



«АККРЕДИТЕУ ЖӘНЕ РЕЙТИНГТИҢ
ТӘУЕЛСІЗ АГЕНТТІГІ» КЕМ

НУ «НЕЗАВИСИМОЕ АГЕНТСТВО
АККРЕДИТАЦИИ И РЕЙТИНГА»

INDEPENDENT AGENCY FOR
ACCREDITATION AND RATING

REPORT

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

5B050800 Accounting and audit

6M050800 Accounting and audit

5B090800 Evaluation

5B030400 Customs

5B090500 – Social work

6M090500 – Social work

Kazakh University of Economics, Finance and International Trade

Site-Visit Dates: February 5-7, 2019

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INDEPENDENT AGENCY FOR ACCREDITATION AND RATING
External expert commission

*Addressed to
Accreditation
Council of IAAR*



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5B050800 «Accounting and audit», 6M050800 «Accounting and audit»,
5B090800 «Evaluation», 5B030400 «Customs», 5B090500 – «Social work», 6M090500 – «Social
work»

**KAZAKH UNIVERSITY OF ECONOMICS, FINANCE AND INTERNATIONAL
TRADE**

From 5 to 7 February 2019

Astana, 2019

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(I) LIST OF SYMBOLS AND ABBREVIATIONS

ECTS - European Credit Transfer and Accumulation System
PhD - Doctor of Philosophy
AIS – Automated Information System
JSC NCSTI– JSC «National Center for Scientific - Technical Information» ACOII - Academic Council of Educational Program
ACCA (Association of Chartered Certified Accountants)
IFRS – International financial reporting standards
BD - Basic Disciplines
EEEA– External evaluation of educational achievements
HVE – Higher Vocational Education
HEI - Higher Education Institutions
EEC IAAR - External Expert Commission of the Independent Agency for Accreditation and Rating
SAC – State Attestation Commission
SCES - State Compulsory Education Standard
DBA - Doctor of Business Administration
DL - Distance learning
DLT – Distance learning technologies
EEU– Eurasian Economic Union
UNT- Unified national testing
CJSC- Closed Joint Stock Company
ISO - International Organization for Standardization
IC– Individual curriculum
KazUEFIT – Kazakh university of economics, finance and international trade
CS – Component for Selection
SRV MF RK- State Revenue Committee of the Ministry of Finance of the Republic of Kazakhstan
YC- Youth Committee
MGI - Municipal Governmental Institution
CT – Computer testing
CMSE– Committee on monitoring science and education
CEC – catalogue of elective courses
MBA - Master of business administration
MES RK– Ministry of education and science of the Republic of Kazakhstan
MOOC – Massive open online courses
MEP – Modular educational programmes
IFRS – International finance reporting standards
IFRS PS - International Financial Reporting Standards of the Public Sector
IBS– International Business School
MF RK- Ministries of Finance of the Republic of Kazakhstan IAAR - Independent Agency for Accreditation and Rating
SRW – Research work
SRWM – Research work of graduates
SMB – Scientific-methodological board
NCE – National Chamber of Entrepreneurs
NQF- National Qualifications Framework
NCSTI – National Center for Scientific and Technical Information
NCSSTE - National Center for State Scientific and Technical Expertise
GS – General subjects
EP – Educational programmes
SDD - Software Development Department
SD – specialized disciplines

PC – personal computer
PAA- Professional Association of Accountants
AS – Academic staff
RSTA - Results of scientific and technical activities
REMC– Republican educational-methodological council
WC –Working curriculum
RK– Republic of Kazakhstan
RIEL- Republican Interuniversity Electronic Library
WC – Working curriculum
MM – Mass-media
QMS – Quality management system
SSW– student’s self-work
SSWTS– student self-work under teacher’s supervision
AP– Accident prevention
CB– Customs
TVE – Technical and Vocational Education
MC– Model curriculum
LLP - Limited Liability Partnership
AA – Accounting and audit
EMCD – Educational and methodical complex of disciplines
EMC DL - Educational and methodical complex of disciplines of a learner
EMA REMC- Educational and methodical association of the Republican educational and methodical council
EMC – Educational - Methodological Council
EMC - Educational - Methodological Center
MPMAP – Management of Planning and Monitoring of Academic Process FAT – Fund of assessment tools
CIT- Center for Information Technology

(II)INTRODUCTION

In accordance with order №7-19-CA dated on January 24, 2019 by Independent Agency of Accreditation and Rating, from February 5 to February 7, 2019, Kazakh University of Economics, Finance and International Trade conducted an external expert commission to assess compliance of the university's activities with IAAR specialized accreditation standards (dated on February 24, 2017 №10-17-CA, Fifth Edition).

The report of the external expert commission (EEC) contains an assessment of compliance of the activities of Kazakh University of Economics, Finance and International Trade in the framework of specialized accreditation with IAAR criteria, EEC recommendations for further improvement of educational program parameters and parameters of a specialized profile of educational programs.

EEC members:

1. **Chairman of the commission** - Sakhanova Ardak Nauryzbayevna , d.e.s., professor, c Kazakh University of International Relations and World Languages named after Abylai Khan (Almaty);
- 2 **Foreign expert** - Veslav Aleksandrovich Chizhovich, d.e.s., professor, High Commercial School (SGH) in Warsaw (Warsaw, Poland);
- 3 **Foreign expert** - Tursunaliyeva Dinara Mukhtarovna , c.e.s., Associate professor, Kyrgyz Economic University named after Ryskulbekov M. (Bishkek, Kyrgyz Republic);
4. **Expert** - Aldabergenova Saule Salimzhanovna, Ph.D., Kazakh Agrotechnical University named after Seifullin S. (Astana);
5. **Expert** - Sultanova Zamzagul Khamitovna, c.e.s., West Kazakhstan Agrarian Technical University named after Zhangir Khan (Uralsk);
- 6 **Expert** - Seitkhamzin and Gauhar Zhumabekovna, c.e.s., Associate professor, Almaty Academy of Economics and Statistics (Almaty);
- 7 **Expert** - Dyuzelbayeva Gulnara Malikovna, c.e.s., Kostanay Engineering and Economics University named after Dulatov M. (Kostanay)
8. **Expert** - Zakirova Dilnara Ikramhanovna, Ph.D., Turan University (Almaty);
9. **Expert** - Hamrayev Sheripidin Etakhunovich, c.en.s, Associate professor, Kazakh National Pedagogical University named after Abay (Almaty);
10. **Expert** - Bodikov Seyfolla Zhamaovich, member of the Union of Designers of RK, Karaganda State University named after Buketov Ye. (Karaganda);
11. **Expert** - Zholdasbayeva Gulnar Karimovna, d.e.s., professor, Almaty Technological University (Almaty);
12. **Expert** - Abdrasheva Banu Zholdybekovna, Ph.D., Associate professor, Karaganda State University named after Buketov Ye. (Karaganda);
13. **Expert** - Sauranbay Sandugash Babalikyzy, Ph.D., Almaty Management University (Almaty);
14. **Employer** - Nurakhmetova Leyla Kurganovna, General Director of the Association of Professional Accountants and Auditors of Kazakhstan (Astana);
15. **Employer** - Shakitayeva Asel Yersainovna, director of the hotel-cafe "Qonaq" (Astana);
16. **Student-Otkir** Nazerke Sakenkyzy, 3rd year student of Eurasian National University named after Gumilyov L.N. (Astana);
- 17 **Student** - Lesnaya Lyubov Vasiliyevna, 3rd year student of Kazakh University of Technology and Business (Astana);
18. **Student** - Nozimova Dilyafruz Shukhratovna, 2nd year student of University Astana (Astana);
19. **Student** - Mauina Gulalem Myrzaliyevna, Ph.D., 1st year student of Kazakh Agrotechnical University named after Seifullin S. (Astana);
20. **Observer** - Aimurziyeva Aigerim Urinbayevna, Agency Project Manager (Astana);
21. **Observer** - Kydyrmina Nurgul Alimovna, Agency Project Manager (Astana).

(III) PRESENTATION ABOUT EDUCATIONAL ORGANIZATION

Kazakh University of Economics, finance and international trade (hereinafter - KAZUEFIT or the University) was established in 2001 in Almaty. Based on the order №679 of the Committee for Supervision and Attestation in Education and Science of MES RK from September 14, 2006, KAZUEFIT was relocated to Astana and merged with the branch of KazEU named after T.Ryskulov.

The structure of KAZUEFIT includes 3 faculties, 10 departments, 23 divisions.

The university provides training to specialists in 6 areas (Education, Social Sciences and Business, Technical Sciences and Technologies, Services, Law, Art), in 16 undergraduate specialties, 8 magistracy specialties and 2 Ph.D. doctoral specialties.

The contingent of students amounted to 3350 people on October 1, 2018.

The contingent of students on 05.02.2019- 3017 people (55 are grant holder), 1,458 students study in state language, 1,559 students in Russian language.

- Full-time - 2286 students,
- By correspondence - 494 student,
- By DLT - 237 students.

Undergraduates contingent - 322 (52 hold bursaries).

The contingent of doctoral students - 11 people, all study with bursary.

KAZUEFIT enrolls 56 foreign students from Mongolia, Tajikistan, Turkmenistan, Uzbekistan, Russia, Azerbaijan, Kyrgyzstan, Armenia, Ukraine, and Germany.

The educational process serves the faculty in the amount of 218 people, of them full-time - 200 people (91.7%):

- Doctors of sciences, professors - 23 people;
- Candidates of Sciences, Associate professors - 67 people;
- Doctors PhD - 21 people.

Academic degree holder ratio by university accounts for 55.5%.

In 2006, 28 teachers won the Republican contest "The best teacher."

The university carries out educational activities on the basis of state license AB №0137409 dated on February 3, 2010, issued by the Committee for Control in Education and Science of the Ministry of Education and Science of the Republic of Kazakhstan (hereinafter referred to as MES RK).

Assessment of University's mission comparing results of work with objectives and is used as a feedback mechanism for making management decisions and analyzing the functioning of quality management system (hereinafter - QMS) within the framework of received certificate for compliance with requirements of international standards ST RK ISO 9001 - 2015, certificates of a leading company on QMS from April 13, 2011 (№EMS 024.03-14 dated on 04.18.2014). The performance of QMS KAZUEFIT is confirmed by independent audits of LLP "EUROASIA MS".

KAZUEFIT infrastructure includes an educational building, a hostel with an area of 1763.3 sq., a dining room with 126 seats.

The university has 14 study and laboratory rooms with a total area of 571.7 sq., equipped with modern equipment and measuring facilities. The educational process uses 18 interactive whiteboards, 23 project screens, 370 modern computers, all with internet access. The library resources of the university are 397726 copies.

Within the framework of targeted training and at the expense of own funds, 6 graduates and employees of the university were trained in postgraduate education programs at leading universities in Kazakhstan: Eurasian National University named after Gumilyov L. N., Pavlodar State University named after Toraigyrov S., Karaganda Economic University of Kazakhstan Consumer Union (Kazpotrebsoyuz), University of ABERDEEN (Scotland), University of Reading (United Kingdom), University of Narxoz, etc.

The University conducts its activity on the basis of following documents:

- The Charter of Educational Establishment "Kazakh University of Economics, Finance and International Trade", approved by the sole founder of JSC "University of Narxoz" by Protocol №5

dated on April 8, 2008 (in the State and Russian languages), registered in the Department of Justice in Astana on June 10, 2008 with №24388- 1901-ME, BIN № 000840001204;

- Certificate of state registration of a legal entity of series B with №0352189, registered in the Department of Justice in Astana on October 13, 2006, registration number 24388-1901-I.c. № BIN 000840001204;

- Statistical card issued by Agency of the Republic of Kazakhstan on Statistics of June 13, 2008, NCEO code 39350963;

- State license of series AB №0137409 and its annexes, with the right to conduct educational activities in the field of higher and postgraduate education without limitation validity, issued by Committee on Control of Education and Science of MES RK from February 3, 2010.

Today, KAZUEFIT has passed all inspection both by the MES RK and by independent rating agencies (<https://kuef.kz/ru/sertifikaty/>):

- In May 2013 - institutional accreditation through the Independent Agency of Accreditation and Rating Agency (AA Certificate №0010 of November 18, 2013) for validity period of 5 years.

- In April 2014 - specialized accreditation of educational programs in 15 bachelor specialties and 8 master specialties for a period of 5 years (Certificate №AB 0192-AB 0214 dated on 21.05.2014)

- In May 2014, Annual planned inspection audit of QMS (ISO 9001: 2009 - CSC certificate №0023118 dated on 04.18.2014).

- In 2015 - control check on compliance with legislation of the Republic of Kazakhstan on education and qualification requirements for licensing of educational activities (Order number 882 from June 18, 2015).

- In 2016, received the status of a base university of MES RK to conduct a unified national testing (UNT) and complex testing (CT).

- In April 2017, QMS recertification inspection audit (certificate of conformity №KZ 7500133.07.03.07610 on KSS form №0054937 dated on April 18, 2017)

- On May 4, 2017, the final stage of the audit was completed by the head university and recommendations were received for further development and integration with the University Narxoz.

- On May 17-19, 2017 - passed international accreditation of educational programs through the international accreditation agency FIBAA (Germany) for a period of 5 years until September 2022 (certificates).

- Certificate of "Leader of the Year - 2017" – received a gold 1 among enterprises in terms of "Amount of taxes".

- On January 24-30, 2018 - successful completion of inspection for compliance with legislation of the Republic of Kazakhstan on education and qualification requirements for educational activities, and a list of documents confirming their compliance with the Committee for Social Security and Education of Ministry of Education RK.

- On April 27, 2018 - passed monitoring by projects Erasmus + "EDUQAS" on "Introduction of a quality assurance system for education through the University-Business-State cooperation in universities", "International Credit Mobility". <https://kuef.kz/ru/cooperation/international-project-eduqas/>

(IV) DESCRIPTION OF PREVIOUS ACCREDITATION PROCEDURE

The university passed a specialized accreditation on April 16-19, 2014 on all educational programmes of the cluster with validity for 5 years. According to the results of accreditation, the External Expert Commission made recommendations to improve activities at Kazakh University of Economics, Finance and International Trade under the accredited EP. The University of Economics, Finance and International Trade developed and approved an action plan for implementation of recommendations of the EEC IAAR at the meeting of Academic Council (Protocol №11 of 06/16/2014). On May 17, 2016, the university successfully passed its first post monitoring.

Following the results of the EEC assessment in the following recommendations were given to the university for EP 5B050800- «Accounting and audit», 6M050800-«Accounting and audit», 5B090800-«Evaluation»:

1. Assess the effectiveness of changes in the process of planning the EP

In MEP of EP 5B050800 -«Accounting and audit», which was prepared for admission in 2018, 11 disciplines out of 29 were not possible to enter alterations.

In total according to recommendations of employers – by head of LLP «Center of audit and evaluation» Baltabayev B.K., head of LLP «Consulting Capital NC» Lyashinskaya S.V., chief accountant LLP «Nuray trade» Ankatova Zh.P.were given 7 changes, which comprised 23%: «Multivariate Statistical Analysis», «Accounting for entrepreneurs», «Accounting in NGO», «Laboratory Workshop on Accounting» and etc.

In 2018, the branch "Chamber of Professional Accountants in the Republic of Kazakhstan" gave positive feedback on modules for undergraduate and graduate programs. On EP "Evaluation" by recommendation of experts introduced new disciplines “Regulatory documents on land evaluation”, “Evaluation of natural resources and subsoil”, “Estimated business”, “Evaluation of real estate insurance”. By specialty 5B090800- "Evaluation" refreshability was 26%.

2. To diagnose students' knowledge in the initial stage of training for the effective implementation of EP

During the visit, the expert group made sure that for effective implementation of the EP, the students' knowledge is being diagnosed, it is envisaged: testing, interviewing, survey, solving problems, including logical ones. For example, when studying the discipline "Evaluation of business" prerequisites are disciplines "Evaluation of real estate", "Statistics" for which logical problems are solved. For the discipline "Economics and Property Management" prerequisites are the subjects "Theoretical Foundations", "Fundamentals of Law."

It is necessary to expand collaboration and partnership with domestic and abroad HEIs, which are performing the same EP.

In the field of "Accounting and audit" and "Evaluation" there is cooperation with University Narxoz, Kyrgyz-Russian Slavic University named after B.Yeltsin, Kyrgyz University named after Zh.Balasaguni. Agreements on cooperation in the field of science and education were concluded with MSEI, Moscow, Gangnam University (South Korea), Istanbul European Institute (Turkey).

3. Mutually adapt curricula and content of work programs in accordance with proposals of employers and interested organizations.

To adapt the curriculum and content of work programs in accordance with the proposals of employers and interested organizations, “Regulation on the audit of educational programs” P KazUEFIT 12-01, 08.31.2016 was developed. The Department of Accounting and Audit works closely with employers. The work of the specialties “Accounting and audit”, “Evaluation” was intensified, the percentage of employed employers and leading practitioners significantly exceeds the share of AS departments: “Accounting and audit” - 75%, “Evaluation” - 82%.

4. It is necessary to develop cooperation with domestic and foreign universities that implement similar educational programs.

In the field of "Accounting and audit" and "Evaluation" there is a close cooperation with faculty of the department "Accounting, audit and evaluation" of University of Narxoz (Almaty) in the form of scientific internships by teachers; online conferences to share experiences and discuss current issues and issues in the field of accounting and educational process in general. The head of the department is a doctor of economics, professor Aliyev M.K. He is a member of the Republican Teaching and Methodological Council of Higher and Postgraduate Education MES RK based on the University of Narxoz, and is also a member of the dissertation council in the field of science "Finance" (by order of the Committee on the Control in Education of MES RK № 286 of 02.27.2015. and decisions of the Academic Council of the NEU named after T.Ryskulov dated on March 20, 2015, Minutes No. 8. There is cooperation with Omsk State University named after F.M.Dostoevsky, Kyrgyz National University named after Zhusup Balasaguni, Kyrgyz-Russian Slavic University named after B. Yeltsin. Agreements on cooperation in the field of science and

education have been concluded with foreign universities and organizations, including leading universities and research institutes, such as Moscow State University of Economics, Statistics and Informatics for the development of an integrated graduate curriculum, The University of Gangnam in South Korea on the implementation of the double degree program in the specialties of undergraduate studies, Istanbul European Institute in Turkey in the program of postgraduate education, doctorate and training.

5. To provide for various types of educational work in the structure of educational programs for undergraduate and graduate programs in order to develop the professional competencies of students, taking into account their personal characteristics.

In order to develop professional competencies of students in the educational process, branches of the department work in and out of the university. In the specialty "Accounting and audit" and "Evaluation", the branches of the department are open on the basis of the auditing company LLP "Center for Audit and Assessment" dated on March 1, 2017, LLP "KazGer", (01.03.2017), LLP "Active Adults Kejes" from 01.03.2017, LLP "ABD Ltd" dated on 01.03.2017, LLP "Asset Assessment Center" (contract dated on 4.01.2016). In order to improve professional competencies, students in the educational process use guest lectures of practical workers (Director of LLP "Synergy Audit" Baltabayev B.K., Chief Accountant of the LLP "A-Service Manegment" Beisembayeva D.T., Representative of the Evaluation Company LLP "Megapolis" Seythanov A.K., Director General of LLP Assessment Company "Center for Independent Professional Appraisal" D. Baktayev, Chief Accountant of the LLP "Nuray trade" Ankatova Z.P. Round tables are held on the topic: "Distinguishing features of valuation activities in Kazakhstan, Russia and the USA", "Current state of valuation activities in the RK and the presentation "New generation of programs for automating the calculation of estimate documentation "CMETARK-2016".

