REPORT

on the results of work of the external expert committee for evaluation for compliance with the requirements of the standards for specialized accreditation of educational programs

5B090900 - "LOGISTICS (BY INDUSTRIES)"
5B091200 - "RESTAURANT AND HOTEL BUSINESS"
5B090200 - "TOURISM"
6M090200 - "TOURISM"

LLP "University of International Business"
SITE VISIT DATES: November 26 to 28, 2018

INDEPENDENT AGENCY FOR ACCREDITATION AND RATING
External Review Commission

Addressed to
Accreditation Board
of the IAAR

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Almaty   **November 28, 2018**

CONTENTS

(I) <u>LIST OF SYMBOLS AND ABBREVIATIONS</u>

UIB	University of International Business
BD	Basic disciplines
WRC	Final qualifying work
GNI	Internal regulations
IN	Higher education
GOSO RK	State Compulsory Education Standard of the Republic of Kazakhstan
UNT	Unified national testing
IPP	An individual teacher's work plan
ISO	International Organization for Standardization
IUP	Individual curriculum
COED	Catalog of compulsory and elective disciplines
KTO	Credit training technology
MES RK	Ministry of Education and Science of the Republic of Kazakhstan
MC	International standard
IAAR	Independent agency for accreditation and rating
NIL	Research laboratory
R&D	Research work
NIRS	Student research work
OOD	General education disciplines
EP	Educational program
OR	Registration office
PD	Profile disciplines
PPS	Faculty, Teaching Staff
RDGB	Restaurant and hotel business
RK	The Republic of Kazakhstan
RUP	Working curriculum
SMI	Mass media
QMS	Quality Management System
SRSP	Independent work of a student with a teacher
TUP	Typical curriculum
UMKD EUMKD	Educational-methodical complex of the discipline / Electronic educational-methodical complex of the discipline
UMKS	Educational-methodical complex of specialties
UMR	Educational and methodical work
UMC	Educational and methodological center
UP	Academic plan

(II) <u>INTRODUCTION</u>

In accordance with order No. 107 -18-OD dated 19.11.2018 of the Independent Agency for Accreditation and Rating since November 26 and November 28, 2018, an external expert commission assessed the compliance of the University of International Business (UIB) with the standards of specialized accreditation of the IAAR (dated February 24, 2017 No. 10-17-OD, fifth edition) under the programs 5B090900 - "Logistics (by industry)", 5B091200 - "Restaurant and hotel business", 5B090200 - "Tourism", 6M090200 - "Tourism".

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

EEC members:

1. **Chairman of the Commission** - Vladimir Nikolaevich Kosov, Doctor of Physical and Mathematical Sciences, Professor of the Kazakh National Pedagogical University named after Abai (Almaty);

2. **Foreign expert** - Raija Seppälä-Esser (Raija Seppala-Esser), professor, Kempten University of Applied Sciences, FIBAA expert (Kempten, Germany);

3. **Expert** - Movkebaeva Galiya Akhmetvalievna, Doctor of Historical Sciences, Professor of the Kazakh National University. al-Farabi (Almaty);

4. **Expert** - Duisembaev Azamat Aldashovich, Candidate of Economic Sciences, Associate Professor of the Eurasian National University. L.N. Gumilyov (Astana);

5. **Expert** - Abishev Kairatolla Kayrollinovich, Candidate of Technical Sciences, Associate Professor of Pavlodar State University named after S. Toraigyrov (Pavlodar);

6. **Employer** - Aituar Askarovich Koshmambetov, Deputy Director of the Chamber of Entrepreneurs of Almaty;

7. **Student** - Ismail Zhamal Bakytkyzy ,Master's student of the Faculty of Law of the Kazakh National University named after Al-Farabi, Deputy Regional Leader of the Alliance of Students of Kazakhstan (Almaty);

8. **Student** - Amanbek Assem Nurkalikyzy, undergraduate of the Kainar Academy, member of the Alliance of Students of Kazakhstan (Almaty);

9. **Observer from the Agency** - Timur Erbolatovich Kanapyanov, Head of International Projects and Public Relations of the IAAR (Astana).

(III) <u>REPRESENTATION TO THE EDUCATION ORGANIZATION</u>

LLP "University of International Business" (hereinafter referred to as the University or UIB) was founded in 2000 on the basis of the non-governmental educational institution "School of International Business", created in 1992.

The University operates in accordance with the Laws of the Republic of Kazakhstan "On Education", "On Science", the Development Strategy "Kazakhstan-2050: a new political course of the established state", the State Program for the Development of Education and Science of the Republic of Kazakhstan for 2016-2019, and other regulatory legal acts of the Ministry of Education and Science of the Republic of Kazakhstan regulating relations in the field of higher education, and is also guided by the UIB Charter, Academic Policy (31.08.2018, Protocol No. 1) and "Development Strategy of the University of International Business for 2011-2020 ", approved by the Academic Council on January 14, 2011 (Minutes No. 7), reflecting the mission, strategic vision, goals and objectives of the University.

The mission of the University is to actively influence the socio-economic development of the country by training competitive specialists of a new formation. Ensuring advanced development and achieving competitive positions in the global educational space.

UIB sees its mission in the formation of a highly professional creative personality with an active civic position, with strong political convictions, humanistic principles, broad outlook, and high spirituality, capable and ready to devote himself to serving his Motherland.

Strategic vision of the university:

- to become one of the best universities in the industry for the training of demanded and successful specialists with a high level of professional competence, fundamental knowledge, innovative approaches, research skills;

- to become a leading university in meeting the needs of citizens, society and the state in high-quality professional education at all levels;

- to become the most highly efficient university.

The strategic development plan of the University, fitting into the context of state policy in the field of education, is designed to achieve the following main goals:

- provision of quality educational services meet - boiling international and national standards;

- the formation of an active civic position, social responsibility, a sense of patriotism, high moral and leadership qualities among young people

- gaining high positions among the competitive universities in the domestic and world educational space;

- creating conditions for lifelong learning, education for all;

- introduction of the latest approaches, software tools and knowledge for effective management of the university and reducing the cost of services by improving processes.

The main objectives in its activities to achieve goals and develop a culture of quality, the University has identified:

- introduction of new teaching methods and approaches, creation of a favorable environment for student-centered learning;

- development of new educational programs at all levels;

- effective management of the quality of education and improvement of educational process management mechanisms;

- focus on the real needs of the labor market;

- training of successful specialists with a high level of professional competence, fundamental knowledge, innovative approaches, research skills;

- Achievement and strengthening of the position of the leading university in the field of economics, business and information technology in Kazakhstan.

UIB is a unified school of continuous business education, which includes bachelor's, master's and doctoral studies. The structure of the university includes the faculty of basic higher education, the Graduate School of Business, the Foundation program, as well as other departments and services of the scientific, educational and industrial areas.

The University carries out educational activities on the basis of state license No. 0137354 Series AB dated 03.02.2010, issued by the Committee for Control in the Field of Education and Science of the Republic of Kazakhstan. As part of two faculties - basic higher education and the Graduate School of Business, there are 4 departments and a Language Center, which train personnel in 20 undergraduate specialties, 18 magistracy specialties, 3 - doctoral studies, as well as MBA and DBA programs

The university has its own building, the total area of which is 9059.9 sq.m. The university has 6 educational and research laboratories, as well as 15 computer classes.

UIB has special requirements for human resources. The accumulation of the best intellectual potential and practice specialists at the university will provide students with relevant high-quality knowledge. Therefore, the analysis of the quantitative and qualitative

composition of the teaching staff is the object of constant attention of the University leadership, taking into account the regulatory requirements for its staffing and graduation.

The institutional policy of leadership of the teaching staff is carried out within the framework of such principles as a democratic approach to the management of teaching staff and university staff, a combination of the interests of the leadership and a managed subsystem, the availability of leadership, respect for parity, creating conditions and an atmosphere of initiative and creativity, stimulating the activities of teaching staff, professional and personal development of staff.

The University systematically conducted analysis of the state and prospective development of the industrial sectors of the Republic of Kazakhstan, the annual Messages of the President of the country NA Nazarbayev to the people of Kazakhstan in order to adjust the content of the EP and the compliance of the training of specialists with the requirements of the labor market . This analysis is carried out by the profiling departments, training institutes and the relevant departments of the university.

The results of the analysis are used to develop proposals for the strategic planning of the development of faculties, departments and the university as a whole.

(IV) DESCRIPTION OF THE PREVIOUS ACCREDITATION PROCEDURE

Educational programs 5B090900 - "Logistics (by industry)", 5B091200 - "Restaurant and hotel business", 5B090200 - "Tourism", 6M090200 - "Tourism" are accredited in the IAAR for the first time.

(V) DESCRIPTION OF THE EXPERTS VISIT

During the excursion, the EEC members get acquainted with the state of the material and technical base of the university, visited the University Museum, the scientific library, the educational laboratory "Hospitality", the franchise laboratory "KazFranch", the Registrar's Office, sports halls, the International Freight Company "TransAl", the Kazakhstan Tourism Association, KRK "Assorti", LLP "Ramada Hotel".

The events planned during the 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 educational programs 5B090900 - "Logistics (by industry)", 5B091200 - "Restaurant and hotel business", 5B090200 - "Tourism", 6M090200 - "Tourism", teaching staff, representatives of employers' organizations, students and alumni (table 1). This allowed the IAAR EEC members to conduct 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 specialized accreditation standards.

Table 1 - Data on employees and students, who took part in meetings with EEC of IAAR

Participant category	Amount
The president	-
Vice-rector (acting President)	1
Managing director	1
Heads of departments	2
Deans of faculties	2
Teachers	12

Students, undergraduates	28
Graduates	5
Employers	15
Total	**67**

As part of the planned program, recommendations for improving the university's activities, developed by the EEC based on the results of the examination, were presented at a meeting with the management on November 28, 2018.

(VI) COMPLIANCE WITH SPECIALIZED ACCREDITATION STANDARDS

6.1. Standard "Management of Educational Program"

Proof part
The University of International Business of the swelling is implemented in accordance with the State license to exercise an educational activity number 0137354 AB Series from 03.02.2010, issued by the Committee for Control of Education and Science of the Republic of Kazakhstan. Preparation of specialists is carried out in accordance with the Classification of specialties of higher and postgraduate education of RK for the full-time form of training. The language of instruction for the accredited EP is Kazakh, Russian, English.

In 2012, the University successfully passed the first international accreditation of the Austrian Quality Agency (AQA), where 4 programs were presented. In 2014, the university passed the full recertification of the Ministry of Education and Science of the Republic of Kazakhstan for all its degrees at all levels (bachelor, master, PhD), licenses and academic degrees were extended for a period of 5 years. At the end of 2015, the university renewed its institutional accreditation with IQAA, an independent accreditation agency of the Republic of Kazakhstan. At the beginning of 2016, UIB has successfully passed AQA accreditation for 7 programs.

University in December 2015 the year has passed national institutional assessment in the accreditation agency IQAA (http://uib.kz/head-litsenzii-i-akkreditatsii) .

University demonstrated the presence of academic policy to ensure the quality (http://moodle.uib.kz/mod/forum/discuss.php?d=745#p765) .

Policy in the field quality is formed and periodically revised on the basis of:
- Program of the University in the 2017-2021 years (http://uib.kz/head-o-nas) .
- The current results of the analysis of the satisfaction of consumers of educational services and other interested parties.

The Commission notes that the university has developed a culture of quality assurance, based on the constant improvement of the educational process, research activities, and the implementation of innovative projects.

Implementation and development of accredited programs is determined, in the first place, the mission, vision and strategy of development of the University, as well as the Plans of educational programs.

Strategy (Development) University and International Business is presented on the website of the University (http://uib.kz/head-o-nas), which is formed and consolidated vision of the University.

EP 5B090900 - "Logistics (by industry)", 5B091200 - "Restaurant and hotel business", 5B090200 - " Tourism", 6M090200 - "Tourism " are implemented in accordance with the vision, mission and strategy of the University of International Business (http://uib.kz/head-o-nas) .

The EP management involves representatives of employers in determining the directions of development of educational programs and their management.

The effectiveness of the plan of EP provided liability PPS for the final results, delegation and delimitation of powers, the placement of the information on the website of the university.

To manage business processes, the University in its activities is guided by the ECTS standards and directives and uses a Quality Management System that meets the requirements of international standards. To support the main business processes at the University, a set of internal regulatory documents has been developed that regulates the implementation of EP.

Traditional mechanisms of governance, regulatory relations staff for the entire vertical of management, are taken in the University Code of academic integrity and the rules of the internal regulations , which reflect the requirements of the corporate culture of office subordination, work schedule, tolerance, academic honesty.

To manage the EP, the necessary information, personnel, financial and material and technical resources are available, as well as regulatory documents that ensure the implementation of educational programs.

