



«АККРЕДИТЕУ ЖӘНЕ РЕЙТИНГТІҢ
ТӘУЕЛСІЗ АГЕНТТІГІ» КЕМ

НУ «НЕЗАВИСИМОЕ АГЕНТСТВО
АККРЕДИТАЦИИ И РЕЙТИНГА»

INDEPENDENT AGENCY FOR
ACCREDITATION AND RATING

REPORT

**on the results of the work of the external expert evaluation
committee**

**for compliance with the requirements of institutional
accreditation standards**

**Kazakh University of International Relations and World
Languages
named after Ablai Khan**

SITE VISIT DAYS: from «9» to «11» April, 2019

INDEPENDENT AGENCY OF ACCREDITATION AND RATING
External expert committee

***Addressed to:
Accreditation
council of IAAR***

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Almaty

11 April, 2019

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I. LIST OF SYMBOLS AND ABBREVIATIONS

JSC	- Joint-stock Company
EEC	- External Expert Committee
SAC	- State Attestation Commission
UNT	- Unified National Testing
IS	- Information Systems
ISP	- Individual Study Plan
ISP	- Individual Study Plan
CT	- Complex Testing
CED	- Catalog of Elective Disciplines
MEP	- Modular Educational Programs
MES RK	- Ministry of Education and Science of the Republic of Kazakhstan
IS IOS	- International standard of the International Organization for Standardization
IFRS	- International Financial Reporting Standards
RIAS	- Research and Innovative Applied Schools
SIVE	- Scientific-innovative vocational and educational complexes
RW	- Research work
RWS	- Research work of student
SMC	- Scientific and Methodological Board
CD	- Comprehensive disciplines
EP	- Education program
RO	- Registrar's office
HETP	- Higher-education Teaching Personnel
MC	- Midterm control
WTP	- Work Training Program
MM	- Mass media
QMS	- Quality Management System
SSS	- Student's scientific sections
Tut.	- Tutorial
CC	- Current control
SAP	- Standard Academic Plan
EMCD	- Education-methodological Complex of Discipline
EMCS	- Education-methodological Complex of Specialties
EMB	- Education-methodological Board

II. INTRODUCTION

In accordance with the order No. 25-19-OD of 03/15/2019, the Independent Agency for Accreditation and Rating, from 9 to 11 April 2018, an external expert commission assessed the compliance of the activities of the Kazakh University of International Relations and World Languages named after Ablai Khan with the standards of institutional accreditation of the IAAR (dated February 24, 2017 No. 10-17-OD, Fifth Edition).

The report of the external expert commission (EEC) contains an assessment of the compliance of the activities of the Kazakh University of International Relations and World Languages named after Ablai Khan in the framework of institutional accreditation to the criteria of the IAAR, recommendations of the EEC to further improve the institutional profile parameters.

The composition of the EEC:

- 1) Chairman of the Commission - Shkutina Larisa Arnoldovna, Doctor of Pedagogical Sciences, Professor, Karaganda State University. E.A. Buketova (Karaganda)
- 2) Expert - Pogrebitskaya Marina Vladimirovna, Candidate of Pedagogical Sciences, Associate Professor, M. Kazybaev North Kazakhstan State University (Petropavlovsk)
- 3) Employer - Pilipenko Yuri Alexandrovich, Chairman of the Board of Directors of the International Association of Producers of Goods and Services "EXPOBEST" (Almaty)
- 4) Student - Amanbek Assem Nurkaliyzyza, member of the Alliance of Students of Kazakhstan, undergraduate of the Academy Kainar, (Almaty);
- 5) Expert - Beysembaeva Zhanargul Alibievna, Candidate of Philology, Acting Associate Professor, Eurasian National University. L.N.Gumileva (Nur-Sultan)
- 6) Expert - Mirzoeva Leyla Yuryevna, Doctor of Philology, Professor, University of Suleyman Demirel (Almaty)
- 7) Foreign expert - Mahabbat Daynulaevna Kenzhegalievna, Research Fellow, Curriculum Coordinator, University of Leipzig, ACQUIN Expert e. V. (Leipzig, Germany)
- 8) Student - Turmukhanova Altyngul Tazebaevna, member of the Alliance of Students of Kazakhstan, 2nd year student of EP "5B011900-Foreign Language: two foreign languages", Kazakh National Pedagogical University named after Abai (Almaty)
- 9) Expert - Kussanova Bibigul Khakimovna, Doctor of Philology, professor, S. Baishev Aktobe University (Aktobe)
- 10) Expert - Avakova Raushangul Amirdinovna, Doctor of Philology, Professor, Kazakh National University. Al-Farabi (Almaty)
- 11) Foreign expert - Ilyin Dmitry Yuryevich, doctor of philology, federal state autonomous educational institution of higher education "Volgograd State University", expert (Volgograd, Russian Federation)
- 12) Student - Paradise Fariza Bařdatkızı, a member of the Alliance of Students of Kazakhstan, 2nd year student in EP "5B021000-Foreign Philology", Kazakh National University. Al-Farabi (Almaty)
- 13) Expert - Chukubayev Yermek Samarovich, PhD, Kazakh National University. Al-Farabi (Almaty)
- 14) Expert - Ospanova Aigerim Nuralievna, PhD, Associate Professor, Eurasian National University named after L.N.Gumileva (Nur-Sultan)
- 15) Employer - Koshmambetov Aytuar Askarovich, Deputy Director of the Chamber of Entrepreneurs of Almaty (Almaty)
- 16) Student - Sadyrbayeva Dana Erbolkyzy, member of the Alliance of Students of Kazakhstan, 3rd year student of EP "5B020200-International Relations", University "Turan" (Almaty)

17) The Agency Observer - Timur Kanapyanov, PhD, Head of International Projects and Public Relations, IAAR (Nur-Sultan)

III. REPRESENTATION OF THE ORGANIZATION

The Kazakh Ablai Khan University of International Relations and World Languages (Kazakh Ablai Khan UIRandWL) is a higher educational institution with the status of a legal entity implementing professional educational programs of higher and postgraduate education.

September 16, 1940 Resolution of the Council of People's Commissars of the USSR №1696 of Kazakh Pedagogical Institute of Foreign Languages (KazPIFL) was created. In April 1944, Kaznarkompros prepared a proposal on the transformation of KazPIFL to the Kazakh State Pedagogical Institute of Foreign Languages. Almaty Pedagogical Institute of Foreign Languages was transformed into the Kazakh State University of World Languages by Government Resolution №1263 of June 23 in 1993. In 1999, the university was named after the great Kazakh statesman Ablai Khan. The republican state-owned state enterprise "Kazakh State University of International Relations and World Languages named after Ablai Khan" was transformed into the Closed Joint-Stock Company "Kazakh University of International Relations and World Languages named after Ablai Khan" in accordance with the Decree of the Government of the Republic of Kazakhstan №1099 of August 23, 2001. On May 13, 2003, in accordance with Article 90 of the Law of the Republic of Kazakhstan "On Joint-Stock Companies", the CJSC KazSUIR renamed by the decision of the general meeting of shareholders into JSC «Kazakh Ablai Khan University of International Relations and World Languages».

Training is carried out in accordance with the State license for educational activities in the field of higher and postgraduate professional education AB 0137365 dated 03.02.2010 (annexes to the license for educational activities issued by the Committee on the Control of Education and Science MES RK) for 36 specialties, including: 18 specialties of a bachelor degree, 14 specialties of a magistracy and 4 specialties of doctoral studies. To date, 141 contracts have been signed with 118 university - partners from 28 countries of the world.

The number of full-time students as of September 1, 2018 was 6,736 students (892 of which were studied on the state educational grant), 317 students in the master's programme, including 237 under the state grant and 95 doctoral students, including 59 under the grant. The university enrolls 247 foreign students. Outgoing academic student mobility is growing - 183 students, 45 students are enrolled in a double diploma. Since 2017-2018 school year, at the university, multilingual groups have been created with instruction in Kazakh, Russian and English languages simultaneously.

Currently, the total number of full-time faculty members at the university is 484 people. The staff of teachers includes 54 doctors of science, professors, 161 candidates of science, associate professor, 18 doctors of PhD, 251 masters. Outgoing mobility of teaching staff - 29 people. The Erasmus + KA1 project is being updated on the development of International Credit Mobility for students, staff and faculty: Yasi University named after A. Kuzy, Romania; University of Cadiz, Spain; University of Vigo, Spain; University of Perpignan Via Domitia, France, University of Poitiers, France.

The university consists of 7 faculties: the faculty of international relations, the faculty of economics and law, the faculty of management and international communications, the pedagogical faculty of foreign languages, the faculty of translation and philology, the faculty of oriental studies, the faculty of postgraduate education. The structure of the university operates 27 departments, including the military department.

In order to introduce a unified, integrating polyfunctional activities of the university platform and the university management system, a unique model of research and

development centers was developed, which simultaneously laid the foundation for the vertical-cluster mechanism for the development and management of the university. The format of the university's infrastructure as a science-innovative vocational education complexes (SIVE-complexes) allows integrating and purposefully managing the mission of an innovation-oriented university to ensure international integration and innovation-oriented unity "science - professional education - production". The university has 6 research and innovation-applied schools.

The first foreign language complex of dictionaries and phrasebooks in 5 working languages for the exhibition EXPO-2017 has been created. The university initiated the discovery of associative scientific and professional communities, the first of which was the Associative association of Translators of Kazakhstan, which gained a decent reputation and recognition. According to the implementation of the trilingual program to the practical demonstration of the scientific and educational role of the university as the leading university for the development and provision of foreign language training and retraining of teaching staff, over the course of 2 years 500 teachers have been trained in the advanced training program, having received a high rating for their quality.

On the basis of the university the Confucius Institute was opened as a strategic center for the training of specialists in industry-specific language training for the implementation of the New Silk Road project. An agreement was signed with the leadership of the International Certification Programs for Language Standardization in the NILE format, conducted by the University of Norwich (UK). In order to introduce effective forms of spiritual, moral, civic-patriotic and aesthetic education, cultural and educational activities at the university the Plan of educational work and a Target Program "Formation of anti-corruption consciousness in the youth environment and prevention of anti-corruption actions in Kazakh Ablai Khan UIRandWL were created for 2017 -2019 years. Systematic monitoring and diagnostics of social well-being of students is conducted by the Center for Social and Religious Risks, opened in 2014.

The development of a culture of quality assurance takes place within the framework of the introduction of European programs in the field of higher education, namely, under the programs ERASMUS MUNDUS, TEMPUS TACIS and ERASMUS +. Documentation on the quality assurance of educational programs: DOQUP model. Project TEMPUS No. 517340-TEMPUS-1-2011-1-IT-TEMPUS-SMGR. The project "Implementation of Education Quality Assurance System via Cooperation - University-Business-Government in HEIs" - "Implementing a quality assurance system for education through cooperation University-Business-State in universities" (2017-2020). The consortium consists of 17 university partners: 6 partners from the EU and partner countries, including universities from Ukraine (4 universities) and Kazakhstan. One of the project's associated partners is the IAAR of the Republic of Kazakhstan.

In 2011, six EPs ("International Tourism", "Translation Studies" and "Foreign Language: Two Foreign Languages") for the first time passed the AQAS international accreditation for a period of five years until September 30, 2017., 19 19 EPs of the university passed the international accreditation of ACQUIN for a period of 5 years until September 30, 2022.

Among the most significant in terms of assessments, international recognition is ranked by the world's top Universities: the university retains its 801 place in the QS world rating scale; strengthening its position in 147th place in the rating of the regions of Eastern Europe, CIS and Central Asia. In the General ranking of the IARA in 2018, the university occupies the 9th place, in the humanitarian sciences - 3, in the social sciences - 5. The first place is taken by: Foreign language: two foreign languages (bachelor's and doctoral studies); Translation studies (undergraduate and doctoral studies); Foreign philology (doctoral studies), Oriental studies (magistracy), International relations (doctoral studies). Second

place - Foreign philology (bachelor degree, magistracy); Translation Studies (M); International Relations (M). Third place - International Relations (B), Regional Studies (B, M), Oriental Studies (B), International Law (M). In the rating of the National Chamber of Entrepreneurs "Atameken" IPh occupies the second position, FL - the third, IR - 5 position.

Today Kazakh Ablai Khan UIRandWL is a member of 14 reputable international associations and other organizations.

IV. DESCRIPTION OF PREVIOUS ACCREDITATION PROCEDURE

Institutional accreditation of the Kazakh Ablai Khan University of International Relations and World Languages was conducted in 2014 by the Independent Agency for Accreditation and Rating in accordance with the order of the Independent Agency for Accreditation and Rating No. 2-14 dated March 27, 2014. The visit of the EEC took place from April 9 to April 12, 2014 according to the standards of institutional accreditation of the IAAR (from April 26

2012. № 09-OD, second edition). The university received institutional accreditation for a period of five years.

Composition of the commission:

1) The chairman of the commission is Skiba Marina Aleksandrovna, candidate of pedagogical sciences, associate professor, head of the department of strategy development and quality control at KazEU named after T. Ryskulov (Almaty);

2) Foreign expert is Nako Raynov Stefanov, Doctor of History, Ph.D. in Management, Professor of Sofia University St. Kliment Ohridski (Sofia, Bulgaria);

3) Foreign expert is Kuznetsova Tatiana Igorevna, Director of the Linguistic Education Center, Head of the Department of Foreign Languages, D. Mendeleev University of Chemical Technology of Russia (Moscow, Russian Federation);

4) Expert is Kirillova Galiya Rishatovna, candidate of philosophical sciences, Associate Professor, Head of the department of monitoring of research projects and normative control of the Abai kazakh national pedagogical university (Almaty);

5) Expert is Belgozha Yernur Kuatuly, Senior Researcher of the Central State Museum of the Republic of Kazakhstan (Almaty);

6) Expert is Movkebaeva Galiya Akhmetvalievna, Doctor of Historical Sciences, Professor of the Department of International Relations and World Economy of al-Farabi Kazakh National University (Almaty);

7) Expert is Gauriyeva Gulzhan Muhametkaliyevna, Candidate of Pedagogical Sciences, Acting Associate Professor of the Eurasian National University named after L. Gumilev (Nur-Sultan);

8) Expert is Argingazina Sholpan Baikadiyevna, candidate of philological sciences, instructor of the Kazakhstan Institute of Management, Economics and Strategic Research (KIMEP, Almaty);

9) Agency observer is Khankishiyeva Eleanora Mirzagayevna, Director of the IAAR;

10) Employer is Mazhitov Sattar Fazilovich, Doctor of Historical Sciences, Professor, Academician of RANS, General Director of Kazakh Research Institute of Culture (Almaty);

11) The employer is Makhanova Lyailya Zamadinovna, candidate of philological sciences, editor-analyst of the "Khabar" agency JSC (Almaty);

12) Student is Tlenchiyeva Shyryn Muratzyzy, master student of the 2nd course of Social work specialty of al-Farabi Kazakh National University.

The EEC NAAR proposed the following recommendations in 2014:

In order to improve the management of educational programs, the commission recommends:

- To conduct an assessment of the risks of introducing innovations and form long-term development plans based on it.

In order to structure the content of educational programs:

- with the involvement of employers, demonstrate the competence-based models of learning outcomes correspond to national qualifications frameworks and professional standards (as they are developed) to interested parties;
- to harmonize educational programs taking into account the experience of leading foreign universities and the SCO network university in the context of the regulations of the national qualification system;
- to consider the possibility of expanding the choice of elective disciplines beyond the basic working curriculum, taking into account the views of employers, students and the interests of the region. For example, Speed reading and typing, Stenography, Time management, Psychology of communication, Psychological training, Culture of Kazakhstani people, Intercultural communication, Leadership; Political science, Geopolitics, Geostrategy, Regional Studies, IT in the translation field for specialties of the 1st cluster; Office work in diplomatic missions, Theory of political risks, Political technologies, Risk management and emergency situations in the political and diplomatic sphere for specialties of the 2nd cluster;
- to increase the amount of learning a second foreign language for specialties of the 2nd cluster;

In order to individualize the EP:

- to provide alternative ways of forming professional competencies, including dual educational programs;
- to provide the opportunity to study disciplines and practice through additional credits in excess of the minimum volume of work;
- to consider the possibility of conducting an experiment on the training of professionals in the framework of the "MajorMinor" format of educational programs;
- to strengthen the work on the development of trilingualism in the learning process,
- to consider the possibility of using educational platforms in the learning process. Including, the best online courses of foreign universities (courser.org, unweb, openlearning);
- to organize student scientific seminars, conferences, clubs. For example, in the following areas: "Geopolitics", "Geo-economics", "Culturology", "Analytics", etc.

In order to improve the tools and methods of assessing the students results:

- to organize the diagnosis of students competencies according to the programs of the 2nd cluster at the beginning of the study of EP modules;
- to spread the experience of organizing of students independent work through the use of case study;
- to ensure the formation of logical and critical thinking in accordance with the requests of employers by introducing the "Design of Thinking" discipline with the inclusion of a training component, as well as the inclusion of evaluation logical blocks in specialization disciplines.

In order to further develop research activities:

- to continue students attraction to research projects;
- to initiate joint research projects with foreign universities;
- to conduct training seminars on writing articles in foreign journals with impact factor and the effective use of scientific databases;
- to make wider use of the results of scientific projects and relevant scientific research in the educational process;
- to work on the entry of scientific journals published by universities in Kazakhstan and foreign citation databases,
- to expand the scope of research at the junction of various scientific areas with the involvement of students.

In order to develop human resources and ensure the effectiveness of teaching:

- to strengthen the work on attracting the best foreign and domestic scientists and teachers in the context of educational programs;
- to develop and implement a program of personnel reserve formation and professional development of young teachers;
- to continue work on attracting employers, famous scientists, public and political figures to the implementation of educational programs, including expanding the range of guest lectures;
- to consider the establishment of departments branches on the basis of employers' organizations;
- to place information about the faculty on the website of the university in the public domain, which contain personal data, information about the readable disciplines, the scientific interests of the instructor, data on advanced training, number of publications, etc.;
- to develop an e-mobility program through conducting online seminars, videoconferences, consultations, workshops and a workshop, reading video lectures by leading foreign and domestic experts on the problems of international relations, oriental studies and regional studies
- to continue the dynamic assessing system improvement of professional competencies development of the higher-education teaching personnel.

In order to meet the needs of students:

- to expand the possibilities of internal academic mobility, aimed at acquiring professional competencies that expand the sphere of employment;
- develop and implement a comprehensive support program for capable students;
- to intensify the activities of the alumni association in order to strengthen feedback;
- to modernize mechanisms for monitoring the employment and professional development of graduates;
- to conduct trainings aimed at accelerated employment and professional development;
- to expand the range of additional continuing education programs for university graduates.

In order to develop resources:

- to improve the efficiency and transparency of the information and feedback system;
- to develop references on personalized online resources that assist in the selection and achievement of career paths;
- to provide recreation and communication places for students outside school hours;
- to ensure the ergonomics of educational furniture (eliminate the disadvantages associated with low unregulated chairs, insufficient depth of the tables).

Analysis of the implementation of these recommendations showed the following.

In order to improve the management of educational programs by the university, much work has been done to assess the risks of implementation.

In order to enhance the management of educational programs, a lot of work has been done by the university to assess the risks of innovation and to form long-term development plans. As part of the Strategic Development Program of KazUIR&WL JSC until 2017⁶ that has already been implemented, a Program of anti-crisis measures and coordination of university activities in the context of economic instability was developed, that is aimed at optimizing the functioning of the university in order to prevent possible negative effects of the global crisis. On the basis of the risk assessment criteria of the MES RK, the Plan of University measures was approved and implemented to improve the criteria for assessing the risk of reducing the quality of educational services provided. In November-December 2017, training was held on risk management for employees. The results of the risk assessment of the introduction of innovations are reflected in the annual reports on innovation activities.

The choice of elective disciplines is expanded. The following disciplines are included: "Geopolitical threats in the process of implementing economic projects and programs of the EU", "Regionalization of international relations", "Regional conflicts", "International regional security organizations (UN, OSCE, CICA)", "The theory of regional security", "Security issues in the geopolitical complex of Central Asia", "Socio-economic development of regional entities", "Regional policy and economics studies in Eastern Europe", "Basics of socio-economic development of the subregions in Western Europe", "Geo-economics of the region", "Foreign policy strategy and diplomacy of the United States, Canada and Latin America", "Domestic regional policy of the Republic of Kazakhstan", "Regional features of the development of Western and South Kazakhstan", "Kazakhstan", "Features of the development of the regions of Kazakhstan", "Regional and foreign policy processes of the EU at the present stage", "Social and political system of the United States, Canada and Latin America."

The discipline "Fundamentals of the Theory of a Second Foreign Language" (2 credits) was introduced into the 4th year program from 2015-2016. In all courses, the number of practical classes for a second FL is 4 credits per 1 semester. For additional and advanced study of a second FL, teachers developed e-learning courses on the Moodle platform.

The university as an alternative way to form the competencies of future specialists has defined a vertically-cluster mechanism for the development and management of educational programs - scientific and innovative vocational education (ITEP) complexes.

The university began work on the training of professionals within the Major-Minor format of educational programs. Under the Major-Minor program, students are offered a sufficient list of elective programs that they can study. For example, in educational programs 5B050600 - Economics and 5B050400 - Journalism.

The University implements a large range of activities for the development of trilingual education. The educational process is structured in such a way that all classroom and non-auditory classes are conducted in 3 languages: of which the disciplines are DB / OC and PD / OC in Kazakh and Russian; Elective courses and Scientifically-Innovative-Vocational-Educational complexes in English, as well as in Chinese and Korean specialties of the Faculty of Oriental Studies. Education in the disciplines "Modern History of Kazakhstan", "Paperwork in the state language" is translated completely into the state language for all specialties. The specialty Foreign Language: Two Foreign Languages is defined as an experimental trilingual program. In terms of trilingualism, 27% of subjects are read in a second language, 15% in their native language, 58% in English.