6. To envisage the use of telecommunication technologies in accordance with innovations in the field of telecommunication informatization, in particular, on software of the specialty "Statistics".

The following software products were acquired and used in the educational process: "Estimated RK-2016", "AuditExpert", "Study".

7. Expand the implementation of the results of their own scientific research in the educational process, especially the results of research and their own developments in the field of teaching disciplines

The results of scientific research of AS into the educational process of the following AS were implemented: Doctor of Economics, Professor, Academician Aliev M.K. (2016), Doctors of Science (PhD) Tusibaeva G.S. (2015), Altynbekova M.A. (2016) and U. Yusupova (2016), as well as Ph.D., associate professor Bekzhanova T.K. (2017). The results of SRW department are being implemented: "Improving Accounting, Auditing and Analysis in the Conditions of Innovation and Integration Economic Development". According to the results of the educational process, in recent years (2015-2018), AS departments prepared 12 textbooks. Implemented study guide: "Financial reporting: analysis of consolidated financial statements", "Organization of accountant process at the enterprise", "Financial accounting 1", "Centralization of department II". In foreign editions: "Consolidated Financial Statements: Theory and Methodology" Monograph / Pub-n.2. LLC "Tashkomur". Bishkek; "Cost Management of Enterprise (Organization)", Akimova B.Zh. Publisher: "KNORUS", Moscow; Fundamentals of Financial Control, L. Zh. Beysenova Pub: "Lambert academic publishing", Germany. Developed and implemented their own training courses, demanded by market needs. Thus, teachers of the department have developed the following certification courses for students: "Tax Accounting" (12 ac.hours) (by acting associate professor, doctor Ph.D. Yusupov U.B.), 1-C Accounting (by senior teacher, master Aykhozhina A.E.), "Tax Accounting and Tax Reporting for Small Enterprises" (by Dr. PhD Yusupov U.B.)

8. To organize training in English in order to implement the following multilingual education with teaching of disciplines in English.

Organized: a master class for university lecturers "Organization of educational process for development of multilinguism within a non-linguistic university", an optional English course was

created, business English lessons for students, an EMCD for the course “Accounting in accordance with International Financial Reporting Standards” (by master Dukenova G.D.). Professors, Doctor of Economics, Professor Aliyev M.K. and Ph.D., associate professor Bekzhanova T.K., were trained in English. (there are certificates). For the rest of the department's EP teachers, plans were made for passing English courses at 2019–2020.

1. To improve the involvement of AS in practical activities in the field of specialization on a regular basis and the development of academic mobility, to direct AS to advanced training at third-party universities and to pass overseas internships

Professor M.K. Aliyev passed an internship on advanced training in EduCouncil Brussels (Belgium), Rotterdam (Netherlands), Aachen (Germany) from June 12 to June 19, 2016.

According to the EP “Evaluation” AS courses were held on the following topics: “Evaluation of a manufacturing enterprise business” in May 2016. “The Moscow Chamber of Appraisers” (Abenova G.I., Vladykina E.G.); “Judicial practice of dispute resolution on appraisal activities”, November 30, 2017, Almaty City Chamber of Appraisers (Abenova G.I.), “International Assessment Standards” November 29, 2017 Almaty City Chamber of Appraisers (Abenova G.I.)

Associate Professor Bekzhanova from November 19 to December 2, 2017 (2-week program) underwent a scientific internship on the topic: “A comparative analysis of ways to modernize the education system in different countries”.

Over the past five years (2015-2018), the AS departments have undergone various refresher courses and retraining of personnel in the profile of subjects taught and have 46 certificates in the amount of 72 hours.

2 Develop a program of academic mobility AS, to attract leading teachers of foreign and domestic universities, to conduct joint research in the implementation EP.

The department has developed and approved a program of academic mobility of AS, to attract the leading teachers of foreign and domestic universities, to conduct joint research in the implementation of the EP for 2019-2020.

1. St. Petersburg State Economic University, Ph.D., Professor, Department of Corporate Finance and Business Assessment, Director of the Presidential Program “Business Value Management,” Director of the retraining program “Evaluation of Enterprise (Business) Value” Puzya N.Y.

2 Almaty Management University, Graduate School of Management, Ph.D., Associate Professor Taykulakova GS, Head of Department of "Economics and service".

12. Develop criteria for selection of domestic and foreign teachers to attract in the framework of educational programs.

The pedagogical team of the department was developed and approved at the meeting of the AA department (protocol No. 9 of April 28, 2018) the main criteria for the invitation specialist:

- high prestige, availability of co-financing from other sources, established links with foreign research centers or higher educational institutions, consent to the publication of lecture materials in the public domain after the completion of the lecture. ("Regulations on guest lectures" from 12.28.2017)

13. To improve the mechanism of monitoring students' satisfaction created by the university as a whole and with individual services in particular.

In accordance with the plan, surveys are conducted annually of students, AS, employers. A continuous online survey about the quality of classes at the University (2 times a year) with definition of the loyalty index was organized in November 2016. Holding solid online survey: about quality holding occupations at University,

"The teacher through the eyes of students" applicants for the republican competition "The best teacher of the university", Questionnaire to study the views of students and the prevention of corruption in KazUEFIT from 02.11.2017 to 03.11.2017. - 284 students participated. The results of the survey of students and undergraduates are discussed at the meetings of the department and reported to the Coordination Council.

14. Develop a program of support for gifted students.

The University has developed and operates: The Regulation on the support of gifted students P KazUEFIT 14-15, 05.04.2018; Developed Regulations on the competition "Student of the Year" P KazUEFIT 10-06, 06/29/2017.

15. To provide students with up-to-date knowledge about the organization of the field of specialization in other countries, new methods and innovative learning technologies developed and applied abroad.

In order to expand the knowledge of students on the EP "Evaluation", a round table was held on the topic: "Distinctive features of valuation activities in Kazakhstan, Russia and the USA" by Ph.D., Professor V. Akimov, CEO of the valuation company

Asset-Bugalay V. Sipin, Director of LLP "Asset Assessment Center" Sautbek A.K, November 25, 2015, and a telebridge with Paul Bidanset by an appraiser from Australia on the topic: "International tax assessment standards and automated models evaluation in the framework of the International Scientific and Practical Forum "The Versatility of Business Valuation: the Role of Appraisers in Establishing Objective Value and Problems of its Implementation", November 29, 2017.

16. Develop a mechanism that takes into account the changes taking place in reality, to enter the international educational space.

Work is underway on the transition to the international standard of learning for ACCA, scientific and methodological conferences, training seminars, meetings of students and teachers of the department with foreign scientists are held (Dr. E., Professor, Head of Accounting, Analysis and Audit Department of the Institute of Jurisprudence Yu.V. Krivorotko).

Doctor of Economics, Professor, Academician of the International Economic Academy of Eurasia Aliev M.K. He is a member of the editorial board "News" of Issyk-Kul Forum of Accountants and Auditors of Central Asian Countries (Bishkek, Kyrgyz Republic).

17 Ensure the placement on the university portal of information on the achievements of the department for the implementation of EP, innovative learning technologies and objective information about the teaching staff of the department.

Every year, at the beginning of the school year, the site of the Accounting and Audit Department is updated. (<https://kuef.kz/ru/>). In order to develop the resources available to the EP, they provided information on the achievements of the department and the AS on the university portal (<https://kuef.kz/ru/>).

Following the evaluation of the EEC, the following recommendations were given to the university on EP 5B0030400 - "Customs"

1. When introducing new disciplines in the EP, consider using practice of external assessment by employer of the program and content of a discipline being introduced in the form of an external review. (reviews)

In order to improve the internal quality assessment mechanisms and examination of educational programs, Rector's order established at the Academic Councils of educational programs (Orders No. 04-07 / 52-1 of August 28, 2013, No. 01-03 / 48-2 of August 29, 2014). The structure of the Academic Council on the specialty "Customs" includes: university professors, chief specialist of the initial training department of the EMC Customs Control Committee of the Ministry of Finance of the Republic of Kazakhstan, and specialists from the CTK MF RK methods of the initial training department of the EMC Customs Control Committee of the Ministry of Finance of the Republic of Kazakhstan. For MEP undergraduate 5B030400 "Customs" introduced new elective courses: Problems of qualification of economic crimes, the basics of anti-corruption, politics, transport logistics. The management of educational programs carried out certain work on attracting employers from the business sphere, academic institutions and government bodies as experts. Employers gave reviews of updated modular educational programs, educational and methodical complexes of disciplines.

2 In order to assess the effectiveness of changes in the EP to involve graduating

departments and dean's office in the process of analyzing the results of the survey and the development of corrective and warning events.

In order to identify students' opinions about the organization of education and the degree of satisfaction with the quality of the proposed educational programs, KazUEFIT annually surveys students.

3 To study and systematize the experience of leading foreign and Kazakhstani universities in the design of modular educational programs in order to harmonize their own EPs with these programs and their further use to increase mobility and develop joint dual programs diploma

In order to study and systematize the experience of leading foreign and Kazakhstani universities in designing modular educational programs in order to harmonize their own EPs with these programs and use them further to increase mobility and develop joint double degree programs, the experience of leading universities in the University of Defense of Brno was studied (Czech Republic), Kangnam University (South Korea), University of Narxoz (Almaty), ENU named after L.N.Gumilev (Astana)

Under the Double Diploma program, students studied in South Korea. At Gangnam University: from August 2015 to August 2017 on EP 5B030400"Customs": Sakauova A., Janzakov A. 3, 4 year, g. TD-419.

4. Conduct a comparative analysis of the content of EP, including external, including international examination.

Since 2016-2017, EP audit has been conducted at KazUEFIT for undergraduate levels on "Customs". Examination of Modular EP and working curricula for the specialty 5B030400 - "Customs" was carried out by the following employers: LLP "Alem Color"; LLP Barrel-DK; Institute of Legislation of the Republic of Kazakhstan. Overseas reviewers examined modular educational training programs for 2016-2017 and gave reviews on EP 5B0030400 "Customs business", as d.e.s., prof. Chizhovich from Warsaw, Ph.D., associate professor of Omsk State named after University F.M. Dostoevsky Balakina R.T.

5. Relying on the concluded agreements, to intensify work on search for a foreign partner university for creation of a joint educational program and more widely involve both individual scientists and research organizations in the educational process country

On the subject "Customs Policy", lectures were given by a foreign professor, Head of the Department of International Customs Cooperation of the Warsaw School of Customs and Logistics, Dr. Sc. Chizhovich V.A. on the topic: "Ways to improve customs control in the EEC" in JSC NCSTI in December 2015 (2016-2018)

6 Ensure wider availability to the public of information about AS using traditional methods of delivering information (certificates, newsletters, catalogs and other reference information) and modern Internet

The website of the university provides timely and updated information about the AS, their scientific, educational and methodical and educational activities, also highlights information on the EP in KazUEFIT Newsletter, a university newspaper "Ulagat", a republican newspaper "Economy".

Together with the information technology department, personal pages of EP teachers are developed and personal content is created.

7 Increase academic mobility of the AS and the involvement of foreign professors in the educational process

In the period from November 28 to December 1, 2017 for the students of the EP "Customs" in the framework of academic mobility, guest lectures were given by Dr. Professor G. Shmarlovskaya on the topic "Backgrounds and directions for integration into the world economy in the context of globalization" and "International network economy and strategies of countries with transit economies on inclusion in global value chains" (Belarusian State economic university).

In the period from November 28 to December 1, 2017, students of the EP "Customs" within the framework of academic mobility were given guest lectures by Dr. of economics, professor Voronina T.V. on topic "Modern challenges of industrial development of the EAEU

countries". (Rostov-on-Don, Russian Federation).

8. Consider the possibility of professional certification of students in the field of specialization and relevant areas of the market labor.

In order to pass the professional certification of students, an agreement was signed on the creation of a branch of the Department of International Trade and Law in the brokerage company LLP Gold Star Astana Development.

9. To attract employers and graduates to conduct master classes and organize development meetings careers.

In order to attract employers and graduates to conduct master classes and organize career development meetings for students, the "Marketing and Law" department conducted international online conference on topic

"Modern external economic and legal realities: states and development prospects" on the G global platform within the framework of the Astana Economic Forum, held a round table on the themes: "The role of the Constitution and the establishment of an independent state - the Republic of Kazakhstan", "Theoretical directions of economic and legal aspects in the light of the Nation's plan " 100 - specific steps ".

10. Regularly inform the public on the coverage of scientific and methodological achievements of AS.

The expert commission made sure that the website of the university and the media timely covered information about the scientific and methodological achievements of the faculty of the specialty "Customs".

11. To contribute more actively to the development of AS academic mobility and to attracting foreign professors to the educational process.

In order to promote the development of academic mobility of the faculty, a schedule of scientific internships for faculty members in leading countries of the near and far abroad has been developed.

From March 23 to March 30, 2015, the head of the Department of International Customs Cooperation, Dr. Sc. Chizhovich V.A. held master classes for teachers with the issuance of a certificate. (Protocol No. 9, dated 04.19.2015)

Following the evaluation of the EEC in 2014, the following recommendations were given to the university according to EP 5B090500 - "Social work", 6M090500 - "Social work": In order to structure the content of educational programs:

1. The content of the EP should be harmonized with educational programs of leading foreign and Kazakh universities

In order to improve the content of educational programs, experience of leading foreign and Kazakhstan HEIs in designing modular educational programs and their further use to increase the mobility of students and undergraduates was studied.

A comparative analysis of the EP was conducted, the results of which were discussed in the minutes of the meeting of the Academic Council of the specialty "Social work" (Minutes No. 2 of the meetings of the Academic Council dated on January 11, 2016). At this stage, it was considered a plan of joint EPs with universities in Russia, the Baltic states, Finland, and Kazakhstani universities and their further testing in the educational process.

In particular, the educational programs for preparation of bachelors and masters in the specialty 5B090500 - "Social work", 6M090500 - "Social work" of the following leading foreign HEIs were studied:

- 1) RSSU (Russian State Social University Moscow).
- 2) MGPU (Moscow State Pedagogical University).
- 3) LSU (Lithuanian State University).
- 4) HUMS University of Applied Sciences (University of Applied Sciences (Finland) and KFEIG (Kazakhstan-Finnish Education and Innovation Group).

Among Kazakhstani universities, Modular educational programs of the following universities were studied:

- 1) ENU named after L.N. Gumilyov (Eurasian National University named after L.N.

Gumilyov, Astana).

- 2) KarSU named after E.A. Buketov (Karaganda State University named after EA Buketov).
- 3) KazNU named after Al-Farabi (Kazakh National University m.a. Al -Farabi).
- 4) Narxoz University (Almaty city).

The analysis showed that, in general, the KazUEFIT undergraduate disciplines reflect the main areas of training for bachelors and undergraduates in social work at universities of the RK and abroad. Despite the differences in names, the content of the main disciplines in general coincide. At the same time, at the meetings of the Academic Council, the author's courses of elective disciplines were announced.

To improve the tools and methods for assessing the results of students:

2 Involve industry research institutes in the educational process to develop joint educational of programs

On September 15, 2015, a branch of the Social Work Department was opened at the SOS Children's Village of Astana by Director Arystanova Z.S. The research laboratory "Methodology and Theory of Social Work" (No. 111) and the Psychology Office (No. 110) have been opened.

In order to study the experience of leading foreign and Kazakhstan HEIs in the design of modular educational programs and their further use to increase the mobility of students and undergraduates, the experience of Narxoz University in Almaty was studied. The content of the EP is harmonized with educational programs of the Narxoz University of Almaty with a specialization in Social Work; at the meeting of the Academic Council an EP was approved which was changed in accordance with the EP of the social work of the Narxoz University of Almaty. (Minutes №2 meetings Academic Council from 11.01.2016).

In order to improve the practice-oriented educational programs for examination of the MEP and review work programs of the disciplines EP 5B090500 - "Social work", 6M090500 - "Social work" there were involved employees of scientific educational institutions:

"Institute of Psychology" and "SOS - Children's Village of Astana", and also social institutions Astana: "Center for Social Services Sharapat", SE "Center for Social Services of the Population", "Employment Center", PCG on PVC "City Polyclinic №8".

3 Attract foreign universities to form integrated educational of programs

For formation of integrated educational programs in November 2017, KazUEFIT held a working meeting with representatives of NAMC University of Applied Sciences (NAMC University of Applied Sciences (Finland) and KFEIG (Kazakhstan-Finnish Educational and Innovation Group): with a senior lecturer at Hame University of Applied Sciences (NAMC), PhD Katey Valkam and Project Manager KFEIG, PhD Azimbaeva Gulzhan Zhumabekovna.

During the meeting, the ways and mechanisms of interaction in the framework of the exchange of experience on the training of social workers in Kazakhstan and Finland were discussed. The ways of further cooperation are outlined (https://kuef.kz/ru/news/details.php?ID=4687&sphrase_id=403).

- The Foreign and Kazakhstan Experience in Training of Social Workers training manual was prepared and published on the basis of participation of Associate Professor Sarbasova S. as a national expert in an international UNDP project - №79731

"Improving the system of social protection of population in accordance with international standards". The project was attended by international experts - scientists from Vilnius University Vareikite Audrona, Weizkauskene Violeta.

4. To increase modern educational and methodical literature in the state and English languages, to intensify the work of AS on the creation of electronic textbooks

In social and humanitarian disciplines, the department annually prepares applications for purchase of new modern teaching materials. So from January 1, 2015 until May 1, 2016, 4507 copies were acquired for amount of 4,072,815 tenge of which 1,253 copies in the specialty "Social Work". Literature in English is represented by books on learning a foreign language, translators, phrasebooks, dictionaries.

In order to improve the development of human resources and ensure the effectiveness of

teaching:

5. To improve work of the university site with addition of profiles with information on AS for availability of adequate and objective information on compliance of basic education EP.

The site of the university provides timely and updated information about AS, their scientific, educational and methodical and educational activities. specialty

“Social work” (www.kuef.kz). Academic staff of the specialty "Social Work" develop personal pages and create personal content.

In order to develop human resources and ensure the effectiveness of teaching at the department, work was done to improve the quality of AS.

75% of AS study professional English in order to obtain a certificate for teaching subjects in English. Three have obtained a Doctorate in Business Administration. Two - "International Business" in conjunction with the European University.

All achievements of teachers and the success of students are highlighted on the website of the university and in the newspaper Ulagat. To this end, a press center has been established at the department. Only in the first half of the year, the professional achievements of Assistant Professor Aipov A.K. were highlighted in the newspaper Ulagat.

