accreditation and Rating, in the period from 28 to 30 September 2020, an external expert commission conducted an external assessment of the conformity of educational programs: 6B06102 Information systems, 6B06103 Computer technology and software at NJSC "M.Utemisov West Kazakhstan University" within the framework of specialized accreditation for compliance with the criteria of the IAAR agency.

The report of the external expert commission (EEC) contains an assessment of the submitted educational programs against the IAAR criteria, recommendations of the EEC for further improvement of the evaluated educational programs and the parameters of the profile of the evaluated educational programs of the NJSC "M.Utemisov West Kazakhstan University".

EEC composition:

Chairman of the Commission – Tabishev Timur Arsenovich, c.p.s., Associate Professor, Head of the "Department of Licensing and Accreditation" of the Office of Educational Policy Head of the Center for Joint International Educational Programs of the Federal State Budgetary Educational Institution of Higher Education "Kabardino-Balkarian State University named after Kh.M. Berbekov", federal expert of Federal Education and Science Supervision Agency and the Guild of Experts of the Russian Federation, expert of the quality of higher education according to ESG standards.

Foreign expert – Gudenko Alexey Viktorovich, Candidate of Physical and Mathematical Sciences, Associate Professor of the Department of General Physics, Moscow State Physics and Technology University (Moscow, Russian Federation).

Foreign expert – Zolotareva Irina Aleksandrovna, Professor of the Department of Information Systems, Simon Kuznets Kharkiv National University (Kharkov, Ukraine)

National expert – Aybuldinov Elaman Kanatovich, PhD, Director of the Research Institute of Applied Chemistry, L.N. Gumilyov Eurasian National University (Nur-Sultan, Republic of Kazakhstan).

National expert – Bodikov Seyfolla Zhamauovich, senior lecturer at Karaganda State University named after academician E.A. Buketov, member of the Union of Designers of the Republic of Kazakhstan, member of the Eurasian Union of Designers (Karaganda, Republic of Kazakhstan).

National expert – Duzmagambetov Erbolat Ablazyevich, Head of the Accreditation Department of K. Zhubanov Aktobe State University (Aktobe, Republic of Kazakhstan).

National expert – Kudabayeva Aigul Kaldybekovna, c.t.s., Associate Professor of M.Kh.Dulaty Taraz Regional University Taraz, Republic of Kazakhstan).

National expert – Kuzbakova Gulnara Zhanabergenovna, candidate of art history, musicologist, associate professor of the Kazakh National University of

Arts, member of ICTM (International Counsil of Traditional Music) (Nur-Sultan, Republic of Kazakhstan).

National expert – Kunakova Klara Umirzakovna, c.ph.s., d.p.s., Professor of Abylai Khan Kazakh University of International Relations and World Languages (Almaty, Republic of Kazakhstan).

National expert – Ibragimov Aman Ilesovich, c.p.s., Acting Associate Professor of Abai Kazakh National Pedagogical University (Almaty, Republic of Kazakhstan).

National expert – Movkebaeva Galiya Akhmetvalievna, Doctor of Historical Sciences, Professor of al-Farabi Kazakh National University. (Almaty, Republic of Kazakhstan).

National expert – Moiseev Evgeniy Sergeevich, senior teacher of the Kazakh National Academy of Choreography, member of the Union of Choreographers of Kazakhstan (Nur-Sultan, Republic of Kazakhstan).

National expert – Mukhanbetkaliev Esbol Yessenbaevich, c.phil.s., Associate Professor of S.S. Seifullin Kazakh Agrotechnical University (Nur-Sultan, Republic of Kazakhstan).

National expert – Sagimbaeva Shynar Zhanuzakovna, Candidate of Physical and Mathematical Sciences, Associate Professor of K. Zhubanov Aktobe State University (Aktobe, Republic of Kazakhstan).

National expert – Tatarinova Lola Furkatovna, Candidate of Juridical Sciences, Associate Professor, International University of Business (Almaty, Republic of Kazakhstan).

National expert – Tolysbaeva Zhanna Zhenisovna, Doctor of Philological sciences, Professor of the Kazakh National Academy of Choreography (Nur-Sultan, Republic of Kazakhstan).

National expert – Urmashev Baydaulet Amantayevich, Candidate of Physical and Mathematical Sciences, Associate Professor, al-Farabi Kazakh National University. (Almaty, Republic of Kazakhstan).

Employer - Lana Bolat, head of the choreographic collective "Altyn Batyr", President of the Public Foundation for the Development of Step Dance in the Republic of Kazakhstan, Chairman of the Council of Young Entrepreneurs of Nur-Sultan (Nur-Sultan, Republic of Kazakhstan)

Employer - Safullin Eldos Nabiollievich, Deputy Director for Educational and Methodological Work of the Institute for Advanced Training of Pedagogical Workers, NTSPK "Orleu" in the West Kazakhstan region (Uralsk, Republic of Kazakhstan)

Student - Aimurzieva Aruzhan Kanatovna, EP 6B02508 - "Chemistry" of al-Farabi Kazakh National University. (Almaty, Republic of Kazakhstan).

Student - Abitay Marzhan Sakenkyzy 3rd year student of educational program 5B042100 - "Design" of M.Kh. Dulaty Taraz Regional University (Taraz, Republic of Kazakhstan).

Student - Bayantai Meruert Serikkyzy, 4-year student of EP 5B090300 of S.SeifullinKazakh Agrotechnical University. (Nur-Sultan, Republic of Kazakhstan).

Student - Egizbaeva Asylzat Erkinkyzy, 4th year student of EP 6B06102 - "Information Systems" of S.Amanzholov East Kazakhstan University (Ust-Kamenogorsk, Republic of Kazakhstan).

Student - Kereeva Tansholpan Makhambetovna, 1 year student of EP 7M04106 of K.ZhubanovAktobe Regional University (Aktobe, Republic of Kazakhstan)

Student - Muratbekova Zhadyra Sanatkyzy, 5th year student of specialty 5B042100 - "Design" of T. Zhurgenov Kazakh National Academy of Arts (Almaty, Republic of Kazakhstan).

Student - Nurmukhan Zarina Baqytzhankyzy, student of EP 7M11103 of L.N.Gumilyov Eurasian National University (Nur-Sultan, Republic of Kazakhstan).

Student - Tapalov Nurzhan, 4th year student of EP "5B010600 - Performing Arts" of the Kazakh National University of Arts (Nur-Sultan, Republic of Kazakhstan)

Coordinator of the IAAR - Niyazova Guliyash Balkenovna, project manager for institutional and specialized accreditation of IAAR universities (Nur-Sultan, Republic of Kazakhstan).

(III) REPRESENTATION OF THE EDUCATION ORGANIZATION

NJSC "M.Utemisov West Kazakhstan University" is one of the oldest universities in the country, now it bears the name. Its history began in 1932, when the second pedagogical institute in Kazakhstan (after KazPI) was opened in Uralsk. In 1937 it was renamed into the Uralsk Kazakh Pedagogical Institute named after A.S. Pushkin. In 1982 the Uralsk Pedagogical Institute was awarded the Order of the Badge of Honor. In 1996, the Uralsk Pedagogical Institute was transformed into the West Kazakhstan Humanitarian University. On February 14, 2000, by the Decree of the Government of the Republic of Kazakhstan, the West Kazakhstan State University was created by merging three universities of the WKO: West Kazakhstan Humanitarian University named after A.S. Pushkin, West Kazakhstan Agrarian University and Dauletkerey Institute of Arts. On November 5, 2002, the WKU was reorganized by separating the West Kazakhstan Agrarian and Technical University from it. On May 30, 2003, by the Resolution of the Government of the Republic of Kazakhstan No. 497, the West Kazakhstan State University was named after Makhambet Utemisov, since 2020 the university has been functioning under the name of the NJSC "M.Utemisov West Kazakhstan University"

Legal address: 090000 , N. Nazarbaev Avenue, 162, Uralsk, tel. 8 (711)51-26-32, 51-42-66, e-mail: zapkazgu@rambler.ru. WKU has no branches in the Republic of Kazakhstan and outside it. WKU carries out its activities in accordance with the Charter of the university, approved by order of the Committee for State Property and Privatization of the Ministry of Finance of the Republic of Kazakhstan No. 819 dated August 23, 2012.

In the structure of the NJSC "M. Utemisov West Kazakhstan University" there are 6 faculties (natural-geographical; physics and mathematics; pedagogical; philological; history, economics and law; culture and art), a scientific library, a publishing center, a testing laboratory of ecology and biogeochemistry and a number of other departments of scientific, educational and industrial directions.

There are 22 departments in the faculties of WKU, training personnel in 52 EP of bachelor's degree and 24 EP of master's degree. Currently, the university has more than 5.5 thousand students and undergraduates. WKU carries out educational activities in accordance with the state license No. 12019665 issued by the Committee for Control in the Field of Education and Science of the Republic of Kazakhstan on 11.12.2012.

WKU has 7 educational buildings, 3 student dormitories, 2 standard sports halls, 3 adapted sports halls, 2 outdoor sports grounds, and an agrobiological station on its balance sheet.

The university management system is built on the principle of a vertical and implies structural delimitations in areas of activity: educational and methodological work, research work, educational work, etc. Operational management and distribution of powers is carried out using internal regulatory, organizational and administrative documentation. In order to develop corporate governance, the Regulations were adopted and the composition of the Council of Employers and the Alumni Association was formed. On July 7, 2016, by order of the Ministry of Education and Science of the Republic of Kazakhstan, the composition of the Supervisory Board of the WKU was approved.

(IV) DESCRIPTION OF THE PREVIOUS ACCREDITATION PROCEDURE

Previous accreditation of the educational programmes 6B06102 Information systems 6B06103 Computer technology and software carried out by the IAAR in 2017.

(V) DESCRIPTION OF THE EEC VISIT

The work of the external expert commission at the NJSC " M. Utemisov West Kazakhstan University" was organized online, in accordance with the program of the visit of the EEC and the guidelines for organizing and conducting an on-line visit of the external expert commission (including the visit of the expert group on post-accreditation monitoring) for the period of restrictive measures in connection with the COVID-19 pandemic.

The work of the EEC was carried out on the basis of the visit program of the expert commission on the criteria of the IAAR of educational programs in the NJSC "M.Utemisov West Kazakhstan University" in the period from 28 to 30 September 2020.

In order to coordinate the work of the EEC, on September 27, 2020, an initial online meeting was held, during which powers were distributed among the

members of the commission, the schedule of the visit was clarified, and agreement was reached on the choice of examination methods.

To obtain objective information about the quality of educational programs and the entire infrastructure of the university, to clarify the content of self-assessment reports, meetings were held with the rector, vice-rectors for areas of activity, deans, heads of structural units, faculty, students, graduates, employers. A total of 81 people took part in the meetings for the evaluated cluster.