In 2014, to coordinate the use of educational platforms in the learning process, a department of electronic methodological support was opened. In September 2017, there was a restructuring, which resulted in the formation of the Internet resources and distance learning department (hereinafter IRIDO) as part of the Office of Information and Communication Infrastructure. Comprehensive work was carried out on the introduction of the MOOC, on the dissemination of information on the educational platforms Coursera, ALISON, Udemy, OpenEdu.RU Lectorium. Preparatory work is underway to create its own MOOC courses, in particular, to deploy the Opened X platform on university servers in order to create an internal platform for developing and testing courses.

For each educational program, a plan was developed and implemented for practical, applied conferences, round tables, master classes with the participation of employers.

To improve the tools and methods for evaluating the results of students from the 2014-2015 academic years, the disciplines "Critical Thinking and Writing" and "Informative-Innovative Methods of Teaching Foreign Communication" were developed and introduced into the educational process. The development of these disciplines was based on the experience of leading foreign universities (Lomonosov Moscow State University, Indiana University, Cambridge University, and others). In order to form logical and critical thinking

among students in KazUIR&WL, a project form was established for passing the boundary controls for theoretical disciplines.

In 2014, the University opened the Innovation Center of Case Technologies, on the basis of which a bank of case tasks used in the educational process is created.

In order to further develop research activities, the university developed a unique model of research and education institutes-complexes, which simultaneously laid the foundation for a vertically-cluster mechanism for the development and management of the university. A 2-block, organizational and managerial format of the Scientifically-Innovative-Vocational-Educational complexes as a unified management system, interconnected and coordinated in the objects and objective functions that make up the unified platform, namely 1) the level of research and development innovation-applied cooperation; 2) the level of innovative educational management.

The success of student involvement in research and development is determined by the following results:

Academic years	International conferences	Republican conferences	Olympiads
2015-2016	110	126	199
2016-2017	267	180	194
2017-2018	77	138	195
2018-2019	24	109	70

The university strengthens the work on the implementation of international scientific projects. During the reporting period, the university became a member of the international project "Core University Program for Korean Studies". In 2016-2018, together with Busan University of Foreign Languages, the Global Triangle Education program is held on an annual basis. In the framework of Erasmus + KA 107 "International Credit Mobility" the university has concluded 4 contracts for the exchange of students, faculty and administrative staff with the following universities in the period from 2016 to 2018.

Within the framework of Erasmus + KA2, the university, in cooperation with its European partners, received a grant for the project 586109-EPP-1-20171-RO-EPPKA2-CBHE-SP. "Implementation of the Quality Assurance System through the University-Business-Government in HEIs" - "Implementation of the quality assurance system for education through University-Business-State cooperation in universities".

The teaching staff of the university received 8 patents on the results of research activities being implemented in the educational process.

The university staff has organized theoretical and methodological seminars for the teaching staff aimed at increasing the number of published articles and their quoting. In the second half of 2016, 3 seminars (07/04/2016, 09/29/2016, 11.28.2016) were held on the basics of writing an article for a high-rating journal, article structure, databases, and predatory journals. In 2017 - 6 seminars (21.02.2017, 26.05.2017, 09.27.2017, 04.10.2017, 09.11.2017, 16.11.2017), in 2018 - 1 (01/08/2018), dedicated to working with Scopus and Thomson Reuters databases, expanding databases by decision of the MES of RK to publish the results of scientific research of Clarivate Analytics and JSTOR.

In order to enhance the publication activity of the faculty of the university in scientometric databases, remote participation of faculty of the university in 17 online seminars was organized.

The university has started to more widely use the results of scientific projects and relevant scientific research in the educational process.

The work was done on the entry of scientific journals published by universities in Kazakhstan and foreign citation databases. The scientific journal "Izvestia KazUMOiMYA by Abylai Khan" in the reporting period was included in the Kazakhstan citation base. The activity has begun on publishing the Journal of Language Research and Teaching Practice in

English with the formation of an international editorial board — four issues have been published. A certificate of registration has been received from the Information Committee of the MIC RK.

In order to develop human resources and ensure the effectiveness of teaching, the university is working on the invitation of foreign scholars and teachers for a short period and a long period of teaching. During the reporting period, 22 foreign teachers were involved.

For the development of the personnel reserve program, faculty programs for the formation of a personnel reserve and professional development of young teachers for 5 years with the annual progress report at the end of the school year at the faculty meeting have been developed and implemented.

At the University Academic Council, the issue of the compliance of the staff potential of teaching staff with the strategy and the specifics of educational programs is regularly reviewed. The program for the development of young personnel is being successfully implemented. A list of current topics of guest lecturers with candidates for potential lecturers has been developed, contracts have been concluded with enterprises and organizations for the purpose of conducting guest lectures. This work is carried out traditionally within the university, faculties and departments.

On the basis of secondary schools in Almaty, branches of the Foreign Language Education Methodology Department were opened in cooperation with employers in: KSU gymnasium No. 8 UO College of Education. A branch of the Department of Management and Marketing was opened on the basis of RAS LLP.

Students of the pedagogical faculty, as well as philology students have the opportunity to develop their own methods of teaching foreign languages thanks to the educational vertical established at the university kindergarten - lyceum school - college - university - magistracy – doctorate degrees.

Information about teaching staff is generally available to the public on the university website <http://pps.ablaikhan.kz/backend/web/index.php?r=science%2Flistlectors>. The main provisions, procedures are presented in the electronic document management system <http://cloud.ablaikhan.kz>. Internet resources contain up-to-date information reflecting the planning processes and the results of evaluating its effectiveness for students, employees and the public.

The University continued to improve the dynamic system for assessing the development of professional competencies of the faculty. To evaluate the activities, a KPI assessment system has been introduced. At the moment, the process of automation of this system and the involvement of faculty in data collection is being implemented.

In order to meet the needs of students the following work was carried out. For the development of internal mobility Ablai Khan KazIR&WL and partner universities have signed 17 contracts and agreements. The university has developed a procedure for crediting credits for academic mobility. Students can get information about academic mobility opportunities through the university's website and social networks. During the reporting period, 10 students participated in the long-term internal mobility programs.

The regulation on the Alumni Association has been developed; the composition of the Alumni Association is approved. Experts draw attention to the need to intensify the work of the Association.

During the reporting period, mechanisms for monitoring employment and professional development of graduates are streamlined. On an ongoing basis, an analysis of the demand for graduates by specialty is carried out, and measures are taken to promote employment. The international programs and career management department annually analyzes the demand for our specialists in the labor market through an online survey and a

selective survey of employers. Trainings aimed at the quick employment and professional developments of graduates are conducted.

To ensure awareness and transparency of activities, basic strategic and long-term anti-corruption documents were approved. An anonymous social questioning “The teacher through the eyes of students”, “Social well-being of the student” is posted on the student’s learning portal. From the 2015-2016 school year, the discipline “Fundamentals of anti-corruption culture”, developed by the Academy of Public Administration under the President of the Republic of Kazakhstan, is included in the educational process.

In order to raise the level of awareness of the Ablai Khan University publishes open reports on the activities of the university, booklets, leaflets, and other mass information materials about the work of the university. The attention of the media to the work of the university is drawn (assisting the media in constructive coverage of the work of the university, assistance in the preparation of analytical materials). Graphics have been developed to cover university benchmarking in various media. The university is actively developing social networks.

Since 2017, the annual rector’s reporting to the public has been introduced into the practice of the university.

Developed and posted links to personalized online resources that assist in the selection and achievement of career paths

In order to develop resources, there are places for recreation and communications in educational buildings number 1, 3, and the number of benches on the campus has been increased. In accordance with the state procurement plan, new ergonomic furniture is purchased - in 2017 by 13.7 million tenge.

IAAR experts note that the university has taken effective measures and actions to implement the recommendations of the EEC of past institutional accreditation. Of the 38 recommendations, 34 are implemented and 4 require additional resources and efforts. The university is invited to continue work on risk management, moving it to the level of divisions; continue to improve the organization of independent work of students, including through the use of case studies; consider the need, feasibility and possibility of implementing a dual system of education; step up alumni activities to strengthen feedback.

V. DESCRIPTION OF THE EEC VISIT

The work of the EEC was carried out on the basis of the approved Program of the visit of the expert commission on institutional accreditation of Ablai Khan Kazakh University of International Relations and World Languages from April 9 to 11, 2019.

In order to coordinate the work of the EEC on April 8, 2019, an orientation meeting was held during which powers were distributed among the members of the commission, the schedule of the visit was specified, and agreement was reached on the choice of examination methods.

In accordance with the requirements of the standards, the visit program covered meetings with the rector, vice-rectors, heads of departments, deans, heads of university departments, teachers, students, graduates, employers and employees from various departments, interviewing and questioning teachers and students. A total of 434 people took part in the meetings (table 1).

Information about the staff and students who participated in the meetings with the EEC IAAR:

Participants category	The number of participants
Rector	1

Vice Rector	4
Heads of departments,	18
Faculty Deans	7
Heads of Chairs	15
Teachers	83
Students, undergraduates, doctoral students	174
Graduates	85
Employers	47
Total	434

The members of the EEC attended the training sessions: teacher B.A Aliyeva "Basic English Practicum", groups #118 from Kazakh department (12 students) on the topic "In the media" (room #801); teacher Kadirsizova G.E. "Workshop on the Russian language", IA-22 (9 students) (room #820); senior teacher Samatova I.K. "The Impact of the Effects of Globalization on International Economic Relations" (room #503); teacher A. Mustafina (BPFL), M. Smagulova ("Translation in the field of media"), Nuradilova T., Saimkulova Sh. (Professionally-oriented foreign language). The experts noted the interactive nature of conducting classes, their pragma-professional orientation, the use of information technologies (classes were held in auditoriums equipped with projectors / interactive boards, presentations were used, as well as Internet resources).

During the tour, the EEC members familiarized themselves with the state of the material and technical base by visiting the following rooms:

- 205 aud., building #1, The Library of World Languages and the Electronic Library "Laboratory of Training in Foreign Languages" cluster 2 "Foreign Philology".
- 211 aud., building #1, "the Early Learning" laboratory, cluster 1 "Foreign language: two foreign languages."
- Building# 3, the Student Service Center.
- 102 aud., building #1, the Center for monitoring and management of the university.
- 111 aud., building #1, the office student management.
- 108 aud., building #1, "Science lab" Laboratory, cluster 3 "International Relations" and "Regional Studies".
- Building #1, Sports complex of the university.
- Main Building, the Assembly hall, "Synchronists-translators" Laboratory cluster 1 "Translation."
- 203 aud., main building, "Interpreting and consecutive translation" laboratory, Cluster 1 "Translation Studies".
- "Early Learning" laboratory cluster 1 "Foreign language: two foreign languages.in classroom 211, academic building №1
- Student Service Center in academic building №3.
- Center for monitoring and management of the university in office 102, academic building №1
- student government in office 111 academic building №1.
- "Science lab" Laboratory - cluster 3 "International Relations" and "Regional Studies" in classroom 108, academic building №1
- Sports complex of the university, academic building №1
- Assembly hall. Laboratory "Synchronists-translators" cluster 1 "Translation.", MAB (Main Academic Building)
- "Interpreting and consecutive translateon" laboratory - Cluster 1 "Translation Studies" in classroom 203, MAB.
- office of student leisure - Cluster 1 "Translation Studies", Cluster 2 "Foreign Philology." in classroom 302, MAB.

- "Multimedia room / test center." Laboratory in classroom 303, MAB
- Laboratory of "Linguoculturological Center" Cluster 1, 2 "Translation Studies", Cluster 2 "Foreign Philology in classroom 305, MAB "
- Laboratory of "Multimedia Cabinet / Internet Class" - Cluster 1, 2 "Translation Studies", Cluster 2 "Foreign Philology" in classroom 308
- Laboratory of "Multimedia Cabinet / Internet Class" Cluster 1, 2 "Translation Studies", Cluster 2 "Foreign Philology" in classroom 312.
- Laboratory of "Simultaneous Translation" Cluster 1 "Translation Studies" in classroom 315
- Laboratory "Forensics" in classroom 402, MAB "
- "Courtroom" Laboratory in classroom 403, MAB

The experts had visited practice bases: Tupar-Talگو LLP, Institute of Literature and Art named after M.O.Auezov (Academy of Science), State institution secondary education school № 12 named after Ualikhanov (with the participation of the administration of other schools - practice bases), a kindergarten at KazUIR and WL named after Abylai Khan, Institute of Oriental Studies, Institute of Linguistics, Linguistic College, Representative Office of the Ministry of Foreign Affairs of the Republic of Kazakhstan and the Department of International Cooperation of KazNPU named after Abay. In accordance with the accreditation procedure, 93 teachers, 167 students, including students of junior and senior courses, were surveyed.

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

EEC had all conditions and access to the all necessary information resources. The staff of the Kazakh University of International Relations and World Languages named after Abylai Khan ensured the presence of all persons specified in the visit's program, in compliance with the established time period.

Recommendations for improving the activities of the Kazakh University of International Relations and World Languages named after Abylai Khan based on the results of the EEC examination were presented at a meeting with the management of 04/04/2019 as part of the planned program.

VI. CONFORMITY TO INSTITUTIONAL ACCREDITATION STANDARDS

6.1. "Strategic Development and Quality Assurance" Standard

The evidence part

Strategic development of KazUIR & WL named after Abylai Khan is determined by its mission, vision and strategy. Currently, the university has a Development Strategy (strategic plan) for 2018-2022, approved by the Minutes of the Academic Council No. 3 of September 25, 2018. The strategic plan of the university is being developed in three versions: basic version; full version, including detailed justifications of the chosen strategy, projects and programs, concrete measures for the implementation of the Strategic Plan; presentation version outlining the basic positions of the basic version.

The strategy is available on the university website to all interested parties http://www.ablaikhan.kz/ru/about-us/our-university/mission/strategy_rus.html. The strategy was originally developed on the basis of the Strategic Concepts and Programs for the Development of Higher Education that were in force at the time of the approval of the plan.

The Strategy describes the prospects for the university, taking into account the current

state and long-term goals, describes the part of analytical and prognostic justification. According to the strategic plan, the university aims to address the following 7 strategic development priorities: "A single scientific and educational, vocational and innovative infrastructure of the university"; "Preparation of a new competitive generation of graduates through the modification of basic specialties"; "The integration of science - education - innovation"; Innovation-oriented training and retraining of personnel teaching reserve in the country and abroad "; "The internationalization of higher vocational education and corporate research collaboration with the foreign scientific and educational community"; "Realization of the national idea " Mangilik El " and the program of modernization of the public consciousness of the Head of State " Ruhani zangyru "; "Modernization, development of infrastructure, material and technical base and university informatization". For each strategic direction of activity, specific goals, objectives, expected results and an indicative plan for the implementation of the strategic direction with target indicators up to 2022 are presented.

Experts note detailed elaboration of the Strategic Plan. For all the above tasks and directions, work is being done and there are practical results. Employers emphasize the significant role of the university in training personnel in the field of foreign languages and international relations.

The procedure for updating the mission and developing strategic directions for the development of the university is defined in the Statute on Strategic Development Planning of the University 04-06-2018, approved at a meeting of the academic council on August 28, 2018. Provisions include: the creation of a working group of faculty, stakeholders, employees and management to analyze the existing strategy and identify new strategic directions for development; holding meetings with university staff and students to discuss proposals for a mission statement; analysis by the working group of recommendations and proposals on the formulation of the mission and vision, the definition of strategic directions taking into account the mission; consideration and approval of the Strategic Plan at the University Academic Council (Minutes No. 8 dated March 25, 2016, Minutes No. 2 dated September 15, 2017, Minutes No. 3 dated September 25, 2018). Information about the mission, goals and objectives of KazUIR & WL named after Abylai Khan for the public is always available on the website of the university. The strategic plan received reviews from leading experts in the field of strategic planning and management.

A development strategy is a system of plans: the strategic plan itself in three versions up to 2022, the strategic plans of structural divisions, faculties, and departments; tactical plan; plans for NIPO-complexes; road maps "Development of a trilingual education of the KazUIR & WL named after Abylai Khan", "Training of qualified personnel in the framework of the new model of the economy", "Ruhani Zhangyru"; "The development of an educational hub in Central Asia and the modernization of science"; target complex programs "Plan of events of JSC" KazUIR & WL named after Abylai Khan "on the implementation of the State Program for the Development of Education and Science of the Republic of Kazakhstan for 2016-2019"; "Tasks KazUIR & WL named after Abylai Khan on the implementation of the Plan of the Nation by the President of the Republic of Kazakhstan N. Nazarbayev - 100 steps to implement five institutional reforms (2016-2019) " and innovation and applied activities KazUIR & WL named after Abylai Khan on the implementation of the University's Development Strategy for 2017-2019 "and others.

The implementation of the strategic plan is ensured through the use of a balanced scorecard.

Issues of strategic planning are traditionally considered at the Academic Board meetings, issues on the implementation of the strategy are discussed, and, if necessary, adjustments are made. Every year, at the beginning of the school year, the rector reports on the results of activities for the past school year and substantiates the program-target

objectives of the university for the upcoming school year, taking into account state and university development programs and a strategic plan.

KazUIR & WL named after Abylai Khan defined its mission on the following: "A modern innovation-oriented university of internationally adaptive type as a single scientific and educational complex that provides training for competitive high-quality specialists to ensure the multi-vector international interaction of the country in implementing the development strategy of the Republic of Kazakhstan." The strategy enshrines the future vision of the university "Kazakh University of International Relations and World Languages named after Abylai Khan - an elite university of world class, which is a leader and methodological center for innovative development of the foreign language education system, possessing an effective system of strategic management, training competitive specialists in accordance with international educational standards and requirements. " In determining the mission, goals and objectives of the university, the material, financial, human and scientific potential was taken into account.

During the visit, experts were convinced that the activities of the university are aimed at the realization of their vision and mission. Thus, the university is the leader among the universities of the Republic of Kazakhstan in the field of foreign language education - since 1995, on the basis of the Kazakh University of International Relations and World Languages named after Abylai Khan, the DEMC has been operating in the specialty group "Foreign Languages".

The university's innovativeness today lies in the transition to a vertically-cluster mechanism for the development and management of educational programs - the creation of scientific and innovative vocational education (SITE) complexes. This organizational form is aimed at ensuring communication between science, education and business, training new format specialists, developing adaptive management, ensuring communication with international education systems, the effectiveness of scientific and educational activities (creating dictionaries, teaching materials, textbooks, etc.)). The University is actively developing activities on the digitalization of educational and administrative processes.

International orientation is confirmed by the fact that the university is a member of 14 reputable international associations and other organizations. Over 20 well-known foreign scientists give lectures annually, hold consultations and exchange scientific experience at the university. More than 140 contracts have been concluded with foreign universities and organizations. Over the past four years, about 100 teachers have completed internships at leading foreign universities. The Confucius Institute on the basis of the university was opened as a strategic center for the training of specialists in industry-specific language training for the implementation of the New Silk Road project. An agreement was signed with the leadership of the International Certification Programs for Language Standardization in the NILE format, conducted by the University of Norwich (UK).

Experts also confirm the university's desire to create an effective strategic management system.

The above directions determine the unique strategy of this university and the focus on the strategic development of the republic.

The quality policy is approved by the rector of KazUIR & WL named after Abylai Khan on September 20, 2018 and is available for faculty, students and stakeholders and published on the university website <http://www.ablaikhan.kz/ru/about-us/our-university/politik.html>. The policy contains the main activities, strategic directions for the development of the university and the principles of quality assurance. In the policy of quality assurance, the link between research, teaching and learning is reflected in a unique model of research institutes - complexes. An integral part of quality management is the quality objectives approved annually for the academic year. The main provisions and requirements for the quality management system are described in the Quality Manual.

The main provisions on the organization of the educational process are reflected in the documents “Academic Policy” (approved on January 14, 2019), the Road Map “Improving the Principles of Academic Integrity for 2018-2021 (approved on October 1, 2019), as well as STU Organization of Distance Learning, STU Design and development of educational services, STU The process of controlling and measuring the knowledge and skills of students, STU Management of the selection process of applicants, STU Management of educational and methodical work, STU Management of the educational process.

In order to develop quality, the university maintains a quality management system, annually conducts stakeholder surveys, participates in QS, NAAR and Atameken ratings, and conducts accreditation of educational programs, including in foreign agencies. The development of a culture of quality assurance also took place within the framework of the introduction of European programs in the field of higher education: the project DOQUP-TEMPUS. “Documentation on the quality assurance of educational programs: DOQUP model”, the project “Implementation of the Quality Assurance System for Education through University-Business-State Cooperation in Higher Education Institutions”.

Analytical part

EEC notes that KazUIR & WL named after Abylai Khan demonstrates the orientation of the mission, strategy and vision to meet the needs of the state, society, industries and potential stakeholders. The strategy of the university is determined by socio-economic changes, innovation processes and new priorities in the development of the education system.

Experts believe that KazUIR & WL named after Abylai Khan clearly defined the uniqueness of his mission and strategy, and carries out a complex of measures allowing to realize all strategic tasks. The analysis has shown that KazUIR & WL named after Abylai Khan has a clear idea of his competitive position in the educational services market and the labor market, occupies his own niche in training specialists aimed at ensuring the international foreign policy and economic cooperation of the country in a wide range of international cooperation, as well as solving the ever-increasing social educational demand and the importance of foreign languages as an educational priority and a tool for international interaction.

During the meetings, the experts were convinced that the university staff was well acquainted with the mission and focused on its implementation. However, when discussing with target groups, experts drew attention to the complexity of the mission statement, which made it difficult to reproduce and understand. Considering the university’s strategic goal of promoting the university’s brand in the global space, experts recommend that when reviewing a mission and a vision, attention should be paid to its brevity, aphoristic and recognizable.

The strategic documents also did not disclose the content of the notion “elite university”, which caused different interpretations of the target audience.

The strategic plan does not indicate the required financial resources for the implementation of strategic objectives.

The members of the EEC note the high level of effectiveness of the university’s quality management system. Given the focus of the National Quality Assurance System on the implementation and use of Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG), experts recommend revising the approach to the formation of Policies and Standards for quality assurance.