6 Expand cooperation with domestic and foreign partner universities on horizontal and vertical mobility of AS and students

The faculty of the department on the specialty "Social work" is active in the development of international cooperation with foreign universities. On 30.09.2016 at the University an international round table was held, with participation of AS of the University, foreign specialists and domestic employers on the topic: “Prospects for the development of training of social workers in the Republic of Kazakhstan and the Russian Federation”. As part of his work, teachers, domestic employers and Russian specialists shared their accumulated experience and vision of the main promising areas of modern training for social workers. (https://kuef.kz/ru/news/details.php?ID=2538&sphrase_id=404)

On the mobility of teachers, Associate Professor of the Department Burganova R.I. lectured at the Eurasian Humanities Institute. (<http://egi.kz/ru/v-eagi-startuet-letnij-semestr/>). In order to study the experience in designing modular educational programs in order to align their own EPs with these programs and use them further to increase mobility, the experience of Lisbon (Portugal) University "Nova School of Business and Economics" was studied by associate professor Burganova R.I. (certificate is available).

From December 14 to 17, Ph.D. Sarbasova S.B. within the framework of a foreign business trip, visited Russian universities of Moscow State Pedagogical University, and the Russian Academy of National Economy in order to establish academic and scientific relations between KazUEFIT and these educational institutions.

From April 19 to April 22, 2017, senior teachers Valiyev A.B. and Orazbayeva A.M. within the framework of scientific and practical internship in St. Petersburg, contributed to signing of a cooperation agreement between the St. Petersburg State Institute of Psychology and KazUEFIT.

From 22 to 28 May 2017, senior teacher Medetbekova A.A. completed a research internship in Barcelona at the European Business School.

For academic mobility in the 1st semester of 2016-2017 academic year, 1 student was trained in the specialty of social work. A 3rd year student Asaidaeva Aida was trained for 5 semesters at Narhoz University in Almaty.

In the framework of the double diploma program, students of the 2nd course, the group of SR - 229 Kulzhagazova A. and Aytmagambetova I. and the 3rd year student of Akhmetov R, studied at the New Economic University named after T. Ryskulov.

Graduate students of the specialty "Social Work" underwent internships at universities in the far and near abroad in 2014-2015 and 2015-2016 academic years:

1. Sagyndykova Altynai Aldabergenkyzy - Germany, Dresden, Institute for Environmental Protection, 2015;

2. Sultanbayev Daniyar Kaysarovich- Germany, Dresden, Institute of Protection, Environment, 2015;
 3. Kazhygaliyev Kenes Serikovich –Germany, Dresden, Institute for Environmental Protection, 2015;
 4. Shcherbakova Tatyana Yakovlevna -Germany, Dresden, Institute for Environmental Protection, 2015;
 5. Shubina Maria - Korea, IBS, Solbridge, 2014;
 6. Zhaksylykov Darkhan - Korea, IBS, Solbridge, 2014;
 7. Bulebayeva Aizhan - Korea, IBS, Solbridge, 2014 ;
 8. Nazhuova Laura - Korea, IBS, Solbridge, 2014 ;
 9. Shymyrova Dinara Bilyalovna –Korea, IBS, Solbridge, 2014;
 10. Omar Olzhas-Oblandyly-Azerbaijan, Baku, Ministry of Health and Social Programs, 2015.
- A scientific internship from May 01 to May 10, 2016 at the Central Bohemian University (Prague, Czech Republic) passed 16 undergraduates.

In order to meet the needs of students:

7. Develop programs on support of gifted students using a rating system for determining their level of talent.

To identify and support gifted students and their personal development, psychological trainings on the psychology of communication, communication, tolerance and the formation of critical thinking are regularly conducted.

Students with research skills are actively involved in participation of student conferences, so at the last VI Interuniversity student scientific and practical conference "Youth and Science of the XXI Century" 17 students of the specialty "Social Work" participated, 6 of them received prizes and 3 letters of thanks (Myrzakhanov A. 3 course - 1 place; Kydyrbekova T., Kim E. 2 course - 2 place; Adenova S., Nurasylova A., Urazakova A. - 3 course, - 3 place; Eserkenova B., Karagoyshina G, Musralinov A. - thank you letters).

A team of students of social worked under the direction of Associate Professor of the Department of Social Work Burganova R.I., took the second place at the Republican subject Olympiad in Karaganda.

According to the results of the republican student competition of scientific projects, a 3rd year student Musaralinov Anuar took the 3rd place, a supervisor is the associate professor Sarbasova S.

Creative youth are attracted to participate in such intellectual and creative events as “Miss Social Work”, “Mr. Social Work” dedicated to the International Day of Social Worker, as well as “Zhigit Sultans”, “Leader of the 21st Century”, “Kapustnik”, “Creative Thinking” .

8. The creation of the Alumni Association to address issues of employment, improving the content of educational programs, solving everyday problems of students living in a dormitory (purchasing PCs, televisions, refrigerators and etc.)

The department of "Social work and tourism" is a constant work on the preparation and updating of the composition of the association of graduates of undergraduate specialties 5B090500 - "Social work", as well as graduates of the magistracy 6M090500 - "Social work". So on the official website of KazUEFIT a separate tab Association graduates Department (<https://kuef.kz/ru/career/association-of-graduates/>).

Members of the Association have already initiated quite a lot of proposals on the joint development of educational programs for personnel training, the provision of material and technical basis for practical training of personnel (the creation of branches of departments), support for student research and business.

- projects for their implementation in production, assistance in the employment of graduates in their enterprises. Members of the Association proposed ways to improve the training of social workers:

- To devote 50% of the educational process to practical training directly in organizations and institutions of the social sphere.

- Develop measures to improve the prestige of the specialty in the Republic of Kazakhstan.

Compared to the last academic year, employment, has higher rates, all 13 graduates have work in various organizations, where the leaders are members of the Association of graduates of the specialty 5B090500 -“Social work”, 6M090500- Social work.

Table -1. Number of employed graduates for 2 years.

A specialty	2015-2016 academic year				2016-2017 academic year			
	Total	% employ- ment	State order	Paid	Total	% employ- ment	State order	Paid
Social work	25	60	9	16	13	100	5	8

In order to develop the resources available to educational programs:

9. To conduct a systematic update of AS personal pages on the university portal.

For the period from 2016 to 2018 by the Center for Information Technology, the following types of work were carried out to refine and improve the corporate website of the Kazakh University of Economics, Finance and International Trade (www.kuef.kz):

- a systematic update of AS personal pages on the university portal (<https://kuef.kz/ru/facilities/kafedra/index.php?SID=147>);

- constantly up-to-date and objective information about AS specialties 5B090500 - “Social work”, 6M090500 “Social work” is posted :

- the electronic database of teaching and methodological support of the EP is updated: textbooks, teaching aids, educational and methodical complexes of disciplines and guidelines, programs for all types of undergraduate (educational, industrial, pre-diploma) and magistracy (industrial, educational, research) programs;

- there is a “feedback” section, in which each site visitor can leave a message to the teacher of various kinds, nature (positive comment, question, complaint, etc.);

- also AS specialty 5B090500 - “Social work”, 6M090500 “Social Work”, has WhatsApp groups, Facebook networks, Contact, My world, Instagram, Twitter, for students and AS. This makes it possible to timely inform students and PPS about the content of the development plan and the implementation of the EP specialty 5B090500 - “Social work”, 6M090500 “Social work” to conduct thematic discussions, voting;

- The main task of the WhatsApp group and the Facebook network is to provide information about the EP to the target audience, and it is used to increase the effectiveness of informing stakeholders about the EP, increasing the audience of listeners.

To address current issues there is an e-mail dean of the faculty, head of the department. All interested persons have free access to the department staff and dean's office.

The results of the implementation of the recommendations of the External Expert Commission show the numbers on the active participation of EP in the ratings.

So specialty Cluster participated in the National ranking of educational programs . So in the EP ratings according to the version of the Bologna Process Center and academic mobility, according to the IAAR in 2015, the specialty 5B090500 - Social work took the 6th place.

In the ratings of educational programs: in 2016 - 6M090500 - Social work - 4th place. In 2017 - 5B090500 - Social work 3rd place, 6M090500 - Social work - 3rd place.

In the rating of educational programs IAAR. Bachelor's degree 5B090500 - Social work in 2015 - 4th place, and for the period 2016-2018 takes 2nd place in the Republic of Kazakhstan. Magistracy specialty 6M090500 - Social work in 2015 took the 3rd place, and in 2016 dropped to the 5th place (Top-5), in 2017 it improved the indicators in the Top-5 (4th place).

The analysis shows a positive trend for improvement from the 6th place to the 2nd and 3.4th place in the republic.

Conclusions on cluster 4. According to educational programs 5B050800 “Accounting and audit”, 6M050800 “Accounting and audit”, 5B090800 “Evaluation”, in 2016, 2 out of 17 recommendations were fully implemented: which is 11.7%; full volume of 11, accounting for 73.3%, 4 recommendations suggest improvement. According to EP 5B030400 “Customs”, in 2016 3 out of 11 recommendations were fully implemented: which is 27.2%, in 2019 4 out of 8 remaining, they were fully implemented 4, which is 50%, 4 recommendations suggest improvement. During the visit, experts analyzed the recommendations made by the university. The report of the expert group on assessing implementation of the recommendations of the EEC IAAR, made on the results of specialized accreditation in KazUEFIT, was also studied.

Following the procedure accreditation cluster 5B050800 “Accounting and audit”, 6M050800 “Accounting and audit”, 5B090800 “Evaluation”, 5B030400 “Customs”, an external expert commission made recommendations on how to improve the quality of training for bachelors and masters in the specialties of the cluster.

In order to fulfill these recommendations, an action plan was developed for their implementation, approved at meetings of the “Accounting and Audit” departments (Minutes No. 10 dated May 31, 2014), Marketing and Law departments (Minutes No. 10 dated May 16) 2014), and at the meeting of KazUEFIT Academic Council (Minutes No. 11 dated 06.16.2014). The results of the implementation were reflected in the Report on implementation of EEC recommendations submitted to the IAAR on time.

The results of the implementation were reflected in the Report on the implementation of EEC recommendations submitted to the IAAR on time.

During the visit, the expert group made sure that the *MEPs EP 5B050800 / 6M050800 Accounting and audit, EP 5B090800 Evaluation are updated annually with new elective disciplines, taking into account the views of employers.*

For the effective implementation of the EP, diagnostics of students' knowledge is carried out; it is provided for: testing, survey, interviewing, solving problems, including logical ones.

To adapt the curricula and the content of the work programs in accordance with the proposals of employers and interested organizations, “Regulation on the audit of educational programs” was developed according to KazUEFIT Order 12-01, 08.31.2016.

The work of specialties “Accounting and audit”, “Evaluation” has been intensified; the share of attracted employers and leading practitioners is more than 70%.

According to *EP 5B050800 / 6M050800 Accounting and audit, EP 5B090800 Evaluation* opened branches of the department on the basis of the auditing company LLP Audit and Evaluation Center dated on March 01, 2017, LLP KazGer dated on 01.03.2017, LLP ABD Ltd dated on 01.03.2017, LLP “Asset Assessment Center” (contract dated on 4.01.2016).

In order to increase professional competencies, students in the educational process use guest lectures of practical workers.

The following software products were purchased and used in the educational process: “Estimated RK-2016”, “AuditExpert”, “Study”.

Over the past five years (2015-2018), the AS departments have undergone various refresher courses and retraining of personnel in the profile of subjects taught and have 46 certificates in the amount of 72 hours. The University has developed and operates: The Regulation on the support of gifted students P KazUEFIT 14-15, 05.04.2018; Developed Regulations on the competition "Student of the Year" P KazUEFIT 10-06, 06/29/2017. During the visit, the expert group made sure that according to *EP 5B030400 - "Customs" it is taken into account the experience of Kazakhstan and foreign universities in the design of modular educational programs (University of Defense Brno (Czech Republic), Kangnam University (South Korea), University Narxoz (Almaty), ENU (Astana).*

Under the Double Diploma program, students studied in South Korea. At Kangnam University: from August 2015 to August 2017, on the specialty 5B030400 “Customs”: Sakauova A., Janzakov A. 3, 4 year students, group CB-419.

From the 2016-2017, the content of the EP is audited at KazUEFIT's undergraduate levels

“Customs”. Examination of MEPs and WCs in EP 5B030400

- “Customs” was carried out by employers: LLP “Alem Color”; LLP “Barrel-DK”; Institute of Legislation of the Republic of Kazakhstan.

It was signed a memorandum of mutual understanding for further cooperation with foreign partner universities, and the creation of a joint educational program on April 24, 2018 with the Bucharest University of Economic Research.

Together with the information technology department, personal pages of EP teachers are developed and personal content is created.

According to EP 5B090500 “Social work”, 6M090500 “Social work” a lot of work is being done in accordance with recommendations of IAAR, most of work has been done. There is a foreign academic mobility, but not in a fully developed state.

It is important to note that most of the positions are fully implemented by the university, some recommendations are at the implementation stage, some are also reflected in the proposals of the external expert commission from 05 to 07 of February 2019, that is, they are similar to those given in 2014, therefore they are considered as partially fulfilled.

(V) DESCRIPTION OF EEC VISIT

The visit of external expert commission to Kazakh University of Economics, Finance and International Trade was organized in accordance with program agreed in advance with the EEC Chairman, the University Rector and approved by the Director of IAAR in the period from February 5, 2019 to February 7, 2019.

In order to coordinate work of the EEC, an orientation meeting was held on 04.02.2019, during which powers were distributed among the members of the commission, a schedule of the visit was clarified, and agreement was reached on the choice of examination methods.

In order to obtain objective information on assessment of university activities, the EEC members used such methods as visual inspection, observation, interviewing of employees of various departments, teachers, students, graduates and employers, survey of faculty members, students.

The meetings of the EEC with target groups were held in accordance with the updated program of visit, in compliance with established time period. The staff of Kazakh University of Economics, Finance and International Trade ensured presence of all participants indicated in the program of the visit.

Table 1 Information about employees and students who participated in meetings with EEC IAAR

Rector	1
Vice Rector	2
Chairmen	10
Directors, heads and department heads	17
Teachers	75
Graduates, undergraduates	172
Graduates	97
Employers	41
Total	415

The experts visited the WELCOME center, the Student Dean's Office, the Student Service Center, the Automation and Robotics Laboratory, the Digital Educational Technologies Center, the PPP laboratory, the research library, and the laboratory n.a. Rodostovets, an assembly hall.

The experts visited the following subjects:

EP 5B050800/6M050600 - «Accounting and audit»:

- Practical lesson in the discipline “Money, loan, banks”, the topic of the lesson “Currency system and currency links” (1 course, gr. EA-17 / OB, room 308), master, senior teacher

Kozhamarova G. 6 students out of 7 were present. An oral survey on the approved program was used at the lesson, the answers were analyzed and answers were given by the teacher.

- lecture lesson on the discipline "1C- Accounting" for 3-year students of the group 320 AA, (room 316). 32 people from 38 were present. Lecturer Master, Senior Lecturer Aitkhozhina Aliya Eleusizovna. Subject of the lesson: "Preparation of the 1C program: Accounting for work".

In accordance with the work program clearly outlined the purpose of the lecture. The lesson was conducted using the 1C Accounting software, has a practical focus, there was feedback.

- lecture on the discipline "Accounting in large companies" for undergraduates of the 1st course of group AA-108.2 EP 6M050800 "Accounting and audit" (scientific profile, class 316). Attended by 4 people out of 5.

Lecturer - Ph.D., Associate Professor Bekzhanova T.K. The topic of the lesson: "Organization of accounting for receivables at a large enterprise". In accordance with the work program clearly outlined the purpose of the lecture. The structure of the lecture is clear, in the course of the lecture class all the planned questions of the topic are considered.

There is a work program of discipline and syllabus. The presentation of the lecture material was carried out with multimedia accompaniment in the form of electronic slides.

EP 5B090800 – «Evaluation»

- a lecture lesson on the subject "Evaluation of natural resources and mineral resources" for 3rd year students of the OC -323 EP 5B090800 - "Evaluation" group (room 302). Attended by 5 people out of 5. A lecturer was a master, senior teacher Aibasova Gulim Koblandynovna.

Theme of the lecture: "State monitoring of natural resources"

The lecture material in terms of volume and content meets the requirements of SCES higher professional education in the specialty "Evaluation" and the work program of the discipline. The structure of the lecture is clear, in the course of the lecture class all the planned questions of the topic are considered.

The presentation of the lecture material was carried out with multimedia accompaniment in the form of electronic slides, in which the topics under consideration were clearly presented in the form of drawings, diagrams and graphs, which facilitates the perception and mastering of the newly studied material by students. A blackboard was used to clarify certain aspects of the lecture topic.

5B030400- «Customs business»

A lecture session on the discipline "Financial Law of the Republic of Kazakhstan" for 3rd year students of TD-326 group, which was held in 432 audiences. Attended by 27 students from 28. Lecturer - Doctor of Law, Professor Zhusupov A.D. The topic of the lecture was "Sources of financial law as a branch of science".

In accordance with the syllabus, the purpose of the lecture is clearly marked. The considered questions of the lecture on the content correspond to the content of the discipline's syllabus, and also allow to make an assessment of the learning outcomes, as well as the skills, abilities and competencies of the discipline.

At the lecture, the teacher used a projector to demonstrate the presentation of the lecture.

5B090500 – «Social work», 6M090500 – «Social work»

On 6 February 2019, members of the OF EEC attended a class on the subject "Provision of pension social work" for 3-year students of the specialty group 5B090500 - "Social work", group SW-314, which was held in 111 audiences. The total number of students in 3 courses is 12, 12 students were present. Lecture read art. Lecturer, Master Musabaev Yu.K. Theme of the lecture:

"Provision of pension to population". When considering issues covered topics based on a review of the material covered by the lecturer established a logical connection with the material of previous classes in the discipline. In accordance with the syllabus, the purpose of the lecture is clearly marked. The teacher was constantly in touch with students. Despite the fact that the teacher is a invited practitioner, Musabaev Yu.K. has a high level of scientific and methodological training. The speech of the teacher is clear and accessible. At the lecture, the teacher used a projector to demonstrate the presentation of the lecture. Musabaev Yu.K., showed a good level of professionalism, which meets all the requirements of higher education. Also, members of the EEC

on February 6, 2019 attended a class for undergraduates in the discipline "Methods of teaching disciplines in social work" for first-year students of the specialty 6M090500 - "Social Work", which was held in 111 audiences. Total number of undergraduates 6 people, attended by 5 students. The lecture was delivered by associate professor, cps, associate professor Abdugalina S.E. The topic of the lecture: "The history of teaching in higher education and regulatory support of education" .The teacher successfully began the lesson with an epigraph and self-setting of goals by students. The reference knowledge was updated in a brainstorming session, which made it possible to prepare undergraduates for the perception of new material. During the lesson, the teacher used a variety of forms of collective and independent learning activities (case study, discussion, etc.). The teacher's speech is clear and competent. The lesson was held in a businesslike and welcoming atmosphere. The lecture meets all the requirements of the university.