EEC meetings with target groups were held in accordance with the revised program of the visit, in compliance with the established time frames. On the part of the staff of the NJSC "M.Utemisov West Kazakhstan University", the presence of all persons indicated in the annexes to the visit program was ensured.

During the direct online visit of the EEC, it was determined that the evaluated program 6B06102 / 5B070300 - "Information systems", 6B06103 / 5B070400 - "Computer technology and software".

EEC members visited the facilities that are the bases of practices online. Thus, a visit to the practice bases of educational programs at the bachelor's level was organized:

Technopark "Algorithm" LLP,
IT Group Kazakhstan LLP,
Torus LLP.

During the online excursion, the EEC members got acquainted with the state of the material and technical base.

Within the framework of the visit, the EEC was organized attending classes:

29.09.2020 9.00	Specially oriented foreign language (practical)	6B06102 Information systems
29.09.2020 12.00	Programming technologies and languages (practical)	6B06103 Computer technology and software
29.09.2020 11.00	Programming in the OOPS environment C ++ C Builder (lecture)	6B06102 Information systems
29.09.2020 10.00	Professional Kazakh language (practical)	6B06102 Information systems 6B06103 Computer technology and software

The events planned as the part of the online visit of the IAAR EEC contributed to a detailed acquaintance of experts with the educational infrastructure of the university, material and technical resources in the context of the educational programs of the bachalor program 6B06102/5B070300 Information systems, 6B06103/5B070400 Computer technology and software.

This allowed the IAAR EEC members to carry out an independent assessment of the compliance of the data set forth in the self-assessment reports of the university's educational programs with the criteria of the IAAR specialized accreditation standards.

A survey was conducted with the teaching staff, students and undergraduates.

All conditions have been created for the work of the EEC, access to all necessary information resources has been organized.

As part of the planned program, recommendations for improving the university activities, developed by the EEC based on the results of the inspection, were presented at a meeting with the leadership on September 30, 2020.

(VI) COMPLIANCE WITH SPECIALISED ACCREDITATION STANDARDS

6.1. Standard «Management of educational programme»
Evidence part

EEC confirms the existence of the Strategy and mission of development of the NJSC "M.Utemisov West Kazakhstan University" (https://wksu.kz/ru/o-vuze/universitet/strategiya-i-missiya). The university sees as its strategic goal the implementation of activities in the field of higher and postgraduate education based on the integration of science, education and production, capable of providing high quality education and sustainable development of the university.

The quality policy is reflected in the educational quality manual of the M.Utemisov WKU. In accordance with the decisions of the Supervisory Board dated September 25, 2018 (Minutes No. 4) and the Academic Council dated October 29, 2018 (Minutes No. 2), amendments and additions were made to the Strategic Plan of WKU for 2017-2021.

Implementation and certification of the quality management system of M.Utemisov WKU in 2004, in accordance with the ST RK ISO 9001 standard, EEC notes as a positive experience.

A positive moment is the inclusion of external stakeholders from among scientists, representatives of employers, the business environment, and government agencies into the Supervisory Board.

The official website of the university published the Guide to the quality of education, which was approved on 03.05.2018 by the decision of the Academic Council of the M.Utemisov WKU, protocol No. 8.

The website of the Department of Strategic Development and Quality of the University published the "Concept for monitoring the internal and external environment of the M.Utemisov WKU" (https://wksu.kz/ru/o-vuze/razvitie-universiteta/departament-strategicheskogo-razvitiya-i-kachestva).

Representatives of collegial bodies of the university take part in the discussion of strategic documents: the Council of Employers, Student Self-Government, the Council of the Faculty, the Academic Council. The results of their work and recommendations are posted on the website of the M.Utemisov WKU, and are also sent to departments and other structural divisions. As the latest organizational changes, the EEC notes the creation of an information technology center, an internationalization center, an ANC department, and research laboratories.

In M.Utemisov WKU developed documents regulating the following business processes: Quality Manual, Environmental Management Manual, Quality Policy, Environmental Policy, QMS guidelines, regulations on departments, instructions, quality plans, job descriptions, process maps, forms. The distribution of functions between departments and the developed job responsibilities of employees ensure the fulfillment of the university's mission.

Job descriptions of university employees are developed taking into account the requirements of the Labor Code of the Republic of Kazakhstan, the Unified Tariff and Qualification Reference Book of Work and Occupations of Workers, the Qualification Reference Book of Employee Positions and in accordance with other regulatory documents in the field of education.

Members of the EEC made sure that the university is monitoring awareness and satisfaction with the university management system among employees and teaching staff in order to improve the quality of educational services and the corporate governance system. In the sociological survey "Opinion of students and teachers on the effectiveness of the educational process in the M.Utemisov WKU - 2018 "was attended by 437 students and 147 university teachers, of whom 12% of students were students of the Faculty of Physics and Mathematics.

EEC confirms that the university is working to establish a link between research, teaching and learning. As a result of the research work of the teaching staff, which is involved in the implementation of the EP of the cluster, the senior lecturer of the department Mannapova T.M. published a textbook "Internet programming", which is used in the educational process in the following disciplines: "Internet programming", "Php programming language", "Web technologies" in the framework of EP 6B06102 / 5B070300 Information systems and 6B06103 / 5B070400 Computing technology and software.

Experts note that the teachers who participate in the implementation of the EP of the cluster have begun to organize cooperation with employers in the IT industry in the region to organize practice bases and attract company employees to the educational process and inform graduates about the prospects for employment at the enterprises of the industry.

The EP management requests, analyzes and summarizes the opinions of stakeholders, conducts surveys, makes some adjustments to the EP content, teaching methods, technological and software of the educational process. Taking into account the recommendations of employers, the Computer Engineering and Software educational program includes the following disciplines: "Designing Mobile Robots", "Fundamentals of Video Editing"; in the educational program Information systems - disciplines: "Python programming language" and "Computer video editing".

EEC notes as a positive experience of accredited EP a joint analysis of employers and teaching staff of the department of the results of industrial practice, the quality of theoretical and practical training of students, the formation of recommendations for improving training.

Experts confirm the existence of the following mechanisms for collecting, storing and analyzing information about the implementation of the EP: self-

assessment of the EP in preparation for accreditation; self-assessment of the EP for compliance with the criteria of accreditation organizations; self-assessment of the processes ensuring the implementation of the EP; questionnaires, etc.

Measures to control the quality of the educational process are recorded in the form of minutes of the meeting of the department, acts, certificates, reports, etc., and are discussed at meetings of the department.

EEC confirm the availability of a portal at the university and a distance portal https://wksu.kz/ru/distantsionnoe-obuchenie-2/distantsionnaya-sistema, developed on the basis of the Moodle e-learning environment. The portal contains educational resources such as discipline programs, recommendations, test assignments. Video lectures and webinars, online consultations using chats are held. Many teachers who work at accredited EPs have completed the 72-hour course "Methods and Technologies of Distance Learning".

The advanced training course "Modern pedagogical technologies in higher educational institutions within the framework of the updated content of education" was taught by the teacher Abulkasova D.B. Within the framework of cooperation of the department with STEM academia LLP, the 72-hour advanced training course in Python was completed by teachers Abulkasova D.B., Imangaliev M.M., Khamzina A.A., Art F. Taking into account the recommendations of employers, the corresponding disciplines were developed and implemented and educational components.

Analytical part

The quality assurance policy has been published, and the link between research, teaching and learning is outlined.

The development of a culture of quality assurance, including in the context of EP, is confirmed by the presence of a university development strategy, an EP development plan. Employers who are representatives of internship bases, students and teaching staff are involved in the revision and improvement of the accredited EP.

The faculty has a mechanism for updating strategic documents for the development of EP. Employers who are representatives of practice bases, students and teaching staff are involved in the management of the EP. EEC notes the consistency of EP development programs with national development priorities and the University Development Strategy for 2017-2021. EEC received evidence of the determination of those responsible for business processes within the EP, the distribution of job duties of the personnel, the delineation of the functions of collegial bodies.

The analysis and implementation of changes in the EP is carried out in the management of educational programs 6B06102 / 5B070300 Information systems, 6B06103 / 5B070400 Computer technology and software.

An analysis of the documents provided, an interview with the university management, the EP management showed that when analyzing and assessing risks, one should take into account both internal and external factors, such as economic, technological, demographic and others.

The questionnaire survey of the teaching staff, conducted during the visit of the EEC of the IAAR, showed that the reflection of the mission and strategy of the university in various aspects of the university's activities and organizational issues according to the estimates of the teaching staff is more than 90%. When asked about satisfaction with the general quality of educational programs, 143 students (82.2% of respondents) gave a positive assessment, about 149 (85.6%) students about satisfaction with the level of implementation of the rules and strategies of the educational program.

Strengths / Best Practice
− the existence of a published quality policy, the reflection in the quality policy of the link between research, teaching and learning;
− participation of representatives of interested parties in the collegial management bodies and decision-making on EP;
− a clear definition of the duties of the personnel;
− EP management has demonstrated its readiness to be open and accessible for students, teaching staff, employers and other stakeholders.

EEC recommendations
- for educational programs 6B06102 / 5B070300 - Information systems, 6B06103 / 5B070400 - Computertechnology to carry out on a systematic basis the analysis, revision and implementation of innovative proposals for the structure and content of the EP in managing the educational program with the involvement of all stakeholders,
- to strengthen the analysis of risk management, taking into account the factors of the external and internal environment of the university.

Conclusions of the EEC according to the standard "Management of educational programme": educational programmes 6B06102   Information systems, 6B06103   Computer technology and software have 3 strong, 14 satisfactory positions.

6.2. Standard «Information management and reporting»
Evidence part
Members of the EEC confirm that the university operates processes for collecting, analyzing and managing information to ensure the quality of EP implementation, assessing the effectiveness of activities, implementing the mission, goals and objectives.

The main source of information on all areas of the university's activities is the website https://wksu.kz/ru/, where the university's regulatory documents are freely available.

The heads of the EP carry out monitoring, the results of which are considered at the meetings of the departments and the EMC of the Institute. Based on the results of monitoring at the departments, plans are developed to improve activities aimed at ensuring the quality of EP implementation.

The availability of educational resources and support systems for students is also ensured by the availability of the following software products at the university, for which there are copyright certificates:
- software package "Scheduling of training sessions of WKU";
- matrix for planning the activities of the WKU
- Questionnaire program "Teacher through the eyes of a student";
- automated information system "Makhambet";
- online learning system;
- distance learning center.

The planning matrix contains: the work plan of the university; work plan of the Academic Council; University curriculum plan; research plan of the university; the work plan of the center for academic affairs and the Bologna process, etc.