For the development and regular adjustments EP are academic advice with the assistance of specialists both from the inside, because of the external environment, in fact among students, faculty and employers. The representativeness of employers involved in the design and implementation of each educational program has been demonstrated.

The EP management acts on the principles of openness and accessibility for students, teaching staff and employers.

The University of International Business ensures the effective functioning of the information and feedback system with the university, communication channels with employers, parents and stakeholders:
- the official website of the University;
- the President's blog;
- Smartcall widget;
- official pages of the University in social networks;
- information call-center of the University;
- internal corporate network.

On the website of the University posted information about the Institutes (http://pps.uib.kz/page.php) and departments (http://pps.uib.kz/page.php?page_id=4&lang=1&action=kafedra&kid=6), contact details of the heads of faculties and departments. Department chairs appointed with reception hours for visitors.

Analytical part

Together with those following questions concerning this standard is not in full as reflected in the self-report and not found confirmation in the time of the visit of the EEC.

EEC says that is not enough confirmed the uniqueness and advantage EP 5B090900 - "Logistics (by industry)," 5B091200 - «Restaurant and hotel business" 5B090200 - "Tourism", 6M090200 - "Tourism" in front of the same educational programs of other universities . The experts were convinced that not spends Xia analysis and comparison of accredited educational programs with similar programs at the national and international levels in order to identify strengths and weaknesses of their own programs , this opinion has found confirmation in the time of interviewing heads of EP and when the analysis presented documentation .

The experts are also convinced of the absence of some responsibility for the business processes within the EP, to detect whether the lack of transparency in the curriculum management system, which was confirmed during interviews with faculty and students.

At the same time, the commission notes the presence of the publication of the mission, strategy and quality assurance policy in the public domain on the university website.

According to the results of the survey of the teaching staff:

- 10 % are not satisfied with the promotion of innovative activities of teaching staff;

- 10 % lower estimate perception of the leadership and administration of the University of criticism in his address;

- 83.3 % satisfied reverse link PPS with supervision;

- 80 % highly appreciate the support of the university and its leadership in the development of new educational programs.

According to the results of the questionnaire survey, the level of accessibility and responsiveness of the university management is "completely satisfied" - 56.3 %, "partially satisfied" - 33.3 % of students.

Strengths / Best Practice:
- the focus of educational programs to meet the needs of employers, stakeholders and students;

- availability of information systems accompanying the educational process for accredited educational programs;

- the availability of the content of educational programs to students;

- the possibility of exchange of experience and cooperation with other educational organizations.

EEC recommendations for EP 5B090900 - "Logistics (by industry)", 5B091200 - "Restaurant and hotel business", 5B090200 - "Tourism", 6M090200 - "Tourism":
- On an ongoing basis, analyze and compare accredited educational programs with similar programs at the national and international levels in order to identify the strengths and weaknesses of their own programs, as well as familiarize themselves with the best practices of other universities.

- Determine the role and functions of educational program managers.

- To systematize the assessment of the risks of the development of educational programs and develop a mechanism for their reduction, including such factors as the development and improvement of EP, risk management, monitoring, decision-making based on facts.

- Develop and implement documented procedures for maintaining documentation in departments, necessary for organizing the educational process and keep it up to date.

Conclusions EEC on the criteria for the EP 5B090900 - "Logistics (by industry)," 5B091200 - «Restaurant and hotel business" 5B090200 - "Tourism", 6M090200 - "Tourism": strong - 3 , satisfactory - 12 , requiring improvement - 2 .

6.2. Standard "Information Management and Reporting"

Proof part
University implements process control information, in that including the collection and analysis of information: operating the Department of Information Systems , Kotor curious bears responsibility for information provision activities of the University and its units; formation of a positive public opinion about the activities of the University through the

media ; assisting journalists in their work to cover the activities of the university and its divisions .

The general informational part of the site contains information about the university, its divisions, events taking place within its walls.

The following information technologies have been introduced in the university's management activities: an educational portal (http://moodle.uib.kz) and an official website (http://uib.kz), a corporate information management system (Documentolog electronic document management system) , the Antiplagiat "(Anti-plagiarism (the Moodle courses) , technologies for conducting webinars, online lectures and others.

Monitoring of the development plan of the MEP is carried out by collecting reports on the implementation of the operational plan for the development of the EP, annual reports of the department, monitoring the readiness of departments for the academic year, examination of the quality of the UMKS, UMKD, educational and methodological and material and technical support of the EP, the readiness of the classroom and educational laboratory base of the EP and others, as well as by questioning students and graduates, employers and parents according to the degree of satisfaction with the received educational services.

For as the implementation plan for the development of MEP being statements which considered at meetings of the faculties, each year shall report at the main types of activities of departments and supervising vice-rectors. In this way, monitoring execution plan development EP is carried out according to the approved terms of performance in for academic year.

To monitor the implementation of the MEP plan and take corrective actions, reports of heads of structural divisions, questionnaires, audits, polls are used. The assessment is carried out in all areas of educational, educational, methodological, informational, scientific, educational activities and material and technical support of the educational process. Evaluation of activities is a continuous process and is carried out at meetings of the Academic Council, administration, faculties and departments, and is drawn up in the form of minutes. Evaluation activities EP carried out and the students, as the main consumers of educational services.

Monitoring the effectiveness of the system to ensure the quality is carried out through internal audits, expertise methodical security assessment activities and consideration of the issues on the collegiate bodies. Within the framework of these mechanisms, the effectiveness and efficiency of achieving goals, deviations from the set goals are determined. If necessary, decisions are made or plans are developed to improve the quality of education and improve educational activities.

The mechanism of management of conflicts of interests and relations includes in itself: familiarizing faculty, staff and students with the provisions of the internal regulatory documents, the requirements for the organization of educational process, the main directions of work of the structural units, the rules of the internal regulations and etc.; creation of a corporate culture based on equal rights and obligations of employees, teachers and students, respect for their personal dignity.

The university operates the Disciplinary Commission, the main objective of which is to strengthen employment, training and executive discipline.

Analytical part

According to analysis in compliance with the criteria of the standard "Management of Information and Statements" for accredited areas Commission notes the following: in the University operates a system of management of information and reporting. Most of the information is stored in electronic format, which significantly reduces some of the risks.

The results of processing the information of the university based on the results of recruitment, academic performance, the movement of the contingent, the number of

graduates, financial resources, personnel , the number of publications, business trips, agreements with foreign universities , etc., are widely used , which are presented in regular reports of the relevant services to the administration and the Scientist. advice, at the request of the MES RK, etc.

The analysis of the university website showed the lack of constant updating of the news feed, the lack of up-to-date information about the university and educational programs. There is also no detailed information about the departments and the teaching staff.

At the time of the visit EEC University is not in full demonstrated how based on the analysis and evaluation of performance monitoring are developed preventive and corrective measures, as well as an assessment of their effectiveness.

According to the survey results, 3.3 % note the poor involvement of teaching staff in the process of making managerial and strategic decisions.

Strengths / Best Practice
- information management processes, including collection and analysis, have been introduced;
- the availability of educational resources and support systems for students is ensured;
- free access to educational Internet resources, the functioning of free WI-FI on the territory of the educational organization.

Recommendations EEC for EP 5B090900 - "Logistics (by industry)," 5B091200 - «Restaurant and hotel business" 5B090200 - "Tourism", 6M090200 - "Tourism":
1. On a constant basis update website of the University of topical information on the development of the University and educational programs.

Conclusions EEC on the criteria for the EP 5B090900 - "Logistics (by industry)," 5B091200 - «Restaurant and hotel business», 5B090200 "Tourism", 6M090200 "Tourism" : strong - 0 , satisfactory - 17 and suggest improvements - 0 .

6.3. Standard "Development and approval of the educational program"

Proof part
The University has determined the procedure for developing and approving an educational program, including procedures for reviewing and monitoring the quality of educational programs and documents. The process of developing and approving an educational program includes the following stages:

1. Analysis of market needs, study of opinions and recommendations of employers, study of the requirements of the national qualifications framework, study of trends and experience in the development of educational programs in leading foreign universities;
2. Development of a competency model;
3. Development and discussion of the educational program;
4. Obtaining expert judgment (internal and external);
5. Revision of the content of the educational program based on the results of an expert assessment;
6. Approval of the educational program.

When departments are created Academic Tips for managing EP in the part of the teachers of the department and the employers on the meetings which discussed the composition of the MEP, training plans EP, content EMCD, as well as themes of diploma works and etc. External experts are leaders of various companies have great experience of work on specialty and who have made a significant contribution to the development of the relevant sectors of the economy of the country.

All specialties of the university are provided with educational and methodological documentation in accordance with Kazakhstani requirements: state compulsory education standards; standard and modular educational programs of specialties; typical and working curricula of disciplines.

Evaluation of the quality of educational programs is carried out on the basis of the analysis of modular educational programs , the catalog of elective courses, schedules, individual plans for students, internal normative documents regulating the implementation of educational programs, the survey of students and employers. Making changes in the educational program is carried out on the stages of adjusting the content of the objectives, the structure of the program, the design of training plans and the correction of working programs of educational disciplines. Manual EP guarantees the representativeness of the interested parties, involved in the formation and review of the plan of EP.

At the University, models of EP graduates have been formed, the teaching staff of the department, graduates and students, as well as representatives of employers took part in the development of the graduate model.

Modular educational program developed on the basis of the standard educational plans of the specialties on the entire period of study, the State obligatory standards of education and the Rules of the organization of educational process on credit technology of training. In accordance with the SES RK in educational plans maintained the ratio of volume of disciplines cycles Ltd., database profiling disciplines.

Contents and structure of accredited EP formed in accordance with the requirements of the Model Rules of activities of organizations of higher and postgraduate education, approved by the Decree of the Government of the Republic of Kazakhstan from 17 on May 2013 the year №499, SES RK, approved by Decree of the Government of the Republic of Kazakhstan №1080 from 23.08.2012 , at the Rules of the organization of educational process on credit technology of training, approved by Order of the Minister of education and science №152 from 20.04.2011 g with corresponding changes to it.

The formation of individual educational trajectories of a student is carried out with the help of an advisor for each academic year based on the State Educational Standard of the Republic of Kazakhstan, TUPs, IUPs.

Based on the EP annually drawn up and approved catalogs of elective disciplines (CED). The CED contains a brief description of the disciplines. CED are available at departments and on the educational portal .

The MOP displays a logical sequence of mastering cycles, disciplines, practices, final certification, defense of the thesis, providing the formation of general and special competencies. Indicated the complexity of the disciplines cycles in Kazakhstan and ECTS credits, as well as in hours, with the release of lectures, laboratory practical (seminar) employment second , independent work of students under the guidance of a teacher and independent work of the student, all types of professional practice, an intermediate certification.

Important role in the preparation of professionals, and it is in the formation of their professional competencies play different kinds of internships, provided TUP. Students undergo professional internship in university departments , as well as on the basis of partners of the department, for example, JSC NC "Kazakhstan Temir Zholy", JSC "Gedeon 1", LLP " Project Expeditors Kazakhstan ", LLP "Atasu Trans", LLP "Best Lines", LLP " the RG Brands Kazakhstan " LLP, " Keller Group is " TOO " Adidas Group is ", LLP "Commerce and transport company", JSC "KTZ Express", LLP " the Golden Horse ", etc.

In the specialty "RDGB", the main bases of internships are: JSC KASP Rakhzat Palace, Restaurant Cafe de Paris, LLP Red 1 Group , LLP Capital Towers Development , LLP Cafe Ficelle , LLP Viet Cafe Mega 2 ", Complex" Caravan Saray ", LLP "AIGri travel "and others ..

In the specialty "Tourism " the main bases of practices are: Hotel "Royal Tulip", Hotel "Kazakhstan", Hotel "Ramada", hostels in Almaty, Mountain resort "Lesnaya Skazka". At the university, at the end of the practice, students submit to the department a report and a diary signed by the head of the internship base.

The university with the aim of identifying the needs in the preparation of specialists, as well as the requirements of the interested parties, letting the department has established permanent partnerships communication with employers on the basis of the conclusion of contracts, memoranda held round tables and open meetings of departments with the participation of interested parties on the issues of formation of educational programs.

Analytical part

For all accredited EP developed competency m dressed professionals, which includes in itself the general and professional competence.

The result of the analysis presented documentation representatives EEC clarified that the department did not develop operational training plans for EP on academic year. The catalogs of elective disciplines do not indicate pre- and post-requisites, learning outcomes for specific disciplines. Objectives and expected results by discipline should be specific and interrelated, as well as directly reflect the characteristics of each discipline or module. The Commission notes that in the presented modular educational programs for all accredited programs, the learning outcomes in disciplines are presented in a generalized form without specifying the features of the disciplines studied.

The analysis studied the documents, but also the results of conducted interviews with learners, faculty, alumni and employers allowed to make a conclusion about that, that the content of training courses in the framework of educational programs do not always take into account the changes in the market labor demands of employers and social inquiry society. In this regard, there is a need to revise the content of academic disciplines. It is necessary to introduce five Study element s in content accredited educational programs. Also, to strengthen the practice-orientedness of the offered courses, develop the elements of dual education in senior courses.