EEC members on February 7, 2019 visited the practice base for accredited EPs:- according to EP 5B050800 "Accounting and audit", 6M050800 "Accounting and audit", 5B090800 "Evaluation" LLP "Center for Audit and Evaluation" (Astana, Victory street 67, office 6).Students of EP 5B050800 "Accounting and audit", 6M050800 "Accounting and audit", 5B090800"Evaluation" undergo professional practice in the LLP "Center for Audit and Evaluation." The head is Baltabaev Bazarbay Kabdulovich, an experienced worker and an expert in the field of audit, evaluation, accounting and taxation.The office has an office for training sessions, professional practice, for protection of practice reports, workplaces are equipped with PCs and laptops.For students assigned 2 specialists who are leaders from the practice.Using data from audited companies as an example, the head trains students and undergraduates in practical accounting skills, financial reporting, and analysis of financial and business activities.For practical skills in auditing, students come to the objects of the audit, and perform various work on checking the primary documentation for their design, authorization, compliance with accounting, etc.Thus, students confirm their theoretical knowledge, and acquire practical skills and professional specifics of accounting and auditing work.- on EP 5B050800 "Accounting and audit", 6M050800 "Accounting and audit", 5B090800 "Evaluation" experts visited the International Business School (IBS), which is located at Astana, Mangilik El, 8IBS Director is A. Kapenova.Preparation is carried out on 2 programs developed in cooperation with the European University:1. MBA "International Business". The term of study is 1.5 years.2. DBA "International Business". The term of study is 3 years.At MSB, trainees undergo training, acquire practical skills, and advanced knowledge of individual disciplines in the specialty.According to EP 5B030400 Customs, experts visited the Department of State Revenues which is located at Astana, Republic Avenue,60. The leader is Shalabayev B.Zh. and LLP "Golg Star Astana Development", which is located at Astana, street. Кең Mart, office 9. The Head of the Customs Department - Shetenova M.)During the visit, the experts got acquainted with the production infrastructure, material and technical base of these organizations, where students of EP 5B030400 "Customs" pass their professional practice.. LLP "GolgStarAstanaDevelopment" is a branch of the department.The material and technical base of the state revenue body, the brokerage company, provides an opportunity for high-quality training and laboratory classes, professional practice.

The experts visited the practice base of EP 5B090500 / 5M090500 / - "Social Work" SOS Children's Village. Address: Republic of Kazakhstan, 010000, Astana, Abylay Khan Ave.,

40. Within the walls of the institution, they are developing a family model for the long-term upbringing of orphans and children left without parental care. Here they return to the child what fate has taken away from him, which is necessary for his full physical and spiritual development: a loving and caring mother, siblings, warmth of the hearth.

During the visit, the experts got acquainted with the production infrastructure, office equipment, material and technical base, where the students of the specialty 5B090500 - Social work have their professional practice. SOS Children's Village is a branch of the department. During the visit, experts visited the Center for Social Services

"Nырly Zherek" of Astana Akimat, which is the basis of the professional practice of students of the EP "Social Work".

The social service center “Nurly Zharek” is focused on the organization of a health-saving environment through the provision of comprehensive rehabilitation care, which includes medical therapy, psychological and pedagogical correction, and social adaptation.

The purpose of the organization is to create favorable conditions for the development of the child’s potential opportunities and his socialization in society; mission: habilitation, adaptation, correction of mental and physical deficiencies.

The center “Nurly Zharek” is the winner of the nomination “The best social and medical institution” in the republican competition “The best employee in the field of social protection” (2017).

In the center there are all conditions ensuring the development of children, the material and technical equipment meets all hygienic norms and requirements.

The material and technical base of the corporate fund makes it possible to organize additional educational services, educational and creative activities, to hold cultural events, etc. There are rooms and equipment for high-quality training and laboratory classes, educational practices, the development of computer technology, conducting sports and recreational, leisure work and other activities. During the internship, students receive professional skills and professional experience.

The base practices generally correspond to the profile of the programs to be accredited.

Events planned during the visit of the EEC IAAR contributed to a detailed familiarization of experts with the university’s educational infrastructure, material and technical resources, faculty members, representatives of employers’ organizations, students and graduates. This allowed the EEC IAAR members to conduct an independent assessment of the compliance of the data set out in the self-assessment reports of the university’s educational programs with the criteria of the IAAR specialized accreditation standards.

In order to confirm the information presented in the Self-Assessment Report by external experts, the regulatory and operational documentation of the university was requested and analyzed.

Along with this, the experts studied the university’s Internet positioning through the official website <http://www.kuef.kz>.

(VI) COMPLIANCE WITH STANDARDS OF SPECIALISED ACCREDITATION

6.1 STANDARD «MANAGEMENT OF EDUCATIONAL PROGRAMME»

- The university must have a published collateral policy quality.
- Quality assurance policy must reflect connection between scientific research, teaching and learning.
- The university should demonstrate development of a culture of quality assurance, including in the context of EP.
- Commitment to quality assurance should relate to any activity performed by contractors and partners (outsourcing), including implementation of joint /two- degree education and academic mobility.
- The EP management provides transparency in the development of an EP development plan based on an analysis of its functioning, real positioning university and directivity on meeting the needs of the state, employers, stakeholders and trainees.
- The EP management demonstrates functioning mechanisms of formation and regular review of the EP’s development plan and monitoring of its implementation; goals learning matching needs students, employers and society, adoption solutions aimed at continuous improvement EP.
- The EP management must demonstrate individuality and uniqueness of the EP development plan, its consistency with national development priorities and the organization’s development strategy.
- The university must demonstrate a clear definition of those responsible for business

processes within the EP, an unambiguous distribution of official responsibilities among staff.

- The EP management must prove transparency systems of management educational program.
- The EP management must demonstrate a successful operation of internal support system.
- EP management should manage risks.
- EP management should ensure the participation of representatives of interested parties (employers, AS, students) in the collegial bodies of the educational program management, as well as their representativeness in making decisions on educational management issues.
- The EP must demonstrate innovation within the EP, including analysis and implementation of innovative offers.
- The EP must demonstrate proof of openness and availability for trainees, AS, employers and other interested individuals.
- The EP management must be trained in management programs.
- The EP must seek progress, reached with last external quality assurance procedures, must be taken into account in preparation for the next procedure.

The evidence part

At Kazakh University of Economics, Finance and International Trade (KazUEFIT) training of specialists in educational programs (EP) of higher education 5B050800 – “Accounting and audit”, 5B090800 “Evaluation”, 5B030400 “Customs” is carried out in accordance with State license of MES RK with series AB No. 0137409 dated on 03.02.2010 to perform educational activities with a validity period - without limitation (www.kuef.kz).

Preparation of magistracy on EP 6M050800 - Accounting and audit has been carried out since 2010 on the basis of the state license MES RK with AB No. 0137409 dated on 03.02.2010 with a validity period - without limitation, (<http://kuef.kz>). Teaching in the magistracy is carried out in full-time form lasting 1 year - for specialized directions and 2 years - for scientific and pedagogical directions. Awarded academic degree - Master of Economics and Business.

Training of specialists is carried out according to the Classifier of specialties of higher and postgraduate education of RK in full-time and part-time education. Language of instruction – state and Russian.

The university has demonstrated existence of policy in the field of quality education, which is posted on the university's website <http://kuef.kz> and is available to interested parties.

The university has developed an internal quality assurance system, which includes its design, management and monitoring.

Quality Assurance Policy for EP 6B050800 / 6M050800 – “Accounting and audit”, 5B090800 “Evaluation”, 5B030400 “Customs” is confirmed by: KazUEFIT Development Strategy, dated on 10.22.2015, <http://kuef.kz/ru/about/mission/>, Academic Policy dated on 09.09.2017, Regulation on the Quality Commission from 03.03. 2017, Methodological recommendations on assessment of KPI of employees from 03.03.2017, Regulation of Commission on anti-corruption activities from 29.11.2016, Regulation on modular construction of educational programs from 03.05.2017, Regulation on credit technology of education from 29.11.2016, Regulation on system of knowledge assessment students on the development of MEP from 03.03.2018, Regulation on examination dated on 03.05.2017, Regulation on conducting and auditing educational programs dated on August 31, 2016, Regulation on organization of students' independent work of June 29, 2017 and other legal documents of both MES RK and KazUEFIT. All of these documents are available for internal use in ARTA Synergy.

Implementation and development of accredited educational programs is determined, first of all, by mission, vision, development strategy of the university, as well as the Plans for the development of educational programs.

The quality assurance policy reflects the link between research, teaching and learning and plays a key role and is strengthened by the university's entry into the European Higher Education Area.

The effectiveness of the EP development plan is ensured by the responsibility of AS for the final

results, delegation and separation of powers, posting information on the university website.

In order to manage business processes, KazUEFIT is guided by standards and ECTS directives. To support the main business processes at the university, a set of internal regulatory documents has been developed, regulating the implementation of the EP.

For the development and regular adjustment of the EP, the Academic Councils of the EP were created with the involvement of specialists from both the internal and external environment, including students, AS and employers. The representativeness of employers participating in the design and implementation of each educational program is demonstrated.

The EP operates on the principles of openness and accessibility for students, AS and employers. The university website contains information about the departments, contact information AS.

All university-wide EP quality development documents are available on the university's website as part of the Register of regulatory documents and ARTA Synergy. Strategic documents on the development of faculties and departments are available to AS, employees and students in structural units of the university.

Interviewing EP executives and analyzing documentation confirmed uniqueness of the accredited EP 6B050800 / 6M050800 – “Accounting and audit”, 5B090800 "Evaluation", 5B030400 "Customs", which consists in availability of flexible trajectories, training in modular educational programs, attracting practitioners to the educational process, presence of the department branches in enterprises, ability to prepare students for certification in their specialty.

All this allows the departments of accredited EPs to provide a high level of employment of graduates to create conditions to meet the needs and interests of the region.

To support the main processes and delegate authority at the university, a set of internal regulatory documents has been developed that regulates the implementation of the EP. An analysis of the structure of the university showed a clear delineation of responsibility for business processes.

Experts of the EEC during interviewing employers, students, teachers, studying internal regulatory documents governing the implementation of the EP, information on the site made sure about the transparency of the educational program management system.

The necessary information, personnel, financial and material and technical resources, as well as regulatory and legal documentation to ensure the implementation of educational programs are available for managing the EP.

Trained in educational management programs: Abenova G.I. - head of the EP "Evaluation" passed training from November 14-15, 2016 on the theme “Educational program as an object of management”; head of the EP "Customs" Kapysheva S.K. took a course on the topic: “Improving professional activities of teachers in implementation of the educational program” in the amount of 72 hours at Eurasian National University in April 2017.

At the Kazakh University of Economics, Finance and International Trade (KazUEFIT), undergraduate and graduate education in the specialties 5B090500- Social work, 6MB090500- Social work is carried out in accordance with State educational license <https://kuef.kz/ru/about/documentation/> .

The Commission notes that the university has a well-developed quality assurance culture.

The implementation and development of accredited program is determined, first of all, by the mission, vision, development strategy of the university, as well as the Plans for the development of educational programs.

Quality Assurance Policy of EP specialty 5B090500-Social Work, 6MB090500-Social Work are provided: the development strategy of KazUEFIT, dated on 22.10.2015, Academic policy dated on 09.09.2017, Regulation on the Commission for Quality dated on 03.03.2017, Methodical recommendations on assessment of KPI of employees from 03.03.2017, Regulation on the Commission on anti-corruption activities from 29.11.2016, Regulation on modular construction of educational programs from 03.05.2017, Regulation on the credit technology of education from 29.11.2016, Regulations on the system of assessing the knowledge of students on development of MEP from 03.03.2018, Regulation on examinations from 03.05.2017, Regulations on audit of

educational programs of 08.31.2016, Regulations on organization of independent work of students on June 29, 2017 and other regulatory documents of both the MES RK and KazUEFIT. EPs are implemented in accordance with KazUEFIT's vision, mission, and strategy <https://kuef.kz/ru/students/dokumenty/>.

The quality policy reflects the link between research, teaching and learning.

The mission, goals and development plans of the EP are reflected in the Passport EP, which ensures their transparency and accessibility to interested parties.

The necessary information, personnel, financial and material and technical resources, as well as regulatory and legal documentation to ensure the implementation of educational programs are available for managing the EP.

The EP management has been trained through the program of modular educational programs: for example, Abdugalin S.E., Burganova R.I. took educational courses at Nazarbayev University in Astana on 22.23 of February 2018.

At the department for implementation of EP there is a lot of work on preparation of AS to conduct classes in English. So, Aliyeva A.Ya., Burganova R.I., Abdugalin S.E., Bukharova A.B., Shayheslyamova K.O. and others attend English courses (Intermediate level).

Head of the department Abdugalina S.E. 09.22.2018 (№C-01720) was trained under the program "Management Education".

The EP management involves employer representatives in determining the direction of development of educational programs and their management.

To collect and analyze information on the identification and prediction of risks, as well as methods of analysis, questionnaires are used on the official website for students, AS and employees. URL: <http://www.kuef.kz/razvitie/oprosnyy-list>;

The necessary information, personnel, financial and material and technical resources, as well as regulatory and legal documentation to ensure the implementation of educational programs are available for managing the EP.

– For the development and regular adjustment of the EP created ASOP with the involvement of specialists from both the internal and external environment, including students, AS and employers. The representativeness of employers involved in the design and implementation of each educational program was demonstrated. (Pr.№ 1 of September 24, 2017, January 14, 2019)

Communication between training and practice is carried out by working of the EP specialty Social work with such centers as: "Institute of Psychology", "SOS - Children Village", University Central Bohemian University (Prague), Medical Institutions - Polyclinic №8, Medical Center "Demeu", State Institution "Department of Employment and Social Programs", etc., which corresponds to the needs of students, employers and society.

So, on 20.09.2017, a round table was held on social work with participation of representatives of Kazakhstan-Finnish Education Innovation Group: Raie Koskinen (Hämeenlinna, Finland), Azimbaeva G.Zh., as well as the AS of the Department of Social Work and Tourism, and students.

On November 30, 2017, a round table was held on "The main priorities of modern development in the aspect of modernizing public consciousness in the framework of State Program of the President N.Nazarbayev- Rouhani Zhangyru".

On 13 April, 2018 a Round Table on the basis of practice - PCC on REU "Rehabilitation Center for the Elderly, Disabled, and Disabled Children" was held on the theme "Contemporary forms of social and medical assistance to address the elderly, disabled and children with disabilities living in Astana" with participation of Dzhangazyeva A.A.m Director of institution, Kusemisov T.S. - Chief Doctor, Dyusenbaeva R.M. - deputy director of the institution, Smagulova Bakhytgul – deputy chief physician for the medical part, as well as for the AS department in the specialty "Social work".

The necessary information, personnel, financial and material-technical resources, as well as regulatory and legal documentation for the implementation of educational programs, which allows the development of a quality assurance culture, are available to manage the EP.

An important factor for integration in the areas of educational and scientific activity is - Multilingualism, which makes it possible to expand university educational contacts with the leading universities of the world (international research projects) and gives the freedom to academic mobility of students and faculty.

In the specialty 5B090500 "Social Work", a 2-nd year student, A. Yeskenova was invited by HUMC (Häme University of Applied Sciences), (Finland) to study in the spring semester of 2018-2019 academic year.

Analytical part

The Commission notes that:

- On accredited cluster specialties, some work has been done to strengthen the documentation of all major business processes governing the implementation EP;
- The analysis of information on the implementation of the EP is carried out by considering these issues at the meetings of the department, the teaching committee and the Academic Council of the University.

The university provides the transparency of the educational program management system. So, on the website of the university in the sections "Rector's Blog", "management", "Structure", "Faculties" provides information about the leadership of the university (rector, vice-rector of relevant areas, deans, heads of graduating departments). In the rector's blog, you can directly ask him questions. Students, employees and interested persons can personally contact the head of departments, deans, vice-rectors, and rector in a special time.

At the same time, the following questions regarding this standard are not fully reflected in the self-report and were not confirmed during the visit of the EEC.

The EEC notes that the uniqueness and advantage of each EP submitted for accreditation over similar educational programs from other universities is not sufficiently confirmed, this opinion was confirmed during interviewing EP managers and analyzing the submitted documentation.

During the writing of the self-assessment report, interviews with the EP management and heads of departments, familiarity with internal documents, the EP management was unable to document that the university analyzes and implements innovative proposals.

During the interviewing of heads of departments, structural divisions, they did not give examples of identified negative risks and the work carried out in this direction. When examining documents (EP Development Plan, etc.), members of the commission were convinced that the work carried out in the field of risk management of the EP is more formal, not fully defined, potential risks are systematized, if we take into account the constant decrease in the number of students under the accredited EP. not highlighted the mechanism for identifying, analyzing and leveling the impact of negative risks on the implementation of the EP.

The report on the self-assessment of reactive EP did not provide information on the conformity of professional qualifications to management. As a result of an interview with the leadership of the EP, it was revealed that the university has not developed the practice of training university managers in educational management programs. On interviewing during meetings with vice-rectors, with heads of structural divisions on February 5, 2019, it turned out that only two or three people passed courses on "Management of Education", the corresponding certificates were not presented.

When visiting the graduating department on February 6, 2019, it turned out that students study English, Business English, Business English from 1 to 4 courses. In order to implement multilingual programs, the University has not developed a plan for a step-by-step transition to trilingual education, and there are no classes in English in the subjects accredited by the EP.

According to the results of the AS survey:

- 5.1% of ASs rate the possibility of combining teaching with research "relatively poorly";
- 10.2% of AS rate the possibility of combining teaching with applied activity "relatively poorly" .

According to the results of the survey, the level of availability and responsiveness of the university management is “fully satisfied” - 82.5%, “partially satisfied” - 16.5% of students.

The Faculty of Applied Sciences developed a risk management plan, since Risks affect the performance of the EP implementation of the Social Work specialty. When using an integrated approach to risk management and considering them as an additional opportunity for development, the results of such a risk assessment are key success factors and used in the specialty “Social work” developed by EP in long-term and short-term development plans.

- EEC confirms that the quality of training of highly qualified specialists in the specialty "Social Work" is increasing every year;

- The EEC confirms that the training of students in the specialty "Social Work" is carried out with the priority areas of science development determined by the needs of employers, consistent with the priorities of the national policy, goals and objectives of the "State Program for the Development of Education of the Republic of Kazakhstan for 2011-2020", the national policy in the field of Education and Science, indicated in the Address of the President of the RC People of Kazakhstan.

- EEC notes that Department takes into account an important factor of integration in the areas of educational and scientific activities as Multilingualism, which makes it possible to expand university educational contacts with the leading universities of the world.

Strengths / Best Practices

- *The university has a published quality assurance policy;*
- *identified responsible for the business processes for the implementation of the EP.*
- *The EP of the Social Work specialty provides various forms of cooperation to participate in the formation of a plan for the development of cooperation between employers and students through their participation in the ACEP.*

Recommendations of EEC to 5 B 050 800 «Accounting and audit», 6 M 050 800 «Accounting and audit», 5 B 090 800 «Evaluation», 5 B 030 400 " Custom case ":

- *conduct an assessment of the risks of developing an educational program in full compliance with the University's Development Strategy and develop a mechanism for reducing them.*
- *leadership to help create opportunities for the adoption and introduction of innovative learning technologies into the learning process;*
- *to practice training of HEI a and accredited EP managers in educational management programs;*
- *take comprehensive measures for the gradual transition of HEI to trilingual education and introduce the practice of teaching core subjects in English.*

Recommendations EEC for 5B090500 "Social work", 6MB090500 "Social work":

- *Strengthen the work on the formation and implementation of double-diploma education and academic mobility.*
- *Strengthen risk management analysis in the strategic university management system.*

Conclusions of EEC on criteria for 5B050800 " Accounting and audit ", 6M050800" Accounting and audit ", 5B090800" Evaluation ", 5B030400" Customs ":

According to the standard "Management of the educational program", 17 criteria are disclosed, 5 of them have strong positions, 9 are satisfactory positions and 3 criteria are expected to be improved.