According to the results of the survey, 52% rated the involvement of teaching staff in the process of making management and strategic decisions as “excellent”, 37% - as “good

Strengths / Best Practices

- The University has clearly defined strategic guidelines reflecting the individuality of

the university, focus on the strategic objectives of the national system of higher education and the needs of the republic.

- The University develops its own method of using the Balanced Scorecard (KSP) and Key Performance Indicators (KPI) as a tool for strategic management.

The University plays a leading role in the development and methodological substantiation of language training in Kazakhstan.

EEC recommendations

- Ensure the updating of the Quality Assurance Policy to the Standards and recommendations for quality assurance in the European Higher Education Area (ESG).

- When revising and updating the mission and vision, take into account the requirements for their formulation in order to ensure understanding and awareness of stakeholders and the world community.

- In the formulation of the vision of the university to reveal the content of the concept of "elite university".

Conclusions WEC on the criteria: strong - 6; satisfactory - 1.

6.2. "Leadership and Management" Standard

The evidence part

KazUIR & WL named after Abylai Khan carries out his educational activities on the basis of the current legislation of the Republic of Kazakhstan, regulatory documents of the MES RK, the University Charter, internal regulatory documents (regulations, rules, regulations, instructions, etc.). The list of regulatory documents includes 6 documented procedures, 18 university standards of the university (STU) on the main processes of the life cycle (educational and methodical, research and international, educational), 60 regulations on structural divisions. In accordance with the new organizational structure of the university, only in the 2018-2019 academic year, 18 regulatory documents were developed and approved (standards - Procedures for working with corporate websites, Monitoring, monitoring and analyzing consumer requests, Personnel Management, Anti-Corruption Standard, Image Policy and others).

The organizational structure of the university of KazUIR & WL named after Abylai Khan JSC is a clear management and management structure. The general management of the university is carried out by the Board of Directors, which determines the priority directions of the university's activities, strategies and plans. The executive body is the Board, which manages the current activities of the university in the field of financial and accounting policies. University Academic Council is a form of educational advisory body of the university. The organizational structure of KazUIR & WL reflects the horizontal and vertical subordination of subdivisions, which contributes to the achievement of the mission, goals and objectives of the university. Recently, new subdivisions have been created that contribute to the efficiency of the university.

Other forms of collegial management of the university, based on publicity and collegiality, scientific and methodological council, council of faculties, Academic councils. The activities of all councils are governed by the relevant provisions, which clearly define the tasks and functions. The Academic Council includes representatives of faculty, students and employers.

The quality management system (QMS) of the university is developed in accordance with the requirements of the international standard ISO 9001. The main areas of QMS activity are internal quality assessment, external quality assessment and customer orientation. One of the tools to maintain the quality management system and its improvement is the audit of the system, which is carried out by 18 trained experts, analysis of the functioning of business processes, monitoring of achievements and previously

identified corrective and preventive actions. The object of the audit since 2018 are also educational programs. As already noted, the university participates in the implementation of two international projects for the development of quality management.

The university carries out management processes, including planning and allocation of resources in accordance with the strategy. The planning system includes a strategic, thematic and operational level. The system of strategic documents is presented in the section "Strategic Development and Quality Assurance". Strategic goals and objectives are projected on the structural units and functional process directions of the university.

The tactical level includes work plans for areas (for educational work, for science, etc.), work plans for faculties and departments. The EEC members analyzed: the work plan of the Academic Council of the Faculty of Translation and Philology for the 2018-2019 academic year, the work plans of the Academic Council, the work plans of the Scientific and Methodological Council, the work plans of the departments for the 2018-2019 academic year, etc. The analysis of the plans showed that the university implements its processes in accordance with the strategy and available resources.

In its activities, KazUIR & WL named after Abylai Khan is guided by the international standard MS ISO 31000: 2009 Risk Management - Principles and guidelines. All work related to the university's risk management is concentrated in MDMS (management of development and monitoring strategies). As part of the already implemented Strategic Development Program of KazUIR & WL JSC until 2017, the university developed a program of anti-crisis measures and coordination of university activities in conditions of economic instability aimed at optimizing the functioning of the university in order to prevent possible negative effects of the global crisis. MDMS annually updates the risk register. An internal risk management standard has been developed and implemented.

As part of the already implemented Strategic Development Program of JSC KazUIR&WL until 2017, the university developed a program of anti-crisis measures and coordination of university activities in conditions of economic instability aimed at optimizing the functioning of the university in order to prevent possible negative effects of the global crisis. The Development and Monitoring Strategy Department updates the risk register annually. An internal risk management standard has been developed and implemented.

The university has demonstrated a clear and effective distribution of those responsible for business processes, the distribution of job duties of staff, the delineation of the functions of collegial bodies. Conversations with target groups showed that the team members are clearly aware of their tasks, functional responsibilities, requirements for their work, and the results of their activities. The information requested by the EEC members during the accreditation procedure was presented quickly, contained the results of activities, had a structured appearance, coincided with the data in the self-assessment report, which also characterizes the management system. At meetings with target groups, a high level of corporate culture, a favorable psychological climate, and the interest of staff and teaching staff in the effectiveness of their work were noticeable.

To ensure the management of the educational process through the management of educational programs, Academic Councils have been created for each program, which include employers and students, taking into account the specifics of training specialists. From among the teachers of the department, heads of educational programs were appointed for specialties, the functions of which include the management and formation of MEP.

Experts note that the university also has a unique experience in the transition to the management of educational programs through the creation and implementation of research-innovational and professional-educational complexes. EPs are developed in accordance with the National Qualifications Framework, professional standards agreed upon with the Dublin Descriptors and the European Qualifications Framework, taking into account the analysis of the labor market and the needs of potential consumers.

During the visit, the commission found that the organizational structure of university management ensures the unity of stable relationships between structural units engaged in educational, academic-methodological, research and development, educational, financial and economic activities necessary to achieve the goals set in the university strategy.

The university ensures the transparency of the university management system: the university staff and students participate in meetings of the Academic Council, university administration, deans, departments, where decisions on academic, educational, scientific activities, personnel issues, etc. are discussed and made. Employees and students can contact the rector and vice-rectors with suggestions.

The management of the university takes effective measures to maintain a healthy moral and psychological climate in the team. The University initiated the opening of associative scientific and professional communities, the first of which was the Associative Association of Translators of Kazakhstan, which is gaining a worthy reputation and recognition.

KazUIR&WL is a member of 14 reputable international associations and other organizations: the International Association of Universities (UNESCO); Eurasia-Pacific Uninet; ATLAS (Association for Tourism and Leisure Education); AMFORTH (World Association for Hospitality and Tourism Training); The Association of Leading Schools of Hotel Business in Europe EURHODIP; International Association of Francophone Universities (AUF); MGIMO, International Relations Foundation; International Science Academy of Higher Education; Base Organization for the Languages and Cultures of the CIS Member States; European Language Council (CEL / ELC); Consortium of Humanitarian Universities of the SCO member countries; Consortium of Linguistic Universities of the EurAsEC member countries; Association EUPRERA, Belgium; The European Association for International Education (EAIE).

University management uses the results of rating, accreditation procedures and other external evaluations when planning their work and preparing for subsequent assessment procedures. University representatives point out numerous improvements between accreditation procedures, the team has implemented almost all the recommendations of the EEC on previous accreditation.

The university provides leadership training in education management. In 2018, 81 employees completed the training: Dr. Heimo Mikkola, University of Eastern Finland, Kuopio (Finland) conducted a course of 144 hours from 5 to 30 November in the courses "Management in Education", "Project Management"; Dr. Itska Derizhan (Ministry of Education and Science of Bulgaria, International Center for Innovative Education "Protecta", Swiss Federal Institute for Vocational Education and Training) held a course of 72 hours from 26.11.2018 to 8.12.2018 "Management in Education".

Analytical part

Experts point out that the university carries out management, planning and resource allocation processes in accordance with the stated strategy and available resources. At the same time, experts note that during the interviews, the heads of departments and teachers found it difficult to answer which regulatory documents govern which processes. For example, on the development of educational programs. Teachers are also poorly informed about the "Code of Honor", approved at the meeting of the Academic Council, Protocol No. 1 dated August 25, 2015.

During the conversation with the target groups, it was determined that the team was informed about the functioning of the QMS, the organization of internal audits and other ISO 9001 principles, but university staff find it difficult to determine the functions, tasks and interactions of the main governing bodies (board of directors, administration, rectorate).

Experts note that at the level of strategic management, the university has sufficient

experience in risk management. The vice-rectors for directions at the meeting were able to demonstrate knowledge of the existing risks in various activities of the university and the availability of mechanisms to prevent them. At the same time, heads of structural divisions found it difficult to assess risks and define risk management mechanisms.

During the interviews and questionnaires, it was noted that teachers positively assess the accessibility of management (very good - 77%, good - 13%), involvement of teaching staff in the decision-making process (very good - 52%, good - 37%), feedback level and management (very good - 65%, good - 24%).

Strengths / Best Practices

- Development of the methodological foundations of risk management at the university, the creation of a number of strategic risk management documents.
- An effective quality management system, developed and developed based on international experience, including that obtained during the implementation of international research projects.
- Innovative organizational structure, including a vertically cluster mechanism for the development and management of educational programs – scientific-innovative and professional- educational (NIPO) complexes.
- The organizational structure of the university ensures the transparency of the university management system.
- Openness and availability of the university management for all interested parties.
- High level of corporate culture and interaction efficiency.

EEC recommendations

- To increase the awareness of university employees about the documentation system implemented at the university, including documents on corporate culture.
- To conduct training for heads of departments and educational programs in the field of risk management, to implement risk management at the level of departments, processes and educational programs.
- Continue work on the management of the educational process through educational programs.

Conclusions EEC on the criteria: strengths - 10; satisfactory - 6.

6.3. Standard "Information management and reporting"

The evidence part

KazUIR&WL pays great attention to the digitalization of educational and management work. Within this area, the electronic document management system is being developed, the system for collecting and analyzing key indicators is being improved and automated, the creation of information systems integrated into the Unified Higher Education Management System, the development of a distance learning portal, the development of a platform for conducting webinars, the creation and development of a professional digitalization department are being implemented. ”

In managing the main processes of the university (academic, methodical, scientific, educational) the following administrative documents are used: decisions of collegial governing bodies (Educational and Methodological Council, Academic Council, university administration), orders of the rector and orders of vice-rectors on activities, documents on students (orders on personnel, students, undergraduates), planning, analytical, reporting, financial and accounting documents, etc.

In all departments of the university, records management is carried out in accordance with the approved nomenclature of cases, the safety and archiving of documents is ensured. Responsibility for reporting to the Ministry of Education and Science of the Republic of Kazakhstan and other departments on the activities of the university, the provision of public services, and work with the Unified Higher Education Management System is enshrined in the rector's regulatory documents.

The structure and volume of information collected, sources, frequency, time interval, responsible persons for accuracy and timeliness are determined by the internal regulatory documentation of the university, job descriptions of department heads.

The activity analysis is carried out at different levels of management and is presented by the following documents: annual report on the work of the department, annual report of the department and faculty, consideration of questions about the educational and methodological state at the NTS of the university, submission of reports and analyzes on areas at the Academic Council meetings. For example, in the work plan of the Academic Council for 2018–2019, there are questions “On the results of the university’s activities for the 2017–2018 academic year and the university’s program-oriented objectives for implementing state-promising and scientific-educational development programs”.

To assess the activities of structural units and officials, a KPI assessment system has been implemented. At the moment, the process of automation of this system and the involvement of faculty in the data collection is being held.

The university has an internal local network between all educational buildings, VPN channels between remote buildings, IP-telephony, 130 Mb / s broadband Internet for educational buildings and a separate 50 Mb / s channel for a hostel, server with professional server equipment.

Responsibilities for managing information and operating the IS are the Information Technology Center, the software and maintenance department, and the software development department.

The university has introduced the following systems for collecting, analyzing and managing information based on the use of modern information and communication technologies

and software:

- Information management systems of educational activities of the automated control system of the university 1C (contingent, workload of the teaching staff, schedules, examination materials, test and examination results, CC and MC, classroom fund and other information related to the educational process, personal accounts of students/instructors, electronic schedule, electronic records, electronic journal, electronic testing, questioning, access to the electronic library, etc., as well as the educational portal - portal.ablaikhan.kz.
- Information management systems for the process of e-learning – LMS Moodle (E-EMCD, including educational content in electronic format: lecture material, seminar material, SIW, Projects, etc.)
- Information system esuvo.ablaikhan.kz with reporting information for the MES RK.
- Information systems for tracking key performance indicators - kpi.ablaikhan.kz
- Electronic Document Management Information Systems - doc.ablaikhan.kz
- The system of automated printing of applications for the diploma - solves the problem of automating the printing of applications for the diploma in strict accordance with the forms.
- The system of collecting and sending data for the transport card “Onay” - solves the

problem of centrally collecting all the necessary information and sending it to the transport holding.

All used information systems have the necessary licenses, technical description; mode of their operation are described in the service documentation.

The university provides openness and availability of information to all interested parties, as well as the existence of a working mechanism for communication with students, employees and other interested parties.

The information collected in the framework of this monitoring, in particular, takes into account:

- key performance indicators;
- availability of educational resources and support systems for students;
- Employment and career growth of graduates.

The University actively uses statistical information obtained from its information systems.

For example, when evaluating the activities of faculties according to directory of structural indicators and KPI, the profitability and cost of specialties, the performance of the faculty, the

competitiveness of graduates, the quality of education, etc. are determined. Reports contain a

large amount of statistical and graphical information and allow making decisions and corrective

actions based on facts.

The safety of information is provided by the distribution of roles and functions in the used IS; using licensed software; the presence of installed antivirus programs; system administration of servers; backup system on servers; restriction of access of individuals to the premises with servers; technical equipment of premises with servers to ensure the safety of work.

The main forms of feedback are:

- direct mail of the rector in the form of a box of complaints and suggestions, placed in the educational building;
- feedback forms posted on the university website, for example, "Innovative proposals";
- questioning of consumers of educational services and staff;
- meetings of the teaching staff and students with heads of different levels.

Representatives of student youth who are members of the Scientific Council have the opportunity to make a complaint or complaint directly at a meeting of the Council and get an answer on the timing and methods of solving the problem.

Personal records of employees contain written consent to the collection, processing, use and storage of personal data by the university in the manner specified by the legislation of the

Republic of Kazakhstan. Experts recommend to transfer this work to a systematic approach. Students and the teaching staff, employers are involved in the process of collecting and analyzing information through questionnaires, interviewing, and decision-making based on them

during the meetings of departments, faculty EMC, and the Scientific Council of the University.

Analytical part

The EEC confirms that the university has an effective system for collecting and analyzing statistical data, the results of which are used for decision-making. The university uses various

methods for collecting and analyzing information and it ensures its measurability, reliability, accuracy, timeliness and completeness.

The university successfully implements the strategic objectives for the digitization of activities. The main processes of the university are provided with information resources and systems. There is a planned approach to automating various types of activities, for example, KPI

and directory of structural indicators calculations are being actively automated, the transition to electronic document management is implemented.

At the same time, experts note that in the reporting documentation of the university there are discrepancies on the results of the university's activities.

According to the results of the survey conducted by the EEC, satisfaction with the usefulness of the web site of educational organization in general and faculties in particular, 90%

of students are completely satisfied according to the results of the survey. 88% of the teaching

staff are fully or partially satisfied with the feedback level with the management. Full student satisfaction with the availability of the dean's office is 98%, availability and responsiveness of

management - 97%, accessibility of academic counseling - 98%, accessibility of counseling on personal problems - 97%.

Strengths / Best Practices

- The university has created and successfully used the system for collecting and analyzing key performance indicators for their improvement.

- The university uses a developed system of communication with students, instructors and employees, used, inter alia, to resolve conflicts.

- The University provides regular monitoring of the needs of the teaching staff, employees and students. The information collected and analyzed by the university is timely communicated to the stakeholders and is effectively used in the educational and scientific activities of the university.

EEC recommendations

Due to the fact that modern requirements for publications of scientific papers are accompanied by consent to the processing of personal data (for example, when publishing in the

RSCI and Scopus database), this procedure should be streamlined for students, in particular, undergraduates and PhD students.

EEC conclusions on the criteria: strengths - 12; satisfactory - 5.

6.4. Standard "Elaboration and approval of educational programs";

The evidence part

Educational programs are designed in accordance with the regulatory and legal documents of the MES RK and the internal documents of the university, which regulate the activities of the

university as a whole and of individual EPs. The order of elaboration and approval of EP is established at the university. Procedures for the elaboration and evaluation of the quality of the

EP are documented, the frequency, forms and methods for assessing the quality of the EP are

established; monitoring of the quality of the EP is established; requirements for the EP are determined depending on their specificity. EPs are designed in accordance with scientific, theoretical and practice-oriented requirements for professional and social competencies. Objectives, principles of elaboration of the EP, regulatory documents and internal procedures of

KazUIRandWL named after Ablai khan are aimed at creating educational programs that are relevant for the modern educational space of Kazakhstan. In the 2018-2019 academic year Academic Councils of faculties were created in order to develop the relevant requirements of employers and students by order of the rector of the KazUIRandWL, whose functions include the elaboration and examination of educational programs; Academic Councils include senior staff, experienced teaching staff, students and employers.

The uniqueness and innovativeness of EP is ensured by the formation of professional competencies in accordance with the author's pedagogical technology (S.S. Kunanbayeva, 2009) in the unity of professionally-oriented, professional-based, professional-identifying, intercultural and communicative competences.

The objectives of the EP are consistent with the mission of the university, meet the needs of potential consumers (stakeholders), are aimed at forming and improving the professional level

of specialists of appropriate qualifications, as well as ensuring the balance of personal development of graduates, the full formation of professional competencies, moral and ethical growth, ensuring high competitiveness in the labor market.

The university has developed models of graduates in all EPs, which represent a set of expected educational results, the achievement of which the student can demonstrate at a particular stage of mastering the main program or in the form of a set of competencies that each

graduate of educational programs must master. To verify and validate the formation of the graduate competency model, an assessment card was created describing the level descriptors:

conceptual-cognitive, information-accumulating, pragmatic-representative, problem-debatable.

The labor intensity of the EP is clearly defined in Kazakhstani and ECTS credits.

Educational programs in KazUIR&WL have been developed on the principle of modular structuring, taking into account Dublin descriptors.

The strategic development of educational programs is implemented in the context of scientific and innovative vocational and educational complexes (SIVE complexes) of the University and is determined by their goals and development plans. Development plans suggest a

positive trend in performance.

Educational programs are implemented within the framework of the credit technology of education, which determines the structure of the program, types of classes, forms of knowledge control, principles of planning the trajectory of education. The structure and content of EMCD allow students to form a holistic view of the concept of the course and the system of requirements for studying it.

In addition to the MEP and the WC of the specialty, CED is designed, which is a systematic list of all the disciplines of the component of choice, containing the code, name, prerequisites, post requisites, the volume of disciplines in credits and hours, a brief description of the discipline indicating the aim of study, content and expected results. CED provides students with the opportunity to alternatively choose one elective course from those recommended

by familiarizing themselves with their content according to selection, containing the code, name, prerequisites, post-requisites, the amount of disciplines in credits and hours, a brief description of the discipline with the purpose of study, content and expected results. CED provide students with the opportunity to choose an alternative elective course of the recommended by familiarizing themselves with their content.

For the development of professional competencies of students, taking into account their personal characteristics, the structure of educational programs provides for various activities: – in the undergraduate: educational work (lectures, seminars, laboratory, SRO, essays, term papers (projects), oral presentations, video conferences, etc.), – conducting professional practices, – final certification (passing a comprehensive examination in the specialty, thesis defense). In the master's program, the structure of the EP is formed from academic work, research, practical training, final certification (passing the state exam in the specialty, defending a master's thesis). In doctoral studies the structure of educational programs is represented by fundamental educational, methodological, scientific and research components.

To participate in the design and implementation of the EP involved employers from among the social partners, which are the backbone of the industry (MFA, Department of education of Almaty, Nursultan Nazarbayev education Fund, research Institute of linguistics. Baitursynova et al.). Employers are also involved in the review procedure, examination of working curricula and practical training, as well as invited to methodological seminars and master classes.

An important factor is the relationship of EP and employers, such as the creation of departments and their branches in enterprises and educational institutions.

An important role in the training of specialists, namely in the formation of their professional competencies, is played by various types of practices provided by the TUP. At the University at the end of the practice students submit to the Department report and diary signed by the head of the database practices.

In KazUIR&WL. Ablay Khan implemented five joint bachelor education programs (International relations, International law, World economy, Tourism, Restaurant and hotel business) and eight joint master education programs (International relations (with two foreign universities), Tourism, Foreign Philology (with three foreign universities), Journalism, regional Studies) with foreign partner universities.

The results of the survey for the analyzed period show that: 85% are fully satisfied with the overall quality of educational programs of the University, 12.6% of students are partially satisfied; 85% are fully satisfied with informing students about courses, educational programs, 13.2% of students are partially satisfied.

Analytical part

The University has developed the procedure for approval and monitoring of OP and documents regulating the educational process in accordance with the plan of organization and control of the educational process and the timing of the educational documentation. The EP is developed in conjunction with employers, taking into account the model curriculum and the choice of elective subjects for students, followed by discussion and approval.

Analysis of the documents submitted by the University of additional materials, as well as the results of meetings with students, faculty, employers and graduates confirmed that the priorities of the development of the EP in line with the national policy in the field of education.

The structure of the EP is formed by the University independently on a collegial basis. The specificity of the EP is reflected in the individual educational trajectories of students, which are based on the expected results, professional competencies and expected places of practice, employment of graduates.

When developing the EP, continuity of its content is ensured, the interdisciplinary relationship of disciplines, their continuity in content and level of training is taken into account.

The competitive advantage of educational programs is the possibility of obtaining additional related specialization in accordance with the prerequisites of the program, updated in Interdisciplinary modules.

In the book "Regulatory management documentation KazUIR&WL Ablai Khan" provides clear instructions for the preparation of the CMCD, aimed at achieving learning outcomes.