To carry out the processes of assessing students 'knowledge within the framework of the rating system, taking exams by the method of computer testing, monitoring students' knowledge, the automated information system "Platonus" is used, which is accompanied and controlled by employees of the "Registrar's Office" department. To assess the quality and resources of the provision of educational services, to assess the degree of satisfaction of students, a questionnaire "Teacher through the eyes of students" is carried out by filling out questionnaires anonymously.

Materials of all disciplines studied, their syllables and corresponding lists of literature of available books and materials in the university libraries are freely available on the university website.

Academic disciplines are supported by digital resources, electronic textbooks, electronic study guides, electronic libraries, tutorials, video lectures, virtual laboratory works, etc. The university provides access to Kazakhstani and world scientific and educational resources. Scientific library ZKU them. Utemisova has access to foreign databases Clarivate Analytics, Springer Link, Sciense, near abroad polpred.com (free), "Lan" (2019), to domestic databases with the Republican Interuniversity Electronic Library (from 2015 to 2020 free of charge), State Institution " Library of the First President of the Republic of Kazakhstan - Leader of the Nation "(since 2016, for a period of 5 years at no charge).

The collection of information on the satisfaction of employers with the quality of training of graduates is carried out by the graduating departments on the basis of direct contacts and interviews with employers. Employment and career growth of graduates is monitored by the heads of educational programs through feedback from alumni, a periodic survey is conducted of the heads of enterprises and organizations where graduates work: https://tylek.wksu.kz/ru/employment-of-graduates.

In M.Utemisov WKU has developed and operates a policy of information security and information management. The provision of data and the responsible persons are governed by internal procedures and regulations.

The university administration pays attention to the prevention of conflicts of interest; a mechanism for managing conflicts of interest and relationships has been developed.

In accordance with the Law of the Republic of Kazakhstan "On personal data and their protection" agreements are drawn up for the processing of personal data with all employees, teaching staff and students of the WKU.

Analytical part

The analysis of accredited EP according to this standard allows us to draw the following conclusions.

The university has a system for collecting, analyzing and managing information on student recruitment, academic performance, movement of the contingent, staff, etc., which is regularly reflected in reports at meetings of departments, administration and the Academic Council of the University.

The information collected and analyzed by the university within the EP takes into account the availability of educational resources and support systems for students. This information is contained on the official website of the university (http://aues.kz), educational portal (http://e-portal.wksu.kz), distance learning system (https://wksu.kz/ru/ucheba/distantsionnoe-obuchenie-23/distantsionnaya-sistema), which serve as a link between all participants in the educational process and are tools for collecting and providing students with relevant knowledge.

The management of the EP demonstrated the provision of information protection, including the identification of persons responsible for the accuracy and timeliness of information analysis and data provision. A data management procedure has been established (identification, storage, protection, access, terms of use, location).

Despite the fact that employers, teaching staff and students are involved in the process of collecting and analyzing information, their number seems to be insufficient.

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

- the usefulness of the website of the educational organization in general and the faculties in particular: fully satisfied and partially satisfied - 78.7%.

- informing students about courses, educational programs and academic degrees: fully satisfied and partially satisfied - 85.1%.

- informing the requirements for successfully completing this specialty: fully satisfied and partially satisfied - 85.6%.

Strengths / Best Practice

The information collected and analyzed in the framework of educational programs takes into account the dynamics of the student population in the context of forms and types.

Availability of a communication system with students and other stakeholders. Ensuring the protection of information, identifying persons responsible for the accuracy and timeliness of information analysis and data provision.

Availability of educational resources and support systems for students. Students' satisfaction with the implementation of the EP.

Availability of a monitoring system for employment and career growth of EP graduates.

A system for protecting personal data of participants in the educational process has been organized.

EEC recommendations

To involve stakeholders regularly: students, employers, teaching staff and personnel in the process of collecting and analyzing information, as well as making decisions based on them.

To accelerate the development and implementation of an electronic document management system.

Conclusions of the EEC according to the standard "Information management and reporting": educational programmes 6B06102 Information systems, 6B06103 Computer technology and software have 6 strong, 11 satisfactory positions.

6.3. Standard «Development and approval of the education programme»
Evidence part

The implementation of the EP of the cluster is aimed at the formation of professional competencies of graduates, corresponding to the qualification framework of the bachelor's degree, as well as meeting the needs of the market.

The purpose of the EP 5B070300 Information systems is to train highly qualified specialists in the fields of technology and technology capable of carrying out professional activities aimed at vocational and technical support for the life of individuals, personal, social and professional development of the individual, at harmonizing the social sphere of society in order to solve various problems.

The purpose of the EP 5B070400 Computer technology and software is to train specialists in IT technologies as objects of professional activity, which are a set of tools, methods and methods of human activity aimed at creating and using software products, hardware and software of computer systems and networks in solving social and professional tasks.

The development and approval of the educational program of the accredited EP is carried out in accordance with the requirements of the Typical Curriculum (TP). This process is attended by employees of university departments, teachers of the department, faculty staff. EP are characterized by the following conditions: completeness of education at the bachelor's level; coordination of curricula and programs; meeting the educational needs of students and employers.

The accredited EP took into account changes in the SCES and TP on the content of basic (compulsory) and profiling (compulsory) disciplines, recommendations on topics for elective disciplines, additional types of training based on the requirements of employers and students, a structural and logical analysis of the content of accredited EP was carried out.

When developing the EP, such requirements for graduates as competitiveness, functional literacy, subject, professional, information competence, etc., were taken

into account, which is reflected in the content of the cycles of general education, basic and major disciplines.

The competence model of the graduate of the accredited EP was developed by the graduating department and approved by the dean of the faculty. The graduate model is based on the results of a questionnaire survey of employers and experts, discussions of graduates' employment issues during round tables and meetings with employers.

The EP quality assessment procedures are defined and documented by the internal regulatory documents of the M. Utemisov WKU.

The accredited EP passed internal and external expertise, which involved leading specialists of departments, employers, specialists from organizations and enterprises of the city and region. The documents defining the content of the EP have passed the stage of peer review, consideration at a meeting of academic committees, with the participation of social partners. They are approved by the educational and methodological council and the Academic Council of the University with the participation of collegial bodies: the Alumni Association, the Council of Employers, the University Expert Commission.

A survey of employers, heads of internship bases and graduate students is carried out annually. When developing the working curricula of the EP cluster, the recommendations of the director of Batys IT LLP, Zhiengaliev A.K, leading specialists of the Center for Informatization of Education of the Education Department of the West Kazakhstan region (Director - Yerkamesheva A.B.), specialists of IT GROUP LLP (Director Dudnichenkov M.), JSC "Uralsk Agroremmash" (Director Bisenov A.G.), LLP "Technopark" Algorithm "(Director Nauryzbaev N.A.)

In the academic disciplines of the accredited EP, such innovative teaching methods as simulation and role-playing games, discussions, modeling situations are used.

To strengthen the practical focus and implement the elements of dual training in the educational programs of the cluster, practitioners with experience of working at enterprises in the field of IT are involved in teaching disciplines. So, to conduct classes on the discipline "Fundamentals of Information Systems" Khamzina R.A. was invited. - Deputy Director of Batys IT LLP; Darkhanov N.A. was invited to supervise the graduation works. - Director of Batys ondiris-kurylys service LLP.

Independent work of students in EP disciplines is organized in the form of assignments, recommended literature, weekly consultations, reception and evaluation of results.

The EP quality assessment procedures are defined and documented by the internal regulatory documents of the M. Utemisova WKU. (Regulation on the criteria for assessing educational programs, educational activities. 28.04.2014).

Analytical part
The analysis of accredited EP according to this standard allows us to draw the following conclusions.

1. The University documents external and internal procedures for the development of EP and their approval at the institutional level. EP are considered and discussed at the meetings of the department, agreed with the leading companies in the region. The final approval of the EP takes place at the EMC and the Academic Council of the University.

2. Members of the EEC note that the accredited EP provides for components that develop professional competencies, intellectual and academic skills.

3. The EP management attracts employers to the educational process, disciplines proposed by employers are included in the EP.

4. Experts note that the EP development plans should include an analysis of international standards and recommendations; such professional associations as IEEE, AIS, use them to clarify the graduate model, competencies and filling disciplines.

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

- the level of accessibility and responsiveness of the university management: fully satisfied 79.9% and partially satisfied - 18.4%,

- availability for academic consulting: fully satisfied 77.6% and partially satisfied - 18.4%.

Strengths / Best Practice

When forming the model of the graduate, the structure and content of the accredited EP, the recommendations of employers and experts were taken into account, the dynamics of employment of graduates was analyzed.

Employers are involved in the formation of CED, reviewing elective disciplines, are included in the Faculty Council and SCC.

The qualification obtained upon completion of the EP of the cluster is determined by the TP and corresponds to the current professional standards of the NQF - bachelor.

EEC recommendations

To use international standards and recommendations IEEE, AIS for education systems to clarify the model of the graduate and the content of the accredited EP.

To establish interaction with national offices of leading IT vendors (Microsoft, IBM, Oracle ...), as well as national suppliers of IT products (ERP, CRM, BMP) and services in order to improve the skills of teachers, access to modern educational content and technologies, organization of certification programs for teachers and university students.

To study and use the experience of leading international universities in the field of IT for the formation of curricula and filling EP disciplines, concluding cooperation agreements with them and using the possibilities of academic mobility programs for the exchange of students and teachers.

To use the methodology and introduce the results of the development of science, technology and technology in the field of IT in the content of disciplines of accredited educational programs.

Consideration should be given to the possibility of participating in the work of such academic associations in the field of information systems as ERCIS (https://www.ercis.org/), cooperation with foreign educational organizations.

Conclusions of the EEC according to the standard "Development and approval of the educational program": educational programmes 6B06102 Information systems, 6B06103 Computer technology and software have 2 strong, 8 satisfactory positions, 2 positions are suggested to improve.

6.4. Standard «On-going monitoring and periodical review of educational programmes»

Evidence part

Continuous monitoring and periodic assessment of accredited EP is carried out taking into account the proposals of employers, managers of industrial practices, graduates.

EP are annually revised and updated in terms of the content of individual EP cycles, working curricula, a catalog of elective disciplines, the content of working curricula of disciplines, programs of educational and industrial practices.

The plan for the development of educational programs 5B070300 Information systems, 5B070400 Computer technology and software includes mechanisms for the formation, revision and monitoring of EP.