Conclusions of EEC on criteria for 5B090500 «Social work», 6MB090500 "Social work":

According to the standard "Management of the educational program" 17 criteria are disclosed,

of which 13 criteria have strong positions, 4 - satisfactory positions.

6.2 STANDARD «INFORMATION MANAGEMENT AND REPORTING»

➤ The university should ensure the functioning of the system for collecting, analyzing and managing information based on the use of modern information and communication technologies and software means.

➤ EP management should demonstrate the systematic use of processed, adequate information to improve the internal support system.

➤ Within the EP, there should be a regular reporting system reflecting all levels of the structure, including an assessment of the performance and effectiveness of the activities of departments and departments, and research.

➤ The university should establish the frequency, forms and methods for evaluating the management of the EP, the activities of collegial bodies and structural divisions, top management, the implementation of scientific projects.

➤ The university must demonstrate determination of the order and the protection of information, including the identification of those responsible for the accuracy and timeliness of information and analysis of data.

➤ An important factor is the involvement of students, employees and AS in the process of collecting and analyzing information, as well as making decisions on their basis.

➤ The EP management must demonstrate that there is a communication mechanism with students, employees, and other interested

➤ persons, including the availability of authorization mechanisms conflicts.

➤ The university should provide a measure of the degree of satisfaction of the needs of the AS, staff and students within the EP and demonstrate evidence of the elimination of the detected deficiencies.

➤ The university should evaluate the performance and effectiveness of the activity, including in the context of EP.

➤ The information collected and analyzed by the university within the EP should take account of:

- key indicators efficiency;

- dynamics of the contingent of students in the context of forms and species;

- level of achievement, student achievement and deduction;

- students' satisfaction with the implementation of the EP and the quality of education in high school;

- availability of educational resources and support systems for students;

- employment and career growth graduates.

➤ Students, employees and AS must document their consent to the processing of personal data.

➤ EP management should help provide all relevant information in relevant areas.

The evidence part

The Kazakh University of Economics, Finance and International Trade has introduced information management processes, including processes for collecting and analyzing information. The university has a department of information technology management, which is responsible for information and technical support of accredited EPs.

Dissemination of information and receiving feedback is carried out through meetings of collective bodies, working groups created to solve actual problems.

In the management of the university introduced the following information technology: informational University website (www.kuef.kz), automated information management system for the educational process " Platonus ", "Electronic schedule" of students EP, distance learning system, university electronic library, information systems and resources of the library complex.

At the departments, office work is carried out in accordance with the approved nomenclature of affairs, safety and archiving of documents is ensured, work is underway to switch to electronic document circulation. Operators are promptly informed of information in electronic form via address distribution in the electronic document management system in a local network.

Backup takes place on servers with addresses 10.0.1.30 - helpdesk, moodle, Platonus, ARTA Synergy, on server 10.0.1.20 - Documentation Department, Website kuef.kz, on servers 10.0.1.10 and 10.0.1.22 backing up project data e- university.

The frequency of entry and accuracy of information in AIS Platonus is governed by university regulations.

For conducting online lectures to students of distance learning, the Moodle program is installed. There are organized recording of video lectures by teachers in all readable undergraduate disciplines accredited EPs that are hosted in a distance learning system.

All the processes of implementation of the credit technology of education are automated using the capabilities of the university's corporate computer network. The presence of an internal information and educational portal, an extensive corporate network that allows access to all information resources from any computer, creates the necessary conditions for high-quality training of specialists and development of AS.

The system for monitoring the implementation of plans for the development of the educational program of the cluster includes the following mechanisms: annual reports of graduating departments and faculties; internal audits; consideration of the development of different areas of training specialists on collegial bodies.

The university *collects, analyzes and processes information on the contingent of students, as well as information on the level of student achievement*. Evaluation of the dynamics of the contingent of students and their performance is a continuous process and is held at meetings of the Academic Council, faculty and departments, is made in the form of protocols.

Feedback has been established with the students, which allows to reveal their satisfaction with the quality of the realized EPs. In the course of the conversation with the students, they noted that there was an opportunity to address the management with these or other problems.

As shown by selective acquaintance with personal affairs of AS, employees and students, students, employees and AS of the University draw up agreements for the processing of their personal data, which confirms the legitimacy of KazUEFIT activities in accordance with the Law of the Republic of Kazakhstan "On Personal Data and Their Protection" (May 21 2013 No. 94-V).

In the Kazakh University of Economics, Finance and International Trade to support the educational program of the specialty 5B090500 "Social work", 6M090500 "Social work", information systems function successfully

– official site university URL: www.kuef.kz as result of integration of university information systems;

– automated educational process management information system "Platonus";

– "Electronic schedule" of students EP;

– distance learning system;

– electronic library of the University, which contains training content and teaching materials in all subjects and educational programs;

– information systems and resources of the library complex.

In the process of collecting and analyzing information, all AS, employees and students were involved. At the departments, office work is carried out in accordance with the approved nomenclature of affairs, safety and archiving of documents is ensured, work is underway to switch to electronic document circulation. Operators are promptly informed of information in electronic form via address distribution in the electronic document management system in a local network.

According to the work plan of the department during the school year, all teachers of the EP cluster attend each other's classes in order to exchange experience. All mutual visits are carried out in accordance with the schedule and recorded in the journal. All the work of the departments is reflected in the semi-annual and annual reports.

According to the quality management system, the structural subdivisions of the CIT, CS , SDD form annual reports in accordance with the tasks from the work plans of the divisions to streamline their execution time. The following describes the analysis of the work of the structural unit as a whole, and proposals for the next year to improve activities.

Reports are discussed at the department by protecting the presentation of the work performed and future activities, a draft decision is submitted.

Within the EP cluster there is a regular reporting system that includes the performance and effectiveness of the EP and its assessment at the university level.

The EP Cluster Chairs prepare semi-annual, annual reports that are analytical in nature and cover all areas of the department's work.

At the department, where the fixed cluster discipline uses the following licensed software: ARTA Synergy, a learning management system Platonus, corporate chat messenger Comfort, Yandex corporate email, corporate website based on MicrosoftWindows 2010 Pro, MicrosoftWindows 7 professional, MicrosoftWindows 2012 ServerStandard, MicrosoftOfficeHomeandStudent 2013,KasperskyEndpointSecurityforBusiness , ID2 Single License.

Backup takes place on servers with addresses 10.0.1.30 - helpdesk , moodle , Platonus , ARTA Synergy , on server 10.0.1.20 - Documentation Department, Website kuef.kz, on servers 10.0.1.10 and 10.0.1.22 backing up project data e- university .

Regarding issues of identifying the degree of satisfaction of AS, staff and students of the University's management system, periodically meetings are held with the rector, vice-rectors for activities, heads of structural divisions. Regularly conducted surveys on issues related to development of social sphere, educational activities, leisure activities outside the classroom, the wages of workers and financial support for students.

The degree of satisfaction of the needs of AS, staff and students within the EP is carried out taking into account the requirements of employers.

Evaluation of the effectiveness and efficiency of activities in the context of the EP is carried out according to the current documented procedures: an analysis by the manager. departments, as well as evaluation through the execution of the following administrative documents - the decision of the collective management bodies (Scientific and Methodological Council, Scientific Council, Rectorate), orders of the rector and orders of the vice-rectors on the activities.

AS and other employees have documented their consent to the processing of personal data. Consent to the processing of personal data of students is available, as well as all other data on them are contained in the relevant dean's offices and the office of the registrar.

Analytical part

According to the analysis of compliance with the criteria of the "Information Management and Reporting" standard for accredited EPs, the commission notes the following: the university has an information and reporting management system. Data is stored in electronic and paper format in accordance with the nomenclature.

The databases available at the university allow forming a variety of analytical reports.

Regular surveys of students, employees, AS, employers are conducted, the results of which take appropriate measures to eliminate shortcomings and improve the EP.

Feedback has been established with the students, which allows to reveal their satisfaction with the quality of the realized EPs. In the course of the conversation with the students, they noted that there was an opportunity to address the management with these or other problems.

Interviews with teachers and students showed that suggestions and recommendations from stakeholders find a response in management decisions.

During the EEC visit, the university did not fully demonstrate how preventive and corrective measures are developed based on the analysis and evaluation of control indicators, as well as an assessment of their effectiveness. Also, information was not fully provided on how management sets the frequency, forms and methods for evaluating EP management, the activities of collegial

bodies and structural divisions, and the implementation of research projects.

The departments have EP Development Plans for 2016-2020, which reflect the main strategic directions, goals and objectives. The name of the strategic direction, goals, objectives, activities for the implementation of the direction, responsible and expected results are also defined. The expected results of the tasks for the implementation of the strategic directions for the development of the EP are descriptive, which does not allow to evaluate the effectiveness of the activities implemented for the planned 5-year period. The departments have developed EP programs and development plans for each current academic year, in which the expected results also do not have measurable indicators for each type of implemented activities, which does not allow evaluating the effectiveness and efficiency of activities in the context of EP. The EP Development Plan for 2016–2020 was approved by the head of the EP, and the EP Development Plans for the 2018-2019 academic year were approved by the heads of departments, taking into account the content, period, document importance and management hierarchy, then the document approval hierarchy should be revised.

The EP management did not provide examples of how the information gathered affects the improvement of the internal quality assurance system, the specific facts of students' participation in the processes of collecting and analyzing information, and making decisions based on them. Students, employees and AS are not sufficiently involved in the processes of collecting and analyzing information and making decisions based on them. The EP management described examples of work of the Alumni Association, thanks to close ties with alumni, excursions for students were organized and conducted, the participation of representatives of various alumni companies in the development of the EP was ensured, master classes for graduate students were held in their work places, etc. But at the meeting with the EP graduates, it was not possible to get complete information about the activities of the Alumni Association, nor about the work of graduates in the development of these EPs, nor was it possible to track down issues of career growth of graduates.

According to the results of the survey, 49.2% responded to the question about the assessment of AS involvement in the process of making management and strategic decisions “very well”, “Good” - 47.5%, “relatively bad” - 1.7%, “bad” - 1.7%.

The EEC confirms that the assessment of the effectiveness and efficiency of activities, in the context of the EP of the specialty “Social work”, is carried out in accordance with the existing documented procedures for improving the internal quality assurance system.

The EEC confirms that the information management system at the department, dean's office, and vice-rector functions in the specialty “Social Work” of the cluster.

The Commission notes that the performance and effectiveness of activities, including in the context of the EP, is discussed in the framework of the work of the Quality Work Division.

- Within the EP of the specialty “Social work”, there is a system of regular reporting with seven structural divisions of the university, on the recruitment of students, movement of the contingent, personnel, academic mobility of students and teachers

Strong points / best practice

- *documentary evidence on the processing of personal data of students, employees and AS.*
- *The EP manager of the specialty “Social work” monitors the indicators characterizing educational programs of the EP. Social work - 5B090500 (bachelor degree), Social work - 6MB090500 (magistracy), necessary for operational, tactical and strategic management of educational process.*
- *The university is provided by modern information systems, information and communication technologies o- and software for the purpose of adequate management information within the specialty "Social work".*

Recommendations of EEC for 5 V 050800 “Accounting and audit”, 6 M 050800 “Accounting and audit”, 5 V 090800 “Evaluation”, 5 V 030400 “ Customs”:

- *provide analysis of information about the quality and implementation of educational*

programs in order to identify and predict risks;

- the planned activities and expected results in the EP Development Plans for the long and short term are to be reviewed in terms of measurability, performance evaluation and efficiency;
- to intensify work on the involvement of all categories of university staff: students, workers and AS in the process of collecting and analyzing information and making decisions on their basis;
- revise hierarchy statements Plan development re-credited EP on long and short term periods.

Recommendations EEC for 5B090500 "Social work", 6MB090500 "Social work":

- Increase financing processes learning
- Develop a program to increase the information content of users on hosted sites, to increase the possibility of using website.

Conclusions of EEC on criteria for 5B050800 "Accounting and audit", 6M050800" Accounting and audit", 5B090800" Evaluation", 5B030400" Customs":

According to the "Information Management and Reporting" standard, 17 criteria are disclosed, of which 3 criteria have strong positions, 11 are satisfactory positions and 3 criteria are assumed improvements.

Conclusions of EEC on criteria for 5B090500 «Social work», 6MB090500 "Social work":

According to "Information Management and Reporting" standard, 17 criteria are disclosed, of which 15 are strong and 2 are satisfactory.

6.3 STANDARD «FORMULATION AND APPROVAL OF EDUCATIONAL PROGRAMME»

- The university should define and document the procedures for the development of EP and their approval at the institutional level.
- The EP management must ensure that the developed EPs meet the objectives set, including the intended results learning.
- The management of the EP should ensure the availability of developed models of graduate of the EP, describing the results of training and personal qualities.
- The EP management must demonstrate external expertise.
- Qualifications obtained at the end of the EP must be clearly defined, explained and correspond to a certain level.
- The EP management should determine the impact of disciplines and professional practices on shaping results learning.
- An important factor is the possibility of preparing students for professional certification.
- The EP management must provide evidence of the involvement of students, AS and other stakeholders in the development of the EP, ensuring their quality.
- The complexity of the EP should be clearly defined in Kazakhstan loans and ECTS.
- The EP should provide the content of academic disciplines and learning outcomes level of training (bachelor, master, doctoral).
- The structure of the EP should provide for various types of activities.
- An important factor is having a joint EP with foreign organizations.

The evidence part

The development and approval of educational programs at the University is carried out in accordance with the provisions of the regulatory acts in the field of higher and postgraduate education, as well as the documentation developed by the University to ensure the transparency and clarity of the implementation of the development strategy directions.

Reaccredited by EP Cluster 4 EP 5B050800 - "Accounting and audit", 6M050800 - "Accounting

and audit”, 5B090800 - “Evaluation”, 5B030400 - “Customs” of the University are provided with educational and methodical documentation in accordance with Kazakhstani requirements: state general educational standards; typical and working curricula of specialties; typical and working training programs disciplines

The university has the following types of curricula: standard curriculum (TC), working curriculum (WC). Curricula are developed on the basis of model curricula for specialties for the entire period of study, State compulsory educational standards and rules for the organization of the educational process on the credit technology of education. In accordance with SCESRK curriculum is maintained the ratio of the volume of disciplines cycles GS, BD, major disciplines.

The content and structure of the accredited EPs are formed in accordance with the requirements of the Model Rules for Higher and Postgraduate Education Organizations, approved by Government Decree of May 17, 2013 No. 499, SCES RK, approved by Government Decree No. 1080 of August 23, 2012, the Rules for Organizing the Educational Process for Credit training technologies, approved by Order of the Minister of Education and Science No. 152 of April 20, 2011, with corresponding changes to them.

Formation of individual educational trajectories of the student is carried out with the help of an adviser for each academic year on the basis of SCES RK, MC, IC.

On the basis of EP, working curricula and catalogs of elective disciplines (CEC) are compiled annually and approved. The CEC contains a brief description of the disciplines, indicating the prerequisites and post requisites of the discipline. CECs are available in the departments and on the educational portal.

In MEP, there is a logical sequence of learning cycles, disciplines, practices, final certification, and diploma thesis defense, ensuring the formation of general and special competencies. The labor intensity of cycles disciplines in Kazakhstan and ECTS credits, as well as in hours, with a lecture, practical (seminar) classes, independent work of students under the guidance of a teacher and independent work of a student, all types of professional practice, intermediate certification

According to EP 6M050800 - Accounting and audit, they are developed on the principle of modular structuring taking into account Dublin descriptors; they are formed from various types of educational and scientific work, practices that determine the content of education, reflecting their relationship, measurement and accounting. By all EP 5 050 800 «Accounting and audit», 6 M 050 800 «Accounting and audit», 5 090 800 "Evaluation", 5B030400 "Customs" developed a model of graduate with the participation of employers, AS university and students, which contains a description of the mandatory minimum knowledge and skills that provide basic education and the specifics of each educational programs.

The graduating department developed programs of all kinds of practices. The University has concluded agreements with large companies for the passage of all types of practices for students accredited EP.

In order to identify the degree of satisfaction of employers with the quality of training of graduates and their compliance with the requirements of the department, they hold annual meetings of students and graduates of the department with by employers.

The various types of knowledge control included in the EMCD allow us to assess the effectiveness of mastering students' professional competencies.

Employers are involved in the process of designing and implementing an EP, forming the required competencies of graduates to the Academic Council of the EP.

Thus, to conduct an external examination on EP 5B050800, 6M050800 - “Accounting and audit”, 5B090800 “Evaluation”, 5B030400 “Customs” in the 2017-2018 academic year, employers were involved and received positive feedback on the modules from the director of LLP “Center of audit and evaluation”, Chairman at “Chamber of Auditors” of Astana and Akmola region, Ph.D.Baltabaeva B.K., ALE “Republican Chamber of Appraisers”, LLP “Assets Assessment Center”, TOO “Cosmo Group Consulting”, LLP “Independent Appraisal-Legal Center”, State Revenue Department in Astana, brokerage companies LLP “Alem Kolor”, LLP “Barrel-DK.

Employers participated in the development of individual disciplines of modules, for example: The Evaluation of Business and Intellectual Property module was developed jointly with Cosmo Group Consulting LLP, Modules International evaluation standards "and" Evaluation activity and project performance evaluation "were developed jointly with the Republican Chamber appraisers".

On the recommendation of employers for EP 5B0090600-Evaluation, new disciplines of the component for choosing "Regulatory and legal documents for land assessment", "Evaluation of natural resources and subsoil", "Estimated business", "Evaluation of real estate insurance" were introduced into the BD and SD cycle. (Minutes No. 6 of the ASOP meeting dated June 17, 2016).

According to the EP "Customs", the following courses are included: "Basics of crime qualification", "Organization of customs control of goods and vehicles",

"International Customs Relations".

An important role in the training of specialists, namely in the development of their professional competencies, is played by various types of practices envisaged by the PMU. At the university, at the end of the internship, students submit to the department a report and diary signed by the head of the internship base.

According to the EP, graduates are *trained to prepare students for professional certification*. So, for students of EP 5B050800 "Accounting and audit" at the university a course of the course "1C: Accounting - 82.

On the basis of the "Rules of the organization of the educational process on the credit technology of education", approved by the order of MES RK dated 20.04.2011, No. 152, and is enshrined in the provision HEI.

Recalculation of ECTS credits into credits of the Republic of Kazakhstan is carried out by dividing ECTS credits by a conversion factor.

In the specialties of the EP cluster, all labor-intensiveness is given in ECTS credits, study work - 1.6; for practice - 2.5; for final certification -4.7, etc.

In all disciplines of the EP specialties of the cluster, there are video lectures for students of distance learning. To date, the bank of recorded video lectures by teachers in the cluster is over 200, of which over 90 are in the state language.

Components for choice are developed taking into account requirements of a modern level of development of various spheres of the Republic of Kazakhstan. The content of the elective components disciplines reflects current trends in the development of these industries, taking into account international experience, as well as the requirements of employers. Employers are involved in the development and review of educational programs, in conducting classes on special courses, in conducting guest lectures, and in participating in the final attestation commission.