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

Experts from both the academic community and the business community are involved in the external examination.

Strengths/best practices

- The uniqueness and innovation of the OP, which is provided by the formation of professional competencies in accordance with the author's pedagogical technology (S. Kunanbaeva).
- Academic councils of faculties have been established, whose functions include the development and examination of educational programs.
- Compliance of the content of academic disciplines and learning outcomes with the level of training (bachelor, master, doctoral), as well as continuity in the levels of training.
- In the offered models of EP the results of training and personal qualities of the graduate are accurately presented.
- Updating of educational programs in accordance with the new achievements of science: new relevant special courses are included in the educational programs of specialties that meet modern global trends.
- Carrying out external examinations of educational programs.
- Annual survey and surveys of employers on the content of EP and requirements for graduates.
- The presence of joint EP with foreign educational organizations.

The recommendations of the EIC

- On the basis of functional analysis to distinguish the function of experts of Academic councils of faculties and other participants in the process of development and management of educational programs.
- To expand cooperation with leading foreign universities in order to develop joint educational programs.
- To ensure the involvement of graduates in the design and audit of educational programs.

Conclusions EIC criteria: strong – 8; satisfactory – 4.

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

The evidence part

The University conducts an annual audit of educational programs, which is carried out by the Dean and/or heads of departments under the guidance of the rector, Vice-rectors in order to update existing programs and/or create new programs that contribute to the training of high-level specialists and possess the necessary competencies for the employer.

An appropriate structure has been created – the Management of development and monitoring strategies, whose tasks include the development and implementation of an intra-University quality system.

The procedure of monitoring and periodic evaluation of the EP in the University is carried out on the basis of internal regulations (rector's order No. 68 of 12.10.2017 and as revised from 10.11.2017 g (No. 84), DP 03-2016 "Internal audit of quality management system" Standards of the University "Analysis of leadership" (STU – 04-2016 from 27.10.2016 g)).

A system of monitoring the quality of education is developed and described, which includes monitoring the current progress of students, monitoring residual knowledge, monitoring the quality of teaching, monitoring the satisfaction of students with the quality of educational services. For each type of monitoring, criteria and standards have been developed, methodological tools for conducting sociological surveys of students have been developed. Every year, the Department of evaluation and monitoring of the quality of education in conjunction with the faculties conducted surveys. In addition, on the University website there is a section "Reviews and suggestions for the implementation of EP" <http://www.ablaikhan.kz/ru/study-process/study-process> contributing to feedback and quality monitoring of EP.

The automated information system "Educational portal" reflects all data, monitoring and management of information on quality of implementation of EP. AIS "Platonus" provides an opportunity to get full information about the learning process of each student for the entire period of training. Records are kept of progress in all subjects, GPA, placed orders, announcements. Information on each student and teacher with a search system, reports on various criteria is presented. Students, undergraduates and doctoral students have the opportunity to independently track their grades, access to case studies and knowledge control, directly in real time to communicate with the teacher through the global Internet or the internal network of the University. Control of the current progress, performance of boundary tasks, attendance is completely carried out in electronic form by means of the uniform educational portal. Academic performance, attendance of students, their knowledge and skills are evaluated according to the relevant criteria and are exhibited in the educational portal on a weekly basis.

For the effective organization of the educational process, transparency of educational achievements, access to information, as well as information exchange between teachers, students and their parents in the University developed and put into practice software "1C. Educational process".

The schedule of measures for monitoring the quality of education was approved, according to which the University monitors and periodically assesses the EP to achieve the goals and meet the needs of students and society. To determine the level of satisfaction of internal needs of the University each academic period organizes and conducts surveys of students, teachers and staff of the University. Questionnaires used for the survey: "Assessment of student satisfaction with the quality of educational services", "Teacher through the eyes of the student. Within the monitoring scheme in the system

As part of the monitoring scheme in the Educational Portal system, the electronic survey of students is in operation (http://portal.ablaikhan.kz/index.php?option=com_euniversity_quiz & view = list). According to the results of satisfaction monitoring, organizational decisions are made with a view to correct and improve the Educational Programs.

Analytical part

The study of normative documents, the minutes of the University Academic Council, Councils of faculties, departments meetings for 2016-2019, the report on self-assessment, the results of the survey of teachers and students, the results of the interviews confirmed that the university monitors and periodically assesses the accredited Educational Programs. The

university has an internal quality system for educational institutions, including its design, management and monitoring, improvement, and makes decisions based on facts. The university plans and applies monitoring, measurement, analysis and improvement processes in order to demonstrate the compliance of educational services with the requirements of the SES and consumers, as well as to ensure the compliance of the QMS and constantly improve its effectiveness.

In general, the processes of monitoring and evaluating the Educational Programs are characterized by a systematic approach, periodicity and a sufficient degree of objectivity. The processes are clearly spelled out in the documentation of the Kazakh Ablai Khan University of International Relations and World Languages and are reflected at all levels of monitoring and decision-making. There is a sufficient level of democracy in the process of amending the content of the Educational Programs, involving the administration, faculty, students and employers in the monitoring process in order to enhance its objectivity, on the one hand, and to further professionalize the Educational Programs - on the other.

Strengths / Best Practices

- Availability and use of tools for collecting, monitoring and decision-making in the frameworks of follow-up actions based on information on the academic achievements of students
- Annual audit of educational programs. EEC recommendations
- Ensure the revision of the mechanisms for monitoring the quality of educational programs in accordance with the new regulatory framework.

EEC conclusions on the criteria: 6 strong; 4 satisfactory.

6.6. Standard "Student-centered education, teaching and assessment of progress"

Evidence part

At the Kazakh Abylai Khan University of International Relations and World Languages, implementation of student-centered education is carried out using curriculum design and learning outcomes, internal quality assessment of assessment methods, continuous professional development of academic staff, and information systems to support student-centered education. The learning process takes into account the individuality of students, the desire for greater freedom, personal and professional growth, independence, self-esteem. The training load of the student is made up taking into account his individual abilities and capabilities. The individual curricula of students fully reflect all the components and elements of the Educational Programs by levels of education.

The educational management system based on the LMS MOODLE product provides students of Educational Programs with full-fledged interactive digital resources in the format of electronic courses with all the necessary material for mastering the program, including full-fledged interaction of the student with the teacher in the online mode.

The LMS "MOODLE" provides accounting and registration of students' educational achievements. The points received by the student for each type of control (current, mid-term, intermediate and final certification) are reflected and accumulated in the LMS "MOODLE" database, which allows you to get information for any period of study of the student in the context of periods of study, studied disciplines and number of credits, results of training (assessment) and GPA.

The institute of independent examiners also contributes to the transparency of the examination sessions. A special database has been developed - "Automated control system" of the KazUIR&WL academic management («БД АСУ 1С») - which allows you to keep a record and control of all rating results of students without the possibility of physically editing the results by specialists. Students who do not agree with the marks obtained as a result of the exam, have the right to appeal to the Appeals Board, which by the order of the

university rector is formed from among the teachers whose qualifications correspond to the profile of disciplines (Academic policy of the university - <http://www.ablaikhan.kz/ru/study-process/study-process/academic-policies.html>).

For the purpose of student-centered education in the departments providing accredited programs, various teaching methods and technologies are used, taking into account the variety of information learning forms: problem methods, insert, brainstorming, business games, studying new material in the form of interactive lecture (conversation lecture, discussion lecture, lecture with case-study, press conference lecture, mini-lecture), heuristic conversation, project development (project method), trainings, case study method.

Work is underway in the field of conducting our own research on the methodology of teaching academic disciplines within the frameworks of implemented Educational Programs in compliance with Research Production Association and Research Application-oriented Laboratory structures. For example, within the frameworks of scientific schools under the guidance of scientific leaders, scientific and educational, innovative-educational and encyclopedic-reference materials were developed, which are used in the educational process.

Academic integrity is the main principle of the educational process of the accredited Educational Program. In order to avoid plagiarism, all types of written work (tests, coursework, degree works) of students are tested using the Antiplagiat program, as evidenced by the Regulations on checking for plagiarism

The results of the survey of students showed that bachelor and doctoral students of the accredited Educational Programs express full satisfaction with the following parameters: feedback from teachers regarding the educational process (98.8%); fairness of examinations and certification (99%), as well as the elements of student-centered education, such as the quality of student health services (95.8% assess the parameter as “very good” and “good”), accessibility of counselling on personal issues (98.2% assess the parameter as “very good” and “good”) and etc.

Analytical part

During the visits to the teaching staff and interviews with students and graduates of the Educational Program, experts note: respect and attention from the leadership of the teaching staff and teaching staff in relation to various groups of students and their needs; direct contact with the dean; work with advisors (curators); work in student government or student organizations; participation in student creative communities; providing flexible learning pathways; use of various innovative pedagogical methods and forms of education; regular assessment and adjustment of educational forms and pedagogical methods.

Beginning with the 2018-2019 academic year, a student service center was created in the KazUIR&WL, which answers all students' questions in various fields of study. This center also serves as a testimony to student-centered education and interacts with the work of departments and deans in solving students; problems.

Thus, at the university orientation to the interests of students and the provision of equal opportunities for students is carried out in all spheres of their life and continues throughout the entire period of study, starting with the process of enrolment.

Strengths / Best Practices

- Ensuring equal opportunities, respect and attention to various groups of students, their needs, providing them with flexible learning pathways.
 - Ensuring consistency, transparency and objectivity of the mechanism for assessing learning outcomes, including appeal.
 - Promoting the formation of the active role of the student in the educational process.
 - Development of scientific and educational, innovative educational and encyclopedic reference materials, aimed for use in the scientific and educational process of the university.
- EEC recommendations

- To conduct an analysis of the effectiveness of the organization and the use of various forms and methods of training with the identification of areas for improvement. EEC conclusions on the criteria: 8 strong; 2 satisfactory.

6.7. Students standard

Evidence part

The admission of students to KazUIR&WL is conducted in accordance with the regulatory and legal documents of the Ministry of Education and Science of the Republic of Kazakhstan and the internal documents of the university, developed on their basis.

The policy of forming a contingent of students consists in the admission of applicants most prepared to study at a higher educational institution who consciously chose a specialty, subject to the required number of points according to the results of the Unified National Testing and the Complex Testing of Higher Education Applicants. Indicators of the contingent of students over the past four years are presented in the tables, where the positive dynamics of increase in the contingent across all levels of education are clearly visible.

Students contingent

Үч. Го д	2015-2016			2016-2017			2017-2018			2018-2019		
	gran t	cont ract	total	gran t	cont ract	total	gran t	cont ract	total	gran t	Cont ract	total
Bachelor degree studies												
	284	418	446	940	390	484	719	473	545	892	584	676
		2	6		2	2		6	5		4	3
Master degree studies												
	155	116	271	135	276	411	154	216	370	237	81	317
Doctoral degree studies												
	16	-	16	14	18	32	28	31	59	59	38	95

Students contingent in the specialty for 2018-2019 a.y.

Specialty	Total	female	grant	contract
Foreign Language: two foreign languages	1451	1341	334	1117
Translation Studies	1111	898	189	922
Foreign Philology	838	757	89	749
Oriental Studies	209	168	12	197
International Relationships	615	389	11	604
Regional Studies	200	167	9	191
International Law	250	130	5	245
Jurisprudence	317	152	6	311
State Local Government	93	44	0	93
Economics	235	139	5	230
Marketing	55	31	4	51
Management	96	53	3	93
World Economy	176	98	9	167
Tourism	341	276	100	241
Journalism	274	230	21	253
Socio-cultural Service	18	13	6	12
Public Relations	153	118	14	139
Restaurant and Hotel Business	304	216	75	229

Total	6736	5220	892	5844
Regional Studies	200	167	9	191
International Law	250	130	5	245
Jurisprudence	317	152	6	311
State local government	93	44	0	93
Economy	235	139	5	230
Marketing	55	31	4	51
Management	96	53	3	93
World economy	176	98	9	167
Tourism	341	276	100	241
Journalism	274	230	21	253
Socio-cultural service	18	13	6	12
Public Relations	153	118	14	139
Restaurant and hotel business	304	216	75	229
Total	6736	5220	892	5844

Contingent of undergraduates for 2018-2019 in specialties

Specialty	Всего	жен	грант	договор
Foreign language: two foreign languages	91	85	68	23
Foreign philology	26	25	23	3
Translation Studies	39	34	38	1
International relations	19	7	10	9
Regional Studies	9	7	8	1
Pedagogy and psychology	28	26	26	2
Oriental Studies	31	26	27	4
Tourism	10	7	3	7
Journalism	18	15	18	0
International law	30	19	6	24
State local government	2	1	1	1
Marketing	6	2	4	2
Economy	8	6	5	3
Total	317	260	237	81

Contingent of PhD doctoral students for 2018-2019 in specialties

Specialty	Total	female	grant	contract
Foreign language: two foreign languages	31	27	20	11
Foreign philology	20	20	15	5
Translation Studies	23	19	15	8
International relations	21	13	9	12
Total	95	79	59	38

Every year, in order to ensure the quantitative and qualitative admission of the applicants, there is an approved Action Plan for the organization and performance of vocational guidance work at schools and colleges of Almaty and Almaty region for the current academic year, and the organization of visits to the neighboring countries such as

Uzbekistan, Turkmenistan, Kyrgyzstan.

The enrollment of the applicants is carried out through the state grants and tuition fees at the expense of citizens' own funds, and there are also rector scholarships and scholarships named after Ablai Khan.

Information about the rules and conditions of admission to the university, a list of required documents, a list of specialties, entrance exam programs in the Kazakh and Russian languages, exam schedules, regulatory documents, announcements, etc. in advance is posted on the official website of the University www.kazumo.kz in the section "Applicant" and on the information stands. Information about the admission can also be obtained from the consultants working at the Admission Board, and from those responsible for career guidance during scheduled events (meetings with applicants, Open Day, etc).

For the purposes of supporting and adaptation of the first-year students and foreign students to the educational process and extracurricular activities, there has been developed and is being implemented an appropriate adaptation program.

Information about the transfer from course to course, from other universities, the procedure of transferring credits (Regulation of KazUIR&WL on the procedure for credits transfer in compliance with ECTS, PO 11-03-2011, September 15, 2011), mastered at other universities and the expulsion is placed on University educational portal <http://portal.ablaikhan.kz/>, in information reference book "Satellite of the first-year student" and on the official website of the University www.ablaikhan.kz.

The university implements joint training programs, both at the undergraduate and graduate levels.

Joint study programs

№	Name of partner university, country	Name of the joint educational program JSP		Date of the contract under the JSP	Language of instruction		Number of students enrolled in the framework of JSP as of April 1, 2019	Number of graduates who studied in the framework of JSP for 2013-2019
		At the university of RK	At the partner university		At the university of RK	At the partner university		
BACHELOR'S DEGREE PROGRAM								
1	Geneva School of Business (Geneva, Switzerland)	5B020200 - International Relations	BBA in International Relations	2015	Kazakh, Russian, English	English, French, Spanish	1	0
2	Wuhan University (PRC)	5B020200 - International Relations	BA of Law in Diplomacy	2012	Kazakh, Russian, English, Chinese	English, Chinese	31	2016 - 39 2017 - 2 2018 - 0 2019 - 6
3	University of International Business and	5B030200 -	Law	2012	Kazakh, Russian,	English, Chinese	3	2017 - 6 2018 - 2 2019 - 3

	Economics (Beijing, China)	International Law			English, Chinese			
4	Southwestern University (Chongqing, PRC)	5B13050 - World Economy	International Economy	2016	Kazakh, Russian, English, Chinese	English, Chinese	2	0
5	Antalya Academy of Tourism (Turkey)	5B09020 - Tourism, 5B09120 - Restaurant and hotel business	Hotel Management	2018	Kazakh, Russian, English, Turkish	English, Turkish	8	0
6	Gyeonggi University (Korea)	5B02020 - International Relations	International Relations	2011	Kazakh, Russian, English, Korean	English, Korean	0	2013 - 1
TOTAL:							45	3
MASTER'S DEGREE PROGRAM								
1	Hainan Tropical Maritime University (PRC)	6M09020 - Tourism	Tourism Management	2015	Kazakh, Russian, English	English	0	0
2	Geneva School of Business (Geneva, Switzerland)	6M20200 - International Relations	MBA in International Relations	2015	Kazakh, Russian, English	English, French, Spanish	0	0
3	Kebansan National University (Malaysia)	6M02100 - Foreign philology	Teaching English as a Second Language	2013	Kazakh, Russian, English, French	Kazakh, Russian, English, French	0	0
4	University of Teesside (Middlesbrough, UK)	6M05040 - Journalism	Journalism	2012	Kazakh, Russian, English	English	0	0
5	Wuhan University (PRC)	6M20200 - International Relations	Diplomacy	2012	Kazakh, Russian, English, Chinese	English, Chinese	0	0
6	Peoples' Friendship University of Russia (Moscow,	6M05050 - Regional studies	Foreign Regional Studies	2013	Kazakh, Russian	Russian	0	0

	Russian Federation)							
7	Moscow State Linguistic University (Moscow, Russian Federation)	6M021000 - Foreign philology	Foreign philology	2010	Kazakh, Russian	Russian	0	0
8	University of Poitiers (France)	6M021000- Foreign philology	French philology	2017	Kazakh, Russian, English, French	French	0	0

According to the general procedure for the implementation of KazUIR & WL students external academic mobility, there are several options for implementing external academic mobility: at the expense of international programs ERASMUS +, ERASMUS MUNDUS, etc.; students also have the opportunity to study at their own expense, i.e. through self-financing of the program participant (Spain, Germany, South Korea, PRC). The educational portal of the university has a database of partner universities and academic exchange programs. Information about these programs is published on the Educational Portal at http://portal.ablaikhan.kz/index.php?option=com_content&view=article&id=54:18-19&catid=12&Itemid=144, and is also available in traditional media and web-resources.

Kazakh Ablai Khan University of International Relations and World Languages maintains partnerships with more than 153 universities in 32 countries. More than 300 people from among the number of doctoral students, undergraduates and students of KazUIR and WL are sent to foreign universities. The exchange of students is particularly intensive with universities of South Korea, Germany, Russia, the Czech Republic, China and Malaysia. As for the inbound mobility, 247 foreign students are enrolled in undergraduate and graduate programs. The university annually accepts about 87 foreign students under short-term exchange programs.

Kazakh Ablai Khan University of International Relations and World Languages is a supporter of the Lisbon Convention on the recognition of qualifications, recognition of previous learning outcomes and qualifications, which is carried out on the basis of the Standard of state service "Recognition and nostrification of education certificates" dated January 27, 2016. Nostrification of diplomas of foreign students is carried out by the students themselves with the provision of supporting documents from the university in accordance with the above standard.

KazUIR & WL after Ablai Khan applies the "Regulation on the issuance of the European Supplement to the Diploma of the Graduate", determines the procedure for registration, maintenance, development, coordination, issuance and storage of the European Diploma Supplement (Diploma Supplement, DS). This Regulation was developed in accordance with the requirements of the European Commission, the Council of Europe and the Center for Higher Vocational Education of UNESCO, as well as taking into account the methodological recommendations on the use of the Diploma Supplement Annex of the Center for Bologna Process and Academic Mobility of the Ministry of Education and Science of the Republic of Kazakhstan.

KazUIR&WL is working to promote graduate employment: the international and domestic labor market is being studied, vacancies are being searched for, cooperation with representatives of various companies is being organized in the framework of Open door days.

One of the ways to assist in employment is the annual "Job Fair", as well as events of round tables with employers and graduates of the specialty, for example, ("Career Day", "Formula for Success", "Career Development", "Career Steps", etc.).

Employment of graduates

Specialty	2015-2016 a.y.		2016-2017 a.y.		2017-2018 a.y.	
	Total	% employment	Total	% employment	Total	% employment
5B011900 - Foreign language: two foreign languages	312	92	3319	90	199	88
5B020200 - International relationships	97	92	1113	89	87	89
5B020700 - Translation Studies	171	91	1179	87	211	91
5B020900 - Oriental Studies	40	86	441	91	24	90
5B021000 - Foreign philology	134	95	1114	92	138	89
5B030100 - Law	51	90	554	93	44	87
5B030200 - International law	113	91	992	87	69	92
5B050400 - Journalism	43	89	553	89	53	93
5B050500 - Regional studies	30	87	550	91	37	91
5B050600 - Economics	46	92	228	90	27	89
5B051000 - State and local government	17	90	115	92	23	88
5B051100 - Marketing	18	92	222	93	6	93
5B090200 - Tourism	29	93	449	88	40	94
5B090400 - Socio-cultural service	19	91	115	89	8	91
Total	1120	91	1159	90	966	90

Chairs are actively working to identify brilliant students. This is an organized managed activity aimed at engaging students in various creative and research work on solving specific problem tasks. In general, it can be noted that the departments pay sufficient attention to working with talented students, taking into account and supporting their interests, wishes, ideas and projects.

The University has a Youth wing "Zhas Otan" under the party "Nur Otan," student clubs, the Committee on Youth Affairs, Trade Union Committee "Komek", the Center of student initiatives. Traditional events at the University are: "Day of Knowledge", "Vienna ball", "Student initiation ceremony", "Miss INYAZ" competition, the spring cross to promote the healthy lifestyle, the sports festival "Vigor and health", students participate all these activities.

There is a flexible system of discounts and grants (for active participation in the public life of the university; for excellent study; for several children from the same family studying at the university at the same time; for disabled people and students from low-income families). The amount of tuition discounts and the conditions for their granting are approved by the Academic Council of the university. In case of financial difficulties in students, the management of the SP provides an opportunity to delay payment on the

application. Every year since 2008, in order to support talented youth, the University allocates “ABLAI KHAN Scholarship” (30 people) and the “Rector Scholarship” (40 people).

Analytical part

The information provided in the self-report received confirmation during the visit of the EEC. In general, the SP's management shows the full transparency of the contingent formation procedures from enrolment to graduation. Applicants can freely get all the necessary information about the directions through the website of the faculty and the university. Also, the faculty conducts career guidance work among schoolchildren throughout the school year, visits district and city schools.