The development plan of each EP of the cluster is revised according to the following components: formation and improvement of the EP structure; development and improvement of EP content; development and improvement of the EP modular structure based on a competency-based approach; improvement of educational and methodological complexes of specialties and disciplines on the basis of the National Qualifications Framework, taking into account the Dublin descriptors and the European Qualifications Framework; development and improvement of catalogs of elective disciplines, taking into account the proposals of employers, teaching staff of the university and students; drawing up individual plans for students; development and improvement of working curricula; improvement and development of forms and methods of SIW and SIWT; improving the provision of students with educational and methodological literature and information sources; improving methods and forms of assessing students' knowledge and competencies; improvement of human resources, ensuring the development of EP; improving the provision of EP development with material, technical and information resources; improvement of conditions for research activities of students; ensuring the requirements for the level of training of graduates.

The EP is reviewed annually by employers. Employers are involved as co-supervisors in the course of professional internships by students, also in the review of theses, updating the CED. Also, employers are members of the SCC.

Amendments to the EP is discussed at the meetings of the department, the Faculty's EMC, the EMC and the Academic Council of the University. The expert commission constantly monitors the work of advisers and teaching staff, attending classes, talking with young teachers and mentors and summing up the results of the

work at the meeting of the department. All changes in the EP are posted on the university website in two languages.

In order to obtain information about meeting the needs of students, a questionnaire "Teacher through the eyes of students" is conducted.

The University operates an automated information system "Platonus", which provides accounting and registration of students' achievements. Information about the dynamics of student progress is constantly monitored and analyzed, all data on the progress of students are stored and processed in the database of the office registrar.

The workload of students, the level of academic performance and graduation of students comply with the regulatory requirements and the State Educational Standard of Education.

The University regularly informs the public and key stakeholders about all aspects of its activities, conditions and peculiarities of the implementation of the accredited EP. Basic information is published on the university website, social networks, the rector's blog, e-mail, media, scientific journals, specialized events, publications, information stands, posters, banners, booklets are also used.

Analytical part

The analysis of accredited EP according to this standard allows us to draw the following conclusions.

The plan for the development of educational programs 5B070300 Information systems, 5B070400 Computer technology and software includes mechanisms for the formation, revision and monitoring of EP.

The University monitors and periodically evaluates the EP, the structure and content of the EP is updated taking into account the requirements of the labor market, employers, students, teaching staff.

The EP management informs interested parties about all changes made to the EP, which is reflected on the university website, the Platonus automated information system.

The University operates an automated information system "Platonus" (http://edu.aues.kz), which provides accounting and registration of students' achievements.

A questionnaire survey of students, conducted during the visit of the IAAR EEC, showed that students assess the overall quality of educational programs as completely satisfied and partially satisfied - 96.6%.

Strengths / Best Practice

Monitoring and periodic evaluation of the EP occurs on a regular basis in accordance with the EP development plan.

The workload, progress dynamics and graduation of students are analyzed in accordance with the requirements.

EEC recommendations

To improve the content of the programs in the light of the latest achievements of science, taking into account the generalization of modern domestic and international training experience in this area.

Conclusions of the EEC on the standard "On-going monitoring and periodical review of Education Programmes": educational programmes 6B06102 Information systems, 6B06103 Computer technology and software have 1 strong, 8 satisfactory positions, 1 position is suggested to improve.

6.5. Standard «Student-centered learning, teaching and performance evaluation»

Evidence part

Academic policy of M. Utemisov WKU is aimed at providing comprehensive support to students when studying in accredited EP.

Teaching materials for disciplines within the EP are developed in the state, Russian, English languages. Classes are taught in one of three languages depending on the needs of the students.

For students with disabilities, there is a ramp, signal signs and an inclusive education center. Disabled students can study remotely, at departments and in the Department of Distance Learning of the university. For them, special training materials have been developed and the corresponding software is used. The teachers of the department took a course on organizing space for inclusive education at the university with the receipt of certificates.

Students can familiarize themselves with the content of working curricula, catalogs of elective disciplines, additional curricula, which are presented in paper and electronic form. Presentation of compulsory and elective disciplines of EP is held. Educational-methodical complexes of disciplines are posted on the internal website of the university in two languages. A distance learning system has been introduced and is operating.

The university has an advisor service, whose task is to assist in the development of the educational program. M. Utemisov WKU Office of the Registrar, together with advisers, register students for selective disciplines and form their individual curricula. For academic support of students, additional classes, consultations, additional training are organized - a summer semester. For students who want to gain additional competencies and study disciplines that are not provided for in the curriculum, classes are organized on the basis of the Center for Continuing Education of the WKU.

To resolve issues related to educational activities, students can contact the rector's blog (https://wksu.kz/ru/blog-rektora) or ask a question in a special section on the university website (https://wksu.kz/ru/voprosy-i-otvety?limitstart=0). The University has a "Regulation on the work with complaints, appeals and inquiries in the M. Utemisov WKU". Also at the department and faculty there is an expert commission, whose members conduct a survey "Teacher through the eyes of students", "Teacher through the eyes of colleagues."

Questionnaires of a freshman, student-trainee allow monitoring on such issues as specialization, studied disciplines, organization and conduct of practice.

An electronic database on the academic achievements of each student, which makes it possible to systematically collect data, monitor and manage information about the progress of students, is formed by the office-registrar.

The results of students' knowledge control are reflected in the tutor's journal and in the AIS "Platonus". Control over the maintenance of the tutor's journal is carried out by the head of the department, dean of the faculty.

In the undergraduate program, problem lectures are practiced, the technique of interactive methods has been worked out - these are case studies, problem-oriented, team-oriented learning, business, role-playing games, project methods, "brainstorming", group discussions, critical thinking, which, if necessary, are provided with appropriate information - communication resources.

In M. Utemisov WKU an educational project "Implementation of innovative technologies in the educational process" is being implemented, within the framework of which a competition of scientific and methodological works of the teaching staff of the university is held annually. The accredited EP uses electronic textbooks and manuals: "Solving of mathematical problems in Mathcad" - an electronic textbook in English, "Internet programming" - an electronic textbook in English, an electronic textbook on Macromedia Flash, electronic textbooks: "Ulttyk dunietanym", "Informatics", "UML biryngaylandyrylgan modeldeu tili", "CASE zhuiesi".

The department constantly operates a methodological seminar aimed at improving the pedagogical skills of teachers, the course "Higher School Pedagogy".

The university actively uses annual student polls to find out opinions about the quality of education and the social climate within the framework of the projects: "The opinion of students and teachers on the effectiveness of the educational process", "Assessment of the social well-being of students", "The state of interethnic relations, language practice and religion in the perception of students " and etc.

The appeal is made the next day after the exam in accordance with the approved regulations. The Appeals Commission consists of a number of teachers whose qualifications correspond to the profile of the disciplines. The decision on the appeal is made by a majority vote of the total number of members of the commission. The results of the appeal are recorded in minutes.

Analytical part

The analysis of accredited EP according to this standard allows us to draw the following conclusions.

The Commission notes that despite the fact that the teaching materials for the disciplines within the EP are developed in the state, Russian, English languages, however, the description of the EP is not presented in three languages on the department's website.

The university has created a student support system, which makes it possible to choose an individual trajectory, master additional competencies, and use a distance learning system.

Students assess methods of knowledge control in general positively. An appeals mechanism has been developed.

A number of youth organizations have been created at the university - the Trade Union of Students; branch of the Ministry of Defense of the Alliance of Students of Kazakhstan WKO; Zhas Otan youth wing; student detachments, specialized detachments "Zhasyl El"; student government. WKU students have the opportunity to manage the development of the university. Student deans and student president are elected annually at the general meeting of students. Students are members of the Academic Council of the University, faculties, anti-corruption commissions, on the allocation of places in the hostel, etc.

Strengths / Best Practice:

The EP's management demonstrated the existence of procedures for asking students' opinions on educational, social issues, a well-developed system of responding to students' complaints, including using digital technologies.

Material conditions and educational resources have been created for the training of persons with disabilities.

The monitoring of the assessment system was organized and carried out, adjustments were made to the organization of the EP.

The system of working with students' appeals has been worked out, students are informed about the rules for filing appeals.

Teachers working at the EP use innovative forms and methods of teaching, undergo advanced training. Electronic textbooks are created and used in the educational process.

Student government takes an active part in the life of the university and EP.

EEC recommendations

To improve the quality of the content and training of students, to develop and implement joint educational programs and double degree programs with both Kazakhstani and foreign educational organizations;

to provide an opportunity for the teaching staff to conduct their own research in the field of teaching methods of special (technical) disciplines within the EP;

to organize regular training in higher education pedagogy and teaching methods of technical disciplines.

Conclusions of the EEC on the standard "Student-centered learning, teaching and performance evaluation": EPs 6B06102 Information systems, 6B06103 Computer technology and sofwear have 1 strong, 9 satisfactory positions.

6.6. Standard «Students»
Evidence part

The contingent formation policy includes the contingent planning procedure; student enrollment; contingent movements; deductions of students; monitoring and analysis.

The conditions that ensure the stability of the recruitment of students for training in accredited EP are:
- availability of a state order for the training of specialists in EP;
- carrying out by the department of career guidance work in the region;
- high ranking positions of the university;
- modern material base;
- availability of effective cooperation with potential employers.

Vocational guidance work is carried out in accordance with the Program of vocational guidance of the WKU, approved by the plans of the departments of the university under the leadership of the Center for pre-university training. Information on the formation of the student contingent is posted on the university website - talapker.wksu.kz.

Students who entered the university are provided with a guidebook that contains the structure of the curriculum, credit, the procedure for passing the internship, recommendations for organizing independent work, a system for assessing learning outcomes, the responsibilities and rights of students, the procedure for expulsion, restoration and transfer.

Advisors at the Faculty's EP assist students in getting acquainted with the organization of the educational process.

The organization of academic mobility at WKU is regulated by the regulation on the academic mobility of students and university teachers, and assumes both external and internal academic mobility of students. In the 2nd semester of the 2017-2018 academic year at the Department of Informatics of the WKU under the program of academic mobility, four students of the specialty were trained, in the 1st semester of the 2019-2020 academic year, two students at the Casimir the Great University (Bygdoszcz, Poland), in the 2nd semester of 2019-2020 academic year 6 students of EP 5B070300 Information Systems and 4 students of EP 5B070400 Computer technology and software passed a semester training at KazIITU, (Uralsk).

EP students are engaged in research activities in the scientific circles "Robotics" and "Korkem photography". The student scientific association consists of 40 students.

The University has a Career Center that promotes the employment of graduates, analyzes statistics on the employment of graduates in specialties. The faculty leadership, together with the Career Center, invites new employers, organizes meetings, round tables, Career days, personal distribution. A specialized website has been developed. The joint work of the Alumni Association and the Council of Employers has significantly increased the number of employed EP graduates. In 2018-2019, employment in the specialty 5B070300 Information systems amounted to 100%, in the specialty 5B070400 Computer technology and software - 91%.