The Commission notes that the contracts signed with foreign partners, are of the nature of intentions and not are evidence of the presence of joint educational programs and a joint programs.

Questioning PPS conducted during the visit the EEC of IAAR demonstrated a high estimate (80%), attention management university contents EP. At the same time, the content of EP "very well" meets the needs of the teaching staff - 80% , "good" - 20 %.

Questioning of students showed that its speed of response to the inverse relationship of the teachers about the educational process fully meets - 75.9 %; partially - 18.5 %; satisfied quality of instructions completely - 64.8 %, partly - 31.5 %.

Strengths / Best Practice

- periodic 30% update of educational programs;
- the availability of the content of educational programs to students;
- the adaptability of the EP for the recognition of its complexity in all parameters of the Bologna process.

Recommendations EEC for EP 5B090900 - "Logistics (by industry)," 5B091200 - «Restaurant and hotel business" 5B090200 - "Tourism", 6M090200 - "Tourism":

1. To consider the issue of harmonization of educational programs with the leading universities of the Republic of Kazakhstan, implementing such EP.

2. Consider the possibility of internships for teaching staff and program managers in other educational organizations that implement similar EP.

3. Develop a system for introducing research elements into the content of the accredited EP.

4. Continue work in the field of the formation of learning outcomes based on the study of disciplines and professional internship.

5. Expand international relations in the direction of the development of joint educational programs of double-diploma education.

Conclusions EEC on the criteria for the EP 5B090900 - "Logistics (by industry)," 5B091200 - «Restaurant and hotel business" 5B090200 - "Tourism", 6M090200 - "Tourism" : strong - 0 , satisfactory - 1 0 , requiring improvement - 2 .

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

Proof part

In the report on the self-esteem of the university presented the necessary information on the issues of constant monitoring and periodic evaluation of educational programs accredited cluster.

The university has determined the order of monitoring, analysis and revision of the EP. This process is initiated by the need for regular updating of the EP; changes in the requirements of customers and other interested parties; the requirements of international, interstate and national standards for ensuring quality; organizational and administrative documents.

To determine the level of satisfaction of internal needs there are questioning of students, teachers and employees performing by the University. The departments carry out systematic monitoring of the workload of the teaching staff, the progress of students and the employment of graduates. Monitoring is carried out through educational portals (http://moodle.uib.kz/intranet/page.php?token=88271a448d8aa7884aabddbe30085449&page_id=79&lang=1&action=anketa_pps), is carried out by the University's summary-analytical department and the department leadership . Monitoring results are available to all internal and external users through the university websites and internal networks.

On the departments systematically carried out monitoring of the state of science and practice, which enables timely to make changes in the EP. Monitoring is carried out PPS departments and its proposals brings on board a specialty, which determines the need to change the content of the training plan and disciplines. Do teachers and students have the possibility to influence on the content and form of EP.

When the development of elective courses, and for the formation of professional competencies in students were introduced the new discipline with regard the requirements of the market and the wishes of the interested parties.

For the accredited educational programs of the bachelor's degree 5B090900 - "Logistics (by industry)", 5B091200 - "Restaurant and hotel business", 5B090200 - "Tourism", two educational trajectories have been developed:

For EP 5B090900- "Logistics (by industry)":
- "International Logistics";
- "Transport logistics".
According to EP 5B091200- "Restaurant and hotel business":
- "Restaurant business";
- "Hotel business".
For EP 5B090200- "Tourism":
- "Tourism Management";
- "Sustainable Tourism".

Table 2 - Name of disciplines by specialty EP recommended by employers

Specialty	Disciplines	Implementation recommendations
5B090900 - "Logistics (by industry)	- Logistics of transport and administrative systems; - Optimization of the transfer multimodal trans tailors' services between countries and continents; - Analysis, organization and optimization of supply chains from manufacturer to buyers; - Business practice; - Basics of logistics in Latin; - Optimization of logistics costs; - Logistics concepts; - Language for professional purposes; - Workshop on logistics; - Legal aspects in logistics; - Legal regulation of international transportation; - Customs logistics; - Logistics Department of Foreign Economic Activity; - Logistics of service and passenger transport.	According to the employers' recommendations, LLP "TransAl " Design and logistics center.
5B091200 - " Restaurant and hotel business "	- the F & Bed and Management (in the English. Language); - Hospitality Operations Management; - program the R - keeper and Shelter (in English); - the Front of Office and Rooms Division Management (in English); - Management of income and expenses; - Project management; - Strategic planning; - Culture of restaurant and hotel service; - Business practice; - Hospitality terminologies; - Promotion and sales in the hospitality industry.	On the recommendation of employers, learning special software R-keeper and Shelter, used in most restaurant and hotel software systems
5B090200 - "Tourism"	- Information technology in tourism; - Culture of restaurant and hotel service; - National traditions and customs of the peoples of the world; - Monuments of world cultural heritage; - Business practice; - Toponymy and cartography; - Touring rating; - Ecotourism; - Ethnography of the Turkic peoples.	Study of the international reservation system "Amadeus" with obtaining a certificate.
6M090200 Tourism	- Business practice; - Uncertainty management; - Sustainable planning and tourism development; - Modern research in the tourism industry.	On the recommendation of employers

Permanent monitoring and periodic evaluation of accredited EP carried out with taking into account the suggestions of students, participating in the process of selection and formation of the list of elective courses, the development theme of final work, as well as the views and proposals of students and employers at the end of the passage of professional practices, proposals chairmen of SAC. The demand for graduates in the labor market and the recognition of the quality of training by employers are also taken into account.

EP is updated in connection with the change of state obligatory standards of higher education, the introduction of new destinations and courses of choice. Updating the EP is made in accordance with the demands of employers, which is reflected in the catalog of elective disciplines in the respective academic year and approved by the Academic Council of the university.

All measures to control the quality of the educational process, carried out at different levels, are recorded in the form of records, acts, certificates, reports , etc., and are discussed at meetings of departments , at the faculty council , the Academic Council of the University. Based on the analysis and assessment of control indicators, measures are developed to improve the quality of EP implementation.

After the completion of all procedures for making adjustments / changes to the EP, all interested parties are informed about the upcoming adjustments / changes.

Inform all interested parties of any action in respect of EP takes place with the help of the portal http://uib.kz , electronic means of communication and distribution of invitations.

Analytical part

During the analysis of the criteria of this standard, the commission notes the following.

EEC confirms that at the University of detail developed system of monitoring the implementation of EP with the use of SWOT analysis.

The management of the university has demonstrated its openness and accessibility for students, teaching staff, employers: the hours of admission on personal matters are determined, meetings with the President are held on a systematic basis. In a channel connection for innovative proposals using traditional forms of feedback communication: meetings with the leadership and the blog of the President.

The Commission notes that the university on a systematic basis provides a revision of the content and structure of educational programs, as well as an external expert assessment.

Based on the analysis of the content of the university website, the commission notes the need to publish the results of the revision of the content and structure of educational programs on an ongoing basis.

In the report on self-assessment presented detailed algorithm design changes EP, but in the course of interviews with focus groups, visits to departments and analysis provided by the documentation, the representatives of EEC pointed out that in the practice of this mechanism works not in full measure .

Strengths / Best Practice

- the University has developed a system for monitoring the implementation of EP.
- the University has a good educational environment and support services in line with the objectives of the study programs.

Recommendations EEC for EP 5B090900 - "Logistics (by industry)," 5B091200 - «Restaurant and hotel business" 5B090200 - "Tourism", 6M090200 - "Tourism":

1. Carry out on an ongoing basis work on updating educational programs, with the publication of all the changes made on the website of the university, with the involvement of all interested parties.

Conclusions EEC on the criteria for the EP 5B090900 - "Logistics (by industry)," 5B091200 - «Restaurant and hotel business" 5B090200 - "Tourism", 6M090200 - "Tourism": strong - 3, satisfactory - 7 , involves improving - 0

6.5. Standard "Student-centered learning, teaching and assessment of progress"

Proof part

The EP management provides equal opportunities for students, regardless of the language of instruction, to form an individual educational program aimed at the formation of professional competence. Outside Depending on the language of instruction, students uniformly available syllabuses, EMCD, scientific and educational literature, CPC, SRSP, consultation and information resources. Releasing s Departments s insure so harmonious development of students with regard intellectual sophistication and individual features. The needs of students are identified by questioning and filling out special forms on the educational portal of the University of International Business (http://moodle.uib.kz).

The EP's management seeks to ensure attention to various groups of students and their needs, providing them with flexible learning paths and using various forms and methods of teaching and learning. Before the start of the EP , the data of the questionnaire and electronic databases of students are processed and, based on these data, appropriate adjustments are made. On chairs ah conducted their own research in the field of methods of teaching of educational disciplines EP.

In order student-centered training to departments ah used different techniques and technology training, considering the diversity of forms of assimilation of information. The following active and innovative teaching methods have been introduced in the educational process : method of analysis of specific situations; method of discussion; learning in collaboration, lecture-conversation, lecture-visualization, lecture-debate, brainstorming; method of projects; business game method . It is planned to introduce the following methods: problem and game technologies, technologies of collective and group activities, simulation methods of active learning, creative learning, innovative educational project activities, lecture-press conference.

Using innovations in educational process manifested through the use of various active forms and methods of training to them are the creation of projects, preparation of public presentations, discussion of problems, artificially creating uncertainty or problem situations, preparation of professionally designed videos and presentations.

Acting in the framework of the credit system of education, departments s created the most favorable conditions for students to develop disciplines specialty. For this purpose, the following are being developed:

1) work programs for each discipline for students;
2) control and measuring materials for classroom work in each discipline;
3) control and measuring materials for self -regulatory organizations;
4) materials for knowledge control;
5) materials for work in practice.

The entire scope of the SRO is confirmed by assignments that require students to work independently daily. Manual EP conducts monitoring of independent work student and an adequate assessment of its results.

The diploma work completes the training of a specialist and shows his readiness to solve theoretical and practical problems in his specialty. The purpose of the thesis: systematization and deepening of theoretical and practical knowledge in the chosen specialty; acquisition of skills of independent work; mastering the research methodology, generalization and logical presentation of the material.

The student's autonomy, which ensures his freedom of education, the ability to meet individual educational needs is confirmed by the Individual educational trajectory (individual curriculum), which is based on the program of his own educational activities. At the same time, the construction of the educational trajectory of the student takes place with the participation of advisers and teachers.

Monitoring of the progress of students along the educational trajectory is carried out based on a system for assessing students' results. Monitoring is carried out based on reports of the teaching staff of the department. The adviser uses the adviser 's page to control knowledge, which reflects the progress of the students in the group in all subjects. Indicators for assessing the knowledge of students are shown in Table 3.

Table 3 - Indicators of student knowledge assessment

Specialty	2015 -2016 academic year	2016 -2017 academic year	2017 -2018 academic year
5B090900 - "Logistics (by industry)"	75	77	79
5B091200 - "Restaurant and hotel business"	80	79	84
5B090200 "Tourism"	81	81	82
6M090200 "Tourism"	-	75	80
Mean	78.6	78	81.2

The transparency of the knowledge assessment procedure is ensured by the posting of current assessments in electronic journals on the portal , intermediate and final results, the presence of the proctor at exams, and collective decision- making on the award of qualifications. Thus, each student can see the state of his educational achievements and discuss them with advisers, teaching staff and the leadership of the department.

The appeal of the results of academic performance of students is carried out through the work of the appeal commission.

The classic tool reverse connection of research quality teaching (content, form, methods) is survey students.

Forms the reverse connection as a blog, President and virtual plaintive book, located on the site of the University, as well as meetings with the heads of departments, deans, the direction of the University.

Analytical part

During the visit, EEC experts on this standard came to the following conclusions.

With the aim of enhancing the quality of training and the imparting of professional competence of departments carry out work on providing students the possibility of selecting an individual trajectory of training with the right choice not only subjects, but and teacher. While interviewing students confirmed existing in the university the opportunity to select the subjects.

About Buchan confirmed on the functioning and the mechanism of appeal. However, when studying the submitted materials, the commission was convinced that the university did not have documents regulating the appeal procedure. Based on the results of consideration of the students' application for appeal, the result of the exam is not drawn up a protocol and an appeal sheet. Also, subject teachers are not included in the appeal commission.

Also, in the process of interviewing students and teaching staff, active use of the university portal was revealed, which confirms its effectiveness.

In general, as the students, so and PPS, expressed positive opinions about the course of realization of accredited EP, that in later confirmed the results of the survey.

At the same time, students noted the presence and haphazard procedures for responding to their complaints.

However, we consider it necessary to note that in the University in the framework of accredited programs have a need in the development and implementation of new own research in the framework of the methodology of teaching with the aim of student-centered training.