The procedures related to the regulation of the life cycle of students have documentary and procedural design, they are available to all interested persons. Experts confirm that the University organizes special programs of adaptation and support for newly enrolled and foreign students. The University demonstrates the conformity of the actions of the Lisbon Recognition Convention. The University cooperates with other educational institutions and national ENIC/NARIC centres to ensure comparable recognition of qualifications.

Systematic work is carried out on the study of the labor market, search for vacancies and cooperation with city and district education departments. For this purpose, university-wide and faculty commissions for the distribution of graduates were created, whose tasks include holding meetings with graduates with a lawyer to explain the legal aspects of employment; informing educational departments of all levels about the number of graduates; informing students about the availability of incoming applications from employers; participation in the media; organizing and conducting graduate fairs; issuing directions to work on the basis of the contract with the employer. The demand for graduates is monitored annually.

However, the external Commission notes that, according to an interview with graduates, not all of them are aware of the fact that the Alumni Association operates at the University has. The University has the possibility of internal and external mobility for students, but the number of students – participants and partner universities in this program could be increased.

Strengths/best practices

- There is transparency of procedures for the formation of a contingent of students from admission to graduation. Procedures governing the life cycle of students from admission to completion have been worked out, approved and published.

- The university demonstrates the implementation of special adaptation and support programs for newly enrolled and foreign students.

- The university is making maximum efforts to provide internship and facilitate the employment of graduates.

- The mechanism of support for talented students is an important factor.

EEC recommendations

- on a systematic basis, inform students about regulatory changes in the organization of the educational process, including in the system for evaluating educational results.
- to take measures to enhance the activities of the Alumni Association and increase its role in the implementation of the strategic objectives of the university and image policy.
- to formalize the process of recognizing the results of extra tuition and informal teaching.

Criteria EEC Deduction: strong - 8; satisfactory - 4.

6.8. Standard "Teaching staff»

The evidence-based part

Experts note that the personnel policy of Ablai Khan KazUIR & WL is a holistic, long-term strategy, the purpose of which is to fully and timely meet the staffing needs of the University. The Strategy of the University includes Strategic direction 4: Innovation-oriented training and retraining of teaching staff reserve in the country and abroad. Personnel policy defines the basic principles of admission, promotion and development of faculty and staff. The analysis of the documents showed that the university implements personnel policy in accordance with the main strategic priorities and mission.

Labor Code of the Republic of Kazakhstan, the Law of the Republic of Kazakhstan "On Education", the Strategic Plan of Ablai Khan KazUIR & WL for 2018-2022 years, the Ablai Khan KazUIR & WL Collective Agreement, as well as key performance indicators are the basic documents in the formation of personnel policy of the University.

The regulation on personnel policy was approved by the rector on 10.09.2013. Principles of personnel policy Ablai Khan KazUIR & WL are also reflected in such staff documents as the Road Map "Training qualified personnel in the framework of the new model of the economy" (approved on September 15, 2017), the Code of Honor for teachers and employees of KazUIR&WL (approved on August 25, 2015). STU Personnel Management (approved. 10/17/2016), STU Certification Procedure for faculty, staff and managers of the University (approved. 10.17.2016), Instruction on official travel of workers outside the Republic of Kazakhstan (approved. 15.11.2012), Provision on attracting foreign scientists (approved on 23.10.2013), Rules for competitive filling of teaching staff positions and university researchers (approved on 11/20/2017), Internal Labor Regulations of KazUIR & WL (approved on 04.22.2016).

Experts confirm that the Position on personnel policy and all relevant regulations are available to the teaching staff on the University portal.

To Ablai Khan KazUIR & WL. main tasks in the field of personnel policy are:
Introduction of the system of additional professional education for the teaching staff on the basis of the competence model.

1. The transition from periodic advanced training of university teachers to their continuing education through the creation of a unified system of training, retraining and advanced training of scientific and pedagogical personnel of higher education.
2. Strengthening the role of the university administration in planning and managing the career of teachers, taking into account the career orientations of each employee on the basis of a career development plan.
3. Expansion of the range of the proposed programs of additional professional education, including distance.
4. Organizing the participation of teaching staff in various competitions for advanced training, including "Bolashak."

The academic staff of the University participate in the development and implementation of strategic documents, make suggestions for improving activities at labor collective meetings, meetings with the rector, vice-rectors, faculty deans, meetings of the Academic Council, university administration, EMB (educational and methodological board) of faculties and departments The strategy of the university is discussed at the meeting of the department, some teachers are given specific tasks for its analysis, they make additions, adjustments and submit them to the dean's office.

The table contains statistical information on the qualitative and quantitative composition of Ablai Khan KazUIR & WL for 2014-2019.

Quantitative and qualitative list of higher-education teaching personnel

Criteria	quantity	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019
Total number of higher-education teaching personnel: including	quantity	459	461	442	459	484
- full-time teacher, which of them	quantity	445	442	410	448	465
- with scientific degrees and titles (awarded by HAC RK, USSR):	quantity / %	226/50,78%	226/51,13%	214/52,19%	225/50,22%	233/50,10%
- Doctor of Science, professors	quantity / %	60/13,48%	58/13,12%	52/12,68%	55/12,27%	54/11,61%
- Candidate of Sciences, associate professors	quantity / %	159/35,73%	157/35,52%	151/36,82%	159/35,49%	161/34,62%
- PhD	quantity / %	7/1,57%	11/2,48%	11/2,68%	11/2,45%	18/3,87%
- MA	quantity / %	237/53,25%	216/48,86%	196/47,80%	190/42,41%	251/53,97%
winners of the state grant "The best university teacher "	quantity	2	2	2	2	1
level of staffing according to Payroll and Job Description Schedule	%	100%	100%	100%	100%	100%
average age of higher-education teaching personnel	years / age	43	41,3	43,8	43,8	44

The data in the table testifies stability of higher-education teaching personnel for the reporting period.

The university has developed a system of assessing professional and personal development of teaching personnel. KPI is an index or criteria that show quantity of executed work by the teaching personnel according to the strategy based on the factors of communication and transparency.

Teaching method is improved by sharing experience, analyzing the quality of conducted lessons and monitoring demo lessons by the head of the department.

Personnel development is realized on the following way: system of training highly qualified doctoral students; development of competence of heads, teachers, researchers; participation in the implementation of fundamental and applied research; formation and training of personnel reserve; an invitation of practitioners to work.

Many university teachers have many years of practical experience in the relevant sector of the economy: Isabekov E.B. (management and marketing department), Makhanova L.Z. (department of journalism), Musabekov E.L. (department of International Law), Sebekov Sh. O. (department of international law), Aubakirova A.K. (department of simultaneous interpretation).

Experienced scientists and practitioners in economics, world economy, journalism, management, etc. are invited to participate in educational programs in order to improve the quality of training and content of educational programs with relevant and practice-oriented disciplines.

The Kazakh Ablai khan University of International Relations and World Languages personnel development system includes development of plans, programs, methods and indicators of personnel development, the procedure of selecting and training employees included in the personnel reserve.

Development of competence is planned and carried out on the basis of teachers' individual plans; results are included in the plan of teaching personnel development competences including professional training. Information about developing competence of teaching personnel of the Kazakh Ablai khan University of International Relations and World Languages in 2017-2018 are shown in the table.

Information about developing competence of teaching personnel

Indicator	Quantity	2017	2018	2019 before 1.04.2019
General quantity of teaching personnel	person	703	717	73
Teachers that gained qualifications in the country	person	683	693	70
Teachers that gained qualification abroad including academic mobility program	person	20	22	3

The university management supports innovative technologies, a number of information systems based on the corporate network of KazUIR&WL are successfully operating: «1C.University», «E-learning portal - Moodle», «Electronic admissions office»; «e-library» Electronic document management system, Anti-plagiarism system and so on.

In the 2018-2019 academic year, the Department of Professional Digitalization of Education was created, Distance Learning Center, one of the tasks of it is to activate teaching personnel on the application of information technology in the educational process, review of modern approaches in the organization of distance learning technologies etc. The goal of introducing information technologies is to create an integrated unified digital system for digitalization of the university, reducing paperwork of teaching personnel, improving service for students, ensuring the availability and transparency of information.

To ensure communication between faculty and students, a new version of the DL portal has been introduced, which ensures the functioning of electronic journals and support for

modern mobile devices. To improve the contact of the teacher and the student in the process of distance learning, the online lecture service (webinars) has been introduced. In connection with the introduction of the online lecture service, the information system was developed in which a database of recorded video lectures is stored. The service supports multiple audio tracks and video sharing, the ability to display presentations, Microsoft Office documents and OpenOffice, images, PDF documents. To date, more than 800 recorded lectures have been posted on the DL portal and cover all the specialties of the University.

As part of academic mobility, foreign teachers are invited to conduct guest lectures at the university: in 2018, 7 foreign scientists were involved. During the accredited period, only 16 foreign scientists were invited. University teachers also participate in mobility programs: 2015-2016: 22 people, 2016-2017: 18 people, 2017-2018: 28 people, 2018-2019: 29 people.

The system of stimulating the professional and personal development of teachers and university personnel is represented by financial and non-financial incentive mechanisms. Non-financial incentives include: the expression of gratitude and awarding certificates for the conscientious performance of official duties; awarding certificates and distinctions by the agencies responsible for educational activities; letters of appreciation for the celebration of public holidays by local authorities and government agencies.

In order to stimulate young scientists, to motivate educational and methodical work, and to activate scientific research at KazUIR&WL, a corporate bonus to the official salary of teaching personnel is calculated. At the end of the calendar year teachers are being awarded for personal contribution and results achieved. The JSC Kazakh Ablai Khan University of International Relations and World Languages has the Regulation on labor remuneration and social support of its employees, the Regulation on stimulating publication activity of teaching personnel, the Regulation on the competition for the Best Tutorial Secretary of the Year at the University, the Best Teacher of the Year at the University.

In order to purposefully develop young teachers, the University established a Council of Young Scientists (Protocol No. 10 dated June 6, 2011), which is a permanent collegial advisory body on a voluntary basis. The Council is a youth meeting of plenipotentiaries (up to 35 years old) of university departments, which forms and conducts the youth policy that protects the interests of young scientists and specialists.

The University has a trade union committee, whose members are provided with material assistance (in case of difficult family and financial situation, treatment in medical institutions, funeral of close relatives, and jubilees - 50 years and older).

In the summer period, employees are given from 10 to 30% discount from the cost of a standard room for sanatorium-resort treatment within Kazakhstan according to the work experience at the university.

Experts note that the university management creates a comfortable environment for work and personnel development. During the conversation, teachers and students noted a healthy moral climate, a low level of conflict among the personnel.

Analytical part

Experts confirm that the personnel policy of Ablai Khan KazUIR&WL is built on the basis of a development strategy and is aimed at meeting the needs of the university in the professional workforce. All personnel policy procedures are transparent and accessible, strictly documented and meet the requirements of current legislation.

The EEC notes that the faculty meets the qualification requirements for licensing educational activities. All teachers serving the EP in the major disciplines have advanced training and sufficient work experience. During the reporting period, the quantitative and qualitative composition of the university faculty is stable. The percentage of personnel with academic degrees is 50.1%.

An effective system of motivation and encouragement of personnel has been introduced at Ablai Khan KazUIR&WL.

Experts note the need for more active involvement of teaching personnel in the development of strategic documents.

Strengths / Best Practices

- A stable professional team has been created at the university, corresponding to the specifics of educational programs and having the potential to implement the strategy.

- University management has created conditions for attracting young teachers to the team - the average age of teaching personnel is 44.

- The average salary of teaching personnel makes up a competitive advantage among other universities.

- University management is responsible for its employees and implements measures to ensure favorable working conditions.

- The University maintains a close ties with organizations in the field of professional exchange of experience and improvement of the quality of educational activities, actively engaging skilled workers in teaching.

- The University strives to create an objective assessment of the performance of the staff, on an ongoing basis, and working to improve the system of motivation..

ECC recommendations

- On a systematic basis, to inform the teachers and staff on strategic directions for the development of the university, the introduction of innovations into the higher education system and the university management system.

- To analyze the necessary organizational conditions and their implementation in order to increase the participation of teaching staff in funded international programs and grant projects.

- Continue work on academic mobility of teaching staff and attracting the best foreign and domestic teachers to joint research.

- To increase the number of foreign scientists involved in teaching specialized disciplines of educational programs.

Conclusions of ECC on the criteria: strong - 8; satisfactory - 4.

6.9. Standard «Research work»

Evidential part.

The policy of KazUIR & WL named after Ablai Khan in the field of development of research and innovation activities is defined in the Development Strategy and is aimed at its formation as an innovation-oriented university of internationally adaptive type, at the formation of a national model of specialized vocational education in accordance with international requirements and standards.

The main component of the innovation approach in scientific research is the creation of scientific and innovative vocational educational complexes (SIVE-complexes), functioning on the basis of their development programs. The format of such an infrastructure ensures international integration and the unity of science, vocational education and production. Four complexes were created: SIVE complex in the foreign language and didactic direction, SIVE complex in the economic and legal direction, SIVE complex in the linguistic and philological direction, SIVE complex in the international professional direction.

Activities KazUIR & WL named after Ablai Khan also includes the functioning of 6 research and innovation-applied schools (IAS): IAS No. 1 "Intercultural communication and functional-pragmatic typology of languages and cultures"; IAS №2 "Modernization of foreign language education on the basis of cognitive-linguistic-cultural methodology and integrative competence modeling in the conditions of infocommunication educational technologies" (foreign educational didactic field) "; IAS №3 "World politics, international-integrative and geopolitical processes of modernity"; IAS №4 "Modern means of mass communication (MCM), theory and leading conceptual basis of the MCM as a theoretical justification for the role of the media in modern society"; IAS №5 "Modernization of socio-economics and law: modern geo-economic trends"; IAS №6 "Modern innovations and trends in the tourism industry: innovation management of the tourist industry in international practice."

The table shows the statistics of research projects. It should be noted that the university allocates its own funding for research projects.

Scientific projects, quantity

Faculty/ project	Year				Total
	2015	2016	2017	2018	
Basic research under the grant of Ministry of education of the Republic of Kazakhstan	1	1	1	2	5
Research Contracts Project	2	0	1	2	5
In-University projects	3	1	4	2	10
Financing private international organizations	1	1	2	2	6
Total	7	3	8	8	26

Scientific projects, financing

Projects	Year			
	2015	2016	2017	2018
Basic research under the grant of Ministry of education of the Republic of Kazakhstan	2135770,00	2135770,00	1953878,00	1258022,44
Research Contracts Projects				585 000
In-University projects in the framefowrok of SIVE		9000 000,00		
Additional funding				
Financing private international organizations	40 500 000	40 500 000	40 500 000+ 8000,00	40 500 000 + 9640,00
			ебпо	ебпо

Among the fundamental studies on relevance and effectiveness, the following topics can be highlighted: "Cultural codes of Kazakhstan (literary and media discourses)" No. AP05133019 (grant of the Ministry of education and science of Kazakhstan, funding amount 19,406,603.38 tenge). Scientific adviser: associate professor of KazUIR & WL named after Ablai Khan - Altybayeva S.M.; "Problems of the current state of sacred geography, cultural and geographical heritage of Kazakhstan and the prospects for their development in the tourist market of the Republic of Kazakhstan in the context of modernizing the modern consciousness of society" No. AP05132993 (grant of the Ministry of education and science of Kazakhstan, funding amount 18 948 328, 72 million tenge). Scientific adviser: Associate professor of KazUIR & WL named after Ablai Khan - Usabalieva S.D.

It is important to note that the results of research activities of scientists of the university are fundamental, are used to train specialists in the republic, have a high degree of citation when performing other scientific works.

The University established the Scientific and Humanitarian Council in order to develop a system of measures for the implementation of tasks to ensure an internationally adequate level of development of university science. The Council of Young Scientists is functioning. The effectiveness of the organization of scientific work is confirmed by the number of publications of teaching staff

Statistics of publications

№	Indicators	2015-2016	2016-2017	2017-2018	2018-2019
1	Tutorials	38	68	32	16
2	Additional textbooks	30	13	8	7
3	Monographs	24	25	12	8
4	Scientific articles in journals recommended by the Committee on the Control of Education and Science of the Ministry of Education and Science of the Republic of Kazakhstan	83	91	98	42
5	Kazakhstan articles	442	427	341	138
6	Articles in the CIS	98	63	66	33
7	Articles in foreign countries	44	52	52	16
8	Thomson Reuthers Scopus	43	50	48	19
	Total	802	789	657	279

Students research work is well organized. The most common form of students participation in research and development is the student scientific clubs (SSC), which are created on a thematic basis. The university has 22 scientific clubs. The effectiveness of students research is also confirmed by the statistics of publications of students and young scientists. University students are actively involved in competitions. On February 23-24, 2018, the Central Asian Korean Language Olympiad was held at the university.

Statistics of publications of students and young scientists

Publications	Year				
	2015	2016	2017	2018	2136
Publications of students and young scientists of the university	302	537	535	762	1716

Participation of students in conferences and competitions.

Academic year	2015-2016	2016-2017	2017-2018	2018-2019
International conferences	110	267	77	24
Republican conferences	126	180	138	109
Academic competition	199	194	195	70

In the KazUIR & WL named after Ablai Khan, there are three series of the university journals "Izvestiya of KazUIR & WL named after Ablai Khan", which has a high impact factor in the Kazakhstan citation base. Work has begun on the publication of the Journal of Language Research and Teaching Practice in English with the formation of an international editorial board - four issues have been published. A certificate of registration has been received from the Information Committee of the Ministry of information and Communication of the Republic of Kazakhstan. All magazines have a single website in three languages.

In order to attract young people and stimulate their activity in research and development, the University practices: selection from among students in the undergraduate

program to recommend for graduate studies with subsequent employment at the university; conducting scientific conferences and other scientific events with the participation of students, undergraduates and young scientists from among the teaching staff; secondment of students and undergraduates to scientific events at the expense of the university; the activities of the Council of Young Scientists to attract young scientists to participate in competitions and scientific programs; recommendations for referring to training under the Bolashak program; recommending nominations from among young scientists to participate in state programs for receiving grants and awards.

University management is considering the possibility of publishing articles with high impact factor journals.

At the Department of Languages and Translation of the Far East region, in order to expand educational services and commercialize scientific products, the following educational materials were released: Russian-English-Korean-Kazakh dictionary for EXPO; Russian-Korean-English-Kazakh Phrasebook for EXPO; Korean Workbook; Geography; Comparative culture: Korea - Kazakhstan.

Analytical part

The members of the EEC have found that the research activities of KazUIR&WL named after Ablai Khan meets the strategy and mission of the university, is implemented in accordance with national priorities in the field of education, economy, innovative development of society and the republic.

The faculties and students of the university are engaged in research work in the form of participation in international and domestic scientific conferences, projects, as well as the publication of research results in domestic and foreign scientific journals. However, experts note a decrease in the number of published textbooks and monographs.

Experts note the low degree of implemented scientific research, including consulting and commercialization.

Members of the ECC confirm that the management of the university takes measures to attract teaching staff to research activities.

To support and adapt first-year students and foreign students to the educational process and extracurricular activities, an appropriate adaptation program has been developed and is being implemented.

Information about the transfer from course to course, from other universities, the procedure for crediting credits (KazUIR&WL Regulation on the procedure for crediting ECTS credits, 11-03-2011, September 15, 2011), mastered at other universities, the deduction is placed on educational University portal <http://portal.ablaikhan.kz/>, information reference book "Satellite of the first-year student" and on the official website of the University www.ablaikhan.kz.

The university implements joint training programs, both at the undergraduate and graduate levels.

Joint Programs

№	Name of the partner institution, country	Name of the joint program JP		Date of the agreement with in JP	Language of Instruction		The number of students enrolled in JP as of April	Number of graduates who studied in the framework of JP for
		University in RK	partner university		University in RK	partner university		

							1, 2019	2013- 2019
BACHELOR								
1	Geneva School of Business (Geneva, Switzerland)	5B020200 - International relations"	BBA in International Relations	2015	Kazakh, Russian, English	English, French, Spanish	1	0
2	Wuhan University (PRC)	5B020200 - International relations"	BA of Law in Diplomacy	2012	Kazakh, Russian, English, Chinese	English, Chinese	31	2016 - 39 2017 - 2 2018 - 0 2019 - 6
3	University of International Business and Economics (Beijing, China)	5B030200 - International law"	Law	2012	Kazakh, Russian, English, Chinese	English, Chinese	3	2017 - 6 2018 - 2 2019 - 3
4	Southwestern University (Chongqing, PRC)	5B130500 - World economy	International Economy	2016	Kazakh, Russian, English, Chinese	English, Chinese	2	0
5	Antalya Academy of Tourism (Turkey)	5B090200 - Tourism, 5B091200 - Restaurant and hotel business	Hotel management	2018	Kazakh, Russian, English, Turkish	English, Turkish	8	0
6	Gyeonggi University (Korea)	5B020200 - International relations"	International Relations	2011	Kazakh, Russian, English, Korean	English, Korean	0	2013 - 1
TOTAL:							45	3
MASTERS								
1	Hainan Tropical Maritime University (PRC)	6M090200 - Tourism	Tourism Management	2015	Kazakh, Russian, English	English	0	0
2	Geneva School of Business (Geneva, Switzerland)	6M20200 - International relations	MBA in International Relations	2015	Kazakh, Russian, English	English, French, Spanish	0	0
3	National University	6M021000 -	Teaching English as	2013	Kazakh, Russian,	Kazakh, Russian,	0	0

	Kebangsaan (Malaysia)	Foreign philology	a Second Language		English, French	English, French		
4	University of Teesside (Middlesbrough, UK)	6M050400 - Journalism	Journalism	2012	Kazakh, Russian, English	English	0	0
5	Wuhan University (PRC)	6M20200 - International relations	Diplomacy	2012	Kazakh, Russian, English, Chinese	English, Chinese	0	0
6	Peoples' Friendship University of Russia (Moscow, Russian Federation)	6M050500 - Regional studies	Foreign Regional studies	2013	Kazakh, Russian	Russian	0	0
7	Moscow State Linguistic University (Moscow, Russian Federation)	6M021000 - Foreign philology	Foreign philology	2010	Kazakh, Russian	Russian	0	0
8	University of Poitiers (France)	6M021000 - Foreign philology	French philology	2017	Kazakh, Russian, English, French	French	0	0

According to the general procedure for the implementation of external academic mobility of students, there are several options for implementing external academic mobility in KazUIR & WL: at the expense of international programs ERASMUS +, ERASMUS MUNDUS, etc.; students also have the opportunity to study at their own expense, i.e. through self-financing of the program participant (Spain, Germany, South Korea, PRC). The educational portal of the university has a database of partner universities and academic exchange programs. Information about these programs is published on the Educational Portal at http://portal.ablaikhan.kz/index.php?option=com_content&view=article&id=54:18-19&catid=12&Itemid=144, and is also available in traditional media and web-resources.