For motivation, Students are also awarded with certificates of honor, letters of thanks, and memorable gifts.

The results of ISAO on accredited educational programs are presented below.

Name of specialties	2016-2017		2017-2018		2018-2019	
	academic performance in state examinations and thesis defense (%)	quality of knowledge (%)	academic performance in state examinations and thesis defense (%)	quality of knowledge (%)	academic performance in state examinations and thesis defense (%)	quality of knowledge (%)
5B070300 Information Systems	92,8	85,7	100	100	100	100
5B070400 Computer technology and software	100	100	100	60	100	84

Professional certification models have been developed, but not implemented, as professional associations conduct them on a paid basis.

Analytical part

The analysis of accredited EP according to this standard allows us to draw the following conclusions.

The University has shown that the policy of forming a contingent of students in the context of EP is carried out in accordance with the legislation of the Republic of Kazakhstan. To increase the number of applicants, the university is actively working with school graduates not only in the region, but also in neighboring regions.

The EP management demonstrated the organization of special adaptation and support programs for the incoming students. Experts note that admission and enrollment to the EP are accompanied by advice from an adviser and a specially developed freshman guidebook.

The university provides EP students with an opportunity for external and internal mobility.

The university demonstrates the existence of a mechanism for supporting gifted students in the form of creating scientific circles, students have the opportunity to form an individual educational trajectory; study in a foreign language; receive additional qualifications at the Center for Continuing Education of the WKU; participate in research work. To motivate gifted students, there is a procedure for obtaining personalized scholarships and awards.

Strengths / Best Practice:

The policy of forming the contingent of EP students from admission to graduation ensures the transparency of its procedures.

The procedures governing the life cycle of learners have been approved and published. Students have the opportunity to practice at specialized companies in the region.

Provision of EP graduates with documents confirming the acquired qualifications, achieved learning outcomes, as well as the context, content and status of the education received and evidence of its completion.

The presence of a mechanism for supporting and motivating gifted students.

Applicants to the EP are accompanied by a guidebook containing information about the organization of education and the specifics of the EP.

EEC recommendations

To find an opportunity for professional certification of teachers and students of EP not only in companies, but also through participation in international certification programs Microsoft, CISCO, Kaspersky Lab JSC, 1C, etc. By coordinating discipline structure and technology with IBM academics, academic software licenses and certifications can be obtained for students with excellent grades in the relevant discipline.

To recommend students and teachers to study and receive certificates on the Coursera platform (https://ru.coursera.org/), which contains both free courses and courses in Russian.

To develop a system for transferring learning outcomes obtained in non-formal education.

Conclusions of the EEC according to the "Students" standard: EPs 6B06102 / 5B070300 - Information systems, 6B06103 / 5B070400 – Computer technology have 3 strong, 9 satisfactory positions.

6.7. Standard «Teaching staff»
Evidence part

In M. Utemisov WKU developed the Regulation on the competence model of the teacher, which includes - competencies that characterize the personal communicative qualities of a person and his activities.

The selection of personnel for the accredited EP is carried out taking into account qualifications, work experience, business qualities. When hiring, the contractual form of concluding an employment contract is practiced.

The staffing of the teaching staff for the OP of the cluster according to the staffing table is 100%. The total number of teaching staff of EP 5B070300 Information systems is 12 people, full-time teachers - 10, the number of teachers with academic degrees - 5 (50%). The number of teaching staff of EP 5B070400 Computer technology and software is 11 people, full-time teachers - 10, the number of full-time teachers with advanced degrees -5 (50%).

Composition of teaching staff for OP

EP	Total number of teachers	Full-time teachers			Part-timers
		Professors	Associate professors	Senior lecturers	
5B070300 Information systems	12	2	3	5	2

5B070400 Computer technology and software	11	2	3	5	1

6 teachers working at the accredited EP were sent to study at the target doctoral studies.

To support and adapt young teachers, a school for a young teacher operates at the university, a video base of master classes of experienced teachers has been formed, and a mentoring system is in place.

At the department in the state language, classes can be taught by 80% of teachers, in English - 60% of teachers.

The University has developed a comprehensive program to improve the academic mobility of teaching staff, attracting foreign and domestic teachers to conduct classes and joint research.

The management of the EP attracts foreign lecturers to lectures, and also supports the departure of the teaching staff of the departments to foreign universities for scientific internships and lectures (senior teacher Kurmasheva D.N. gave a course of lectures at the Kalmyk State University named after B.B.Gorodovikov (Elista , Russia), Professor, Doctor PhD Jong Hyun Lee from Sunkonhoe University (Seoul, South Korea) gave a course of lectures on the discipline "Fundamentals of Information Security", senior expert of the SES program, Dr. Stefan Röder (Bonn, Germany) worked at department, Kartbaev T.S., Doszhanova A.A. underwent scientific training and lectured at the Lublin Technical University (Lublin, Poland), Tusupova B.B. at the Training and Research Center of the Yerevan Scientific Research Institute of Communications).

In M. Utemisov WKU there is a system of motivation for teachers and employees. From the 2018-2019 academic year, quarterly bonuses are paid to the best employees and teachers at the end of the quarter, the University has a Regulation on the procedure for bonuses and the provision of one-time financial assistance. The university is working to attract practitioners to participate in the educational process: delivering lectures, supervising graduate works.

The expert commission, created at the university, regularly evaluates the professional level of the teaching staff, analyzes the assessment of the teacher's activities by students and colleagues in the department.

The average score for assessing the professional level of EP teachers is quite high. In 2019, 94% (in 2018 - 85%) of the students surveyed rated the lectures as effective, 93% (in 2018 - 87%) of the surveyed students rated the practical sessions as effective, 92% (in 2018 - 80%) the students surveyed gave high marks to the organization of independent work.

In 2017-2019, the teaching staff of the department published monographs and textbooks on the subject of EP:

Mannapova T.M. Script-объектіге бағытталған скриптік бағдарламалау тілі, Oral-2017, ISBN 978-601-319-055-6

Medeshova A.B., Akimova S.M., Iksebaeva Zh.S., Muratova Zh.M., Pugacheva I.N. Information Communication Technology. 2017

D.B.Abulkassova, G.G.Mukhambetova, A.A.Hamzina, Zh.S.Ixebaeva, K.T.Mukaev Collection of practical and test tasks for Information and Communication Technologies. Textbook./– Uralsk: M.Utemisov WKSU, 2018. - 142 p.

Mannapova T.M. Интернетте бағдарламалау M.Utemisov WKSU. 2018, 140 b. ISBN 978-601-266-384-6

S.M.Akimova, D.Zh.Tlekkabylova, Irina Pugacheva, Zhanna Ixebaeva, Zhancaya Muratova Textbook. Information and Communication Technologies. Uralsk: M.Utemisov WKSU, 2018 .-- 193 p.

Tlekkabylova D.Zh., Pankin A.B. Fundamentals of information culture. Oral, RBO M. M.Utemisov WKSU, 2019

Khamzina A.A. Theoretical Foundations of Informatics M.Utemisov WKSU. 2020

Teachers of the Department of Informatics published 9 papers in journals with Impact-factor (Web of Science, Thomson Reuters).

Analytical part

The analysis of accredited EP according to this standard allows us to draw the following conclusions.

Experts note that the university has an objective and transparent personnel policy, the composition of the teaching staff of the EP is staffed in accordance with the legislation of the Republic of Kazakhstan and the Rules for the competitive replacement of positions of scientific and pedagogical personnel of higher educational institutions.

EP management shows awareness of responsibility for their employees. This is demonstrated by the existence of a system of bonuses, incentives, and material assistance.

The EP management involves practitioners of the relevant industries in teaching. However, the commission notes that this work needs to be expanded.

M. Utemisov WKU demonstrated the motivation of professional and personal development of EP teachers. This is evidenced by the presence in the university of a system of encouraging teachers based on the results of the work of a special expert commission.

EEC notes that the topics of publications, patents for research results and copyright certificates do not correspond to the direction of training IT specialists. It is necessary to increase the research and publication activity of the teaching staff in the field of information technology and information systems.

EEC notes that the work on academic mobility of teaching staff (external and internal) within the EP should be continued.

According to the results of the questioning of the teaching staff of the accredited EP, the teaching staff assessed the encouragement of innovative activity as very good and good - 98.0%.

Strengths / Best Practice

- the university has an objective and transparent personnel policy, including recruitment, professional growth and personnel development, ensuring the professional competence of the entire staff;

- EP management is aware of the responsibility for its employees and provides them with favorable working conditions, an effective system of incentives for scientific and educational activities;

- There is a program for support and adaptation of young teachers at the university and at the EP

EEC recommendations:

The EP management should involve IT industry practitioners in teaching to read the disciplines of the professional unit, use real business cases for laboratory and practical work, materials from professional trainings conducted by IT companies.

Conclusions of the EEC according to the "Teaching staff" standard: educational programmes 6B06102 Information systems, 6B06103 Computer technology and software have 3 strong, 7 satisfactory positions, 2 - suggesting improvements.

6.8. Standard «Education resources and student support systems»
Evidence part

M.Utemisov WKU has a material and technical base that provides lecture and practical training, research and development of students, provided for by the EP and corresponding to the current sanitary-epidemiological and fire-prevention standards and rules. Routine repairs of classrooms, laboratories, dormitories are carried out annually.

The university has the necessary classroom fund, computer classes, gyms, book fund. EP are equipped with the necessary classroom fund, computer classes, teaching materials and specialized rooms. Wi-Fi operates on the territory of educational buildings,

information terminals were installed for access to the Internet and the information and educational environment of the university, including both internal and external electronic resources: intranet site http://inside.wksu.kz/; library electronic resources http://library.wksu.kz/; AIS "Makhambet" http://e-portal.wksu.kz/; AIS "Platon" http://platon.wksu.kz/; websites of faculties, etc.

The book fund, including the fund of educational, methodological and scientific literature on general education, basic and profiling disciplines on paper and electronic media, periodicals in the context of the languages of instruction at the EP of the cluster is 100% provided.

More than 300 titles of domestic and foreign newspapers and magazines are received annually for each profile of training. Students and teachers can use periodicals of the electronic database PQOT, RFBR (Russian Foundation for Basic Research) www.rfbr.ru, NAB RK (National Academic Library of the Republic of Kazakhstan) www.kazneb.kz, United Electronic Library elibrary.kz, International

Science and Innovation Center http://snauka.ru/, Electronic magazines on the sites bravica.ru, journal.knigka.info, jurnal-portal.ru, letitbook.ru and others.