On carrying out external examinations under the EP "Social Work", a close relationship is maintained with the heads of the basic institutions: Abuyeva L.Ye. - Head of the State Department "Employment Office and social programs", Sultanova G.M. head of "Republican Children's Rehabilitation Center", Z.S. Arystanova, director of "SOS Children's Village Astana", Amrina G.K. director of the state institution "Lyceum School №54 of the Department of Education of Astana", R.A. Abzalova, Ph.D. Director of PCG on PVC "Educational Practical Center for Family Medicine "Demeu", Karasheva G.Zh. Head of the Department of Internal Policy and Social Sphere of Akimat of Almaty district in Astana. For an objective assessment of graduation projects (master's theses) in the specialty 5B090500 - "Social Work" employers are involved as external reviewers. Reviewers develop a reasoned review that meets all the requirements for scientific work. Bapishev K.S. - Master of Social Work, director of the social service center "Sharapat" akimat of Astana, S. Zhantekeyev, psycho. PhD, Associate Professor, Director of the "University of Psychology", M. Kariev M.Kh., Master of Social Work, Director of the Center for the Socialization of Persons in Difficult Life Situations.

Every year at the meetings of departments (in May-June), where the specialties of the cluster are fixed, discussion and revision of the WC for the next academic year is held. AS departments and

employers take part in the meeting. The purpose of the revision is to update the curriculum, taking into account the wishes of employers, changes in SCES, changes in the market, changes in this area. The results are reflected in the minutes of department meetings.

To change the MEP, the following employers were involved: the director of the state institution "Center for Social Services of the Population" at Akimat of Astana, Baymagambetova R.Zh.; The head physician of the State Clinical Hospital on the REU "City Polyclinic № 8", Kasymova A.K. ; Director of the Institute of Psychology Zhantikeev; Director of MGI "Sharapat" Bapishev K.S. ; MGI "Employment Center of Astana Omar O.K., director of the non-state educational institution "SOS - Children's Village of Astana" Z.S. Arystanov.

Each MEP is reviewed by employers and provides a reasoned rationale for the introduction of new disciplines. Expert opinion is available for all undergraduate and postgraduate modules of the accredited cluster specialties.

12. When developing a MEP, the views of students are taken into account by conducting a questionnaire survey, which reveals which disciplines are less relevant due to market trends and which new disciplines need to be included.

The complexity of academic disciplines is determined in Kazakhstan credits and ECTS based on the "Rules for organization of the educational process on credit technology of education", approved by the order of MES RK dated on 20.04.2011, No. 152, and is enshrined in the position of HEI.

Recalculation of ECTS credits into credits of the Republic of Kazakhstan is carried out by dividing ECTS credits by a conversion factor.

In the specialties of the EP cluster, all labor-intensiveness is given in ECTS credits, study work - 1.6; for practice - 2.5; for final certification -4.7, etc.

Analytical part

An analysis of the accredited EPs for compliance with the criteria of the "Development and Approval of the Educational Program" standard shows that the content of educational programs, the sequence of their implementation, the depth of development in all specialties of training meet regulatory requirements. Created academic councils of educational programs, which include AS, employers, students, at the meetings discussed the design, development and approval of the EP and other issues of the educational process. Also, for each EP, an EP manager was appointed and working groups were formed by specialties for EP development, profile definition and graduate model.

When interviewing EP, AS EP managers and when studying documentation in the departments, it was found that level harmonization content of educational programs with similar educational programs of leading foreign educational organizations.

In order to integrate the education system into the international educational space, to more fully meet the educational needs of students, the university management does some work in this direction: agreements on mutual cooperation with other Kazakhstan and foreign universities have been concluded, an academic mobility of students in foreign universities with a small number of students is carried out. The question of academic mobility of AS and students in universities of the near and far abroad is very poorly posed, there are no joint EP educational programs with foreign organizations education.

For the re-accredited EP, there is no joint EP actually implemented with foreign universities. However, the University is negotiating with universities in European countries in this direction.

A student survey conducted during the EEC IAAR visit showed that:

- level of responsiveness to feedback from teachers regarding the educational process fully satisfies - 89.3%; partially - 8.7%; partially satisfied - 1%, found it difficult to answer - 1%.

The EEC confirms that the EP of the specialty "Social Work" takes into account the assessment of employer satisfaction with the quality of training students and undergraduates.

EEC confirms that the results of training in the university in the specialty 5B090500 - "Social work" meets the requirements of the sectoral qualifications framework of the social and labor sphere.

The EEC confirms that learning outcomes for different levels are determined by the NQF qualifications obtained: bachelor's degree - master's degree - doctoral studies. For example, Graduates of the EP undergraduate department continue their education in the magistracy.

The EEC notes that it is desirable to strengthen the training of students for professional certification in their specialty, as well as expand joint EPs with foreign universities.

Strong points/ Best Practices

- *availability of developed graduate models EP;*
- *EP labor intensity is clearly defined in Kazakhstan credits and ECTS.*
- *a goal to effectively form the on-demand competencies of graduates, employers (representatives from enterprises).*
- *theoretical disciplines are related to practical training of students under production conditions and are aimed at instilling in them skills and abilities specific to the chosen specialty in accordance with criteria for selecting practice.*
- *Social Worker's graduate model complies with Qualifications obtained after completing an EP by trajectory: Administration and management in social work, Family-oriented social Job.*

Recommendations of EEC for 5 V 050800 "Accounting and audit", 6 M 050800 "Accounting and audit", 5B090800 "Evaluation", 5B030400 "Customs":

- *step up work on the harmonization of the content of educational programs with similar educational programs of leading foreign and Kazakhstan organizations education;*
- *consider the possibility of developing joint educational programs with foreign organizations education.*

Recommendations of EEC for 5B090500 "Social work", 6MB090500 "Social work":

- *Expand collaborative EP with foreign universities.*
- *train students for professional certification in the specialty "Social Work".*

Conclusions EEC on criteria for 5B050800 "Accounting and audit", 6M050800 "Accounting and audit", 5B090800 "Evaluation", 5B030400 "Customs":

According to the standard "Formulation and approval of educational program", 12 criteria are disclosed, of which 4 criteria have strong positions, 7 are satisfactory positions, and 1 criterion suggests improvement.

Conclusions of EEC on criteria for 5B090500 «Social work», 6MB090500 "Social work":

According to the standard "Formulation and approval of the educational program" 12 criteria are revealed, of which 10 are strong, satisfactory - 1, the criterion is supposed to be improved - 1

6.4 STANDARD «CONTINUOUS MONITORING AND PERIODIC EVALUATION OF EDUCATIONAL PROGRAMME»

➤ The university should monitor and periodically evaluate the EP in order to achieve the goal and meet the needs of students and society. The results of these processes are aimed at continuous improvement.

➤ Monitoring and periodic evaluation of EP should consider:

➤ The content of the programs in the light of the latest achievements of science in a particular

discipline to ensure the relevance of the taught disciplines;

- Changes in the needs of society and professional environments;
- Load, academic performance and graduation of students;
- Effectiveness of assessment procedures students;
- Expectations, needs and satisfaction students;
- Educational environment and support services, and their relevance to goals EP.
- The university and the EP management must provide evidence of the participation of students, employers, and other stakeholders in the revision EP.
- All interested parties should be informed of any planned or taken action regarding the EP. All changes made to the EP must be published.
- EP management must ensure that the content and structure of the EP is revised to reflect changes in the labor market, employers' requirements and social inquiry of society.

The evidence part

KazUEFIT constantly monitors and periodically evaluates the EP, uses a feedback mechanism (survey, interviews, student questionnaires, key employers). Monitoring and periodic evaluation of the EP cluster is carried out by departments, faculty and the department of planning and monitoring of the educational process, the department of quality control of the university. The procedure for planning, developing and approving, making changes and further improving the EP is consistent regulatory and legal documents regulating implementation educational programs and is available to all participants of the educational process - AS, employers, students.

To determine the level of satisfaction of students, the planning and monitoring department of the educational process, the university's quality control department organizes and conducts student surveys every academic period. In the 2017-2018 academic year, the following types of monitoring and questioning were conducted at the University:

- questioning on the official website for students, AS;
- employment monitoring graduates;
- monitoring the structure and content of the EP by employers based on the expertise of the modules, MEPs, CECs;
- survey of students' satisfaction with the organization of education in KazUEFIT and improvement of the educational process; on the quality of work of the dean's office and faculty; on the organization and work practice, on the prevention and combating of corruption in university;
- "Satisfaction" of students with the quality of the organization and production practice;
- monitoring the activities of the University for the past academic year in the form of a report;
- With the help of Platonus AIS, monitoring is carried out on: contingent characteristics; learning process and others.

From November 2016, at the University, 2 times a year, an online survey is conducted on the quality of classes with definition of the loyalty index.

Monitoring of workload, academic performance and the results of assessing the quality of students and graduates is being monitored, as evidenced by the protocols of meetings of the SEC, protocols of meetings of the departments.

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

The mechanism for assessing knowledge, skills and professional competence is carried out on the basis of a fund of evaluation tools (FAT), which takes into account attendance at classes, oral and written answers, and homework. Evaluation is placed in the electronic journal AIS "Platonus".

The development of educational programs is carried out taking into account the proposals of employers, interested persons, students involved in the selection process and the formation of a list of elective disciplines, the development of the themes of graduation works, as well as the opinions and suggestions of students and employers on the basis of professional practices, proposals of the chairmen SAC.

For each EP, an Academic Council was established, which included employers, AS, and students to discuss, approve and revise the EP.

The EP is updated in connection with the change of state mandatory standards of higher education, the introduction of new directions and elective courses.

The EP is updated in accordance with the requests of employers, which is reflected in the catalog of elective disciplines for the corresponding academic year and is approved by the Academic Council of the university.

The university management has demonstrated its openness and accessibility for students, AS, employers: there is access to management at any level of management on personal matters, meetings with the rector are held on a systematic basis.

Following the visit and meetings, the Commission notes that KazUEFiMT constantly monitors and periodically evaluates the EP, uses a feedback mechanism (survey, interviews, questionnaires of students, key employers) in order to ensure that they achieve their goals and meet the needs of students and of society. The results of these surveys were discussed at the meeting of the department:

“Social work and tourism”, which are reflected in the minutes of the department: Minutes No. 9 of 04/22/2016, Minutes No. 9 of 04/20/2017, and which lead to continuous improvement of the EP. Information on planned and undertaken actions is available to all interested parties and is presented on the official website of the university-kuef.kz .The EP is monitored and evaluated in accordance with “Provision of audit for educational programs P KazUEFIT 12-01, dated on August 31, 2016” approved by the Academic Council (Protocol number 1 from 08/31/2016).

In order to determine the expectations, needs of students, their level of satisfaction with the process and the conditions of education in the EP cluster, the department of educational work systematically monitors the satisfaction with learning in the PLO cluster.

Table of achievement of the specialty "Social Work" in the period from 2014-2018

Academic year	On the basis of s/e(%)		On base t/v/e(%)	
	3 course	4 course	2 course	3 course
2014-2015	91.5	81	100	62
2015-2016	100	98	100	100
2016-2017	97.5	100	-	100
2017-2018	95	100	87	-

To assess student satisfaction, the EP cluster conducted a poll "Satisfaction of students with the quality of organization and practical training". From 09/21/2017 on 03.10.2017 98 university students were surveyed (Results were reported at the Coordination Council, Protocol No. 3 dated November 23, 2017)

The results of the survey allowed us to state that the majority of respondents noted a sufficient level of basic theoretical knowledge for mastering practical skills (fully-56.1% and partially - 33.6%), a sufficient level of psychological training for effective interaction with employees on the basis of practice (fully -62.2% and partially -27.5), found it difficult to answer –7.1% and 8.1% of the respondents.

The review and evaluation of EP 5B090500 - “Social Work” is carried out by employers: Institute of Psychology, SOS - Children's Village of Astana, and the Astana social institutions: MGI

“Sharapat Social Service Center” of Akimat, SI “Center of social services for the population” of Akimat, MGI “Employment Center” of Akimat, SCE on REU “City Polyclinic №8 ”.

Analytical part

The EEC confirms that the university continuously monitors, periodically evaluates and revises educational programs for the effective implementation of the educational process and is working to create a favorable learning environment for students. Employers are involved in the process of designing, developing and implementing, as well as revising the EP, for conducting classes, reviewing graduation projects, are members of the state certification commissions

The university management has demonstrated its openness and accessibility for students, AS, employers: reception hours for personal matters have been determined, meetings with the rector are held on a systematic basis.

Employers are involved in the development of the EP by making their proposals for new elective disciplines. The University has feedback from employers on the modules EP, MEP, CEC, models of graduates.

The university participates annually in MES RK among graduate courses. EEEA is a mandatory procedure and includes independent testing of students in 4 specialized disciplines.

In 2018 in the rating of the NCE “Atameken” educational programs, the “Accounting and audit” EP took the 6th place out of 78 universities, the Evaluation EP - 5th out of 13 universities.

When examining the state of affairs about taking into account the results of the analysis of changes in the labor market, employers' requirements and social demands of society, letters were provided from employers about the inclusion of new elective disciplines, but the labor market is not monitored on an ongoing basis. Therefore, the commission recommended to monitor the labor market on an ongoing basis, the influence of environmental factors (competitors, the state of the country's economy, consumer solvency, etc.) and employers to identify and take into account expected learning outcomes when developing and updating the content and structure of the EP, as well as analyze the labor market using modern SWOT and PESTEL methods of analysis with the aim of taking into account the expected learning outcomes in the content of the EP. According to the results of the survey, the level of availability of the manual was assessed by students on “Very good” 79.9%, “good” 18.6% of students. The availability of teachers' guidance was rated as “very good” by 78%, “good” - by 20.3% of AS.

The EEC notes that the EP of the social work specialty continuously monitors, periodically evaluates and revises educational programs for effective implementation in the educational process and creating a favorable learning environment for students.

Evaluation EP specialty "Social Work" is carried out taking into account the needs of the labor market, the views of students.

Employers are involved in conducting classes, reviewing graduation projects, are members of the state attestation commission.

Strengths / Best Practices

- *Established Academic Councils, which include employers, AS, and students to discuss, approve and revise EP.*

- *EP content is reviewed once a year, updated to reflect the views of stakeholders (employers, AS, students)*

- *Student satisfaction with EP education is monitored annually. specialty.*

Recommendations for EEC for 5 V 050800 “Accounting and audit”, 6 M 050800 “Accounting and audit”, 5 V 090800 “Evaluation”, 5 V 030400 “ Customs”:

- *on an ongoing basis to monitor the labor market, the external environment, employers' requests when developing and updating the content and structure of the EP using SWOT and PESTEL analyzes to identify changes.*

Recommendations for EEC for 5B090500 "Social work", 6MB090500 "Social work":

- *It is recommended to expand the circle of employers involved in the assessment and development of areas for improving content.*

Conclusions of EEC on criteria for 5B050800 "Accounting and audit", 6M050800 "Accounting and audit", 5B090800 "Evaluation", 5B030400 "Customs a business":

According to the standard "Continuous monitoring and periodic evaluation of educational programs," 10 criteria are disclosed, of which 2 criteria have strong positions, 8 are satisfactory positions.

Conclusions of EEC on the criteria for 5B090500 «Social work», 6MB090500 "Social work":

According to the standard "Continuous monitoring and periodic evaluation of educational programs," 10 criteria are disclosed, of which 10 are strong, satisfactory positions are 0.

6.5 STANDARD «STUDENT-CENTRED LEARNING, TEACHING AND ASSESSMENT OF ACADEMIC PERFORMANCE»

- EP management should ensure respect and attention to different groups of learners and their needs, providing them with flexible trajectories learning.
- The EP management should ensure the use of various forms and methods of teaching and learning.
- An important factor is the presence of its own research in the field of teaching disciplines EP.
- The EP management must demonstrate presence of a feedback system on the use of various teaching methods and assessment of results.
- The EP management must demonstrate support for student autonomy, with simultaneous guidance and assistance from teacher.
- The EP management must demonstrate the existence of a complaint response procedure.
- The university should ensure consistency, transparency and objectivity of the mechanism for evaluating the learning outcomes for each EP, including appeal.
- The university must ensure that the results of the evaluation of the learning outcomes of students of the EP are consistent with the planned learning outcomes and program objectives. Criteria and evaluation methods in the framework of the EP must be published in advance.
- In the university, mechanisms must be defined to ensure that each graduate acquires the learning outcomes of the EP and ensure their completeness formation.
- Assessors should possess modern methods of assessing learning outcomes and regularly improve their skills in this field.

The evidence part

KazUEFIT provides equal opportunities for students, regardless of the language of instruction. Training takes place in the state and Russian languages. For each academic year, MEPs and CECs are formed, which characterize educational trajectories. Students have the opportunity to choose elective disciplines and teachers for the next academic year.

Students receive information about the possibilities of forming an individual educational trajectory with the help of advisors. Monitoring the progress of students on the educational trajectory is carried out on the basis of a system for evaluating the results of students.

Students are provided with syllabuses, EMCD, educational and scientific literature, SRW, SSWST, advice and information resources. Managers provide a harmonious development of

students, taking into account their individual characteristics.

Examples of good practice in educational trajectories can be cited for the following EP:

- EP "Evaluation" trajectory: Evaluation of business / Evaluation of real estate and movable property, intellectual property and intangible assets;

- EP "Accounting and audit" trajectories :Accounting and audit at according to with IFRS / Accounting and audit in accordance with IFRS OS;

- In the specialty 6M050800 - Accounting and audit: for the profile direction on 2 paths: Accounting and auditing in the branches of applied economics / Accounting and auditing of public sector of the economy; for scientific and pedagogical direction on 2 trajectories: Methodology of accounting, analysis and audit in the real sector of the economy / Methodology of accounting, analysis and audit in the financial sector economy.

- EP "Customs" trajectory: Customs in the financial and economic sphere / Customs in brokerage activities.

In terms of digitalization, KazUEFIT uses innovative teaching methods: multimedia systems, including a PC, a multimedia projector and a portable screen. The following types of software have been introduced into the educational process: SONO; tax office; electronic invoices; 1C: Accounting, Audit Expert. In order to introduce innovative technologies, the following events are held such as: the release of teaching materials, trainings and training seminars for AS, etc.

The management of the EP conduct active work on maintaining the autonomy of those engaged in academic disciplines, through the use of interactive teaching methods, in particular, these are guest and problem lectures with the participation of leading practitioners, round tables, discussions, gaming technologies, technologies of collective and group activities, imitational methods of active learning, methods of analysis of specific situations, the method of projects, training in cooperation, creative training, innovative educational project activities, the method of discussion, brainstorming, project method, business game method, lecture-press conference, lecture-talk, lecture-visualization, lecture-dispute, etc.

Students have the opportunity to realize leadership and creativity. Participation in Youth Committee, Anti-Corruption Club "Sanaly Urpak"; Student theatre; Coordination club of intellectual and scientific development, etc.

The procedures for assessing the level of knowledge of students in KazUEFIT correspond to the planned learning outcomes and the goals of the EP. Evaluation of knowledge, skills and professional competencies, students of the credit technology of education, is carried out on a 100-point scale with the conversion of the final result into alphabetic and digital equivalent. The final assessment of the discipline includes the assessment of the rating of admission and final control. All information on the assessment of students, including current, intermediate, final control is available at AIS Platonus.