Kazakh Abylai Khan UIR and WL maintains partnerships with more than 153 universities in 32 countries. More than 300 people from among the number of doctoral students, undergraduates and students of KazUIR and WL are sent to foreign universities. The exchange of students is particularly intensive with universities in South Korea, Germany, Russia, the Czech Republic, China and Malaysia. As for inbound mobility, 247 foreign students are enrolled in undergraduate and graduate programs. The university annually accepts about 87 foreign students in short-term exchange programs.

Kazakh Abylai Khan UIR and WL is a supporter of the Lisbon Convention on the recognition of qualifications, recognition of previous learning outcomes and qualifications, which is carried out on the basis of the Standard of state service "Recognition and nostrification of education certificates" dated January 27, 2016. Nostrification of diplomas of foreign students is carried out by the students themselves with the provision of supporting documents from the university in accordance with the above standard.

Kazakh Abylai Khan UIR and WL is applies the “Regulation on the issuance of the European Diploma Supplement”, determines the procedure for registration, maintenance, development, coordination, issuance and storage of the European Diploma Supplement (Diploma Supplement, DS). This Regulation was developed in accordance with the requirements of the European Commission, the Council of Europe and the Center for Higher Vocational Education of UNESCO, as well as taking into account the methodological recommendations on the use of the Diploma Supplement Annex of the Center for Bologna Process and Academic Mobility of the Ministry of Education and Science of the Republic of Kazakhstan.

KazUIR and WL is working to promote graduate employment: the international and domestic labor market is being studied, vacancies are being searched for, cooperation with representatives of various companies is being organized in the framework of open doors. One of the ways to assist in employment is the annual “Job Fair”, as well as events of round tables with employers and graduates of the specialty, for example, (“Career Day”, “Formula for Success”, “Career Development”, “Career Steps”, etc. d.).

Employment of Graduates

Specialty	2015-2016		2016-2017		2017-2018	
	Total	%	Total	%	Total	%
5B011900 - Foreign language: two foreign languages	312	92	3319	90	199	88
5B020200 - International relations	97	92	1113	89	87	89
5B020700 - Translation studies	171	91	1179	87	211	91
5B020900 - Oriental Studies	40	86	441	91	24	90
5B021000 - Foreign philology	134	95	1114	92	138	89
5B030100 - Jurisprudence	51	90	554	93	44	87
5B030200 - International law	113	91	992	87	69	92
5B050400 - Journalism	43	89	553	89	53	93
5B050500 - Regional studies	30	87	550	91	37	91
5B050600 - Economy	46	92	228	90	27	89
5B051000 - State and local government	17	90	115	92	23	88
5B051100 - Marketing	18	92	222	93	6	93
5B090200 - Tourism	29	93	449	88	40	94
5B090400 - Socio-cultural service	19	91	115	89	8	91
Total	1120	91	1159	90	966	90

Chairs are actively working to identify gifted students. This is an organized managed activity aimed at engaging in various creative and research work on solving specific problem tasks. In general, it can be noted that the departments pay sufficient attention to working with gifted students, taking into account and supporting their interests, wishes, ideas and projects.

The university has a youth wing "Zhas Otan", student clubs, KDM, the trade union committee "Komek" (Help), the Center for Student Initiatives. Traditional events at the university are: "Day of Knowledge", "Vienna Ball", "Dedication to students", "Miss INYAZ" contests, spring cross in support of a healthy lifestyle, and "Vigor and Health" sports competitions, in which students take part.

There is a flexible system of discounts and grants (for active participation in the public life of the university; for excellent study; for studying at the university at the same time several children from one family; for disabled people and students from low-income families). The amount of tuition discounts and the conditions for their granting are approved at the Academic Council of the university. At occurrence of financial difficulties at students the management of OP provides an opportunity to delay payment on the application. Every year since 2008, in order to support talented youth, the University allocates personal scholarships of Abylay Khan (30 people) and the Rector (40 people).

Analytical Part

The information provided in the self-report received confirmation during the visit of the EEC. In general, the EP's management demonstrates the full transparency of the contingent formation procedures from entry to release. Applicants in free access can get all the necessary information about the directions through the website of the faculty and the university. Along with this, the faculty conducts career guidance work among schoolchildren throughout the school year, visiting district and city schools.

Procedures related to the regulation of the life cycle of students, have a documentary and procedural design, are available to all interested parties. Experts confirm that the university organizes special adaptation and support programs for new and foreign students. The university demonstrates the consistency of its actions with the Lisbon Recognition Convention. The university cooperates with other educational organizations and national centers of ENIC / NARIC in order to ensure comparable recognition of qualifications.

The EP's management demonstrates the presence and application of a mechanism to recognize the results of academic mobility of students, as well as the results of additional, formal and non-formal education. Each graduate is provided with documents of the established sample, which include confirmation of the acquired qualifications. The desire of students to self-education and development outside the main program (extracurricular activities) is actively stimulated. Support is provided to gifted students.

Systematic work is carried out on the study of the labor market, search for vacancies, cooperation with city and district education departments. For this purpose, university-wide and faculty commissions for the distribution of graduates were created, whose tasks include holding meetings with graduates with a lawyer to explain the legal aspects of employment; informing educational departments of all levels about the number of graduates; informing students about the availability of incoming applications from employers; appearances in the media; organizing and conducting graduate fairs; issuing directions to work on the basis of the contract with the employer. Annually monitored the demand for graduates.

At the same time, the external commission notes that, according to interviews with graduates, not all of them are aware of the fact that the Alumni Association operates at the university. The university has the possibility of external and internal mobility for students, but the number of students - participants and partner universities in this program could be increased.

Strengths / Best Practices

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

- - The university demonstrates the implementation of special adaptation and support programs for new and foreign students.
- The university is making maximum efforts to provide places of practice and facilitate the employment of graduates.
- An important factor is the mechanism of support for gifted students.

EEC recommendations

- On a systematic basis, inform students about regulatory changes in the organization of the educational process, including in the system for evaluating educational results.
 - To take measures to enhance the activities of the Alumni Association and increase its role in the implementation of the strategic objectives of the university and image policy.
 - Formalize the process of recognizing the results of additional and non-formal education.
- Conclusions external expert committee on the criteria: strong - 8; satisfactory - 4.

6.8. Standard "Faculty"

The Evidence Part

Experts note that the personnel policy of Kazakh Abylai Khan UIR & WL is a holistic, long-term strategy, the purpose of which is to fully and timely meet the staffing needs of the university. The Strategies of the University included the Strategic Direction 4: Innovatively directed training and retraining of personnel teaching reserve in the country and abroad. Personnel policy defines the basic principles of admission, promotion and development of faculty and staff. The analysis of the documents showed that the university implements personnel policy in accordance with the main strategic priorities and mission.

The basic documents in the formation of personnel policy of the University Labor Code of the Republic of Kazakhstan, the Law of the Republic of Kazakhstan "On Education", the Strategic Plan Abylai Khan for 2018-2022 years, the Collective Agreement Kazakh Abylai Khan UIR & WL, as well as key performance indicators.

The position on personnel policy was approved by the rector on 10.09.2013. Principles of personnel policy of Kazakh Abylai Khan UIR & WL is also reflected in such personnel documents as the Road Map "Training qualified personnel in the framework of the new model of the economy" (approved on September 15, 2017), the Code of Honor for teachers and employees of KazUIR & WL (approved on August 25, 2015). STU Personnel Management (approved. 10/17/2016), STU Certification Procedure for faculty, staff and managers of the University (approved. 10.17.2016), Instruction on official travel of workers outside the Republic of Kazakhstan (approved. 15.11.2012), Provision on attracting foreign scientists (approved on 23.10.2013), Rules for competitive filling of positions PS and university researchers (approved on 11/20/2017), Internal Labor Regulations of KazUIR & WL (approved on 04.22.2016).

Experts confirm that the Regulation on personnel policy and all the relevant regulatory documents are available to all team members on the university portal.

Main tasks of Kazakh Abylai Khan UIR & WL in the implementation of personnel policy are:

- 1) Implementation of the system of additional professional education for the faculty based on the competency model.
- 2) The transition from periodic advanced training of university teachers to their continuing education through the creation of a unified system of training, retraining and advanced training of scientific and pedagogical personnel of higher education.
- 3) Strengthening the role of the university administration in planning and managing the career of teachers, taking into account the career orientations of each employee on the basis of a career development plan.
- 4) Expansion of the range of the proposed programs of additional professional education, including remote

5) Organizing the participation of teaching staff in various competitions for advanced training, including Bolashak.

The faculty of the University participates in the development and implementation of strategic documents, make suggestions for improving activities at labor collective meetings, meetings with the rector, vice-rectors, deans of faculties, meetings of the Academic Council, university administration, EMB faculties, departments. The strategy of the university is discussed at the meeting of the department, individual teachers are given specific tasks for its analysis, made additions and adjustments and provided to the dean's office.

The table shows the statistical information on the qualitative and quantitative composition of Kazakh Abylai Khan UIR & WL for 2014-2019.

Quantitative and qualitative composition of Faculty

Indicators	Units of measurement	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019
The number of faculty, total: including	number	459	461	442	459	488
- regular (full-time), out of them	number	445	442	410	448	466
- with scientific degrees and titles (awarded by HAC RK, USSR):	number/ %	226/50,78%	226/51,13%	214/52,19%	225/50,22%	233/50,00%
- doctors of science, professors	number/ %	60/13,48%	58/13,12%	52/12,68%	55/12,27%	54/11,06%
- candidates, associate professors	number/ %	159/35,73%	157/35,52%	151/36,82%	159/35,49%	166/34,14%
- PhD	number/ %	7/1,57%	11/2,48%	11/2,68%	11/2,45%	18/3,69%
- masters	number/ %	237/53,25%	216/48,86%	196/47,80%	190/42,41%	254/52,05%
- holders of the state grant "The best teacher of the university"	number	2	2	2	2	1
Staffing	%	100%	100%	100%	100%	100%
Average age of faculty	year/ age	43	41,3	43,8	43,8	44

The data in the table testifies to the stability of the composition of faculty for the reporting period.

The university has developed a system for assessing the professional and personal development of faculty. According to the strategy, based on the factors of communication and transparency, the criterion is used in relation to the faculty, as a quantitative assessment and performance indicator - KPI.

The traditional form of improving the methods of teaching and sharing experience, analyzing the quality of classes are mutual visits of teaching staff of the departments and holding open classes, monitoring visits by heads of departments.

Personnel development is provided by: a system of training highly qualified personnel in doctoral studies; professional development of managers, teachers, researchers; participation in the implementation of fundamental and applied research; the formation and training of personnel reserve; an invitation to work practitioners.

Many university professors have many years of practical experience in the relevant sector of the economy: Issabekov Ye.B. (Department of Management and Marketing), Makhanova L.Z. (Department of Journalism), Mussabekov E.L. (Department of International Law), Sebekov Sh.O. (Department of International Law), Aubakirova AK (Department of simultaneous translation).

In order to improve the quality of training and content of educational programs with relevant and practice-oriented disciplines, well-known scientists and practitioners with experience in economics, world economy, journalism, management, etc. are invited to participate in the programs.

The system of staff development KazUIR and WL named after Ablai Khan includes the development of plans, programs, methods and indicators for staff development, the procedure for selecting and training employees included in the personnel reserve.

Planning for advanced training is carried out on the basis of individual plans of teachers, activities that are reflected in them, serve as the basis for the overall plan of activities of the department in the field of advanced training of teaching staff, including vocational training. Information about the advanced training of teaching staff KazUIR and WL named after Ablai Khan for 2017-2018 are shown in the table.

Information on teaching staff training

Index	Measure	2017 2019 1.04.2019	2018 till	2017 2019 1.04.2019	2018 till	2017 2019 1.04.2019	2018 till
Total number of teaching staff	Person	703		717		73	
including those who passed qualifications within the country	Person	683		693		70	
including those who have undergone training and internship abroad, including academic mobility	Person	20		22		3	

The university management supports innovative technologies; a number of information systems based on the corporate network KazUIR and WL named after Ablai Khan the automated information management system of the educational process "1C.University", AIS "Moodle Distance Learning Portal", AIS "Electronic Admission Commission"; AIS "Electronic Library" Electronic Document Management System, Anti-plagiarism System, etc.

In the 2018-2019 academic year, the Department of Professional Digitalization of Education, the Distance Learning Center was created, one of the tasks of which is to activate the teaching staff on the application of information technologies in the educational process, review modern approaches in the organization of distance learning technologies, etc. The goal of introducing information technologies is to create an integrated unified digital system for digitalization of the university, reducing the paperwork of faculty, improving service for students, ensuring the availability and transparency of information.

To ensure communication between faculty and students, a new version of the DL portal has been introduced, which ensures the functioning of electronic journals and support for modern mobile devices. In order to improve the contact between the teacher and the student, the online lecture service (webinars) has been introduced into the distance learning process. In connection with the introduction of the online lecture service, an IP was developed in which a database of recorded video lectures is stored. The service supports multiple audio tracks and video sharing, the ability to display presentations, Microsoft Office documents and Open Office, images, PDF documents, more than 800 recorded lectures have been posted on the DO portal and they cover all University specialties.

As part of academic mobility, foreign teachers are invited to conduct guest lectures by the university: in 2018, 7 foreign scientists were involved. During the accredited period, only 16 foreign scientists were invited. University teachers also participate in mobility programs: 2015 - 2016: 22 people., 2016 - 2017: 18 people., 2017 - 2018: 28 people. 2018 - 2019: 29 people.

The system of stimulating the professional and personal development of teachers and university staff is represented by financial and non-financial incentive mechanisms. Forms of non-financial incentives include: the announcement of gratitude and the presentation of certificates for the conscientious performance of official duties; presentation of certificates and awards to agencies responsible for educational activities; letters of appreciation for the celebration of public holidays from akimats and government agencies.

In order to stimulate young scientists, to motivate educational and methodical work, and to activate scientific research at KazUIR and WL named after Ablai Khan, a corporate bonus to the official salary of teaching staff is calculated. At the end of the calendar year, there is a system of awarding teachers for personal contribution and achieved results. The Regulation on labor remuneration and social support of employees of KazUIR and WL named after Ablai Khan JSC, the Regulation on stimulating publication activity of teaching staff, the Regulation on the competition for the Best Curator of the Year at the University, the Best Teacher of the Year at the University.

In order to purposefully develop young teachers, the University established a Council of Young Scientists (Protocol No. 10 dated June 6, 2011), which is a permanent collegial advisory body on a voluntary basis. The Council is a youth meeting of plenipotentiaries (up to 35 years old) of university departments, which forms and conducts a youth policy that protects the interests of young scientists and specialists.

The University has a trade union committee, whose members are provided with material assistance (in need family and low financial situation, in case of treatment in medical institutions, for the funeral of close relatives and jubilees - 50 years and older).

In the summer period, employees are given from 10 to 30% discount from the cost of a standard room for sanatorium-resort treatment within Kazakhstan according to the work experience at the university.

Experts note that the university management creates a comfortable environment for working and staff development. During the conversation, teachers and students noted a healthy moral climate, a low level of conflict in the team.

Analytical Part

Experts confirm that the personnel policy of KazUIR and WL named after Ablai Khan is built on the basis of a development strategy and is aimed at meeting the needs of the university in the professional workforce. All personnel policy procedures are transparent and accessible, strictly documented and meet the requirements of current legislation.

The EEC notes that the faculty meets the qualification requirements for licensing educational activities. All teachers serving the EP in the major disciplines have advanced training and sufficient work experience. During the reporting period, the quantitative and qualitative composition of the faculty of the university is stable. The percentage of personnel with academic degrees is 50.1%.

An effective system of motivation and encouragement of personnel has been introduced at KazUIR and WL named after Ablai Khan.

Experts note the need for more active involvement of teaching staff in the development of strategic documents.

Strengths / Best Practices

- A stable professional team has been created at the university that meets the specifics of educational programs and has the potential to implement the strategy.
- Management of the university created the conditions for attracting young teachers to the team - the average age of teaching staff is 44 years.
- The average salary of faculty is a competitive advantage among other universities.
- The university management is responsible for its employees and implements measures to ensure favorable working conditions.
- The University demonstrates a close relationship with organizations in the field of professional exchange of experience and improving the quality of educational activities, actively engaging practitioners in teaching.
- The University strives to create an objective assessment of the performance of faculty, on an ongoing basis, is working to improve the system of motivation.

EEC recommendations

- On a systematic basis, conduct information to faculty and staff on strategic directions for the development of the university, the introduction of innovations into the higher education system and the university management system.
- To analyze the necessary organizational conditions and their implementation in order to increase the participation of teaching staff in funded international programs and grant projects.

- To continue the work on academic mobility of teaching staff and attracting the best foreign and domestic teachers to joint research.
- To increase the number of foreign scientists involved in teaching specialized disciplines of educational programs.

Conclusions EEC on the criteria: strong - 8; satisfactory - 4

6.9. Standard "Research work"

The Evidence Part

The policy of KazUIR and WL named after Ablai Khan in the field of development of research and innovation activities is defined in the Development Strategy and is aimed at its formation as an innovation-oriented university of internationally adaptive type, at the formation of a national model of specialized vocational education in accordance with international requirements and standards.

The main component of the innovation approach in scientific research is the creation of scientific and innovative vocational educational complexes (**SRNIPO-complexes**), functioning on the basis of their development programs. The format of such an infrastructure ensures international integration and the unity of science, vocational education and production. Four complexes were created: SIPE complex in the foreign language and didactics, NIPO complex in the economic and legal direction, NIPO complex in the linguistic and philological direction, and NIPPO complex in the international professional direction.

Activities KazUIR and WL named after Ablai Khan also includes the functioning of 6 research and innovation-applied schools (**SRIPS**): **SRIPS** №1 "Intercultural communication and functional-pragmatic typology of languages and cultures"; **SRIPS** №2 "Modernization of foreign language education on the basis of cognitive-linguistic-cultural methodology and integrative competence modeling in the conditions of infocommunication educational technologies" (foreign educational didactic field)"; **SRIPS** №3 "World politics, international-integrative and geopolitical processes of modernity"; **SRIPS** №4 "Modern means of mass communication (**QMS**), theory and leading conceptual basis of the QMS as a theoretical justification for the role of the media in modern society"; **SRIPS** №5 "Modernization of socio-economics and law: modern geo-economic trends"; **SRIPS** №6 "Modern innovations and trends in the tourism industry: innovation management of the tourist industry in international practice."

The table shows the statistics of research projects. It should be noted that the university allocates its own funding for research projects.

Scientific Projects, Quantity

Faculty / Projects	Years				Total
	2015	2016	2017	2018	
Basic research under the grant of MES RK	1	1	1	2	5

Research Contracts Projects	2	0	1	2	5
In-University project	3	1	4	2	10
Financing private international organizations	1	1	2	2	6
Total	7	3	8	8	26

Scientific Projects, fNancing

Projects	Years			
	2015	2016	2017	2018
Basic research under the grant of MES RK	2135770.00	2135770.00	1953878.00	1250222.44
Research Contracts Projects				585000
In-University project in the frame of SIPE		9000000.00		
Additional funding				
Financing private international organizations	40500000	40500000	40500000+8000.00 euro	405000000+99640.00 Euro

Among the fundamental studies on relevance and effectiveness, the following topics can be highlighted: “Cultural codes of Kazakhstan (literary and media discourses)” No. AP05133019 (grant of the MES RK funding amount 19,406,603.38 million tenge). Scientific adviser: Ph.D., associate professor KazUIR and WL named after Ablai Khan Altybayeva S.M.; “Problems of the current state of sacred geography, cultural and geographical heritage of Kazakhstan and the prospects for their development in the tourist market of the Republic of

Kazakhstan in the context of modernizing the modern consciousness of society” No. AP05132993 (grant of the MES RK funding amount 18 948 328, 72 million tenge). Scientific adviser: Ph.D., geografn., Associate professor KazUIR and WL named after Ablai Khan Usubalieva S.D.

It is important to note that the results of research activities of scientists of the university are of a fundamental nature, are used to train specialists in the republic, have a high degree of citation when performing other scientific works.

The University established the Scientific and Humanitarian Council in order to develop a system of measures to implement the tasks of ensuring an internationally adequate level of development of university science. The Council of Young Scientists is functioning. The effectiveness of the organization of scientific work is confirmed by the number of publications TS.

Statistics on TS Publications

#	Articles	2015-2016	2016-2017	2017-2018	2018-2019
1	Textbooks	38	68	32	16
2	Additional textbooks	30	13	8	7
3	Monographs	24	25	12	8
4	Scientific articles in journals recommended by KKSON MES RK	83	91	98	42
5	Kazakhstani articles	442	427	341	138
6	Articles in the CIS	98	63	66	33
7	Articles in foreign countries	44	52	52	16
8	Thomson reuters scopus	43	50	48	19
	Total	802	789	657	279

A high level organized research students. The most common form of student participation in research and development is the student scientific circles (SSC), which are created on a thematic basis. The university has 22 scientific circles. The effectiveness of research students is also confirmed by the statistics of publications of students and young scientists. University students are actively involved in competitions. On February 23-24, 2018, the Central Asian Korean Language Olympiad was held at the university.