Students and teachers can use periodicals of the electronic database PQOT, RFBR (Russian Foundation for Basic Research) www.rfbr.ru, NAB RK (National Academic Library of the Republic of Kazakhstan) www.kazneb.kz, United Electronic Library elibrary.kz, International Scientific and Innovation Center http://snauka.ru/. The scientific library has access to foreign databases Clarivate Analytics, Springer Link, Sciense, near abroad polpred.com, Lan, to domestic databases with the Republican Interuniversity Electronic Library, State Institution "Library of the First President of the Republic of Kazakhstan - Leader of the Nation".

For ZKU users, access is open to foreign full-text multidisciplinary databases: "Web of knowledge", "Journal Citation Reports", "EndNote Web", "Web of Science and Researcher ID", "Elsever", and since 2015 to databases Academic Search Complete and Business Source Complete, EBSCO, Taylor & Francis, IPR books and Willey online Library.

For the EP cluster, the teachers of the department have developed electronic textbooks: Graphics Engineer (Medeshova A.B., Narikov A.A.), SQL syranystar tili, Mulimetter Koryn Programmau, Macromedia Flash programmers (Mukhambetova O.G.), Internet Programmau (Mannapova T M.), Solving of mathematical problems in Mathcad (Kulzhumieva A.A.), etc.

On the website of the department, data on educational programs are presented by departments; Teaching staff, including interactive pages providing online consultation; information about scientific research; social partnership; international cooperation, etc.

Analytical part

As a result of the analysis of the facilities of the material base, the members of the EEC noted the following:

The management of the EP demonstrated the sufficiency of material and technical resources and infrastructure. This is evidenced by the fact that the buildings and structures of the university comply with the current sanitary standards and fire safety requirements, the classroom and laboratory facilities, classrooms and other premises, sports facilities comply with the established norms and rules.

The EP's management demonstrated the availability of library and information resources. The EP has a sufficient fund of scientific literature, access to scientific bases and electronic resources.

Experts note the absence of specialized laboratories, an insufficient number of modern computers and software products of well-known companies that meet modern requirements for information systems and technologies.

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

- the availability of library resources is 97.8%;
- availability of computer classes and Internet resources 82–5%;

- the existing educational resources of the university 93.4%;
- availability and accessibility of computer classes and Internet resources 98.3%;
- classrooms, classrooms for large groups 94.3%;
- lounges for students 83.4%;
- the available scientific laboratories 85.4%;
- providing students with a hostel 90.8%.

Strengths / Best Practice:

The University has a material and technical base that provides lecture and practical training and meets safety requirements in the learning process.

The EP management demonstrates the examination of the results of research work, graduation theses, theses.

EEC recommendations

To conclude agreements with software vendors for the use of their solutions for academic purposes on a free basis.

To conclude agreements with IT companies in the region for equipping and sharing modern computer equipment, software by students, teachers, employees of companies.

The information on the department's website should be expanded by providing data on the structure of the EP, learning outcomes, practice bases, lists of compulsory and elective disciplines, teaching methods, studied technologies, software products used. Also, information should be submitted in 3 languages (https://fim.wksu.kz/obrazovanie/uchebnaya-deyatelnost), since the use of only the Kazakh language narrows the possibilities of interested parties.

Conclusions of the EEC on the standard "Education resources and student support systems": EP 6B06102 Information systems, 6B06103 Computer technology and software have 2 strong, 7 satisfactory positions, 1 - suggests improvement.

6.9. Standard «Public information»
Evidence part

Information on the activities of the university and the implementation of the EP is posted on the official website of the WKU (wksu.kz), which operates in Kazakh, Russian and English, and on the YouTube channel of the WKU video news https://news.wksu.kz/kz/bkmu-turaly/102-videotekaozkguwww.aues.kz.

Information is posted on the university website both in the news section and in thematic sections. The university has a variety of ways to disseminate information to inform the public and stakeholders. The university newspaper "Orken" is published, video news is systematically published, articles and speeches of scientists are published in the mass media of the region and the republic.

During the academic year, the university's activities were systematically covered in the media:

- in republican print media (newspapers Kazakhstanskaya Pravda, Yegemen Kazakstan, Ana tili, Ustaz magazine, Ak Zhaiyk. kz, Modern Education, etc.), on republican TV broadcasting (KAZTRK "Kazakhstan","Khabar","24 KZ") - 20 publications / programs;

- regional media (social and political newspaper "Oral Airi", "Priuralie", "Zhaiyk Oni", "Pulse of the city", regional television "Kazakhstan Oral", city television "TDK - 42") - 50 publications / programs.

The university and EP administration uses various methods of information dissemination - briefings, open days, data on vacancies at the university, round tables with heads of enterprises and institutions, monthly and weekly professional orientation.

Every month on the regional television "Kazakhstan-Oral" there is a program with the participation of teachers and students of the university, dedicated to anniversary and significant dates, events of national scale. Twice a month in the news bulletin of the regional and city television broadcasts there are stories about the events held at the university.

Information about the EP, its goals, and educational opportunities provided to students are given in the syllabuses of disciplines that are available to students in Platonus and Moodle systems on the official website of the university.

Information about the EP development plan and its description (https://phim.wksu.kz/kz/category/23/109), about the personnel structure in the table and in the form of personal sheets (https://phim.wksu.kz/kz/article/209/130) are presented on the internal portal of the university for registered users.

The financial statements of the university are published on the university website: https://wksu.kz/ru/o-vuze/finansovo-khozyajstvennyj-personal/bukhgalteriya.

Analytical part
The analysis of accredited EP according to this standard allows us to draw the following conclusions.

The information published by the university within the EP is accurate, objective and up-to-date. EEC notes the availability of information about teachers of scientific activities, educational and methodological work, practice, employment of graduates participating in the implementation of accredited EP on the Institute's website in Kazakh.

The EP's management uses a variety of ways to disseminate information to inform the general public and stakeholders: the official website of the university, social networks, YouTube channel, the university newspaper "Orken", information stands, brochures and booklets.

The Commission notes that it is necessary to consider directions of informing the public about cooperation and interaction with partners, including on updating the EP.

Strengths / Best Practice:
Publication of objective and relevant information within the EP.

Using a variety of ways to disseminate information (media, web resources, information networks, etc.) to inform the general public and interested parties.

Wide involvement of the public in the events held by the university.

EEC recommendations

To post information and links to external resources based on the results of external evaluation procedures.

To publish more detailed information about the content of the EP, news materials in three languages on the website of the university and the department.

Conclusions of the EEC according to the "Public awareness" standard: EPs 6B06102 Information systems, 6B06103 Computer technology and software have 2 strong, 9 satisfactory positions, 2 - suggesting improvements.

6.10. Standards in the context of individual specialties
Evidence part

In accordance with the TP in the curriculum of the EP cluster, the ratio of the volume of disciplines of cycles is maintained. To strengthen the practical component of the educational process for accredited educational programs, the teaching of disciplines began to involve practitioners with experience of working at enterprises in the field of IT. In 2018, Khamzina R.A. was invited to conduct classes in the discipline "Fundamentals of Information Systems". - Deputy Director of Batys IT LLP; Darkhanov N.A. was invited to supervise the graduation works. - Director of Batys ondiris-kurylys service LLP.

The teaching staff of the department and the WKU career center, in the framework of cooperation with IT enterprises, organizes excursions to enterprises, joint events, round tables with the participation of potential employers and stakeholders.

A survey of employers, heads of internship bases and graduate students is conducted annually, on the basis of which the CED is formed.

The departments conduct regular assessment and revision of programs with the participation of students, teaching staff.

It is planned to open branches of the department.

Particular attention is paid to the fundamental training of students: compulsory study of mathematics and physics is included in the cycle of basic disciplines of the EP cluster.

EP students have the opportunity to take part in the work of the "Robotics" and "Kөrkem Photography" circles.

Students of EP 5B070300 Information systems, 5B070400 Computer technology undergo training (1 course), industrial (2 and 3 courses) and professional (industrial) (4 course) practice.

Analytical part

Based on the results of the analysis, the EEC members came to the following conclusions.

The content of the EP is based on the inclusion of the fundamental disciplines of mathematics and physics.

Information on the types of practices and related aspects was presented to the Commission and confirmed by facts, the main skills and abilities acquired as a result of training are indicated.

Strengths / Best Practice
Availability of practice bases.

The presence of fundamental disciplines in the structure of EP.

The management of the EP collects statistics that allows to analyze the employment of graduates of the accredited EP.

EEC recommendation
To include in the content of accredited educational programs modules (disciplines) for the preparation of students in the use of modern information technologies, design environments, programming, software testing.

The EP's management should provide measures to strengthen practical training in the field of specialisation, include real assignments from the practice of IT companies in practical and laboratory classes, and carry out graduation works commissioned by companies.

Conclusions of the EEC on standards in the context of individual specialties: educational programmes 6B06102   Information systems, 6B06103 Computer technology and software have 2 strong, 3 satisfactory positions.

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

Standard "Management of educational programme"

− the existence of a published quality policy, the reflection in the quality policy of the link between research, teaching and learning;

− participation of representatives of interested parties in the collegial management bodies and decision-making on EP;

− a clear definition of the duties of the personnel;

− EP management has demonstrated its readiness to be open and accessible for students, teaching staff, employers and other stakeholders.

Standard "Information management and reporting"

− Information collected and analyzed in the framework of educational programs takes into account the dynamics of the student population in the context of forms and types.

− Availability of a communication system with students and other stakeholders. Ensuring the protection of information, identifying persons

responsible for the accuracy and timeliness of information analysis and data provision.

− Availability of educational resources and support systems for students. Students' satisfaction with the implementation of the EP.

− Availability of a system for monitoring employment and career growth of EP graduates.

− A system for protecting personal data of participants in the educational process has been organized.

Standard "Development and approval of the education programme"

− When forming the model of the graduate, the structure and content of the accredited EP, the recommendations of employers and experts were taken into account, the dynamics of employment of graduates was analyzed.

− Employers are involved in the formation of CED, reviewing elective disciplines, are included in the Faculty Council and SCC.

− The qualification obtained upon completion of the EP of the cluster is determined by the TP and complies with the current professional standards of the NQF – bachelor

Standard "On-going monitoring and periodic review of education programmes"

− Monitoring and periodic evaluation of the EP occurs on a regular basis in accordance with the EP development plan.

− Workload, progress dynamics and graduation of students are analyzed in accordance with the requirements

Standard "Student-centered learning, teaching and performance evaluation"

− The EP's management has demonstrated the existence of procedures for asking students' opinions on educational, social issues, a well-developed system of responding to student complaints, including using digital technologies.

− Material conditions and educational resources have been created for the training of persons with disabilities.

− Organized and carried out monitoring of the assessment system, made adjustments to the organization of EP.