The EP management ensures the availability and effectiveness of the collective appeal mechanism (appeal), the transparency of the criteria and assessment tools.

KazUEFIT has established a procedure for responding to students' complaints. There is a "one-stop shop" student service center that accepts and considers student complaints, which all university students can apply to. There is a feedback that is implemented in the form of the functioning of the blog of the rector (<https://kuef.kz/ru/blog/>).

Mechanisms to identify conflicts are the statements of students, a personal appeal to the supervisor or the call center, to leave online a complaint or anonymous addresses. The university uses a special box installed at the entrance of the main building to receive information and review complaints and suggestions from students. Complaints and proposals are considered at the Disciplinary Council with the introduction of decisions in the minutes of the meeting.

The EP management for the Social Work specialty pays attention to the different groups of students and their needs, provides them with flexible learning paths. Students have the opportunity

to choose elective disciplines and teachers. At spring semester elective disciplines are presented to students, then the individual educational trajectory is reflected in the MEP and IC.

In the process of learning EP, interactive teaching methods are used: case-study, guest and problem lectures with the participation of leading practitioners, round tables, discussions, etc. In order to improve the qualifications of the AS teacher of the specialty Social work, a seminar-training was held: "Application of the case - stages in the educational process",

"Interactive teaching methods in higher education", speakers Amanzholova A.A., Burganova R.I., Aliyeva A.Ya.

Tasks for independent work of students are defined in the syllabus for each discipline and WC. Students must be familiar with the self-study methodological guidelines (FAT) and relevant standards and requirements that are an application in the EMCD.

Analytical part

At the same time, the commission notes the involvement of students and employers in the audit procedures of educational programs.

The Commission notes that KazUEFIT seeks to develop objective tools for assessing students' knowledge, using the recommendations of the latest version of ECTS and a clear anti-corruption policy.

Students enrolled in undergraduate EP undergraduate and graduate programs are involved in independent assessment of learning outcomes.

The EEC Commission during the interviewing of students was convinced that, according to the approved EP, experts - practitioners are involved in the educational process.

On the basis of scientific centers, students of secondary education EP acquire practical skills and abilities, as well as implement the results of scientific research in the process of carrying out their theses, master's theses, SRWC, SRWM, etc.

The EEC Commission during the interviewing of the AS determined that AS EP produced various educational and training materials on its readable disciplines, but there is no own research on AS by teaching methods.

Mechanisms for an adequate assessment of the results of independent work EP specialty "Social Work" are listed in the syllabus and the FAT for each discipline.

It is necessary to strengthen research in the field of teaching methodology of the EP cluster of disciplines.

Strengths / Best Practices

- *availability of a procedure for evaluating the results of training and the combined control of students for re-accredited EP.*
- *presence of a coherent system of interaction of the university with employers;*
- *graduates of EP specialty "Social work" at the end of training have certain competencies prescribed in the model graduate.*

Recommendations of EEC for 5 V 050800 "Accounting and audit", 6 M 050800 "Accounting and audit", 5 V 090800 "Evaluation", 5 V 030400 " Customs":

- *continue to work on conducting own research in the field of teaching disciplines in the context of EP.*

Recommendations of EEC for 5B090500 "Social work", 6MB090500 "Social work":

1. *Strengthen international cooperation and attract foreign lecturers.*
2. *Improve quality scientific developments by AS.*

Conclusions of EEC on criteria for 5B050800 "Accounting and audit", 6M050800 "Accounting and audit", 5B090800 "Evaluation", 5B030400 "Customs":

According to the standard "Student-centered learning, teaching and assessment of performance"

10 criteria are disclosed, of which 1 criterion has strong positions, 8 are satisfactory positions and 1 criterion assumes improvements.

Conclusions of EEC on the criteria for 5B090500 «Social work», 6MB090500

"Social work": By standard Student-centered learning, teaching and assessment of academic performance" there were disclosed 10 criteria, of which 8 strong, with satisfactory position - 2.

6.6 STANDARD «STUDENTS»

➤ The university should demonstrate the policy of forming a contingent of students in the context of the EP 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.

➤ EP management should demonstrate special adaptation and support programs for new and foreign trainees.

➤ The university must demonstrate compliance with actions of Lisbon Convention recognition.

➤ 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.

➤ The EP management must demonstrate 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.

➤ The university should provide an opportunity for the external and internal mobility of students EP, as well as assist them in obtaining external grants for learning.

➤ The management of the EP should make the maximum amount of effort to provide trainees with internships, facilitate the employment of graduates, and maintain communication.

➤ The university must provide the EP 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 complete.

➤ An important factor is the monitoring of employment and professional activities of graduates.

➤ EP management should actively encourage learners to self-educate and develop an extra-core program (extracurricular activities).

➤ An important factor is the existence of a valid association / association of alumni.

➤ An important factor is availability of a mechanism to support gifted students.

The evidence part

The EP management demonstrates the policy of forming a contingent of EP students from admission to graduation and ensures transparency of its procedures. To form a contingent of students, the University holds an Open Day, Excursions for Schoolchildren, Subject Olympiad and other events for pupils in schools in Astana and other regions of Kazakhstan, where reference books, university booklets, information about implemented EPs are held.

There is a department for admission of applicants - Marketing Management.

The University has developed a program for adaptation of foreign students to the conditions of KazUEFIT for 2018-2019 academic years from 25/08/2018.

The University closely cooperates with Center of Bologna Process and Academic Mobility of the MES RK.

The University has developed the following documents: Regulation on the credit technology of

education P KazUEFIT 08-04, 11.29.2016 (Minutes No. 5 of 11.29.2016); Regulations on the procedure for transferring training courses and credits by ECTS in KazUEFIT P KazUEFIT 12-04, 06/29/2017; Regulation on Advisor P KazUEFIT 04-01, 08.26.2015; Regulations on the system of assessing knowledge of students on the development of MEP P KazUEFIT 17-08, 03/05/2018; Regulations on academic mobility for students P KazUEFIT 08-05, 03.03.2017.

The analysis of number of students in 5B050800 "Accounting and audit", 6M050800 "Accounting and audit", 5B090800 "Evaluation", 5B030400 "Customs" over the last 3 academic years shows a constant decrease in the number of students. The contingent of students on the EP cluster is presented in the table 1.

Table 1 - Contingent of students on the EP cluster

EP	2015-2016	2016-2017	2017-2018	2018-2019
5B050800 "Accounting and audit"	472	446	425	390
6M050800 "Accounting and audit"	83	81	56	33
5B090800 "Evaluation"	171	119	74	38
5B030400 "Customs"	71	64	65	51

As can be seen from table 1, the contingent of students on EP for the 4 academic years under consideration has a tendency to decrease: in particular, on the EP "Accounting and audit", the number of students has decreased by 18%; according to the "Accounting and Audit" EP, the number of undergraduates decreased by 54%; on EP "Evaluation" - by 78%; on the EP "Customs" - by 29%. The dynamics of admission for the re-accredited EP cluster is shown in Table 2.

Table 2 - Dynamics of admission to EP cluster

EP	2015-2016	2016-2017	2017-2018	2018-2019
5B050800 "Accounting and audit"	72	93	86	95
6M050800 "Accounting and audit"	61	72	41	26
5B090800 "Evaluation"	6	14	11	2
5B030400 "Customs"	16	30	37	50

According to the EP cluster observed by admission of applicants has an unstable growth trend. On master's degree EP "Accounting and Audit" there was a sharp decline from 61 students in 2015 down to 26 in 2018. According to the EP "Evaluation" admission of applicants for 2018-2019 comprised only 2 people. According to the EP "Customs", admission of applicants has a positive growth dynamics from 16 people to 50 people in the last 4 years.

In general, there has been a positive trend in academic performance over the past three academic years, according to EP 5B050800 / 6M050800, 5B090800 Evaluation:

According to the EP "Accounting and Audit" - for 2015-2016. - 79.75%, 2016-2017-80.00%, 2017- 2018-80.75%. (increase of 1.2%)

EP6M050800 "Accounting and audit": 2015-2016 - 95%; 2016-2017 - 97%; 2017-2018 academic year - 98% (increase of 3.1%)

On the EP "Evaluation": for 2015-2016 - 81.5%; for 2016-2017 82.0%; for 2017-2018 - 82.7%% (an increase of 1.5%).

According to the EP "Customs" there has been a slight decrease in academic performance from

88% in 2015-2016 to 84% in 2017-2018.

“Career Center” has been created and is functioning successfully, which helps to ensure students in employment process.

This is confirmed by a sufficiently large list of practice bases given in the self-assessment report, and confirmed by demonstration of documents when visiting departments and in the process of a tour to practice bases such as: LLP “Evaluation Exclusive”, RSE

"NPCzem" (receiver Corporation for citizens), LLP "Cosmo Group Consulting ", AJP

“Republican Chamber of Appraisers”, LLP “Assets Assessment Center”, LLP “Independent Estimated Legal Center”, State Revenue Department MF RK in Astana, LLP “Barrel-DK”, LLP “Alem-Color”, Institute of Legislation of the Republic of Kazakhstan. There are also production branches of the department in the LLP "Center of Audit and Evaluation" and a private lawyer, Buleuliyev B.T. For industrial and pre-diploma practice, the University has concluded contracts with practice bases for various periods with coverage of all specialties in accordance with the form of a model contract for professional practice (approved by order No. 107 MES RK from January 29, 2016). Information about the employment of graduates is given in the table. 3

Table 3 - Employment of Graduates on the EP

Number	Employed	% empl oy-t	Number	Empl-d	% Employ-t	Number	Employed	% Employment
2015-2016			2016-2017			2017-2018		
EP 5B090800 "Evaluation"								
118	110	90%	72	70	98%	43	39	88%
EP 5B050800 "Accounting and audit"								
582	570	95%	469	465	92%	445	440	90%
EP 6M050800 "Accounting and audit"								
64	64	100%	59	59	100%	40	40	100%
EP 5B030400 "Customs"								
48	48	100	45	42	98%	51	7	86%

Analysis of the employment of graduates as shown in Table 3 indicates a high level of their employment, which is more than 80%. However, the level of this indicator for 2018 for all EPs, as compared to previous years, has a tendency to decrease. According to EP 6M050800 “Accounting and audit”, the graduates' employment for the period under review was 100%.

The cluster cooperates within the framework of academic mobility with JSC "Narxoz University", Azerbaijan State Economic University, Tomas Bata University in Zlin, Warsaw University of Customs and Logistics, Gangnam University, etc.

In 2017-2018, 14 undergraduates of the second year of study, on research and pedagogical field of “Accounting and audit”, undertook a foreign scientific internship at Bohemian University of Prague (Czech Republic) from April 6-21, 2018. Two undergraduates completed overseas research internships in 2018 at the University of La Coruna (Spain), Odessa National Polytechnic University Ukraine. Students are informed about external and internal mobility programs through the website kuef.kz.

Graduates of the university are provided with a diploma supplement in accordance with the requirements of the state sample of the RK with indication of the studied disciplines, volume of labor intensity of the material studied in the credits of the RK and ECTS in 3 languages. A certificate "IC-Enterprise" is issued to graduates of the specialty “Accounting and audit”.

At the university young people take an active part in large-scale events dedicated to celebration of anniversaries of the history of the state: Victory Day, Day of State Symbols, Constitution Day,

Independence Day.

It has become a tradition to celebrate the Day of Older Persons, to organize holiday concerts on Teacher's Day, International Women's Day on March 8. Also, students have an opportunity to participate in the work of various clubs, such as: "Young Customs Officer", "Bagalau", debate club, etc. As part of the clubs, students are engaged in research, participate in student conferences. Students have an opportunity to communicate outside the classroom in the assembly hall, library, sports complex, dining room.

Examination sessions are traditionally held within the deadlines set by the academic calendar of the university. The preparation of the sessions was carried out in accordance with a complex of measures for organization and conduct of the session by structural units responsible for organization of the educational process.

Table 1 Student contingent and graduation by year

Contingent						
5B090500-Social work, 6M090500-Social work						
2012-2013	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019
110	98	97	92	112	126	114
Graduation by year						
5B090500-Social work, 6M090500-Social work						
	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018	
	36	35	44	30	38	

Financing of academic mobility is carried out at the expense of the state budget, the students themselves, or the funds of the European Union, in the case of participation in academic mobility programs in the framework of the Erasmus + program.

The university will introduce external and internal academic mobility in accredited EPs.

- JSC "University Narxoz";

- at HUMC (Häme University of Applied Sciences).

The university is actively interacting with major employers in the organization of bases of practice, curriculum development, evaluation of results of study and employment. The university has concluded agreements with practice bases in accordance with the form of a model agreement for professional practice (approved by order number 107 MES RK dated January 29, 2016). The university has made agreements with organizations, enterprises, institutions, defined as bases of practice for various periods with coverage of all specialties.

Information on employment of graduates is given in Table 2

Table 2 - Employment of graduates EP

Number of graduates	Employed	% Employment	Number of graduates	Employed	% Employment	Number of graduates	Employed	% Employment
2015-2016			2016-2017			2017-2018		
EP "Social Work"								
28	23	82.1	16	15	93,8	22	22	100.0

University graduates are provided with diploma supplement in accordance with the requirements of the state sample of the RK with indication of studied disciplines, volume of laboriousness of the material studied in the credits of RK and ECTS for 3 languages.

At the University of Employment and Professional Activities graduate EP regularly conducts a statistical analysis of the employment of graduates.

The department has a working association of graduates and who participate in the holding of scientific and practical conferences, seminars and round tables.

The University has developed a Regulation on support for gifted students to support gifted students. Measures to encourage gifted students are: preparing students for republican and international conferences; support of scientific publication activity of students; awarding diplomas and letters of thanks of the university; cash prizes promotion; promotion of urban and non-resident excursions to exhibitions; visiting cultural and educational institutions; the provision of discounts on admission.

Analytical part

At the same time, the commission notes that the university has developed an academic policy containing the main issues of students' educational and organizational activities.

The University is working on the academic mobility of students, which is mainly carried out within the country, although there are isolated examples of external academic mobility in foreign countries. In order to integrate the education system, the international educational space needs to be strengthened and a long-term plan for incoming and outgoing academic mobility of students both inside and outside the country should be drawn up. During meetings with students, it was found that measures taken by university management to assist in obtaining external grants for training insignificant.

As a result of the survey, availability of academic counseling was fully satisfied (85.4%); accessibility of health services (73.8%); availability of library resources (89.3%); existing educational resources (85.4%); overall quality of curricula (81.6%); the ratio between student and teacher (88.3%).

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

In the course of interviewing students it was proved that conditions are created to support gifted students by providing discounts, grants for training, stimulating creative activity, etc. Also, foreign students confirmed the existence of adaptation programs and ensuring equal conditions of study.

According to the survey results, only 89.6% of students express full satisfaction with availability of academic counseling; availability of health care services - 89.9%; availability of library resources - 90.5%; existing learning resources - 93.9%; overall quality of curricula - 84.6%; the relationship between student and teacher - 86.5%.

Strong points / Best Practices

- *The university provides the graduates of the EP with documents on the confirmation of qualifications, including the achieved learning results.*
- *The university has clearly worked out the policy of forming a contingent of students from admission to graduation, the transparency of its procedures has been ensured.*
- *The university has special adaptation and support programs for new and foreign students.*
- *The University provides trainees with places of practice, facilitates the employment of graduates, maintains communication with them.*
- *The University provides graduates of EP with documents confirming their qualifications, including the achieved learning results.*

Recommendations of EEC for 5V 050800 "Accounting and audit", 6M050800 "Accounting and audit", 5V090800 "Evaluation", 5V030400 "Customs":

- *strengthen the work on external and internal (inbound and outbound) academic mobility of*

students from various sources in online or offline learning modes.

Recommendations of EEC for EP 5B090500 / 6M090500 "Social Work":

1. Expand the range of internal and external academic mobility programs for students, assist in obtaining external grants for learning;
2. To intensify the activities of alumni association at university.

Conclusions of EEC on criteria for 5B050800 "Accounting and audit", 6M050800 "Accounting and audit", 5B090800 "Evaluation", 5B030400 "Customs":

According to the "Students" standard, 12 criteria are disclosed, of which 2 criteria have strong positions, 9 are satisfactory positions, and 1 criterion suggests improvements.

Conclusions of EEC on criteria for 5B090500 / 6M090500 "Social work":

According to the Standard "Students", 12 criteria are disclosed, of which 8 are strong positions and 4 are satisfactory.

6.7 STANDARD «ACADEMIC STAFF»

- The university should have an objective and transparent personnel policy, including recruitment, professional growth and development staff, providing professional competence.
- The university should demonstrate compliance of human resources potential with the development strategy of the university and specifics of the EP.
- EP management must demonstrate awareness of the responsibility for their employees and provide them with favorable conditions.
- The EP management must demonstrate a change in the role of a teacher in connection with transition to a student-centered learning.
- HEI should define contribution of the AS to develop strategic documents.
- The university should provide opportunities for career growth and professional development.
- The EP management should involve practitioners in teaching industries.
- The EP management should provide purposeful development for young teachers.
- The university should demonstrate motivation of professional and personal development of teachers, including promotion of both integration of science and education, and use of innovative teaching methods.
- An important factor is active use of information and communication technologies in the educational process (for example, on-line training, e-portfolio, MEP and others).
- An important factor is the development of academic mobility within EP, attracting the best foreign and domestic teachers.
- Important factor is involvement of AS in the life of society (role of AS in education system, development of science, region, creation of a cultural environment, participation in exhibitions, creative competitions, charity programs, etc.).

The evidence part

KazUEFIT operates personnel policy accessible to AS and personnel, which is one of the strategic priorities of the university's development, aimed at ensuring the qualification requirements for fulfilling educational programs, maintaining AS professional potential, creating conditions for increasing professional motivation and psychological climate in the team.

The employment of AS is carried out on a competitive basis in accordance with the Rules for Competitive Replacement of Positions, approved by MES RK and internal Rules of the University. The formation of AS is carried out on the basis of the need for effective implementation

of the EP, as well as taking into account a total amount of training load. The cadre potential of AS corresponds to the development strategy of the university and the specifics of the EP. All University Regulations are freely available for review.

Formation of the personnel policy of the EP cluster is carried out in accordance with the strategy and objectives of the university, policies and plans in the field of ensuring quality of training of specialists. Information about personnel potential, providing EP cluster is posted on the website of the university. For the 2018-2019 academic years, quantitative and qualitative composition is given in a table 4.

Table 4 - Personnel potential according to EP 5B050800 -Accounting and audit, 6M050800 "Accounting and audit", 5B090800 "Evaluation", 5B030400- Customs in the issuing departments

№	EP	2015-2016		2016-2017		2017-2018		2018-2019	
		Total	Holding scien-c deg-s,%	Total	Holding scien-c deg-s,%	Total	Holding scien-c deg-s,%	Total	Holding scien-c deg-s,%
1	5B050800 Accounting and audit	50	52	47	55	43	58	43	58
2	6M050800 Accounting and audit	23	100	24	100	24	100	24	100
3	5B090800 Evaluation	50	50	48	50	46	50	46	50
4	5B030400 Customs	51	54.9	50	58.0	48	64.5	48	62.5

As can be seen from the table 4, all bachelor EPs 5B050800 "Accounting and audit", 5B090800 "Evaluation", 5B030400 "Customs a business" presenting PhD teachers account for 50% and more.