The commission also believes that it is necessary to pay more attention to the skills of a foreign language, especially English, since graduates of accredited educational programs are focused on the international environment.

Students believe that in the university provided equal opportunities to all students - 63 %, also expressed full satisfaction with the quality of teaching 64.8 % , justice exams and certification - 74.1 % , carried out the tests and examinations - 61.1 %.

Strengths / Best Practice
- continuous analysis of the needs and satisfaction of students;
- an open system for assessing, checking and diagnosing a student's progress;
- flexible system of discounts for training and payment schedules.

Recommendations EEC for EP 5B090900 - "Logistics (by industry)," 5B091200 - «Restaurant and hotel business" 5B090200 - "Tourism", 6M090200 - "Tourism":
1. Develop a regulation and systematize the procedure for responding to student complaints.
2. To organize carrying out of own developments in the field of teaching methods of special disciplines accredited by EP.
3. Strengthen the transparency of the assessment of learning outcomes for each EP and improve the mechanisms for appeal.

Conclusions EEC on the criteria for the EP 5B090900 - "Logistics (by industry)," 5B091200 - «Restaurant and hotel business" 5B090200 - "Tourism", 6M090200 - "Tourism": strong - 0, satisfactory - 8, involves improving - 2.

6.6. Standard "Students"

Proof part
The policy of forming a contingent of students at the University of International Business is governed by a documented procedure, the main goal of which is to establish the requirements and describe the procedure for managing the process of forming a contingent of students in higher and postgraduate education programs. The University in its activities on the policy of forming a contingent is necessarily guided by the following regulatory legal acts:

- Typical rules for admission to training in educational organizations implementing educational programs of higher education;
- Typical rules for admission to training in educational organizations that implement educational programs of postgraduate education;
- State educational standard for higher and postgraduate education;
- Rules for granting academic leaves to students in full-time education institutions;
- Rules for the transfer and restoration of students by type of education ;
- Decree of the Government of the Republic of Kazakhstan "On Approval of the Model Rules for the Activities of Organizations of Higher and Postgraduate Education";

- Rules for the organization of the educational process on credit technology of education;

- Direction rules for studying abroad, including within the framework of academic mobility.

Students are the main consumers of educational services, therefore , their interests are at the head of the implementation of educational programs . The educational environment models the following characteristics of students: individuality, striving for greater freedom, the process of achieving integrity, personal and professional growth, independence and self-esteem.

Information about the contingent is shown in Table 4 .

Table 4 - The contingent of students

Training course / academic year	2015 year		2016 year		2017 year		2018 year	
	total number	state arr. grant	total number	state arr. grant	total number	state arr. grant	total number	state arr. grant
5B090900 - "Logistics (by industry)"								
1 year	19	-	41	-	46	6	72	22
2 year			23		32		43	6
3 year					25		32	
4 year							22	
5B091200 - "Restaurant and hotel business"								
1 year	31	14	53	11	56	17	207	66
2 year			30	15	43	12	56	18
3 year					28	15	39	13
4 year							27	15
5B090200 - "Tourism"								
1 year	12	5	10	4	32	20	80	45
2 year			12	2	8	4	29	21
3 year					11	7	7	4
4 year							11	7

Continuation of table 4

6M 090200 - "Tourism"								
1 year					4	2	5	2
2 year							4	2

Information about the University and departments is provided to freshmen on the new website of the university (http://uib.kz/abiturient/), Stands, guide-books, which contains information about the administration of the university and the structural units, mode of operation , and contact phone numbers; on the organization of the educational process, regulated in accordance with the documented procedures of the QMS.

On the first day of stay in the University for the adaptation of students 1 course held a meeting with the deans of the faculties , advisors. Besides advisors personalized help and advice to students on the issues of the educational process have office registrar. The schedule of teachers' consultations is posted on the information boards of the departments.

For freshmen there held an orientation week with the purpose of familiarization with the educational-methodical documentation. With taking into account received and Info studying form IUP build educational trajectory, using the opportunity of choice, as a teacher,

so and academic discipline, with taking into account their needs in getting the relevant competences in the framework of the chosen specialty.

Procedures of admission to the student from other universities, the recognition and the offset credits based on the principles of the Lisbon Conference of recognition. Admission to students from other universities is carried out in accordance with the Rules of transfer and recovery, approved by Order of the MES of the Republic of Kazakhstan on 20.01.2015, No 19. Transfer of students from other universities is determined by the academic differences in the disciplines of workers training lords, studied them for the previous academic periods.

To integrate into the international educational space, improve the quality of knowledge, comparability and recognition of educational programs with programs of foreign universities, strengthen internationalization, the university implements academic mobility of students.

University graduates are provided with a diploma supplement in accordance with the requirements of the state sample of the Republic of Kazakhstan , indicating the disciplines studied , the volume of labor intensity of the studied material in loans of the Republic of Kazakhstan and in the EC T S system in 3 languages.

The University conducted active cooperation with major employers in matters of organization bases practices, developing training plans, evaluation of the results of study and employment. University signed agreements with the bases of practice in accordance with the form of a model contract on carrying out of professional practice (approved by the order № 107 of MES RK from January 29, 2016). University drafted a contract with organizations, enterprises, institutions, defined in a database of practices at different periods with coverage of all specialties.

To support graduates in employment at the university in accordance with the documented procedure "Organization of professional practice and employment of graduates", a Career Center has been created and is successfully operating , which organizes meetings, seminars, conferences and coaching aimed at summarizing, analyzing and providing students with information about the state and trends in the market of labor, on the requirements imposed by the applicant of the working place; raises the level of awareness of students and graduates about the state and trends of the labor market in order to ensure maximum opportunities for their employment; creates and updates databases of vacancies offered by employers in relevant specialties; generates a databank and provides employers with information about graduates, opportunities for students to receive additional educational services and conditions for targeted training of specialists , taking into account the characteristics of a particular enterprise.

Information about the employment of graduates is given in Table 5.

Table 5 - Results of employment of students of the specialty 5B090200 - Tourism

Year of issue	2014	2015	2016	2017	2018
Employment percentage	64.28% *	63.1% *	63.15% *	83.33% **	71.42% **

* - data provided for the MES RK;

** - information on employment with the State Center for Internal Affairs.

For excellent academic performance, active participation in research work, public life or the work of structural divisions of the university, winning prizes in various types of Olympiads and competitions, the following incentive measures can be applied to students: announcement of gratitude, awarding a diploma / development of the University of International Business ", awarding on a competitive basis the titles" Best Student of the Year "," Best Activist of the Year "," Best Faculty Student ", letters of thanks to the parents of excellent students from the University Administration (based on the results of the academic

year), the appointment of personal scholarships various companies or scholarships from the University of International Business, rewarding with valuable gifts, granting the right to study at a reduced cost.

Educators actively participate in republican, international and regional competitions, promotions and sports competitions together with youth organizations. Information on the participation of students of the Department of Management and Business in various events is given in table 6.

Table 6 - Participation of students in competitions, scientific conferences

Academic year	Participation in Olympiads	Participation in competitions	Participation in scientific conferences	Student publications
2015-2016	25	10	10	5
2016-2017	18	8	16	8
2017-2018	22	7	14	12
Total	**65**	**25**	**40**	**25**

The university runs the UIB Student Government (SG) program to support all categories of students. The functions of the SG include holding various actions to implement youth policy, organizing extracurricular events and holidays, mediating in the dialogue between students and the university administration.

In order to receive feedback from students at the University, the following tools are used: the University website, the President's blog, the Faculty's website, pages on social networks (Facebook, Vkontakte, Instagram)

In the process of exchange and expression of opinions, student organizations and clubs are involved, which actively position themselves on social networks, on various Internet forums.

The feedback system is carried out through the exchange of messages on the corporate portal Moodle when a student can write a letter to his teacher or University employee with a question and get an answer. Also, the function of receiving individual assignments in the studied disciplines has been implemented, with an indication of the due date.

Analytical part

Analyzing the site of the University, the Commission observes, that he uninformative. In the section " Where do " shows the information about the career guidance activities, the benefits of university and general information about it, is there a detail of description of specialties, international programs and new unique EP, the procedure receipt of grants, student life and much more. A special feature is the presence on the website of an electronic selection committee, accessible from anywhere in the world.

The Commission during the analysis of a contingent of students watching the trend in the direction of its increase. When forming an individual educational trajectory, the peculiarities of the level of training of talented students are considered. When forming groups for the study of foreign languages, the initial level of knowledge of the language is determined by testing the student. When forming the educational trajectory, the University does not always could consider the characteristics of the student in the educational process, because building an individual trajectory for a small number of students is unprofitable.

While interviewing students expressed readiness to departure to foreign universities for academic mobility program, the limiting factor is, in the opinion of students, lack of financial support. The commission notes the need for the university to participate in Erasmus + programs and attract foreign students.

The commission notes that, despite the existence of an alumni association at the university, it is not active enough. Neither one graduate who participated in interviews, not confirmed his membership in this organization.

During the interviews, employers spoke about the need to increase the duration of practical training, which will improve the quality of practical training of students.

While interviewing the students proved that created the conditions for the support of gifted students by providing discounts, grants to training, to stimulate creative activity and so on. Students expressed their wishes for carrying out events of different levels of specialization areas based on the university with the participation of students.

According to the results of the survey only 55,6% of students expressed complete satisfaction with the availability of academic counseling; availability of healthcare services - 63%; availability of library resources - 66,7%; existing training resources - 64,8%; overall quality educational programs - 70,4%; the ratio between student and teacher - 74,1%.

Strengths / Best Practice
- providing opportunities for the exchange and expression of students' opinions, through the Internet forum, student organizations, etc.;
- functioning of the student support feedback system, including the operational presentation of information on the results of students' knowledge assessment.

Recommendations EEC for EP 5B090900 - "Logistics (by industry)," 5B091200 - «Restaurant and hotel business" 5B090200 - "Tourism", 6M090200 - "Tourism":
1. Develop a plan and program of scientific research students at accredited educational m programs.
2. Provide for the possibility of external and internal academic mobility of students in the context of accredited educational programs and assist in obtaining external grants for training.
3. Ensure research work with the students of accredited educational programs.
4. Consider the possibility of holding events at various levels in areas of specialization at the university with the participation of students.
5. Ensure the functioning of the University Alumni Association.
6. Provide for an increase in the amount of time allocated for the professional practice of students.

Conclusions EEC on the criteria for the EP 5B090900 - "Logistics (by industry)," 5B091200 - «Restaurant business and hotel business" 5B090200 - "Tourism", 6M090200 - "Tourism" : strong - 1 , satisfactory - 9, involves improving - 2 .

6.7. Standard "Teaching staff"

Proof part
The EP management demonstrates the application of the university's personnel policy for teaching staff involved in the implementation of the EP. The selection of personnel is carried out on the basis of an analysis of the needs of the educational program, based on the results of which a competition for filling vacant positions is announced. The competition for filling vacant positions of teaching staff and scientific workers at the university is held in accordance with the current legislation.

The main provisions of the university's personnel policy are compliance with the standard qualification characteristics for employees of educational institutions, approved by order of the Ministry of Education and Science; availability of higher and postgraduate education in the relevant specialties, productive scientific activity, as well as competence and

competitiveness. The heads of structural units determine the requirements for the competence of personnel on the basis of job descriptions, qualification requirements, and the specifics of the work performed. The heads of structural divisions submit to the Human Resources Department competency requirements for each position, drawn up in the form of job descriptions. The personnel department is engaged in the selection of personnel, registration of their admission, transfer and dismissal, preparation of documents for approval in the positions of employees. The workflow related to the teaching staff (personal files, work books, orders, regulations, etc.) is systematically updated as necessary.

Indicators on the qualitative and quantitative composition of the teaching staff confirm the availability of human resources necessary for the implementation of the entire range of educational programs and corresponding to the qualification requirements for licensing educational activities.

Implementation of programmes 5B090900 - "Logistics (by industry)", 5B091200 - «Restaurant and hotel business», 5B090200 - "Tourism", 6M090200 - "Tourism" provides the Department of "Management and Business".

The staffing of the faculty in the specialties of the department is 100 %. Average age of full-time teaching staff with academic degrees and titles in 2017-2018 academic year was 38 years old.

The degree of teaching staff in the specialties of the Department of Management and Business is 53 % in the reporting period.

Quantitative and qualitative to become faculty chairs s "Management and Business" is presented in Table 7.

Table 7 - The quantitative and qualitative composition of the teaching staff

| Academic Year | Total | Including | | staff | part-time | hourly | Percentage of full-time teachers | Share about power-law teachers from the staff. PPS | Average age of the state. PPS (years) |
		Doctors of Science	Candidates of science, ph.D						
2015 - 2016	27	2	10	22	5	-	80 %	55 %	49
2016-2017	40	3	14	14	13	13	35%	43%	40
2017-2018	56	6	11	19	27	27	30	33 %	38

The EP management demonstrates an awareness of responsibility for their employees and the provision of favorable working conditions for them and a change in the role of the teacher in connection with the transition to student-centered learning. Favorable working conditions for the university as a whole and taking into account the specifics of the EP include: maintaining sanitary and hygienic conditions, uninterrupted supply of electricity, heat energy, cold water, uninterrupted communication.