− The system for working with student appeals has been worked out, students are informed about the rules for filing appeals.

− Teachers working at the EP use innovative forms and methods of teaching, undergo advanced training. Create and use electronic textbooks in the educational process.

− Student government takes an active part in the life of the university and EP.

Standard "Students"

− The policy of forming the contingent of EP students from admission to graduation ensures the transparency of its procedures.

− Procedures governing the life cycle of learners are approved and published. Students have the opportunity to practice at specialised companies in the region.

− Providing EP graduates with documents confirming the qualifications received, the achieved learning outcomes, as well as the context, content and status of the education received and evidence of its completion.

− Availability of a mechanism to support and motivate gifted students.

− Applicants to the EP are accompanied by a guidebook containing information about the organization of education and the specifics of the EP.

Standard "Teaching staff"

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

− EP management is aware of responsibility for its employees and provides them with favorable working conditions, an effective system of incentives for scientific and educational activities;

− There is a program for support and adaptation of young teachers at the university and at the EP

Standard "Education resources and student support systems"

− The University has a material and technical base that provides lecture and practical training and meets safety requirements in the learning process.

− The EP management demonstrates the examination of the results of research work, graduation works, dissertations.

Standard "Public information"

− The University publishes objective and relevant information within the EP.

− Using a variety of ways to disseminate information (media, web resources, information networks, etc.) to inform the general public and stakeholders.

− Wide involvement of the public in the activities carried out by the university.

Standard "Standards in the context of individual specialties"

− Availability of practice bases.

− Availability of fundamental disciplines in the EP structure.

− The management of the EP collects statistics that allows to analyze the employment of graduates of the accredited EP.

(VIII) OVERVIEW OF RECOMMENDATIONS FOR IMPROVEMENT OF QUALITY

Standard "Management of educational programme"

For educational programs 6B06102   Information systems, 6B06103 Computer technology, to carry out on a systematic basis the analysis, revision and implementation of innovative proposals in the structure and content of the EP when managing the educational program with the involvement of all stakeholders, to strengthen the analysis of risk management, taking into account external and internal factors environment of the university.

Standard "Information management and reporting"

To intensify efforts to involve all categories of stakeholders: students, employers, teaching staff and personnel in the process of collecting and analyzing information, as well as making decisions based on them.

To accelerate the development and implementation of an electronic document management system.

Standard "Development and approval of the education programme"

Experts recommend using international standards and recommendations IEEE, AIS for education systems to clarify the graduate model and the content of the accredited EP.

It is necessary to establish interaction with national representative offices of leading IT vendors (Microsoft, IBM, Oracle ...), as well as national companies-suppliers of IT products (ERP, CRM, BMP) and services in order to improve the qualifications of teachers, access to modern educational content and technology, organization of certification programs for teachers and university students.

It is recommended to study and use the experience of leading international universities in the field of IT to formulate curricula and fill EP disciplines, conclude cooperation agreements with them and use the opportunities of academic mobility programs for the exchange of students and teachers.

It is recommended to strengthen the scientific component of EP disciplines, taking into account the development of science, technology, technologies in the field of IT.

Consideration should be given to the possibility of participating in the work of such academic associations in the field of information systems as ERCIS (https://www.ercis.org/), cooperation with foreign educational organizations.

Standard "On-going monitoring and periodical and performance evaluation"

To improve the content of the programs in the light of the latest achievements of science, taking into account the generalization of modern domestic and international training experience in this area.

Standard "Student-centered learning, teaching and performance evaluation"

It is necessary to find a partner university and implement a two-degree education.

The teaching staff is recommended to conduct their own research in the field of teaching methods of special (technical) disciplines within the EP.

To organize regular continuing education in higher education pedagogy and teaching methods of technical disciplines.

Standard "Students"

To find an opportunity for professional certification of teachers and students of EP not only in companies, but also through participation in international certification programs Microsoft, CISCO, Kaspersky Lab JSC, 1C, etc. By coordinating discipline structure and technology with IBM academics, academic software licenses and certifications can be obtained for students with excellent grades in the relevant discipline.

To recommend students and teachers to study and receive certificates on the Coursera platform (https://ru.coursera.org/), which contains both free courses and courses in Russian.

To develop a system for transferring learning outcomes obtained in non-formal education.

Standard "Teaching staff"

The EP's management should involve IT industry practitioners in teaching to teach the disciplines of the professional unit, use real business cases for laboratory and practical work, materials of professional trainings conducted by IT companies.

Standard "Education resources and student support systems"

To conclude agreements with software vendors for the use of their solutions for academic purposes on a free basis.

To conclude agreements with IT companies in the region for equipping and sharing modern computer equipment, software by students, teachers, employees of companies.

It is recommended to expand the information on the department's website by providing data on the EP structure, learning outcomes, practice bases, lists of compulsory and elective disciplines, teaching methods, studied technologies, software products used. Also, information should be submitted in 3 languages (https://fim.wksu.kz/obrazovanie/uchebnaya-deyatelnost), since the use of only the Kazakh language narrows the possibilities of interested parties.

Standard "Public information"

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

The university should publish more detailed information about the content of the EP, news materials in three languages on the website of the university and the department.

Standard "Standards in the context of individual specialties"

It is necessary to continue to involve in teaching specialists with practical experience in the field of information systems and technologies.

EP management must provide training for students in the use of modern information technologies, design environments, programming, software testing.

The EP's management should provide measures to enhance practical training in the field of specialization, include real assignments from the practice of IT companies in practical and laboratory classes, and carry out graduate work on company topics.

Appendix 1. Evaluation table "SPECIALISED PROFILE PARAMETERS

Conclusion of the commission for the assessment of EPs 6B06102 - "Information systems" and 6B06103 - "Computer technology and software" Non-profit Joint Stock Company "M.UtemisovWest Kazakhstan University"

№	№	Criteria for evaluation	Position of the educational organization			
			Strong	Satisfeactory	Suggests improvement	Unsatisfactory
Standard «Management of education program»						
1	1.	The institution should have a published quality assurance policy.	+			
2	2.	The quality assurance policy should reflect the relationship between research, teaching and learning.		+		
3	3.	The HEI should demonstrate the development of a culture of quality assurance, including in the context of the EP.		+		
4	4.	Commitment to quality assurance should apply to any activities performed by contractors and partners (outsourcing), including in the implementation of joint / dual degree education and academic mobility.		+		
5	5.	The management of the EP provides transparency in the development of an EP's development plan based on an analysis of its functioning, the actual positioning of the institution and the focus of its activities on meeting the needs of the state, employers, stakeholders and students.		+		
6	6.	The management of the EP demonstrates the functioning of the mechanisms for the formation and regular revision of the development plan of the EP and monitoring of its implementation, assessing the achievement of the training objectives, meeting the needs of students, employers and society, making decisions aimed at the continuous improvement of the EP.		+		
7	7.	The management of the EP should involve		+		

		representatives of stakeholder groups, including employers, students and teaching staff, in the development of an EP's development plan.		+		
8	8.	The management of the EP should demonstrate the individuality and uniqueness of the development plan for the EP, its coherence with national development priorities and the development strategy of the organization of education.		+		
9	9.	The HEI should demonstrate a clear definition of those responsible for business processes within the framework of the EP, unambiguous distribution of the duties of the staff, delineation of the functions of collegial bodies.		+		
10	10.	Supervisory authorities should provide evidence of the transparency of the educational management system.		+		
11	11.	Management should demonstrate the successful functioning of the internal quality assurance system of the EP, including its design, management and monitoring, their improvement, decis ion-making based on facts.		+		
12	12.	Management should implement risk management.		+		
13	13.	The management of the EP should ensure the participation of stakeholder representatives (employers, teaching staff, students) in the collegial bodies of management of the educational program, as well as their representativeness in making managerial decisions related to the educational program.	+			
14	14.	The HEI should demonstrate the management of innovation within the framework of the EP, including the analysis and implementation of innovative proposals.		+		
15	15.	The EP's management should demonstrate evidence of openness and accessibility for students, teaching staff, employers and other stakeholders.	+			
16	16.	The management of the EP should be trained in management of education programs.		+		
17	17.	The management of the EP should aim to ensure that the progress achieved since the last external quality assurance procedure is taken into account in preparing for the next procedure.		+		
		Total by standard	**4**	**13**	**0**	**0**

		Standard «Information management and reporting»		+		
18	1.	The HEI should ensure the functioning of the system for collection, analysis and management of information using modem information and communication technologies and software.		+		
19	2.	The HEI should demonstrate the systematic use of processed, adequate information to improve the internal quality assurance system.		+		
20	3.	Under the EP there should be a system of regular reporting, reflecting all levels of structure, including an assessment of the effectiveness and efficiency of activities of structural units, departments and research.		+		
21	4.	The HEI should establish the periodicity, forms and methods of the EP's evaluation management, the activities of collegial bodies and structural units, top management, the implementation of scientific projects.		+		
22	5.	The HEI should demonstrate the definition of order and ensure protection of information, including the identification of responsible persons for the reliable and timely analysis of information and data provision.	+			
23	6.	An important factor is the involvement of students, employees and teaching staff in the processes of collection and analysis of information, being the basis for making decisions.		+		
24	7.	The EP's management should demonstrate the existence of a mechanism of communication with students, employees and other stakeholders, including the existence of conflict resolution mechanisms.	+			
25	8.	The HEI should provide a measure of the degree of satisfaction of the needs of the teaching staff, personnel and students and demonstrate evidence of addressing the deficiencies found.		+		
26	9.	The HEI should evaluate the effectiveness and resulting quality of its activities, including in the context of the EP.		+		
		The information collected and analyzed by the HEI should take into account:				
27	10.	key performance indicators;		+		
28	11.	dynamics of students population in the context of forms and types;		+		

29	12.	level of academic achievement, student achievement and failing students rate;		+		
30	13.	students' satisfaction with the implementation of the EP and the quality of education at the HEI;	+			
31	14.	availability of educational resources and support systems for students;	+			
32	15.	employment and career development of graduates.	+			
33	16.	Students, employees and teaching staff should confirm in writing their consent to the processing of personal data.	+			
34	17.	The HEI should facilitate the provision of all necessary information in the relevant fields of science.		+		
		Total by standard	**6**	**11**	**0**	**0**
Standard «Development and approval of educational programs»						
35	1.	The HEI should define and document the procedures for the development of the EP and their approval at the institutional level.		+		
36	2.	The management of HEI should demonstrate the compliance of the developed EP with the established objectives, including the expected learning outcomes.		+		
37	3.	The management of HEI should ensure the existence of the developed models of the EP's graduates, describing the results of training and personal qualities.		+		
38	4.	The management of HEI should demonstrate the conduct of external reviews of the EP.	+			
39	5.	The qualification obtained on completion of EP shall be clearly defined, clarified and consistent with a certain level of the NQF.	+			
40	6.	The management of EP should determine the impact of disciplines and professional practices on the formation of learning outcomes.		+		
41	7.	An important factor is the possibility of students' training for professional certification.			+	
42	8.	The management of EP must provide evidence of the participation of students, the staff and other stakeholders in the development of the EP, ensuring its quality.		+		
43	9.	The complexity of the EP should be clearly defined in Kazakhstan credits and ECTS.		+		