Statistics on Publications of Students and Young Scientists.

Articles	Years				
	2015	2016-	2017	2018	2019

Publications of students and young scientists University	302	537	535	762	1716
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Participation of Students in Conferences and Competitions.

#	Academic years	2015-2016	2016-2017	2017-2018	2018-2019
1	International conferences	110	267	77	24
2	Republican conferences	126	180	138	109
3	Olympiads	199	194	195	70

In the KazUIR & WL named after Ablai Khan, three series of the university journal "Izvestia KazUIR & WL named after Ablai Khan", which has a high impact factor in the Kazakhstan citation base. Work has begun on the publication of the Journal of Language Research and Teaching Practice in English with the formation of an international editorial board - four issues have been published. A certificate of registration has been received from the Information Committee of the MIC RK. All journals have a single website in three languages.

In order to attract young people and stimulate their activity in research and development, the University practices: selection from among students in the undergraduate program to recommend for graduate studies with subsequent employment at the university; conducting scientific conferences and other scientific events with the participation of students, undergraduates and young scientists from among the teaching staff; secondment of students and undergraduates to scientific events at the expense of the university; the activities of the Council of Young Scientists to attract young scientists to participate in competitions and scientific programs; recommendations for referring to training under the Bolashak program; recommending nominations from among young scientists to participate in state programs for receiving grants and awards.

University management is considering the possibility of publishing articles with high impact factor journals. At the Department of Languages and Translation of the Far East region, in order to expand educational services and commercialize scientific products, the following educational materials were released: Russian-English-Korean-Kazakh dictionary for EXPO; Russian-Korean-English-Kazakh Phrasebook for EXPO; Korean Workbook; Geography; Comparative culture: R. Korea - R. Kazakhstan.

Analytical Part

The members of the EEC have found that the research activities of KazUIR & WL named after Ablai Khan meets the strategy and mission of the university, is implemented in accordance with national priorities in the field of education, economy, innovative development of society and the republic.

The faculty and students of the university are engaged in research work in the form of participation in international and domestic scientific conferences, projects, as well as the publication of research results in domestic and foreign scientific journals. However, experts note a decrease in the number of published textbooks and monographs.

Experts note the low degree of implemented and implemented scientific research, including their consulting and commercialization.

Members of the EEC confirm that the management of the university takes measures to attract faculty to research activities.

Strengths:

- The results of research activities of university scientists are fundamental, are used to prepare specialists in the country, have a high degree of citation when performing other scientific works.
- The mission and vision of the university contains a scientific and innovative component.
- The University successfully and efficiently implements its own innovative structure - NIPO complexes, which successfully ensure the interrelation of science, education and production.
- Growth of indicators of research work of students.

EEC Recommendations

- To continue the work on the development of textbooks and textbooks.
- Develop a program to improve the results of the practical implementation of research conducted at the university in the educational process, their consulting and commercialization.
- To continue work on the organization of joint scientific research with foreign scientists and universities.
- To organize work on the diversification of forms of financing research activities, including by involving stakeholders from the business sector.

Conclusions EEC on the criteria: strong position - 4, satisfactory position - 5, suggests improvements - 1.

6.10. Standard "Finance"

The Evidence Part

The university management pays considerable attention to the strengthening, modernization of teaching, laboratory and social base necessary for the implementation of educational programs. Decisions on the financing of various projects, the volume of expenditures on repairs, the provision of benefits to students are made collectively at meetings of the Board and the university administration. University management identifies risks in financial management and develops mechanisms for their prevention.

The university retains the agreed tuition fee for senior courses, actively using the placement and preservation of funds on deposits.

To ensure the effective management of financial flows, the university has structured financial management within the main areas: analysis and diagnosis of the financial condition of the university; development of a university's financial development program; ensuring the formation of sufficient financial resources in accordance with the objectives of the development of the university and reducing the level of financial risk; ensuring effective use of financial resources in the process of university development.

Sources of formation of university incomes are funding from the republican budget for the implementation of the state order, the provision of social support, students of higher and postgraduate education programs (23%) and the flow of funds from paid educational (70%) and other activities (7%).

The income of the University is growing every year, in particular, there is a trend in extrabudgetary income growth. The growth of income from educational activities is explained by the growth of the students' contingent.

The Structure of the Income for the period of 2015-2018, %

	2015	2016	2017	2018
The income from the educational services (state order)	27	26	22	23
The income from the paid educational services	61	62	65	70

The analysis of financial stability showed that the growth rate of income outpaces the growth rate of expenses. The profitability of the university: in 2015, 13.69%, in 2016, 3.4%, in 2017, 9.78%, in 2018, 17.47%.

A significant proportion of expenses is accounted for by wages, respectively, by year, in 2015 it was 57.8%, in 2016 - 55.8%, in 2017 - 58.9%, in 2018 - 57.5% of total expenses. In order to avoid the risk of loss of income, measures are being taken by the University to conserve the contingent and expand the scope of services provided. The balance of balances allows managing the liquidity, solvency and financial stability of the University.

During the period under consideration and analysis, as a result of its operating activities the University receives enough money to be able to invest these funds. The quality of cash management at the University is at a sufficient level.

Every year, in comparison with the previous year, the University own capital tends to grow. The increase in the share of equity in the general structure of capital sources indicates a relative increase in the financial independence of the University. The rate of income of the University own capital annually exceeds the values of the coefficient of disposal, which indicates the process of accumulation of equity.

The financial report of the company is formed in accordance with the requirements of the Law of the Republic of Kazakhstan "On Accounting and Financial Reporting" and International Financial Reporting Standards (IFRS). The financial statements of the university are open to interested users, posted on the IFPC website and on the University website. The report on the results of the company's financial and economic activities is heard annually at the board of directors, and approved at the general meeting of shareholders.

In accordance with the Article 78 of the Law "On Joint-Stock Companies", an annual audit of the University's financial activities is conducted. The audit of the company's financial activities in 2015 was conducted by the 'Altynaudit' Limited Liability Partnership (general license of IFRC No. 0019193), in 2016, 'GraVis Audit' LLP (general license of IFRK No. 15018303), in 2017, 'Altynaudit' LLC (general license of IFRS No. 0019193). According to their conclusions, the financial statements for the audited period in all material aspects provide reliable overview of the financial position of the Kazakh Ablai Khan UIR and WL", as well as its financial results and cash flow for the year expired on that date, in accordance with the International Financial Reporting Standards (IFRS). The results of the financial statements are posted in the Depository of the financial statements of the Ministry of Finance of the Republic of Kazakhstan.

The University carries out the analysis of economic performance indicators, considers issues of economic efficiency of certain solutions regularly. There is no regulation for internal audit.

The Analytical Part

The experts of the IAAR note that the internal control over financing is carried out by the University in the form of control of income and distribution of funds, financial reporting and inventory. In terms of financial management of the university, external audits are used.

The members of the EEC confirm that during the reporting period Kazakh Ablai Khan UIR and WL works profitably and cost-effectively. Financial sustainability and availability of net profit allows the university to operate stably, without attracting borrowed funds. Kazakh Ablai Khan UIR and WL has financial resources to stimulate and motivate the faculty, develop

the material and technical base and strategic directions of its activities. At the same time, the university needs to pay attention to the diversification of sources of income, since at present there are only two main sources of income, the income from research and development is 0.004%.

Experts also note the necessity to form various development scenarios in financial management, taking into account the assessment of existing risks. Consider the possibility of moving from a general approach to financial support planning to financial planning in the context of educational programmes.

Strengths / Best Practices

~ The University has a stable financial condition, as evidenced by the rate of income growth, profitability indicators, and an increase in the share of equity.

~ The management practice has introduced an assessment of the profitability of educational programs and faculties, and the development of measures to improve it.

EEC recommendations

~ Introduce financial management policies into the university, defining various development scenarios, internal audit mechanisms, and diversifying sources of income.

~ Include a section defining the budget for the implementation of strategic directions and tasks into the University Development Strategy.

Conclusions of the EEC on the criteria: strong - 2; satisfactory - 4.

6.11. Standard "Educational Resources and Student Support Systems"

The Evidence Part

Formation of material-and-technical resources of the Kazakh Ablai khan is carried out in accordance with the requirements of state education standards of the Republic of Kazakhstan, state supervision services and strategic development programmes of the University. The infrastructure of the University includes educational and laboratory buildings, libraries, printing houses, canteens, first-aid posts, gyms and other educational support facilities. The development of material resources is planned in the framework of the Kazakh Ablai khan UIR and WL Development Strategy for the period of 2018-2022, the University Development Action Plan for the period of 2018-2019, as well as the development road map.

The material-and-technical and social base of the JSC "Kazakh Ablai khan UIR and WL" is located on the total area of 50,252.4 square meters. They contain:

- 5 educational buildings with a total area of 32,367.1 square meters, with the useful area being equal to 20,225.4 square meters;

- classroom fund: the 261 classroom amount is equal to the total area of 7306.9 square meters, the lecture hall - 27 rooms with a total area of 1896.0 square meters, computer classes - 25, with a total area of 1170.1 square meters;

- 166 rooms with a total area of 4313.4 square meters.

Experts confirm the adequacy of this material-and-technical base for the implementation of educational programmes of the University. Training equipment and software are used in accordance with the modern requirements of the industries: 4 language labs, 2 video classes, 2 assembly halls with synchronous-acoustic installations and 3 interactive laboratories with the high-speed Internet.

The University accommodates a day hospital for students, which is located at 150 Kurmangazy Street, with a total area of 113.14 sq. m., and which corresponds to the Sanitary Rules and Regulations (SRR) "Sanitary-and-epidemiological Requirements for Health Facilities".

2 assembly halls with a total area of 908.4, 2 conference rooms with an area of 175.5 sq.m., Ablai khan Museum – with an area of 299.1 sq.m. are used for the Educational Work.

To provide students with food, the University has 2 canteens with 120 seats, with a total area of 501 sq. m. located in two educational buildings. For the convenience of students, there are 2 buffets for 40 seats, with a total area of 142.5 sq. m. in the educational buildings №2,5 and 1 dining room at the University hostel with a total area of 251.4 sq. m.

Currently, the library-and-information center has more than 700 thousand resources, there are 11 reading rooms equipped with computers with an access to an electronic catalogue, its own, domestic and foreign databases, as well as the Internet. The University regularly updates the book fund on a regular basis.

Replenishment of the Library fund

Academic Year	Total Number of the Fund	Replenishment of the Fund	Periodicals	Total Number of Electronic Resources (ER)	Replenishment of ER
2014-2015	681441	8319	190	5066	550
2015-2016	685937	4796	152	6448	1382
2016-2017	691030	5093	146	7184	736
2017-2018	698326	7296	112	10421	938
2018-2019	704223	5897	112	11131	690

1)

Financing of Library Resources, tenge.

Academic Year	Total Number of the Fund	Purchase of Literature	Periodicals	Electronic Resources Database	Total, tg.
2014	681441	12036558,62	3594023,20	360000,00	15990581,82
2015	685937	7826943,59	4182074,80	410000,00	12419018,39
2016	691030	10340245,47	2773509,37	2795000,00	15908755,84
2017	698326	8888683,34	2733433,50	330000,00	11952116,84
2018	704223	11746560,40	2339020,00	1470000,00	15555580,40

Academic support for the student is provided through digital electronic means: the student's personal account in the Educational Portal, information support at the official resources of the university, the Student Service Center. The faculty provides the students with the necessary basic minimum in their E-Educational-and-Methodological Complexes of the courses (Electronic e-learning courses in the online format) on the LMS MOODLE educational platform. In addition, student support is provided by the Information Service: Electronic Schedule, Electronic Score Assessment Sheets, Electronic Journal, Electronic Testing, Questionnaire, Access to the Electronic Library, etc.).

The University provides verification of master's and doctoral works through the "Anti-plagiarism. University" software in accordance with the Regulations on the use of the "Anti-plagiarism" system.

The University has an internal local network between all educational buildings, VPN channels between remote buildings, IP-telephony, 130 Mb/s broadband Internet for educational buildings and a separate 50 Mb/s channel for a hostel, the server with professional server equipment. Wireless access to the network and to the Internet (WiFi) as a percentage is 70% in educational buildings, 100% in dormitories.

JSC "Kazakh Ablai Khan UIR and WL" is committed to providing security for visitors, students, faculty and staff on its territory. All University buildings are equipped with an automatic fire extinguishing system and primary fire extinguishing equipment. As part of emergency preparedness, evacuation exercises are held annually. The buildings are equipped with video surveillance cameras, the entrance to the University is maintained through a security checkpoint with the obligatory provision of a student card or personal ID card. A monitoring and management center has been established with a total area of 59.8 sq.m. The center monitors the current situation through video surveillance (security aspects, anti-corruption) and monitoring the performance of the technical infrastructure.

In 2017 the infrastructure for barrier-free access to learning and living for students with special needs has been developed. In all buildings and hostels of the University there are ramps, there is a call button for students with special needs. The building has elevators designed for people with limited mobility, floor numbers on elevator buttons are marked with the Braille for tactile perception, and audio broadcasters are also provided. On the campus, on the main traffic routes, a tactile ground guide strip is provided, and at the entrance to the building, an information mnemonic scheme (tactile traffic pattern), displaying information about the premises in the building that does not interfere with the main flow of traffic is installed for visually impaired people. The building has a dedicated toilet stall for people with limited mobility.

The Analytical Part

As a result of the visual inspection of the facilities, experts noted that to ensure the implementation of educational programmes, the University has all the necessary educational-and-resource assets. The building of the University complies with the current sanitary standards and fire safety requirements. The classroom and laboratory facilities, classrooms and other facilities, sports facilities comply with established norms and rules.

University students have noted a high level of technological support for educational activities, this concerns the digitalization of the educational process, the effective functioning of support services, the availability of Internet resources, and the technical equipment with computers.

The university provides a high level of organization of conditions for persons with disabilities.

At the same time, the experts noted the necessity to pay attention and improve the functioning of the WiFi, to ensure that all written works, including graduation works of the undergraduate students, are being tested for anti-plagiarism.

According to the results of the survey, students are satisfied with the existing educational resources of the University "completely" - 84.4%; study rooms, classrooms for large groups - 81.4%; student lounges - 62.9 %%; computer classes and Internet resources - 88.6%; hostel - 70.7%.

Strengths / Best Practices

- ~ High level of provision of material-and-technical base with modern requirements.
- ~ High degree of student satisfaction with support services and individual assistance

of the teaching staff.

~ High level of organization of conditions for persons with disabilities.

EEC recommendations

~ Implement a system of testing qualification works of the undergraduate programme students, using the anti-plagiarism system.

~ Continue providing library resources with literature in the state language.

~ Consider the issue of creating a unit that coordinates the formation of entrepreneurial activity of students and teachers at the University structure.

~ Improve the functioning of the WiFi in educational buildings.

Conclusions of the EEC on the criteria: strong - 5; satisfactory - 5.

6.12. Standard "Public Information»

The Evidence Part

The University regularly informs the public and key stakeholders about all aspects of its activities by publishing materials on various Internet resources, including social networks and mass media.

The University uses the official website - <http://www.ablaikhan.kz>, the faculty website - <http://ablaikhan.kz>, the website of scientific publications - <http://journals.ablaikhan.kz>, the educational portal - <http://portal.ablaikhan.kz>, e-learning portal - <http://lms.ablaikhan.kz>.

University official representations (accounts) in Social Networks: Instagram - <https://www.instagram.com/kazumo23/>, YouTube channel - <https://www.youtube.com/channel/UCWh8T5-dSgGOTg6lj8KP-lw>, Facebook - <https://web.facebook.com/ablaikhan.kz>, VKontakte - <https://vk.com/kazumo23>.

In order to systematize the work of informing the public and covering the activities of the University, an image policy has been developed, according to which a schedule of informing the public about the University's achievements by deans and heads of innovative educational programmes and heads of departments has been developed.

The main Internet resource Kazakh Ablai Khan UIR and WL is the official website, operating in Kazakh, Russian and English. The site contains relevant information about the activities of the University as a whole, and in the context of educational programmes. The main page contains links to national resources, national state development programmes. The full version of the University Development Strategy is presented. Transparency activities are provided by the placement of reports on the work of the University, financial statements, the results of ratings and accreditation procedures.

The sources of information about the activities of the University and the implementation of educational programmes for the interested parties are presented by such headings as "Applicants", "Students", "Graduate", "Science and Innovation" and "The Educational Process" on the site.

At the same time, experts note the absence of the indication of the expected learning outcomes and the assigned qualifications in the description of the educational programmes. The University does not post information about the content and structure of the educational programmes. There is no Academic policy in the full version, and as a result, it is difficult to search for information about teaching, training, assessment procedures, passing points, and training opportunities.

The personal pages of the faculty available on the site require updating and bringing them to a single form with indication of information about the subjects taught, publications and contacts.

In order to establish the feedback with students and employers, the reception on personal and other issues is carried out by deans and department heads at certain hours when interested persons can receive the necessary information. The channel WhatsApp is also used to communicate with stakeholders.

To inform applicants on the territory of the university information stands, banners and signs with the names of faculties and departments are placed. Open days are held on a regular basis.

The University holds annual Job Fairs, which allows graduates and employers to establish contacts for the selection of the necessary personnel. As a result of this preliminary work, students, even before graduation, get an idea of the labor market, existing vacancies and the requirements placed on them.

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

Analytical part

The experts of the IAAR note that the University posts reliable information about its activities, the rules for admission of applicants, educational programmes, terms and forms of education, contact and other useful information for applicants and students. But at the same time, the EEC notes that the structure of the University website requires improvement in order to turn it into a tool of marketing communications of the University with potential consumers.

Strengths / Best Practices

~ The University's staff takes the leading role in the education system of Kazakhstan in spreading innovations in the field of language training, informing the public about the country's national programmes.

~ The University publishes audited financial statements on the website.

~ The website contains detailed information about the international cooperation of the University, the results of the external evaluation procedures.

EEC recommendations

- Develop and implement a programme to improve and promote the official website of the University, including: an annual assessment of the website indicators, determining the needs and expectations of the target audience, ensuring the completeness of information about educational programmes, mechanisms and procedures for the website promotion in the international space.

Conclusions of the EEC on the criteria: strong - 5; satisfactory - 5, suggests improvement - 2.

VII. REVIEW OF STRONG PARTIES / BEST PRACTICES FOR EACH STANDARD

Standard "Strategic Development and Quality Assurance":

- The University has clearly defined strategic guidelines reflecting the individuality of the university, focus on the strategic objectives of the national higher education system and the needs of the republic.
- The University is developing its own methodology for using Balanced Scorecard (BS) and Key Performance Indicators (KPI) as a tool for strategic management.
- The University plays a leading role in the development and methodological substantiation of language training in Kazakhstan.

"Leadership and Management" Standard:

- Development of methodological bases of risk management at the university, creation of a number of strategic risk management documents.
- An effective quality management system developed and developing in the basis of international experience, including the implementation of international research projects.
- Innovative organizational structure, including a vertically cluster mechanism for the development and management of educational programs - scientific and innovative vocational education (ITE) complexes.
- The organizational structure of the university ensures the transparency of the university management system.
- Openness and availability of the university management for all interested parties.
- High level of corporate culture and interaction efficiency.

Information Management and Reporting Standard:

- The University has built and successfully used a system for collecting and analyzing key performance indicators for its improvement.
- The University uses an advanced communication system with students, teachers and employees, used, inter alia, to resolve conflicts.
- The University provides regular monitoring of the satisfaction of the needs of faculty, staff and students. The information collected and analyzed by the university is timely communicated to the stakeholders and is effectively used in the educational and scientific activities of the university.

Standard "Development and Approval of Educational Programmes"

- The uniqueness and innovativeness of the EP, which is ensured by the formation of professional competencies in accordance with the author's pedagogical technology (S.S. Kunanbayeva).
- Created Academic Councils of faculties, whose functions include the development and examination of educational programs.
- The compliance of the content of academic disciplines and learning outcomes with the level of education (bachelor's, master's, doctoral) is ensured, as well as continuity in terms of training levels.
- In the proposed EP models, the training results and personal qualities of the graduate are clearly presented.
- Updating of educational programs in accordance with the new achievements of science: new relevant special courses are included in educational programs of specialties that meet modern world trends.

- Conducting external examinations of educational programs.
- Annual surveys and surveys of employers on the content of EP and requirements for graduates.
- Existence of joint EP with foreign educational organizations.

Standard "Continuous Monitoring and Periodic Evaluation of Educational programmes":

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

-Annual audit of educational programs.

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

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

-Ensuring consistency, transparency and objectivity of the mechanism for assessing learning outcomes, including appeal.

-Promoting the formation of the active role of the student in the educational process.

- Development of scientific and educational, innovative educational and encyclopedic reference materials aimed for use in the scientific and educational process of the university.

Standard "Learners":

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

- The university demonstrates the implementation of special adaptation and support programs for newly-enrolled and foreign students.

- The university is making maximum efforts to provide places of practice and facilitate the employment of graduates.

- An important factor is the mechanism of support for gifted students.

Standard "Teaching Staff":

- A stable professional team has been created at the university, corresponding to the specifics of educational programs and having the potential to implement the strategy.
- University management has created the conditions for attracting young teachers to the team
→ the average age of teaching staff is 44 years.
- The average salary of faculty is a competitive advantage among other universities.
- University management is responsible for its employees, and implements measures to ensure favorable working conditions.
- The University demonstrates a close relationship with organizations in the field of professional exchange of experience and improvement of the quality of educational activities, actively engaging practitioners in teaching.
- The University strives to create an objective assessment of the performance of faculty, on an ongoing basis, is working to improve the system of motivation.

Standard "Research work"

-The results of research activities of university scientists are fundamental, are used to train specialists in the republic, have a high degree of citation when performing other scientific works.

-The mission and vision of the university contains a scientific and innovative component.

- The University successfully and efficiently implements its own innovative structure
- NIPO complexes, which successfully ensure the interconnection of science, education and production.
- Growth of indicators of research work of students.