Social support of employees is carried out by the trade union committee of the university.The EP management provides monitoring of teaching staff activities, a systematic assessment of the competence of teachers, a comprehensive assessment of the quality of teaching, including an assessment of the satisfaction of teachers and students. A questionnaire survey of teaching staff on the question of satisfaction is carried out systematically.

A systematic assessment of the competence of teachers, an assessment of the effectiveness of the quality of teaching at the department to disclose the content of training

courses and the formation of students' knowledge, skills and competencies necessary to achieve the learning outcomes provided for by the objectives of the program, is implemented through internal assessment (open classes, mutual visits, control visits to the head. department, speeches at scientific-theoretical and scientific-methodological seminars).

There is a significant degree of proficiency in teaching methods that are adopted by the EP for a group of training courses implemented by them (a journal of mutual visits, analyzes of open classes, etc.)

The EP management ensures the completeness and adequacy of individual planning of teaching staff work for all types of activities, monitoring the effectiveness and efficiency of individual plans, demonstrated evidence of the implementation of all types of planned workload by teachers. The workload of the teaching staff of the specialties includes educational, educational-methodical, scientific, organizational and methodological work, increasing professional competence.

For all disciplines of the departments, educational and methodological complexes have been developed, which present syllabuses of academic disciplines, lectures, seminar plans, tasks for SRO, types of tests, questions and tasks, rating tasks, exam materials.

The EP management has demonstrated support for the research activities of the teaching staff, providing a link between research and training. Scientific results are used in the educational process and applied in various industries.

Information about the publication of the results of research work of the teaching staff for 2015 - 2018 in the context of departments are shown in table 8 .

Table 8 - Summary information on the publication of the results of research and development teaching staff of the Department of Management and Business

Academic year	Inventions	Patents	Monographs and tutorials	Articles recommended by KKSON	Articles in foreign publications	Publications in publications with an impact factor	
						Thomson reuters	Scopus
2015-2016	-	-	5	18	8	2	1
2016-2017	-	1	6	16	11	1	2
2017-2018	-	1	9	30	15	5	3

Table 9 - Publications of the teaching staff of the Department of Management and Business with an impact factor

№	Article title	Journal, output	Volume	Authors	Publishing time
1	Entrepreneurial resource of Kazakhstan in the results of economic activity	International Research Journal (International research journal). - Yekaterinburg, 2017. - No. 12 (66), part 3. IF RSCI 2017: 0.192	0.38 pp	Pasternak A.A., Zhaleleva R.Z.	December 2017

No.						
		The journal is included in the international scientific citation base Agris.				
2	Religiosity and entrepreneurship behaviors	International Journal of Hospitality Management, 67: 87-94. Publisher: Elsevier, United Kingdom. Impact Factor: 2.787 (Thomson Reuters)	14 pp.	Gursoy, D. Altinay, L.	January 2018
3	How do rural tourism providers exploit opportunities? Insights from Kazakhstan	International Journal of Entrepreneurship, Vol.21 Iss: 2. Publisher: Allied Business Academies, USA. Scopus: CiteScore - 0.23, SJR - 0.128	20 pages	Azamat Zhamanov	January 2018
4	Corporate governance and firm value of Kazakhstani companies in the conditions of economic instability	Polish Journal of Management Studies	0.7 pp	Onyusheva I.V., M. El-Khodiri	No. 17, June 2018
5	Implementation and Evaluation of Flipped Classroom as IoT Element into Learning Process of Computer Network Education	International Journal of Technology and Design Education, 2018	15 pages	Azamat Zhamanov, Seong-MooYoo *, Meirambek Zhaparov,	2018, April-May

Table 10 - List of published monographs and teaching aids of the EP in the 2017-2018 academic year at the Department of Management and Business

No.	Subject, title	Edition type	Authors
1	World Cultural Heritage Monuments	Training allowance (with the stamp of the MES RTMC) published by the publishing house "Folio" Astana, 2018 year	Dzhanabaeva G. D.
2	Ethics. Aesthetics. Etiquette	Training manual (with the stamp RUMS MES RK) Published in the publishing house "Foliant" Astana, 2018	Dzhanabaeva G. D.
3	Arts of the peoples of Central Asia	Monograph by George Washington University Press, USA.	Dzhanabaeva G. D.
4	Museology	Tutorial	Dzhanabaeva G. D.
5	The model of managing an entrepreneurial resource in Kazakhstan	Monograph	Zhaleleva S.Z.
6	Resort business	Training manual	Kastalskaya T . P.

7	Integration of the Kazakh higher education system to the international educational space: national experience and expectations	CHAPTER IN PEER REVIEWED BOOK Book "Policies and Initiatives for the Internationalization of Higher Education in Developing Nations Publisher: IGI Global	Kenebaeva A.S.
8	ABC's of agritourism through the prism of marketing	Monograph	Kenebaeva A.S.
9	Business practice. Part 1	Training manual	Pak E.Yu.

The EP management demonstrates the mechanisms of stimulating the professional and personal development of teachers and employees.

One of the key activities of the EP management is the creation of favorable conditions for the professional and personal development of teaching staff, including professional development. To improve the quality of teaching the teaching staff of the Department of Management and Business, courses are annually held. Information on professional development over the past three years is presented in Table 11 .

Table 11 - Advanced training of the teaching staff of the Department of Management and Business

Name	2015-2016 academic year	2016-2017 academic year	2017-2018 academic year
Professional development	48	24	36

The department organizes guest lectures and invites experienced practitioners. To improve the quality of teaching disciplines, the EP management involves practitioners.

The selection of practicing teachers is carried out taking into account practical experience in the relevant industry and the availability of professional certificates.

The increase in the level of professional competence of young specialists at the department is carried out through differentiation and the optimal combination of types and forms of work, stimulation of professional creative activity and striving for professional growth. Each young specialist is assigned a mentor from among more experienced teachers. The EP management also supports the initiatives of young specialists to complete master's and doctoral programs in domestic and foreign education systems.

The use of innovative technologies in the educational process of the university relies on a good material and technical base, which is constantly being improved in accordance with the requirements of the time. In the classroom, modern information technologies are widely used: computers, an interactive whiteboard, the Internet, specialized software.

The teaching staff of the departments are actively involved in the public life of the city and the republic. On the territory of the university, there are always two polling stations, the chairmen and members of which are teachers and university staff.

The materials of the university scientists are regularly published in the media aimed at strengthening the public image of the university.

Analytical part

In the course of interviewing staff and faculty have expressed satisfaction with the current personnel policy in the University, demonstrated awareness in the procedure and the nuances of the current system of management personnel, confirmed the fact of the competition on the occupation of vacant positions. Young teachers are also satisfied with the working conditions .

In general, the teaching staff meets the requirements in terms of degree, IT- competence . But at the same time, there is insufficient information about teachers on the university website (scientific areas, disciplines taught, etc.), there is no external mobility of teaching staff, it is required to constantly improve professional development of personnel in areas of specialization in the leading scientific centers of the Republic of Kazakhstan and for abroad.

The Commission recommended in the future to continue the participation of the teaching staff in competitions for the implementation of grant research projects funded by the Ministry of Education and Science of the Republic of Kazakhstan. Given that the University signed many agreements on cooperation with other universities, then there is a good opportunity to carry out joint scientific research with foreign partners, as well as to participate in international projects.

Analysis of the submitted documents on the staffing of the teaching staff of the departments showed that there are practically no teachers with basic education in the specialty "Logistics".

According to the results of survey professors teaching composition expresses t full satisfaction relationship with students (96,7 %), with the counterparts on the chair (90 %). When this ratio manual completely satisfied with 86,7 % PPS activity administration of the university - 90 %, controlled changes in the activity of the university - 76,7% . The level of stimulation of young specialists to the educational process is highly rated by 46.7% of the teaching staff, recognition of the potential and abilities of teachers - 70%. 53.3% are satisfied with the provision of equal opportunities for all teaching staff.

Strengths / Best Practice

- availability of teachers - practitioners and experts from various business sectors;
- availability of a system for stimulating the professional and personal development of teachers and staff .

Recommendations of the EEC for EP 5B091200 - "Restaurant and hotel business", 5B090200 - "Tourism", 6M090200 - "Tourism":

1. Ensure public availability of information about teaching staff.
2. To organize, on a permanent basis, internships for teaching staff in the direction of the specialties "Restaurant and hotel business" and "Tourism" in leading research centers and universities of the Republic of Kazakhstan and abroad.
3. Promote the development of academic mobility of teaching staff in the context of accredited educational programs and attracting the best foreign and domestic teachers.

Recommendations of the EEC for the EP 5B090900 - "Logistics (by industry)":

1. Ensure public availability of information about teaching staff.
2. To organize, on a permanent basis, internships for teaching staff in the direction of specialties "Logistics" in leading research centers and universities of the Republic of Kazakhstan and abroad.
3. Strengthen the work to increase the number of teaching staff with basic education in the educational program "Logistics (by industry)".
4. To promote the development of academic mobility of teaching staff in the context of accredited educational programs and attracting the best foreign and domestic teachers.

Conclusions EEC on the criteria for the EP 5B090900 - "Logistics (by industry)," 5B091200 - «Restaurant and hotel business" 5B090200 - "Tourism", 6M090200 - " Tourism" : strong - 1, satisfactory - 10 , involves improving - 1.

6.8. Standard "Educational resources and student support systems"

Proof part

The university has created conditions to meet the social, personal, and everyday needs of students. For this, there are structural divisions that assist students in organizing the educational process and in addressing social issues: directorates of faculties; departments; department on academic issues; registrar's office; Department of International Cooperation and Academic Mobility ; scientific library ; department of educational work ; management of social work ; Department of Information Technology and others .

The university has a material and technical base that provides for all types of practical training and research work of students , provided for by the educational programs of the university and corresponding to the current sanitary-epidemiological and fire-prevention standards and rules. The creation of an effective education infrastructure is a prerequisite for the successful implementation of its mission by the university.

The educational process within each EP is provided with the necessary classroom fund, educational laboratories, computer classes, and a methodological office.

The infrastructure of the departments consists of offices for professors, teachers, offices of heads of departments and managers.

Provision of software products and solution of technical problems is carried out by the Department of Information Systems of the University. To increase the efficiency of using information technologies in the educational process, scientific research and in the management of the educational and organizational work of the university, computer classes are used. Computer auditoriums comply with all sanitary and epidemiological standards. The classrooms are illuminated with daylight and artificial lighting, all computer equipment is regularly maintained and, if necessary, equipment is modernized.

The university has created Wi-Fi zones that provide access to the corporate network and the Internet.

A unified system of library and information services has been created. The purchase of educational and methodological literature at the request of the department is carried out in sufficient volume. The library has an electronic catalog that allows you to search for the necessary literature and provides access to electronic versions of individual textbooks and teaching materials.

The collection of additional literature includes official, reference-bibliographic and periodicals. The general library fund is 315591 storage units, of which 78132 are in the Kazakh language, the fund of educational, educational and methodological literature is 296713 storage units, of which 72,550 units are in the state language. The provision of educational literature on digital media is 1600 units, which is 40% of the basic and major disciplines of the curriculum of specialties.

The library contains alphabetic, systematic catalogs, alphabetic-subject index. The library staff, along with the traditional catalog, maintain an electronic catalog that includes bibliographic descriptions of all items in the collection.

The content of the library funds is disclosed through the Electronic Catalog and the Electronic Library of the University. In order to generate more complete information for readers, prompt access to information resources of the library and complete automation of all library services, the scientific library operates in the Automated Information Library System "MARC-SQL". The program allows access via the Internet to the library database for

searching and viewing documents in online mode, which allows you to quickly find information on the library fund and receive digitized documents from the Electronic Library

The library closely cooperates with large domestic publishing houses, such as: "Economics", "Kazakh University", Publishing Center of the Association of universities of the Republic of Kazakhstan, "Lem", "Yurist", "NurPress", "Kazakh encyclopedias", "Kylym", as well as Russian and foreign publishing houses such as Yurayt, Infra-M, UNITI, Peter, WileyPlus, OxfordUniversityPress, Pearson and others.

To date, the university library maintains contractual relations with the libraries of JSC "International University of Information Technologies", "NJSC" Kazakh National Research Technical University named after K.I.Satpayev "," NARHOZ University "," RNTB "," Central Scientific Library "Gylym Orda"," KazGosZhenPU ".

For high-quality training of specialists, the university has a sufficient number of classrooms and computer labs equipped with modern multimedia equipment. More than 50 classrooms have projectors and a screen, of which 10 are equipped with interactive whiteboards.