44	10.	The management of EP should ensure the content of the academic disciplines and learning outcomes of the level of study (bachelor's, master's, doctoral).		+		
45	11.	The structure of EP should provide for various activities corresponding to the learning outcomes.		+		
46	12.	An important factor is the existence of joint EP with foreign educational organizations.			+	
		Total by standard	**2**	**8**	**2**	**0**
Standard «Constant monitoring and periodical assessment of education programmes»						
47	1.	The HEI should monitor and periodically evaluate the EP in order to ensure that the goal is achieved and meet the needs of students and society. The results of these processes are aimed at the continuous improvement of the EP.		+		
		Monitoring and periodic evaluation of EP should consider:				
48	2.	The content of the programs in the light of the latest scientific achievements in a specific discipline to ensure the relevance of the discipline being taught;		+		
49	3.	Changes in the needs of society and the professional environment;			+	
50	4.	Workload, academic performance and graduation;	+			
51	5.	The effectiveness of evaluation procedures for students;		+		
52	6.	Expectations, needs and satisfaction of students of teaching methods under the EP;		+		
53	7.	The educational environment and support services and their compliance with the objectives of the EP.		+		
54	8.	HEI and management of EP must provide evidence of the participation of students, employers and other stakeholders in the revision of the EP.		+		
55	9.	All stakeholders should be informed of any planned or undertaken actions in relation to the EP. All changes made to the EP shall be published.		+		
56	10.	The management of EP should provide a review 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.		+		

		Total by standard	**1**	**8**	**1**	**0**
Standard «Student-centered learning, teaching and performance evaluation»						
57	1.	The management of EP should ensure respect and attention to different groups of learners and their needs, providing them with flexible learning paths.		+		
58	2.	The management of EP should ensure the use of various forms and methods of teaching and learning.		+		
59	3.	An important factor is the availability of own research in the field of methods of teaching the academic disciplines.		+		
60	4.	The management of EP should demonstrate the availability of a feedback system on the use of different teaching methods and the evaluation of learning outcomes.		+		
61	5.	The management of EP should demonstrate support for the autonomy of students with simultaneous guidance and assistance from the teacher.		+		
62	6.	The management of EP should demonstrate the existence of a procedure for responding to student complaints.	+			
63	7.	The HEI should ensure the consistency, transparency and objectivity of the learning outcomes evaluation mechanism for each EP, including the appeal.		+		
64	8.	The HEI should ensure that the procedures for evaluating the learning outcomes of students of EP are consistent with the planned learning outcomes and program objectives. Criteria and methods of evaluation should be published in advance.		+		
65	9.	Mechanisms for ensuring that each graduate of EP has mastered the learning outcomes must be defined in the institution of higher learning, and the completeness of their formation is ensured.		+		
66	10.	Reviewers should know modern methods for evaluation of learning outcomes and regularly improve their qualifications in this field.		+		
		Total by standard	**1**	**9**	**0**	**0**
Standard «Students»						
67	1.	The HEI should demonstrate the policy of forming students' population from admission until graduation and ensure the transparency of its		+		

		procedures. Procedures regulating the life cycle of students (from admission to graduation) must be defined, approved, published.		+		
68	2.	The management of EP should provide for special adaptation and support programs for newly enrolled and foreign students.	+			
69	3.	The institution must demonstrate its compliance with the Lisbon Recognition Convention		+		
70	4.	The HEI should cooperate with other educational organizations and national centers of the "European Network of National Information Centers for Academic Recognition and Mobility / National Academic Recognition Information Centers" ENIC / NARIC to ensure comparable recognition of qualifications.		+		
71	5.	The management of EP should demonstrate the existence and application of a mechanism to recognize the results of academic mobility of students, as well as the results of additional, formal and informal training.		+		
72	6.	The institution should provide an opportunity for external and internal mobility of students of EP, as well as assist them in obtaining external education grants.		+		
73	7.	The management of EP should make the maximum amount of efforts to provide practice-enrolled students, facilitate the employment of graduates, and maintain communication with them.		+		
74	8.	The institution must provide graduates of EP with documents confirming the received qualification, including the results achieved, as well as the context, content and status of the education received and evidence of graduation.	+			
75	9.	Monitoring of the employment and professional activities of EP's graduates is an important factor.		+		
76	10.	The management of EP should actively encourage students to selfeducation and development outside the main program (extracurricular activities).		+		
77	11.	An important factor is the existence of a valid association / union of graduates.		+		
78	12.	An important factor is the availability of a support mechanism for gifted students.	+			
		Total by standard	**3**	**9**	**0**	**0**

		Standard «Teaching Staff»				
79	1.	The HEI should have an objective and transparent personnel policy, earmarked for the specific EP, which includes hiring, professional growth and development of staff, ensuring the professional competence of the whole manning power.		+		
80	2.	The HEI should demonstrate the conformity of the personnel potential of the faculty with the development strategy of the HEI and the specifics of the EP.		+		
81	3.	The management of EP should demonstrate the awareness of responsibility for its employees providing them with favorable working conditions.	+			
82	4.	The management of EP should demonstrate a change in the role of the teacher in connection with the transition to student-centered learning.		+		
83	5.	The HEI should determine the contribution of the faculty to the implementation of the development strategy of the HEI and other strategic documents.		+		
84	6.	The HEI should provide opportunities for career growth and professional development of the EP's teaching staff.		+		
85	7.	The management of EP should involve practitioners in the relevant sectors.			+	
86	8.	The management of EP should provide targeted actions for the development of young teachers.	+			
87	9.	The HEI should demonstrate the motivation for the professional and personal development of teachers, including encouraging both the integration of research and education, and the use of innovative teaching methods.	+			
88	10.	An important factor is the active use by the EP's faculty of information and communication technologies in the educational process (for instance, on-line training, e-portfolio, mass open online courses, etc.).		+		
89	11.	An important factor is the development of academic mobility under the EP, attracting the best foreign and domestic teachers.			+	
90	12.	An important factor is the involvement of the faculty of EP in the society life (the role of the faculty in the system of education, in the development of science, of the region, in the creation of a cultural environment, participation in		+		

		exhibitions, creative competitions, charity programs, etc.).				
		Total by standard	**3**	**7**	**2**	**0**
Standard «Education resources and student support systems»						
91	1.	The management of EP should demonstrate the sufficiency of material and technical resources and infrastructure.		+		
92	2.	The management of EP should demonstrate the existence of support procedures for various groups of students, including information and counseling.		+		
		The management of EP should demonstrate the compliance of information resources with the specifics of the EP, including compliance in the following areas:				
93	3.	Library resources, including a fund for educational, methodological and scientific literature on general education, basic and major disciplines in hard or soft copies, periodicals, access to scientific databases;		+		
94	4.	Examination of the results of research, final papers, dissertation papers on plagiarism;		+		
95	5.	Examination of the results of research, final papers, dissertation papers on plagiarism;		+		
96	6.	The functioning of WI-FI in the area of the educational organization.	+			
97	7.	The HEI should strive to ensure that the training equipment and software used to develop the EP are similar to those used in the relevant industries.		+		
98	8.	The institution should ensure that safety requirements are met in the learning process.			+	
99	9.	The HEI should strive to take into account the needs of different groups of students under specific EP (adults, working, foreign students, as well as disabled students).	+			
100	10.	The management of EP should demonstrate the sufficiency of material and technical resources and infrastructure.		+		
		Total by standard	**2**	**7**	**1**	**0**
Standard «Public awareness»						
		The information published by the HEI within the framework of EP should be accurate, objective, relevant and should include:				

101	1.	The information published by the HEI within the framework of EP should be accurate, objective, relevant and should include:		+		
102	2.	Programs to be implemented, indicating expected learning outcomes;		+		
103	3.	Information on the possibility of awarding qualifications at the end of the EP;		+		
104	4.	Information on teaching, training, evaluation procedures;		+		
105	5.	Information on "pass" scores and educational opportunities provided to students;	+			
106	6.	Management of EP should use a variety of ways to disseminate information (including media, web resources, information networks etc.) to inform the general public and stakeholders.	+			
107	7.	Public awareness should support and explain national development programs of the country and the system of higher and postgraduate education.		+		
108	8.	The HEI should publish audited financial statements on its own web resource including in reference to specific EP.			+	
109	9.	The HEI should demonstrate the reflection on the web resource of information that characterizes the HEI in general and in the context of EPs.		+		
110	10.	An important factor is the availability of adequate and objective information about the faculty of EP in the context of personalities.		+		
111	11.	An important factor is public awareness about cooperation and interaction with partners under the EP, including scientific / consulting organizations, business partners, social partners and educational organizations.		+		
112	12.	The institution should post information and links to external resources based on the results of external evaluation procedures.			+	
113	13.	An important factor is the various external assessment procedures of the HEI and EP being implemented.		+		
		Total by standard	**2**	**9**	**2**	**0**
Standards by specific specialties						
NATURAL SCIENCES, AGRICULTURAL SCIENCES, TECHNICAL SCIENCES AND TECHNOLOGIES						
		Educational programs in the areas of "Natural Sciences", "Technical Sciences and				

		Technologies", such as "Mathematics", "Physics", "Information Systems", etc., must meet the following requirements:				
114	1.	In order to familiarize students with the professional environment and current issues in the field of specialization, as well as to acquire skills based on theoretical training, the educational program should include disciplines and activities aimed at gaining practical experience and skills in the specialty in general and in the major disciplines in particular, including: - excursions to enterprises in the field of specialization (factories, workshops, research institutes, laboratories, training and experimental farms, etc.), - conducting individual classes or entire disciplines at the enterprise of specialization, - holding seminars to solve practical problems relevant for enterprises in the field of specialization, etc.		+		
115	2.	The faculty involved in the education program should include full-time teachers with long-term experience as full-time employees in enterprises in the area of specialization of the education program.			+	
116	3.	The content of all EP disciplines should be based in one way or another and include a clear relationship with the content of fundamental natural sciences, such as mathematics, chemistry, physics.		+		
117	4.	EP management should provide measures to strengthen practical training in the field of specialization.			+	
118	5.	EP management should provide training for students in the use of modern information technologies.			+	
		Total by standard	0	2	3	0
		IN TOTAL	24	83	11	0