Standard "Finance":

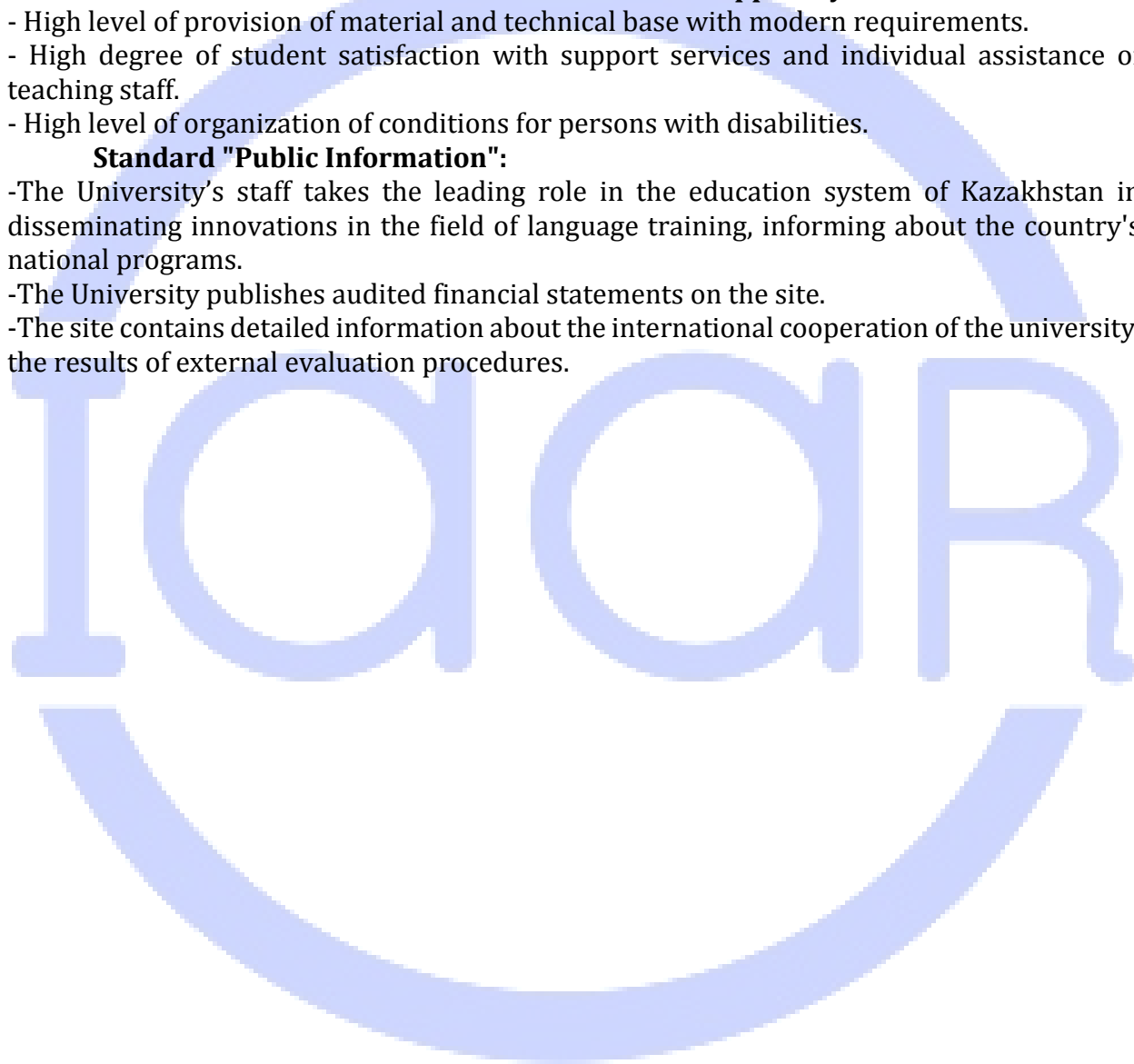
- The University has a stable financial condition, as evidenced by the rate of income growth, profitability indicators, increase in the share of equity.
- The management practice has introduced an assessment of the profitability of educational programs and faculties, and the development of measures to improve it.

Standard "Educational resources and student support systems":

- High level of provision of material and technical base with modern requirements.
- High degree of student satisfaction with support services and individual assistance of teaching staff.
- High level of organization of conditions for persons with disabilities.

Standard "Public Information":

- The University's staff takes the leading role in the education system of Kazakhstan in disseminating innovations in the field of language training, informing about the country's national programs.
- The University publishes audited financial statements on the site.
- The site contains detailed information about the international cooperation of the university, the results of external evaluation procedures.



VIII. REVIEW OF RECOMMENDATION TO IMPROVE QUALITY BY EACH STANDARD

Standard "Strategic Development and Quality Assurance"

- Ensure the updating of the Quality Assurance Policy to the Standards and recommendations for quality assurance in the European Higher Education Area (ESG).
- When revising and updating the mission and vision, take into account the requirements for their formulation in order to ensure understanding and awareness of stakeholders and the world community.
- In the formulation of the vision of the university to reveal the content of the concept of "elite university".

Standard "Leadership and Management"

- To increase the awareness of university employees about the documentation system implemented at the university, including documents on corporate culture.
- To conduct training for heads of departments and educational programs in the field of risk management, to implement risk management at the level of departments, processes and educational programs.
- Continue work on the management of the educational process through educational programs.

"Information Management and Reporting" standard

Due to the fact that modern requirements for publications of scientific papers are accompanied by consent to the processing of personal data (for example, when publishing in the RISC and Scopus database), this procedure should be streamlined for students, in particular, undergraduates and doctoral PhDs.

Standard "Development and approval of educational programs"

Based on the functional analysis, we should distinguish between the functions of experts from academic departments and other participants in the process of developing and managing educational programs.

To expand cooperation with leading foreign universities in order to develop joint educational programs.

Ensure the involvement of graduates in the design and audit of educational programs.

Standard "Continuous monitoring and periodic evaluation of educational programs"

- Ensure a review of the mechanisms for monitoring the quality of educational programs in accordance with the new regulatory framework.

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

- To conduct an analysis of the effectiveness of the organization and the use of various forms and methods of training with the identification of areas for improvement.

Standard "Students"

- On a systematic basis, inform students about regulatory changes in the organization of the educational process, including in the system for evaluating educational results.
- To intensify the activities of the Alumni Association and enhance its role in the implementation of the university's strategic objectives and image policy.
- Formalize the process of recognizing the results of additional and non-formal education.

Standard "Faculty"

- On a systematic basis, conduct information to faculty and staff on strategic directions for the development of the university, the introduction of innovations into the higher education system and the university management system.

- To analyze the necessary organizational conditions and their implementation in order to increase the participation of teaching staff in funded international programs and grant projects.

- Continue work on academic mobility of teaching staff and attracting the best foreign and domestic teachers to joint research.
- To increase the number of foreign scientists involved in teaching specialized disciplines of educational programs.

Standard "Research work"

- Continue work on the development of textbooks and textbooks.
- Develop a program to improve the results of the practical implementation of research carried out at the university in the educational process, their consulting and commercialization.
- Continue work on the organization of joint scientific research with foreign scientists and universities.
- Organize work to diversify forms of financing research activities, including by involving stakeholders from the business sector.

Standard "Finance"

- Introduce financial management policies into the university, defining various development scenarios, internal audit mechanisms, and diversifying sources of income.
- Include in the University Development Strategy a section defining the budget for the implementation of strategic directions and tasks.

Standard "Educational resources and student support systems"

- Implement a system of testing qualification works in the undergraduate program using anti-plagiarism.
- Continue providing library resources with literature in the state language.
- To consider the issue of creating in the university structure a unit that coordinates the formation of entrepreneurial activity of students and teachers.

Standard "Public Information"

Develop and implement a program to improve and promote the official website of the university, including: an annual assessment of website indicators, determining the needs and expectations of the target audience, ensuring the completeness of information about educational programs, mechanisms and procedures for website promotion in international space.

Appendix 1. Assessment table "INSTITUTIONAL PROFILE PARAMETERS"

№	№	Assessment criteria	Position of the organization of education			
			Strong	Satisfactory	Suggests improvement	Unsatisfactory
Standard "Strategic Development and Quality Assurance"						
1		The university should demonstrate the development of a unique strategy based on the analysis of external and internal factors with the wide involvement of various stakeholders.	+			
2		The university should demonstrate the orientation of the mission, vision and strategy to meet the needs of the state, society, sectors of the real economy, potential employers, students and other stakeholders.	+			
3		The university should demonstrate the transparency of the processes of formation, monitoring and regular review of the mission, vision, and strategy and quality assurance policy.	+			
4		The university must have a published quality assurance policy, mission and strategy.		+		
5		The university develops documents for specific areas of activity and processes (plans, programs, regulations, etc.) that specify the quality assurance policy.	+			
6		The quality assurance policy should reflect the link between research, teaching and learning.	+			
7		The university should demonstrate the development of a quality assurance culture.	+			
Total by standard			6	1	0	
Standard "Leadership and Management"						
8		The university carries out management processes, including planning and allocation of resources in accordance with the strategy.	+			
9		The university should demonstrate the successful operation and improvement of the internal quality assurance system.	+			
10		The university must demonstrate risk management analysis.		+		
11		The university should demonstrate the analysis of the effectiveness of changes.	+			
12		The university should demonstrate an analysis of the identified inconsistencies, the implementation of the developed corrective and preventive actions.		+		

13		The university should demonstrate a clear definition of those responsible for business processes, an unambiguous distribution of job responsibilities of staff, separation of functions of collegial bodies.	+			
14		An important factor is to ensure the management of the educational process through the management of educational programs, including an assessment of their effectiveness.		+		
15		The university demonstrates the development of annual activity plans, including faculty members, based on a development strategy.	+			
16		Commitment to quality assurance should relate to any activity performed by contractors and partners (outsourcing), including in the implementation of joint / double-diploma education and academic mobility.		+		
17		The university must provide evidence of the transparency of the university management system.	+			
18		The university should ensure the participation of students and teaching staff in the work of collegial management bodies.		+		
19		The university should demonstrate evidence of openness and accessibility of managers and administration for students, faculty, parents and other stakeholders.	+			
20		The university should demonstrate the management of innovations, including the analysis and implementation of innovative proposals.		+		
21		The university should seek to participate in international, national and regional professional alliances, associations, etc.	+			
22		The university should provide leadership training (rector, advisors, vice-rectors, deans, heads of departments, and heads of departments) on educational management programs.	+			
23		The university should strive to ensure that the progress made since the last external quality assurance procedure was taken into account in preparing for the next procedure.	+			
Total by standard			10	6	0	
Standard "Information Management and Reporting"						
24		The university should ensure the functioning of the system for collecting, analyzing and managing information through the use of modern information and communication technologies and software.	+			
25		The university should demonstrate the systematic use of processed, adequate information to improve the internal quality assurance system.	+			
26		The university should have a system of regular reporting at all levels of the organizational structure, including an assessment of the effectiveness and	+			

		efficiency of the units, Educational Program (EP), research and their interaction.				
27		The university should establish the frequency, forms and methods of evaluating the management of EP, the activities of collegial bodies and structural divisions, senior management, the implementation of research projects.		+		
28		The university must demonstrate how to determine the order and ensure the protection of information, including determining those responsible for the accuracy and timeliness of information analysis and data provision.	+			
29		An important factor is the involvement of students, employees and teaching staff in the process of collecting and analyzing information, as well as making decisions based on them.		+		
30		The university should demonstrate the existence of a communication mechanism with students, employees and other stakeholders, including the existence of conflict resolution mechanisms.	+			
31		The university should provide a measure of the degree of satisfaction of the needs of faculty, staff and students, and demonstrate evidence to eliminate the detected deficiencies.	+			
32		The university should assess the effectiveness and efficiency of its activities, including in the context of the educational program.	+			
		<i>Information collected and analyzed by the university should take into account:</i>				
33		key performance indicators;	+			
34		the dynamics of the contingent of students in the context of forms and types;	+			
35		level of performance, student achievement and expulsion;	+			
36		students' satisfaction with the implementation of the EP and the quality of education at the university;	+			
37		availability of educational resources and support systems for students;	+			
38		Employment and career growth of graduates.		+		
39		Trainees, employees and teaching staff have to confirm their consent to the processing of personal data.		+		
40		The university should contribute to the provision of all necessary information in relevant fields of science.		+		
Total by standard			12	5	0	
Standard "Development and approval of educational programs"						

41		The university should define and document the procedures for the development of EP and their approval at the institutional level.		+		
42		The university must demonstrate the compliance of the developed EP with the established goals, including the expected learning outcomes.	+			
43		The university should demonstrate the presence of developed models of graduate EP, describing learning outcomes and personal qualities.	+			
44		The university must demonstrate an external examination of the EP.	+			
45		Qualifications obtained at the end of the EP should be clearly defined, explained and correspond to a certain level of the Scientific Council on the complex issue (SCCI).	+			
46		The university should determine the influence of disciplines and professional practices on the formation of learning outcomes.	+			
47		An important factor is the possibility of preparing students for professional certification.		+		
48		The university must provide evidence of the participation of students, faculty and other stakeholders in the development of EP, ensuring their quality.		+		
49		The complexity of EP should be clearly defined in Kazakhstan credits and ECTS.	+			
50		The university should provide the content of academic disciplines and learning outcomes to the level of education (bachelor, master, doctoral).	+			
51		The structure of the EP should provide for various activities that correspond to the learning outcomes.	+			
52		An important factor is the presence of joint EP with foreign educational organizations.		+		
Total by standard			8	4	0	
Standard "Continuous monitoring and periodic evaluation of educational programs"						
53		The university should monitor and periodically evaluate the EP in order to achieve the goal and the needs of students and society. The results of these processes are aimed at continuous improvement of the EP.		+		
		<i>Monitoring and periodic evaluation of the EP should consider:</i>				
54		the content of the programs in the light of the latest achievements of science in a particular discipline to ensure the relevance of the discipline being taught;		+		

55		changes in the needs of society and the professional environment;	+			
56		workload, performance and graduation of students;	+			
57		the effectiveness of student assessment procedures;	+			
58		expectations, needs and satisfaction of students with EP training;	+			
59		educational environment and support services and their compliance with the objectives of the EP.	+			
60		The university must provide evidence of the participation of students, employers and other stakeholders in the revision of the EP.		+		
61		All interested parties should be informed of any actions planned or taken in relation to the EP. All changes made to the EP should be published.		+		
62		The university should provide a review of the content and structure of the EP, taking into account changes in the labor market, the requirements of employers and the social needs of society.	+			
Total by standard			6	4	0	
Standard "Student-centered learning, teaching and assessment of progress"						
63		The university should ensure respect and attention to various groups of students and their needs, providing them with flexible learning paths.	+			
64		The university should ensure the use of various forms and methods of teaching and learning.	+			
65		An important factor is the presence of its own research in the field of teaching disciplines.	+			
66		The university should demonstrate the presence of a feedback system on the use of various teaching methods and the assessment of learning outcomes.		+		
67		The university must demonstrate support for the autonomy of students, with simultaneous guidance and assistance from the teacher.	+			
68		The university must demonstrate the existence of a procedure for responding to students' complaints.	+			
69		The university should ensure consistency, transparency and objectivity of the mechanism for assessing learning outcomes, including the appeal.	+			
70		The university must ensure that the procedures for assessing student learning outcomes correspond to the planned learning outcomes and the objectives of the program. Assessment criteria and methods should be published in advance.	+			
71		The university should be defined mechanisms for the development of each graduate learning outcome and ensure the completeness of their formation.	+			

72		Assessors should possess modern methods of assessing learning outcomes and regularly improve their skills in this area.		+		
Total by standard			8	2	0	
Standard "Students"						
73		The university should demonstrate the policy of forming a 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.	+			
74		The university should provide for the implementation of special adaptation and support programs for new and foreign students.	+			
75		The university must demonstrate compliance with the actions of the Lisbon Recognition Convention.	+			
76		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 Information Recognition Centers ENIC / NARIC in order to ensure comparable recognition of qualifications.	+			
77		The university should demonstrate the presence 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.		+		
78		The university should provide an opportunity for external and internal mobility of students, as well as assist them in obtaining external grants for training.		+		
79		The university should make the maximum amount of effort to provide students with places of practice, facilitate the employment of graduates, and maintain communication with them.	+			
80		The university must provide graduates with documents confirming their qualifications, including the achieved learning outcomes, as well as the context, content and status of the education received and evidence of its completion.	+			
81		An important factor is the monitoring of employment and professional activities of graduates.	+			
82		The university should actively encourage students to self-education and development outside the main program (extracurricular activities).		+		
83		An important factor is the existence of a valid alumni association.		+		
84		An important factor is the availability of a support mechanism for gifted students.	+			
Total according to the standard			8	4	0	
Standard "Teaching Staff"						

85		The university should have an objective and transparent personnel policy, including recruitment, professional growth and staff development, ensuring the professional competence of the entire state.	+			
86		The university should demonstrate the compliance of the staff potential of the faculty with the development strategy of the university and the specifics of the program.	+			
87		The university must demonstrate an awareness of responsibility for its employees and ensuring favorable working conditions for them.	+			
88		The university should demonstrate a change in the role of the teacher in connection with the transition to student-centered education.		+		
89		The university should determine the contribution of faculty to the implementation of the development strategy of the university and other strategic documents.		+		
90		The university should provide opportunities for career growth and professional development of faculty.	+			
91		The University should involve practitioners from relevant fields in the teaching.	+			
92		The University should provide targeted actions for the development of young teachers.	+			
93		The University should demonstrate motivation of the teachers' professional and personal development, including the promotion of both contributions to the integration of research and education, and the use of innovative teaching methods.	+			
94		An important factor is the active use of information-and- communication technologies in the educational process (for example, on-line training, e-portfolio, MOOC, etc.).		+		
95		Важным фактором является развитие академической мобильности, привлечение лучших зарубежных и отечественных преподавателей.		+		
96		An important factor is the involvement of teaching staff in the functioning of the society (the role of the teaching staff in the education system, in the development of science, the region, creating a cultural environment, participation in exhibitions, creative competitions, charity programmes, etc.).	+			
Total according to the Standard			8	4	0	
Standard 'Scientific-and-Research Work'						
97	1.	The University should demonstrate that the priorities of the research work are in line with the national policy in the field of education, science and innovation development.	+			

98	2.	The University must ensure that the research activities correspond to the mission and the strategy of the university.	+			
99	3.	The University should plan and monitor the performance of the scientific-and-research.		+		
100	4.	The University must demonstrate the presence of processes to attract students to scientific-and-research activities.	+			
101	5.	The University must demonstrate assistance in presenting the scientific positions of researchers, teaching staff and students at various research sites, including the publication of scientific results.	+			
102	6.	The university should promote the implementation of research results, including consulting and commercialization			+	
103	7.	The university should promote the recognition of the results of the scientific-and-research work, including the registration of research projects by the authorized bodies, registration of patents and copyright certificates.		+		
104	8.	The university should strive to conduct joint scientific research with foreign universities.		+		
105	9.	The University should strive to diversify the forms of financing scientific-and-research activities..		+		
106	10.	The University should stimulate research activities, using various forms of motivation.		+		
Total according to the Standard			4	5	1	
Standard 'Finance'						
107		The University should form development scenarios consistent with the development strategy, taking into account the risk assessment.		+		
108		The University should demonstrate the operational and strategic planning of its budget.	+			
109		The University should demonstrate the presence of a formalized financial management policy, including financial statements.		+		
110		The University should demonstrate the presence of an internal audit system.		+		
111		The university should demonstrate an external independent audit.	+			
112		At the University there should be a mechanism for assessing the adequacy of financial support for various types of activities of the university, including development strategy of the university, the development of EP, research projects.		+		
Total according to the Standard			2	4	0	

Standard "Educational Resources and Student Support Systems"						
113	1.	The University should demonstrate the adequacy of material and technical resources and infrastructure.	+			
114	2.	The University should demonstrate the existence of procedures to support various groups of students, including information and counseling.	+			
		<i>The university should demonstrate the compliance of information resources with the specifics of EP, including compliance in the following areas:</i>				
115	3.	technological support for students and teaching staff in accordance with educational programmes (for example, online training, modeling, databases, data analysis programs);		+		
116	4.	library resources, including the fund of educational, methodical and scientific literature on general educational, basic and major disciplines on paper and electronic media, periodicals, access to scientific databases;		+		
117	5.	examination of the results of research, final works, dissertations on plagiarism;		+		
118	6.	access to educational Internet resources;	+			
119		WI-FI functioning on the territory of the organization of education.		+		
120		The university should strive to ensure that the training equipment and software used for the development of program, were similar to those used in their respective industries.	+			
121		The university must ensure compliance with safety requirements in the learning process.	+			
122		The university should strive to take into account the needs of various groups of students (adults, workers, foreign students, and students with disabilities).		+		
Total according to the standard			5	5	0	
Standard "Public Information"						
		<i>The information published by the university should be accurate, objective, up-to-date and should include:</i>				
123	1.	implemented programs, indicating the expected learning outcomes;			+	
124	2.	information about the possibility of assigning qualifications at the end of the program;			+	
125	3.	information about teaching, learning, assessment procedures;		+		
126	4.	information about the scores and training opportunities provided by students;		+		
127	5.	information about graduate employment opportunities.		+		
128	6.	University management should use a variety of ways to disseminate information (including the media, web	+			

		resources, other information networks) to inform the general public and stakeholders.				
129	7.	Public awareness should include support and clarification of national development programs of the country and the system of higher and postgraduate education.	+			
130	8.	The university should publish audited financial statements on its own web resource.	+			
131	9.	The university should demonstrate the information on the web resource describing the university as a whole and in the context of the program.		+		
132	10.	An important factor is the availability of adequate and objective information about the faculty, in the context of personalities.		+		
133	11.	An important factor is the placement of information about cooperation and collaboration with partners, including with scientific / consulting organizations, business partners, social partners and educational organizations.	+			
134	12.	The university should post information and links to external resources on the results of external assessment procedures.	+			
Total according to the standard			5	5	2	
TOTAL			82	49	3	