For the use of distance learning technologies in the classrooms, special equipment PolycomiPower 9800 was installed. The presence of a fiber-optic connection allows organizing scientific conferences in on-line mode with all regions of Kazakhstan, as well as with other cities of the world. Since 2013, UIB has launched a new webinar program on the platform of Kazakhtelecom JSC, which has increased the coverage of students throughout Kazakhstan, as well as beyond. In order to improve the quality of distance learning technologies, since 2015, UIB has switched to the software of the global manufacturer Adobe Connect. In 2013, UIB launched a project to install 8 high-quality color IP cameras in 8 streaming classrooms, which made it possible to broadcast lectures online to listeners throughout Kazakhstan (Livestream).

Table - 12 Total number of computers for the last 5 years

Indicator name	2014-2015 acad. year	2015-2016 acad. year	2016-2017 acad. year	2017-2018 acad. year	2018-2019 acad. year
The total number of computers, pcs.	500	500	500	550	600

Table 13 - Number of computers used for educational purposes in the last 5 years

Indicator name	2014-2015 acad. year	2015-2016 acad. year	2016-2017 acad. year	2017-2018 acad. year	2018-2019 acad. year
Number of computers used for educational purposes, pcs.	350	350	350	400	450

In general, the material, technical, informational and library resources used to organize the process of education and upbringing are sufficient to fulfill the stated mission, goals and objectives and meet the requirements of the educational program being implemented. To assess the quality of the material, technical and information resources used in the implementation of the EP, interviews and questionnaires of students, teaching staff are carried out.

The University President oversees the occupational safety and health of the University. The head of the university determines the university's policy in the field of labor protection, the labor protection department coordinates the operational management of labor protection at the university.

Analytical part

As a result of a visual inspection by members of the EEC of the facilities of the material base, we note that to ensure the educational process of accredited educational programs, the university has all the necessary educational and material assets. The building of the University meets the sanitary standards and fire safety requirements. Classroom and laboratory facilities, classrooms and other premises, sports facilities comply with the established norms and rules.

The commission notes that during a visual inspection by the EEC commission, the management of the University of International Business proved that the university created all conditions for students with disabilities, for example, the stairs are equipped with specialized ramps, there are buttons to call employees to accompany the disabled, specialized restrooms, the width of the doors in classrooms are designed for special equipment designed for students with disabilities. The classrooms have special sound and video equipment, touch boards for students with diseases of the musculoskeletal system and the visually impaired. There is a first-aid post.

In addition, students with disabilities at the university have all the conditions for active social activities, sports and even the organization of their own sports tournaments. The University has an Inclusive Center.

Also during the interview, the students expressed their wishes for the installation of drinking water coolers at the university, a sufficient number of parking spaces, and comfortable temperature conditions in building e during the winter.

Representatives of the EEC were convinced from personal experience of the lack of parking spaces. During an interview with students, of the decree lack of classroom fund.

Experts note the need for cooperation between the university library and libraries of other universities in the country, near and far abroad, which will provide students with additional resources.

According to the results of the questionnaire survey, students are satisfied with the existing educational resources of the university "completely" 64,8%; classrooms, classrooms for large groups - 72,2%; rest rooms for students - 46,3%; computer classes and Internet resources - 77,8%; hostel - 31,5%.

Strengths / Best Practice

- availability of a sufficient modern material and technical base;
- availability of library resources;
- free access to educational Internet resources, the functioning of free WI-FI on the territory of the educational organization.

EEC recommendations for EP 5B090900 - "Logistics (by industry)", 5B091200 - "Restaurant and hotel business", 5B090200 - "Tourism", 6M090200 - "Tourism":

EEC conclusions on the criteria for EP 5B090900 - "Logistics (by industry)", 5B091200 - "Restaurant and hotel business", 5B090200 - "Tourism", 6M090200 - "Tourism": strong - 1, satisfactory - 7, suggests improvement - 1.

6.9. Standard "Public Awareness"

Following the principles of openness and accessibility to the public, the University openly publishes complete and reliable information about its activities, the rules for admission of applicants, educational programs, the timing and form of training, information about the employment of graduates, alumni reviews, contact and other information useful for applicants and students on various information carriers. Teachers participate in activities aimed at informing students, applicants, and all interested parties. The university has a variety of ways to disseminate information to inform the public and stakeholders. All information published is accurate, objective, and current.

The university has official pages on popular social networks:
- Facebook: https://www.facebook.com/uibkz/
- Instagram: @ uib_team
- Twitter: @ Uib_Official
- Vkontakte: University of International Business | UIB

To establish feedback with students and employers, reception on personal and other issues is carried out by the heads of departments at certain times when interested persons can receive the necessary information. Also, communication with students is carried out through the university portal, e-mail communication. Feedback from the university administration with the public is carried out through the functioning blog of the President.

Table-14 Main channels of communication and methods of transferring information

the Internet	Advertising and media	Developments
Official website of the University	TV - free plots, advertisements (videos, creeping lines, pop-up banners)	Doors open days
Pages and groups in social networks (vk, fb, inst, tw, yt)	Radio - free participation in programs and advertising	Educational exhibitions
Landing -page	Media publications (free publications and advertising modules)	Presentations and round tables
SMS, whatsapp, email - mailings	Publications in educational reference books (articles, advertising modules)	Conferences
Internet marketing: targeted, contextual, banner, video advertising	Outdoor advertising (billboards, advertising on buses)	Faculty visits
University video channel: youtube channel	Direct marketing (flyers)	Regional outings
Publications in popular groups on social networks	Image products	Press conferences, journalistic tours, etc.

The media for publication have been determined - these are republican and regional newspapers and television and radio. All publications are for informational, image, explanatory purposes.

To inform applicants, information boards, posters, stands, banners, and also plaques with the names of faculties and departments are placed in the foyer of the university.

The university annually holds job fairs, which allows graduates and employers to establish contact for the selection of the necessary personnel. As a result of such preliminary work, students get an idea of the labor market, existing vacancies, and the requirements for them even before graduation.

The University regularly takes part in various ratings of higher educational institutions in Kazakhstan, as well as in external assessment procedures.

Analytical part

Analysis of the information provided on the university website showed that the results of the university's activities are not reflected in full. Also, personal pages of the teaching staff have not been created with an indication of the disciplines taught to create conditions for the transparency of information on handling complaints for consumers.

Assessment of satisfaction with information about the activities of the university, the specifics and progress of EP implementation is carried out annually through a questionnaire, survey, feedback, as well as through the President's blog. Questioning of students conducted during the visit EEC of IAAR, showed that satisfaction with the usefulness of the University website and inform students about the courses, EP and academic degrees is 66,7%.

Strengths / Best Practice

- timely, reliable and complete access to information is provided .

EEC recommendations for EP 5B090900 - "Logistics (by industry)", 5B091200 - "Restaurant and hotel business", 5B090200 - "Tourism", 6M090200 - "Tourism":

1. Ensure publication of audited financial statements on the university website.

2. Systematically update the university website with information that reflects all aspects of the university's life.

3. Carry out work on updating and organizing a regular update of information on the university website, in terms of implemented EP with indication of personalized information about the teaching staff.

Conclusions EEC on the criteria for the EP 5B090900 - "Logistics (by industry)," 5B091200 - «Restaurant and hotel business" 5B090200 - "Tourism", 6M090200 - "Tourism" : strong - 0 , satisfactory - 1 0, suggests improvement - 3.

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

Proof part

The development of educational programs 5B090900 - "Logistics (by industry)", 5B091200 - "Restaurant and hotel business", 5B090200 - "Tourism", 6M090200 - "Tourism" is aimed at obtaining the necessary theoretical and practical training for graduates.

The current state of training within the EP is supported by educational and methodological materials, annual updating of the topic of thesis, as well as the introduction of new elective disciplines, considering the recommendations of employers.

Within the framework of the specialty 5B091200 - "Restaurant and hotel business", there is a training laboratory "Laboratory of Hospitality" (room 215), where students have the opportunity to acquire practical skills in organizing restaurant business and teaching the intricacies of high service in the disciplines "Culture of restaurant and hotel service. "," Cuisines of the peoples of the world "and" Technology of service in restaurants and hotels. "

Within the framework of the specialty 5B090200 - "Tourism", there is a training laboratory "Cabinet of Tourism" (room 324), where students have the opportunity to acquire skills in organizing tourism in the disciplines "Fundamentals of technology and

tactics of active tourism", "Fundamentals of tourism", "Fundamentals tourist and local history work "," Tour operating "," Geography of international tourism "," Monuments of world cultural heritage ".

When teaching students majoring 5B090900 - "Logistics (by industry)" used demo - versions of software like L & SCM: Effective delivery, TopRoute TopLogistic, 1C-Rarus: Transport logistics and forwarding, ANTOR: Logistics' to Master Master, Rail-Tariff.

When teaching students majoring 5B091200 - «Restaurant and hotel business" and 5B090200 - "Tourism" used the demo - version of the ASUG software products, " Hotel", Sand Soft Hotel 5.0, "1C: Accounting and Trade" (BIT).

Monitoring of the impact of the introduction of innovations in the educational process on learning outcomes is carried out at various levels. At the departments - through the system of mutual attendance of training sessions, discussions at methodological seminars. At the university - through attending master classes organized by institutes, professional development of teaching staff at courses, trainings.

To improve the quality of the educational process, guest lectures are periodically organized for students.

In order to familiarize students with the professional environment and current issues in the field of specialization, as well as for the acquisition of practical skills based on theoretical training, the educational program provides for various types of practices: educational, industrial, pre-diploma. All types of internships are conducted in accordance with the standard curriculum, according to the academic calendar. The departments have concluded contracts for the conduct of professional practice, which define the responsibilities of the departments, the base enterprise and students. The departments have developed guidelines for the organization and conduct of practices, training programs. Students undergo practice in accordance with the order of the rector, which indicates the basis of the practice, the terms of its completion and the leaders of the practice from the educational institution. At the end of the practice, students submit reports in the approved form.

For the purpose of employment and vocational guidance, contact with graduates is supported by advisers who periodically hold round tables, open days and curatorial hours with undergraduate students.

A job fair is held annually with the aim of establishing ties with enterprises, identifying the personnel needs of domestic business, as well as employing university graduates in the best Kazakhstani companies. The event is attended by representatives of more than 40 companies, including Schlumberger, KazTransOil, Baitau Partnetrs, Kazakhmys Corporation, Philip Morris Kazakhstan, Caspimunaygas, Basis construction company, Veritas Kazakhstan bureau, Consulting Engineers, Borusan Makina Kazakhstan and etc.

Table-15. Employers of the specialty "Tourism"

Name specialty	2015-2016 academic year 23 students 63% are employed	2016-2017 academic year 6 students 83% are employed	2017-2018 academic year 16 students 71% are employed

6B090200 - "Tourism" (bachelor's degree)	LLP "Mango Travel" FE "Karatev KazTOC" FE "SM-travel" LLP "Labean Tour" LLP "Complete service" RBS Line LLP LLP "I Like Travel" LLP "Kompastour" Air Astana JSC LLP "Ma-Tour Kazakhstan" LLP "1 plus1" LLP "Global" Makers LLP JSC "Air Astana"	Hotel "Kazakhstan" Travel agency " Blast tour " Ramada Almaty Hotel "Rahat Palace" Hotel	Amazonka Travel Hotel " Kazakhstan " Travel agency "Silk Tour" "TRANSTOURS" "Grand Voyage" Fantasy travel LLP "Azimut Travel" Hotel "Royal petrol" Bohemia Travel Restaurant "12 Mukam " "Travel Express" "Dostyk Travel" "GVCONPANY" TOO "Astana Tour"

The employers for the graduates of the specialty 5B090200 - "Tourism" are large tourist organizations of the Republic of Kazakhstan according to the data in Table 15. 100% of students are provided with practical facilities.

Table-16. The results of the VOUD students of the specialty "Tourism"

Indicator name	2016-2017 academic year	2017-2018 academic year
Average total score	85	75
Maximum amount of points scored	95	103

The results of the external assessment of educational achievement by students of the specialty 5B090200 - "Tourism" indicate a fairly good level of knowledge of EP (table 16), while the maximum score was 103 points.

Table-17. Results of student progress (average final grade)

Specialty name	2015-2016 academic year	2016-2017 academic year	2017-2018 academic year
5B090900 - "Logistics (by industry) "	75	77	79
5B091200 - "Restaurant and hotel business"	80	79	84
6B090200 - "Tourism"	81	81	82
6M090200 - "Tourism"	-	75	80

At the accredited EP, there are groups studying in English (5B091200 - "Restaurant and hotel business"). Negotiations are underway with the University of WSTIH in Gdansk to conclude agreements on double-diploma training in the specialties 5B091200 - "Restaurant and hotel business" and 6B090200 - "Tourism".

Analytical part
An analysis of the feedback from employers and managers of educational and industrial practices on accredited educational programs indicates that there is a pronounced practical orientation of special disciplines.

Teaching in educational programs is carried out using modern pedagogical technologies. Teachers themselves use different teaching methods depending on the discipline and topic. Conducting interviews with teaching staff, students and graduates showed that cases are often used in the educational process, however, the university has not developed uniform requirements for their preparation.

To ensure a close connection with practice, it is necessary to develop plans for internships for teaching staff based on enterprises. You should also consider the possibility of opening branches of departments at various enterprises.

The commission notes the publishing and publishing activity of the teaching staff. However, the material used in the curriculum needs to be updated to include more modern literature.

Strengths / Best Practice
- the presence in the accredited EP of disciplines aimed at obtaining students practical experience in the application of theoretical knowledge;
- use of modern information technologies in the process of implementation of accredited EP.

EEC recommendations for EP 5B090900 - "Logistics (by industry)", 5B091200 - "Restaurant and hotel business", 5B090200 - "Tourism", 6M090200 - "Tourism":
1. To provide, within the framework of accredited educational programs, teaching based on modern achievements of world science and practice in the field of specialization, as well as using the latest teaching methods and technologies.
2. Consider the possibility of opening branches of departments at enterprises.

EEC conclusions on the criteria for EP 5B090900 - "Logistics (by industry)", 5B091200 - "Restaurant and hotel business", 5B090200 - "Tourism", 6M090200 - "Tourism": satisfactory - 5, suggests improvement - 1.

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

Overview of strengths for EP 5B090900 - "Logistics (by industry)", 5B091200 - "Restaurant and hotel business", 5B090200 - "Tourism", 6M090200 - "Tourism":

According to the standard "Management of the educational program":
- The focus of educational programs to meet the needs of employers, stakeholders and students;
- Availability of information systems accompanying the educational process for accredited educational programs;
- Accessibility of the content of educational programs to students;
- Availability of the opportunity to exchange experience and cooperation with other educational organizations;

According to the Standard "Information Management and Reporting":
- Implemented information management processes, including collection and analysis;
- Ensures the availability of educational resources and support systems for students;
- Free access to educational Internet resources, the functioning of free WI-FI on the territory of the educational organization.

According to the Standard "Development and approval of the educational program":
- Periodic 30% renewal of educational programs;
- Accessibility of the content of educational programs to students;
- Adaptation of the EP to recognize its complexity in all parameters of the Bologna process.

According to the Standard "Continuous monitoring and periodic evaluation of educational programs":
- The university has developed a system for monitoring the implementation of EP.
- The university has a good educational environment and support services in line with the objectives of the study programs.

According to the Standard "Student-centered learning, teaching and assessment of progress":
- Continuous analysis of the needs and satisfaction of students;
- An open system for assessing, checking and diagnosing student progress;
- Flexible system of training discounts and payment schedules .

According to the "Students" Standard:
- Providing opportunities for exchange and expression of students' opinions, through the Internet forum, student organizations, etc .;
- Functioning of the student support feedback system, including the prompt presentation of information on the results of students' knowledge assessment .

According to the Standard "Teaching staff":
- Availability of teachers - practitioners and experts from various business sectors;
- Availability of a system to stimulate the professional and personal development of teachers and staff;

According to the Standard "Educational resources and student support systems":
- Availability of a sufficient modern material and technical base ;

- Availability of library resources;
- Free access to educational Internet resources, the functioning of free WI-FI on the territory of the educational organization.

According to the Public Information Standard:
- timely, reliable, and complete access to information is provided.

Standards in the context of individual specialties:
- The presence in the accredited EP of disciplines aimed at obtaining students of practical experience in the application of theoretical knowledge;
- Use of modern information technologies in the implementation of accredited EP.

(VIII) OVERVIEW OF QUALITY IMPROVEMENT RECOMMENDATIONS FOR EACH STANDARD

Review of recommendations for 5B091200 - "Restaurant and hotel business", 5B090200 - "Tourism", 6M090200 - "Tourism":

According to the standard "Management of the educational program":

- On an ongoing basis, analyze and compare accredited educational programs with similar programs at the national and international levels in order to identify the strengths and weaknesses of their own programs, as well as familiarize themselves with the best practices of other universities.

- Determine the role and functions of educational program managers.

- To systematize the assessment of the risks of the development of educational programs and develop a mechanism for their reduction, including such factors as the development and improvement of EP, risk management, monitoring, decision-making based on facts.

- Develop and implement documented procedures for maintaining documentation at departments, necessary for organizing the educational process and keeping it up to date.

According to the Standard "Information Management and Reporting":

- On an ongoing basis, update the university website with up-to-date information on the development of the university and educational programs.

According to the Standard "Development and approval of the educational program":

- Consider the issue of harmonization of educational programs with leading universities of the Republic of Kazakhstan, implementing such EP.

- Consider the possibility of internships for teaching staff and program managers in other educational organizations that implement similar EP.

- Develop a system for introducing research elements into the content of accredited EP.

- Continue work in the field of the formation of learning outcomes based on the study of disciplines and professional practice ;

- Expand international relations in the direction of the development of joint educational programs of double-diploma education.

According to the Standard "Continuous monitoring and periodic evaluation of educational programs":

- Carry out on an ongoing basis work on updating educational programs, with the publication of all the changes made on the website of the university, with the involvement of all interested parties.

According to the Standard "Student-centered learning, teaching and assessment of progress":

- Develop a regulation and systematize the procedure for responding to student complaints.

- To organize carrying out of own developments in the field of teaching methods of special disciplines accredited by EP.

- Strengthen the provision of transparency in the assessment of learning outcomes for each EP and improve mechanisms for appeal.

According to the "Students" Standard:
- Develop a plan and program of scientific research of students for accredited educational programs.
- Provide for the possibility of external and internal academic mobility of students in the context of accredited educational programs and assist in obtaining external grants for training.
- Ensure the conduct of research work with students of accredited educational programs.
- Consider the possibility of holding events at various levels in areas of specialization at the university with the participation of students.
- Ensure the functioning of the University Alumni Association.
- Provide for an increase in the amount of time allocated for the professional practice of students.

According to the Standard "Teaching staff":
- Ensure public availability of information about teaching staff.
- To organize, on a permanent basis, internships for teaching staff in the direction of the specialties "Restaurant and hotel business" and "Tourism" in leading research centers and universities of the Republic of Kazakhstan and abroad.
- To contribute to the development of academic mobility of students and teaching staff in the context of accredited educational programs and to attract the best foreign and domestic teachers.

According to the Public Information Standard:
- Ensure the publication of audited financial statements on the university website.
- Systematically update the website of the university with information reflecting all aspects of the life of the university.
- Carry out work on updating and organizing regular updates of information on the university website, in terms of implemented EP with indication of personalized information about the teaching staff.

Standards in the context of individual specialties:
- To provide, within the framework of accredited educational programs, teaching based on modern achievements of world science and practice in the field of specialization, as well as using the latest teaching methods and technologies.
- Consider the possibility of opening branches of departments at enterprises.

REVIEW OF RECOMMENDATIONS FOR EP 5B090900 - "LOGISTICS":
According to the standard "Management of the educational program":
- On an ongoing basis, analyze and compare accredited educational programs with similar programs at the national and international levels in order to identify the strengths and weaknesses of their own programs, as well as familiarize themselves with the best practices of other universities.
- Determine the role and functions of educational program managers.
- To systematize the assessment of the risks of the development of educational programs and develop a mechanism for their reduction, including such factors as the development and improvement of EP, risk management, monitoring, decision-making based on facts.

- Develop and implement documented procedures for maintaining documentation at departments, necessary for organizing the educational process and keeping it up to date.

__According to the Standard "Information Management and Reporting":__
- On an ongoing basis, update the university website with up-to-date information on the development of the university and educational programs.

__According to the Standard "Development and approval of the educational program":__
- Consider the issue of harmonization of educational programs with leading universities of the Republic of Kazakhstan, implementing such EP.
- Consider the possibility of internships for teaching staff and program managers in other educational organizations that implement similar EP.
- Develop a system for introducing research elements into the content of accredited EP.
- Continue work in the field of formation of learning outcomes based on the study of disciplines and professional practice;
- Expand international relations in the direction of the development of joint educational programs of double-diploma education.

__According to the Standard "Continuous monitoring and periodic evaluation of educational programs":__
- Carry out on an ongoing basis work on updating educational programs, with the publication of all the changes made on the website of the university, with the involvement of all interested parties.

__According to the Standard "Student-centered learning, teaching and assessment of progress":__
- Develop a regulation and systematize the procedure for responding to student complaints.
- To organize carrying out of own developments in the field of teaching methods of special disciplines accredited by EP.
- Strengthen the transparency of the assessment of learning outcomes for each EP and improve the mechanisms for appeal.

__According to the "Students" Standard:__
- Develop a plan and program of scientific research of students for accredited educational programs.
- Provide for the possibility of external and internal academic mobility of students in the context of accredited educational programs and assist in obtaining external grants for training.
- Ensure the conduct of research work with students of accredited educational programs.
- Consider the possibility of holding events at various levels in areas of specialization at the university with the participation of students.
- Ensure the functioning of the University Alumni Association.
- Provide for an increase in the amount of time allocated for the professional practice of students.

__According to the Standard "Teaching staff":__
- Ensure public availability of information about teaching staff.

- Strengthen efforts to increase the number of teaching staff with basic education in the educational program "Logistics (by industry)".

- To contribute to the development of academic mobility of students and teaching staff in the context of accredited educational programs and to attract the best foreign and domestic teachers.

According to the Public Information Standard:

- Ensure the publication of audited financial statements on the university website.

- Systematically update the website of the university with information reflecting all aspects of the life of the university.

- Carry out work on updating and organizing a regular update of information on the university website, in terms of implemented EP with indication of personalized information about the teaching staff.

Standards in the context of individual specialties:

- To provide, within the framework of accredited educational programs, teaching based on modern achievements of world science and practice in the field of specialization, as well as using the latest teaching methods and technologies.

- Consider the possibility of opening branches of departments at enterprises.

(IX) <u>**REVIEW OF RECOMMENDATIONS FOR THE DEVELOPMENT OF EDUCATIONAL ORGANIZATION**</u>

(List of EEC recommendations related to the development of OO. These recommendations do not apply to measures to improve the quality and compliance with IAAR standards)

1. It is recommended to provide students with a student residence.
2. Carry out work to increase the classroom fund.

Appendix 1. Evaluation table "SPECIALIZED PROFILE PARAMETERS" (5B090900 - "Logistics (by industry)", 5B091200 - "Restaurant and hotel business", 5B090200 - "Tourism", 6M090200 - "Tourism")

No. p \ p	No. n \ n	Criteria for Evaluation	Position of the educational organization			
			Strong	Satisfactory	Suggests improvement	Unsatisfactory
Standard "Management of the educational program"						
1	1.	The institution must have a published quality assurance policy.		+		
2	2.	The quality assurance policy should reflect the link between research, teaching and learning.		+		
3	3.	The university must demonstrate the development of a culture of quality assurance, including in the context of EP.		+		
4	4.	Commitment to quality assurance should apply to any activity performed by contractors and partners (outsourcing), including the implementation of joint / double degree education and academic mobility.		+		
5	5.	Manual EP ensures the transparency of the development plan for the development of EP based on an analysis of its functioning, the real position of the university and the orientation of its activities to meet the needs of the state, employers, stakeholders and students.	+			
6	6.	The EP's management demonstrates the functioning of mechanisms for the formation and regular revision of the EP development plan and monitoring its implementation, assessing the achievement of learning goals, meeting the needs of students, employers and society, making decisions aimed at continuous improvement of the EP.	+			

No	No					
7	7.	EP management should involve representatives of stakeholder groups, including employers, students and teaching staff, in the formation of the EP development plan .		+		
8	8.	The EP's management must demonstrate the individuality and uniqueness of the EP's development plan , its consistency with national development priorities and the development strategy of the educational organization.		+		
9	9.	The university must demonstrate a clear definition of those responsible for business processes within the EP, an unambiguous distribution of staff duties, and the delineation of functions of collegial bodies.		+		
10	10.	EP management must provide evidence of the transparency of the educational program management system.		+		
11	11.	The EP's management must demonstrate the successful functioning of the internal quality assurance system of the EP, including its design, management and monitoring, their improvement, decision-making based on facts.		+		
12	12.	The EP's management should carry out risk management.			+	
13	13.	The EP management must ensure the participation of representatives of interested persons (employers, teaching staff, students) in the collegial management bodies of the educational program, as well as their representativeness in making decisions on the management of the educational program.		+		
14	14.	The university must demonstrate innovation management within the EP, including the analysis and implementation of innovative proposals.		+		
15	15.	The EP management must demonstrate evidence of openness and accessibility for students, teaching staff, employers and other interested parties.	+			
16	16.	EP management must be trained in educational management programs.		+		
17	17.	EP management should strive to ensure that the progress made since the last external quality assurance procedure is taken into account when preparing for the next procedure.			+	
		Total by Standard	**3**	**12**	**2**	
Standard "Information management and reporting"						
18	1.	The university must ensure the functioning of the system for collecting, analyzing and managing information based on the use of modern information and communication technologies and software.		+		

19	2.	EP management must demonstrate the systematic use of processed, adequate information to improve the internal quality assurance system.		+		
20	3.	Within the EP, there should be a regular reporting system that reflects all levels of the structure, including an assessment of the effectiveness and efficiency of the activities of departments and departments, scientific research.		+		
21	4.	The university must establish the frequency, forms and methods of assessing EP management, the activities of collegial bodies and structural units, top management, and the implementation of scientific projects.		+		
22	5.	The university must demonstrate the determination of the order and ensuring the protection of information, including the identification of persons responsible for the accuracy and timeliness of the analysis of information and the provision of data.		+		
23	6.	An important factor is the involvement of students, employees and teaching staff in the processes of collecting and analyzing information, as well as making decisions based on them.		+		
24	7.	EP management must demonstrate the existence of a communication mechanism with students, employees and other stakeholders, including the availability of mechanisms for resolving conflicts.		+		
25	8.	The university must ensure the measurement of the degree of satisfaction of the needs of teaching staff, staff and students within the EP and demonstrate evidence of elimination of the identified deficiencies.		+		
26	9.	The university should evaluate the effectiveness and efficiency of its activities, including in the context of EP.		+		
		The information collected and analyzed by the university should take into account:		+		
27	10.	Key Performance Indicators;		+		
28	11.	dynamics of the contingent of students in the context of forms and types;		+		
29	12.	the level of academic achievement, student achievement and expulsion;		+		

30	13.	satisfaction of students with the implementation of EP and the quality of education at the university;		+		
31	14.	availability of educational resources and support systems for students;		+		
32	15.	employment and career growth of graduates.		+		
33	16.	Students, employees and teaching staff must document their consent to the processing of personal data.		+		
34	17.	The EP's management should contribute to the provision of all the necessary information in the relevant fields of science.		+		
		Total by Standard	**0**	**17**	**0**	
Standard "Development and approval of educational programs"						
35	1.	The university must define and document procedures for the development of EP and their approval at the institutional level.		+		
36	2.	EP management must ensure that the developed EP meets the established goals, including the expected learning outcomes.		+		
37	3.	The EP's management must ensure the availability of developed models of the EP graduate, describing the learning outcomes and personal qualities.		+		
38	4.	The EP's management must demonstrate the conduct of external examinations of the EP.		+		
39	5.	The qualifications obtained upon completion of the EP must be clearly defined, explained and correspond to a certain level of the NQF.		+		
40	6.	EP management must determine the influence of disciplines and professional practices on the formation of learning outcomes.			+	

41	7.	An important factor is the ability to prepare students for professional certification.		+		
42	8.	EP management must provide evidence of the participation of students, teaching staff and other stakeholders in the development of the EP, ensuring their quality.		+		
43	9.	The complexity of the EP should be clearly defined in Kazakhstani loans and ECTS .		+		
44	10.	The EP management must ensure the content of academic disciplines and learning outcomes at the level of education (bachelor's, master's, doctoral studies).		+		
45	11.	The structure of the EP should provide for various types of activities corresponding to the learning outcomes.		+		
46	12.	An important factor is the presence of joint EP with foreign educational organizations.			+	
		Total by standard	**0**	**10**	**2**	
Standard "Continuous monitoring and periodic evaluation of educational programs"						
47	1.	The university must monitor and periodically evaluate the EP in order to ensure the achievement of the goal and meet the needs of students and society. The results of these processes are aimed at continuous improvement of the EP.		+		
		Monitoring and periodic 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 taught discipline;		+		
49	3.	changes in the needs of society and the professional environment;	+			
50	4.	workload, academic performance and graduation of students;		+		

51	5.	the effectiveness of student assessment procedures;		+		
52	6.	expectations, needs and satisfaction of students with EP training;		+		
53	7.	educational environment and support services and their compliance with the goals of the EP.		+		
54	8.	The university and EP management 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 taken actions in relation to the EP. All changes made to the EP must be published.		+		
56	10.	The EP management must ensure the revision of the content and structure of the EP, taking into account changes in the labor market, the requirements of employers and the social demand of society.	+			
		Total by Standard	**3**	**7**	**0**	
Standard "Student-centered learning, teaching and assessment of progress"						
57	1.	EP management should ensure respect and attention to various groups of students and their needs, providing them with flexible learning paths.		+		
58	2.	EP management must ensure the use of various forms and methods of teaching and learning.		+		
59	3.	An important factor is the availability of our own research in the field of teaching methods of educational disciplines EP.		+		
60	4.	EP management must demonstrate the existence of a feedback system on the use of various teaching methods and assessment of learning outcomes.		+		
61	5.	The EP's leadership must demonstrate support for the autonomy of students while providing guidance and assistance from the teacher.		+		
62	6.	The EP's management must demonstrate the existence of a procedure for responding to student complaints.		+		
63	7.	The university must ensure consistency, transparency and objectivity of the mechanism for assessing learning outcomes for each EP, including appeal.			+	

64	8.	The university must ensure that the procedures for assessing the learning outcomes of EP students are consistent with the planned learning outcomes and the objectives of the program. Criteria and methods of assessment within the EP should be published in advance.			+	
65	9.	The university should determine the mechanisms for ensuring the development of learning outcomes by each EP graduate and ensure the completeness of their formation.		+		
66	10.	Evaluators should be proficient in modern methods of assessing learning outcomes and regularly improve their qualifications in this area.		+		
		Total by Standard	**0**	**8**	**2**	
Standard "Students"						
67	1.	The university must demonstrate the policy of forming the contingent of students from admission to graduation and ensure the transparency of its procedures. The procedures governing the life cycle of students (from admission to completion) must be defined, approved, published.		+		
68	2.	The EP's management must demonstrate the implementation of special adaptation and support programs for newly admitted and foreign students.		+		
69	3.	The university must demonstrate the compliance of its actions with the Lisbon Recognition Convention.		+		
70	4.	The university should cooperate with other educational organizations and national centers of the " European Network of National Information Centers for Academic Recognition and Mobility / National Academic Recognition Information Centers" ENIC / NARIC in order to ensure comparable recognition of qualifications.		+		
71	5.	EP management must demonstrate the existence and application of a mechanism for recognizing the results of academic mobility of students, as well as the results of additional, formal and non-formal education.		+		
72	6.	The university should provide an opportunity for external and internal mobility of EP students, as well as assist them in obtaining external grants for training.			+	
73	7.	The EP's management should make the maximum amount of effort to provide students with places of practice, promote the employment of graduates, and keep in touch with them.		+		

74	8.	The university must provide EP graduates with documents confirming the acquired qualifications, including the achieved learning outcomes, as well as the context, content and status of the education received and evidence of its completion.		+		
75	9.	An important factor is monitoring the employment and professional activity of EP graduates.		+		
76	10.	EP management should actively stimulate students to self-education and development outside the main program (extracurricular activities).	+			
77	11.	An important factor is the existence of an active alumni association / association.			+	
78	12.	An important factor is the availability of a support mechanism for gifted students.		+		
		Total by Standard	**1**	**9**	**2**	
Standard "Teaching Staff"						
79	1.	The university must have an objective and transparent personnel policy, including recruitment, professional growth and personnel development, ensuring the professional competence of the entire staff.		+		
80	2.	The university must demonstrate the compliance of the staff potential of the teaching staff with the development strategy of the university and the specifics of the EP.		+		
81	3.	EP management must demonstrate awareness of responsibility for their employees and providing them with favorable working conditions.		+		
82	4.	EP management must demonstrate the change in the role of the teacher in connection with the transition to student-centered learning.		+		
83	5.	The university must determine the contribution of the teaching staff of the EP to the implementation of the development strategy of the university, and other strategic documents.		+		
84	6.	The university should provide opportunities for career growth and professional development of the teaching staff of the EP.		+		
85	7.	The EP's management should involve practitioners of the relevant industries in teaching.	+			
86	8.	The EP's management must ensure targeted actions for the development of young teachers.		+		

87	9.	The university must demonstrate the motivation for the professional and personal development of EP teachers, including the encouragement of both the integration of scientific activity and education, and the use of innovative teaching methods.		+		
88	10.	An important factor is the active use of information and communication technologies by the teaching staff in the educational process (for example, on-line training, e-portfolio, MEP, etc.).		+		
89	11.	An important factor is the development of academic mobility within the EP, attracting the best foreign and domestic teachers.			+	
90	12.	An important factor is the involvement of the teaching staff of the EP in the life of society (the role of the teaching staff in the education system, in the development of science, the region, the creation of a cultural environment, participation in exhibitions, creative competitions, charity programs, etc.).		+		
		Total by Standard	**1**	**10**	**1**	
Standard "Educational resources and student support systems"						
91	1.	EP management must demonstrate the sufficiency of material and technical resources and infrastructure.		+		
92	2.	The EP's management must demonstrate the existence of procedures for supporting various groups of students, including information and counseling.		+		
93	3.	The EP management must demonstrate the compliance of information resources with the EP specifics, including compliance with:		+		
94	4.	technological support for students and teaching staff in accordance with educational programs (for example, online training, modeling, databases, data analysis programs);		+		
95	5.	library resources, including the fund of educational, methodological and scientific literature on general education, basic and profiling disciplines on paper and electronic media, periodicals, access to scientific databases;		+		
96	6.	examination of research results, graduation works, dissertations for plagiarism;	+			
97	7.	functioning of WI-FI on the territory of the educational organization.		+		

98	8.	The university should strive to ensure that the educational equipment and software used for mastering EP are similar to those used in the respective industries.		+		
99	9.	The university must ensure compliance with safety requirements in the learning process.		+		
100	10	The university should strive to take into account the needs of various groups of students in the context of EP (adults, working people, foreign students, as well as students with disabilities).			+	
		Total by Standard	**1**	**7**	**1**	
Standard "Public Information"						
		The information published by the university in the framework of the EP must be accurate, objective, relevant and must include:				
101	1.	programs being implemented, indicating the expected learning outcomes ;		+		
102	2.	information on the possibility of qualifying at the end of the EP;		+		
103	3.	information about teaching, learning, assessment procedures;		+		
104	4.	information about passing scores and learning opportunities provided to students;		+		
105	5.	information about the employment opportunities of graduates.		+		
106	6.	The EP's management should use a variety of ways to disseminate information (including mass media, web resources, information networks, etc.) to inform the general public and stakeholders.		+		
107	7.	Public awareness should include support and explanation of the country's national development programs and the system of higher and postgraduate education.		+		
108	8.	The university must publish audited financial statements on its own web resource.			+	
109	9.	The university must demonstrate the reflection on the web resource of information characterizing the university as a whole and in the context of EP.			+	
110	10.	An important factor is the availability of adequate and objective information about the teaching staff of the EP, in the context of personalities.			+	
111	11.	An important factor is informing the public about cooperation and interaction with partners within the EP, including with scientific / consulting organizations, business partners, social partners and educational organizations.		+		

112	12.	The university should post information and links to external resources based on the results of external evaluation procedures.		+		
113	13.	An important factor is the participation of the university and the implemented EP in various external assessment procedures.		+		
		Total by Standard	**0**	**10**	**3**	
Standards in the context of individual specialties						
SOCIAL SCIENCES, HUMAN SCIENCES, ECONOMY, BUSINESS AND LAW, SERVICES						
		Educational programs in the areas of "Social Sciences, Economics and Business", "Humanities" and "Law", for example, such as "Management", "Economics", "Philology", "Jurisprudence", etc., must meet the following requirements :				
114	1.	The EP's management must demonstrate that teaching within the program is based on the modern achievements of world science and practice in the field of specialization, as well as using modern and advanced teaching methods;			+	
115	2.	The EP's management must guarantee the access of students to the most modern and relevant data (statistics, news, scientific results) in the field of specialization in paper (newspapers, collections of statistical data, textbooks) and electronic media;		+		
116	3.	Objectives, respectively, and learning outcomes should be aimed at obtaining learners of specific skills in demand in the labor market;		+		
117	4.	The EP's management must demonstrate that the graduates of the program have these skills and that these skills are really in demand in the market;		+		
118	5.	EP should include a significant number of disciplines and activities aimed at gaining practical experience in the application of theoretical knowledge by students, such as industrial practice, training at enterprises, participation in lectures and seminars of practicing specialists, etc.;		+		
119	6.	EP management must demonstrate the analysis of the labor market and give examples of successful employment of graduates.		+		
		Total by Standard	**0**	**5**	**1**	
		TOTAL	**9**	**95**	**14**	