There has been a positive dynamics in growth.

According to EP 6M050800 "Accounting and audit", number of AS with scientific degree is 100% during considered 4 academic years.

The management of the EP Cluster demonstrates an awareness of responsibility for its employees and provision of favorable working conditions for them, contributing to the professional growth and creativity of employees, as well as increasing productivity.

Monitoring of AS activities, as well as comprehensive assessment of the quality of teaching and the assessment of AS competencies, is carried out by: organizing annual intra-university certification; organization of mutual visits; systematic questioning of students; conducting a survey of employers.

The portfolio of teachers is based on the AIS "Platonus" University. In all disciplines of undergraduate and graduate programs 5B050800 "Accounting and audit", 6M050800 "Accounting and audit" and undergraduate 5B090800 "Evaluation", 5B030400 "Customs" there are developed teaching materials.

Monographs, textbooks and teaching aids and scientific articles have been published by Professor M.K. Aliev in (5B050800 "Accounting and audit", 6M050800 "Accounting and audit") is the head of the initiative SRW department on the topic:

"Improving Accounting, Auditing and Analysis in the Conditions of Innovation and Integration of Economic Development", registered in NCSTI RK (no. reg. 0116PK00458). Within this SRW, 3 monographs and 8 textbooks have been published.

According to EP 5B030400 "Customs", SRW is held on the topic: "Ways to Improve

Customs Control in the Conditions of the EEU”, by Candidate of Economic Sciences, Assoc. prof. Kapysheva S.K.

In order to improve the quality of training and fulfill the requirements of the EP “Accounting and audit” and “Evaluation” EP programs, well-known scientists who have experience in the field of assessment, accounting and auditing are involved in teaching the practice, such as: General Director of the assessment company “Asset- Bugalay” Sipin V.P., Director of LLP “Assets Assessment Center” Sautbek A.K., Ph.D., Professor of “Kazakh Agrarian-Technical University” V.V. Akimov, and etc.

Also within the framework of practice orientation for students of the EP, “Customs” classes are taught by teachers who have practical experience, in particular, Doctor of Law, Professor Zhusupov A.D., Doctor of Law, Assoc. Professor Buleuliev B.T. , Ph.D., Senior Lecturer Kemelbekov S.T., Ph.D., Senior Lecturer Saulebek N.A.

D. Dosmyrza, a lecturer for the EP “Customs”, was trained in academic mobility from February 2014 to September 2015 at the OKAN University in Istanbul. Ph.D., Senior Lecturer Saulebek N.A. passed the course on Intermediate level.

According to the results of master's theses 6M050800 "Accounting and audit" there are implementation acts at enterprises, and also some of them are made at the request of employers.

It may be noted a well-established system of advanced training by AS. So, for 2015-2018 years, AS underwent various advanced training courses and retraining of personnel according to the profile of subjects taught and have 46 certificates in the amount of 72 hours.

In 2016, Professor M.K. Aliyev completed an internship at various educational institutions (overseas internship for advanced training at EduCouncil Brussels (Belgium), Rotterdam (Netherlands), Aachen (Germany) (from June 12 to June 19, 2016).

AS take an active part in contests for receiving scholarships and grants, for example, Doctor of Economics, Professor Aliev M.K. and Ph.D., associate professor Bekzhanova T.K. are owners of the title "The best teacher of the university" in 2015 and in 2016, respectively.

All University Regulations are freely available for review by AS at e-versions at the program ARTA. Formation of “Social work” AS is carried out in accordance with the strategy and goals of the university, with policies and plans in the field of ensuring the quality of training of specialists.

Currently, the whole university works on:

- The staff potential of the EP “Social Work” is currently represented by 23 teachers, 21 of whom are full-time. At the same time, 2 have a doctoral degree, 13 candidates of science, 3 have a PhD, masters - 5. In general, the degree possessiveness is 78%.

The composition of the EP "Social Work" according to the data for the 2017-2018 school years includes 31 full-time teachers and 4 part-time workers. The staff potential of the department according to EP 5B090500-Social work is reflected in table 1.

Table 1 - Personnel potential according to the EP 5B090500-Social work, EP 6M090500-Social work in the 2018-2019 school years

№	EP	AS		Doc. Of science	Cand .Of science	Ph D	Master	Degree %
		Total	Full-time					
1	5B090500- Social work	23	21	2	13	3	5	78%
2	6M090500- Social work	7	7	2	3	2		100%

The scientific and educational activities of EP 5B090500 / 6M090500 “Social work” are carried out by highly qualified faculty members: 78% of AS have academic degrees and academic titles,

including Doctors of Science-2 (Shaikheslyamova K.O., Kenzhebekov B.T.); Candidates of Science– 3 (R. Burganova, S. E. Abdugalina, A. A. Amanzholova); PhD- 3 (Aliyeva A.Y., Tezekbaeva Z.S., Slavetsky V.Yu.); masters -5 (Valiyeva A.B., Iskakova Z.Zh., Bukharova A.B., Musabaev Yu.K., Zhumanbai M.N.). AS has 100% higher basic education.

In the magistracy of the specialty 6M090500 "Social work" classes are conducted by 2 doctors, 3 candidates of sciences, 2 PhD holders.

The dynamics of the degree of AS is represented in a Table 2.

Table 2 Dynamics of the degree of AS department

2016-2017		2018-2019	
AS total	Graduation	AS total	Graduation
23	56.5%	23	78%

Academic staff is monitored, as well as by comprehensive assessment of the quality of teaching and tAS competency assessment which is carried out by:

- organization of the annual university certification;
- organization mutual visits;
- systematic questioning students;
- conducting a survey employers.

From November 2016 The University conducts a continuous online survey about the quality of conducting classes with determining the loyalty index 2 times a year (from 23 to 30 November 2016; from 22 to 28 February 2017 (repeated questionnaires for 11 teachers); (results were reported at the meeting of the administration, protocol No. 8 from 03/04/2017); from 19 to 27 April 2017 (Results were reported at the Coordination Council, Minutes No. 7 from 14.06.2017.). In 2017-2018, a questionnaire was finalized, questions were on volume of home assignments to students and objectivity in the assessment of educational achievements. From 20.11 .2017 to 11.29.2017 (The results were reported at the Coordination Council, Protocol No. 4 dated 09.02.2018.) From 23.04.2018 to 28.04.2018 (The results were reported at the Coordination Council, Protocol No. 8 from 30.05.2018)

The criterion of effectiveness of research is introduction of the results of research projects and relevant research into practice and learning process in various forms: use in the development of teaching materials, lectures, courses, workshops, books and teaching aids, introduction of the results of their research in the form of teaching materials, attracting students to the educational-methodical and scientific work, conducting business games on the majors and others. For example, among the latest scientific –research works of AS on the EP “Social Work” can be enlisted:

- Monograph / G.T. Urazbaeva. Professional and ethical foundations of a social worker - Astana: PC KazUEFIT, 2016.-180 p.
- Monograph/A.B. Valiyeva.-Innovative methods of training social workers - Astana; IE "Bi-Print" 2016.-176 p.
- Study management/S.B. Sarbasova. Foreign and Kazakhstan experience in training social workers. - Astana: PC KazUEFIT, 2016.-188 p.
- Study management / S.B. Sarbasova. Professional practice in the system of training of specialists of social work in high school. - Astana: PC KazUEFIT, 2016.- 155 p.
- Textbook / G.ZH. Menlebekov, K.O. Shayheslyamova. Planning and anticipating at social work. - Astana: PC KazUEFIT, 2015.-178 p.
- Collection of scientific articles at the round table. Competency-based approach in solving environmental problems of the Republic of Kazakhstan. - Astana: Master Software, - 2015.-77 p.

Also, according to the EP “Social Work”, the main direction of scientific research on the topic “Basic aspects of the development of social work and tourism industry in Kazakhstan within the framework of the state program Ruhani Zhandyru” was determined by Ph.D., professor Shaikheslyamova K.O., who took part in consultation and examination of textbooks on natural sciences, also together with PhD, senior lecturer Abdughalimova S.E. in conducting monitoring studies of the impact of ecology on human health in the regions of the country.

In order to implement a strategy to attract practitioners to the “Social work”, there was invited Musabaev Yu.K. who has a great practical experience at posts manager preventive branch of SCE “State hospital №8”.

The system of advanced training is an important component of the personnel policy of KazUEFIT. Every year, in the departments where the cluster's EPs are located, an AS development plan is developed. Data on advanced training and sources of funding for AS are shown in Table 1.

Table 2 - The number of certificates received by teachers who have completed training courses

EP	Academic year			
	2014-2015	2015-2016	2016-2017	2017 - 2018
Social work	22	21	11	12

The introduction of distance learning technology, quality management system, led to the intensification of the EP cluster passing short and medium-term courses, read both by third – party organizations and within the University (distance and e-learning faculty) to obtain appropriate certificates. So, in 2015-2016 academic years, 5 teachers completed advanced training courses on DLT, in 2016-2017 academic years – 3 teachers, in 2017-2018 -5 people.

An important factor is academic mobility.

On the mobility of teachers, Associate Professor of the Department Burganova R.I. lectured at the Eurasian Humanities Institute. In order to learn design experience of modular educational programs, in order to harmonize their own EPs with these programs and their further use to increase mobility, the experience of Lisbon (Portugal) University "Nova School of Business and Economics" was studied by associate professor Burganova R.I.

From December 14 to December 17, Ph.D. Sarbasova S.B. within the framework of a foreign business trip, visited Russian universities of Moscow State Pedagogical University, PFUR, and Russian Academy of National Economy in order to establish academic and scientific relations between KazUEFIT and these educational institutions. Contracts are at the signing stage.

From April 19 to April 22, 2017, senior teachers Valiyev A.B. and Orzabayeva A.M. in the framework of scientific and practical internship in St. Petersburg facilitated to signing a cooperation agreement between St. Petersburg State Institute of Psychology and Social Work and KazUEFIT.

From 22 to 28 May 2017, senior teacher Medetbekova A.A. completed a scientific internship in Barcelona European Business School.

For academic mobility in the 1st semester of 2016-2017, 1 student was trained in the specialty Social Work. A 3rd year student Asaidaeva Aida was trained for 5 semesters at Narxoz University in Almaty.

(Pr.№ 4 from 02/01/2019) Senior Lecturer Valiyeva A.B. has passed a foreign scientific internship at Varna Free University named after Chernorizets the Brave in November 2017 in the specialty “Social psychology”.

Assistant professor Abdughalina S.E. is heading on training at Finland under the International Credit Mobility Program (ICM) for current Erasmus + project at HUMC (Häme University of Applied Sciences), (Ex. No. 29.10.2018) The EP management should strive to ensure that the

progress made since the last external security procedure quality was taken into account in preparing for the next procedure.

To improve the educational programs, the university has agreements on mutual cooperation with other Kazakhstan and foreign universities. Agreements on joint educational programs are concluded, which makes it possible to organize academic mobility. To implement the strategy of the University and to integrate into the world educational space, leading scientists and specialists of world renown are invited to the University.

The following open educational resources are actively used in the disciplines of the EP cluster: Official website of the President of the Republic of Kazakhstan, website of the Ministry of Education and Science of the Republic of Kazakhstan, University of Narxoz University website, IBS International Business School, E-government e.gov.kz, Website of the Government of the Republic of Kazakhstan, National online consultations with young people, Financial Center website, G-global platform, Kazakhstan-2050, Business School of Youth Business Incubator and DAMU Foundation.

AS EP "Social Work" is actively involved in society. So, on September 20, 2017, the EP "Social Work" was held a round table on the problems of social work with participation of representatives of Kazakhstan-Finnish Educational Innovation Group: Rai Koskinen (Hämeenlinna, Finland), Azimbayeva G.Zh., and AS of the Department "Social Work and Tourism", and students.

The analytical part.

During the visit, EEC IAAR experts note that in the cluster as a whole, there is a low level of external and internal academic mobility and the attraction of the best foreign and domestic teachers.

In this regard, the management of the revived EPs need to increase the participation of teachers in academic mobility programs; provide for the possibility of international cooperation and exchange of experience with foreign and domestic colleagues. AS for re-accredited EPs have low multilingual competence, in particular, English proficiency (IELTS, TOEFL).

There are no funded and state-contracting SRW in the departments according to the specifics of EP accredited and in general. HR potential AS corresponds to strategies of development and specifics of EP "Social work".

Scientific and educational activities of EP 5B090500 / 6M090500 "Social work" is carried out by highly qualified faculty members: 78% of AS have academic degrees and academic titles, including doctors of science-2 (Shaikheslyamova KO, Kenzhebekov B.T.);Candidates of Science-3 (R. Burganova, S. E. Abdugalina, A. A. Amanzholova); PhD- 3 (Aliyeva A.Y., Tezekbayeva Z.S., Slavetsky V.Yu.); Masters -5 (Valiyeva AB, Iskakova Z.ZH., Bukharova A.B., Musabaev Yu.K., Zhumanbai M.N.). AS has 100% higher basic education.

The university provides opportunities for career growth and professional development of the AS EP Cluster. In particular, PhD, senior teacher of the department "Social work and tourism" Aliyeva A.Ya. is the EP manager for specialty "Social work".

As part of organizing targeted actions for the development of young teachers, the management of the EP "Social Work and Tourism" implements a mentoring procedure in the relations of a young teacher Zhumanbai M.N.

AS actively applies information and communication technologies in the educational process. AS EP "Social Work" uses in the educational process new teaching methods: critical thinking, small group work, the application of the "Casestudy", "Logic Schemes", "Decision Tree" methods. AS recorded over 30 video lectures used in distance learning.

Strengths / Best Practices

- *involve in teaching practitioners of relevant industries on re-accredited EP.*
- *sufficient performance and motivation of AS to conduct research (intensified work on publications in journals indexed in international scientific databases (Scopus) and scientific journals recommended by CMSE MES RK).*

- *there is a positive growth of "The best teacher of the university" owners.*

Recommendations of EEC for 5V050800 "Accounting and audit", 6M050800 "Accounting and audit", 5 V 090800 "Evaluation", 5V030400 "Customs":

- *develop and implement a long-term plan for development of academic mobility of AS and attracting leading lecturers from foreign HEIs;*
- *develop and implement a development plan for young teachers;*
- *to provide AS multilingual competence in order to implement trilingual university education.*

Recommendations of EEC for 5B090500 "Social work" 6M090500 -"Social work":

- *step up work on increasing the academic mobility of AS within the EP, attracting the best foreign and domestic teachers.*
- *provide opportunities for advanced training of AS in the field of a foreign language in order to further improve multilingual education.*
- *develop a program for young teachers.*

Conclusions of EEC on criteria for 5B050800 "Accounting and audit", 6M050800 "Accounting and audit", 5B090800 "Evaluation", 5B030400 "Customs":

According to the standard "Academic staff", 12 criteria are disclosed, of which 1 criterion has strong positions, 10 are satisfactory positions and 1 criterion assumes improvements.

Conclusions of EEC on criteria for 5B090500 - "Social Work" 6M090500 - "Social work":

According to the standard "Academic staff", 12 criteria were disclosed, 10 of them have strong positions, 1 is satisfactory, and 1 criterion suggests improvements.

6.8 STANDARD «EDUCATIONAL RESOURCES AND STUDENT SUPPORT SYSTEMS»

- The EP management must demonstrate adequacy of material and technical resources and infrastructure.
- The EP management must demonstrate availability of support procedures for various groups of learners, including information and counseling.
- The EP management must demonstrate that the information resources are consistent with specifics of the EP, including conformity with:
 - technological support for students and AS in accordance with educational programs (for example, online training, modeling, databases, analysis programs data);
 - 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 data;
 - examination of results of SRW, final papers, dissertations on plagiarism;
 - an access to educational Internet resources;
 - WI-FI functioning on the territory of the organization.
- The university should strive to ensure that the training equipment and software used for development of educational programs are similar to those used in industries.
- The university must ensure compliance with safety requirements in the process learning.
- The university should strive to take into account the needs of various groups of students in the context of EP (adults, working, foreign students, and students with limited opportunities).

The evidence part

During the work of the EEC, experts made sure that the university has material, information and

library resources used to organize a process of training and educating students and implementing a mission, goals and objectives of KazUEFIT.

An important factor in ensuring the quality of education and guaranteeing sustainable development of the university is continuous improvement of material, technical and human resources. KazUEFIT has created conditions for student learning, research, publishing the results of SRW AS, staff and students.

There is a student support system, a medical office, recreation areas, food areas, a gym, a library, and a hostel.

All classrooms used in the educational process of the EP cluster are connected to the global Internet and local network of the university. Audiences are decorated with stands, interactive boards, projectors. The students of the EP cluster use computer rooms of the university connected to the local network and having a connection to the broadband Internet access - 100 Mb / s.

All buildings in which classes are held, comply with sanitary standards,

requirements of fire safety and the requirements of state obligatory standards of implemented specialties.

Students have access to external electronic resources, licensed international, national, inter-university educational library platforms, as an institution Republican inter-university electronic library "RIEL" LLC "Publishing LAN" and others. Provides access to foreign databases: information resources Thomson Reuters (USA) Springer (Germany), Science Direct (Netherlands), "Scopus" (SciVerse Scopus) (Netherlands).

Also at the university operates wireless internet Wi-Fi. All electrical appliances and office equipment meet safety requirements.

All computer classes are equipped with computers of the new generation, are united into a local network and connected to the Internet, the services of which all employees and students use for free and without time limit. KazUEFIT has 18 computer classes and 28 lecture halls equipped with: multimedia projectors, projection screens and interactive whiteboards. In total, there are used: 43 - multimedia projectors, 17 - interactive whiteboards, 23 - projection screens. To support the activities of the university, 58 laptops are used.

There is an editorial and publishing department with a production site on which printing equipment is installed, equipped with necessary equipment, for publishing teaching materials, books, and visual aids.

In the Students House there is a reading room equipped with computers with access to the global Internet, a recreation room, a kitchen and a household room, equipped with the necessary electrical equipment.

Workplaces of AS and employees are provided with all necessary - comfortable furniture, modern office equipment. In accordance with the development strategy of the university and the planned modernization of the IT infrastructure of the university, all the necessary resources are being upgraded.

In general, material, technical, informational and library resources used to organize the process of training and education are sufficient to fulfill the stated mission, goals and objectives and meet the requirements of accredited educational programs.

For each EP there are research laboratories (aud. 301,302,315 and 316,408) which are equipped with a projector, PC, a matte screen, 1 board, etc.

According to the EP "Accounting and Audit" and EP "Evaluation", there are 3 specialized auditoriums, equipped with the program "1C: Accounting", analytical program Audit-Expert, "Estimate". According to EP 5B030400 "Customs", there are 2 specialized laboratories, and there is also an educational laboratory "Forensic science and customs inquiry".

The EP "Social Work" is equipped with electronic textbooks and teaching aids:

Table - Study guides and e-books

Name of the educational program	Number of tutorials	electronic textbooks/number
EP "Social Work"	4	1

Electronic textbooks and tutorials are adapted to the practice of business and confirmed by employer reviews.

The university library provides free access to electronic libraries of the world “Lan”, “Elsevier”, “Springer”, “Thomson Reuters”, as well as to the electronic resources of the electronic libraries of universities - participants of the Republican Interuniversity Electronic Library (RIEL).

The information system of a university is an information resource provided with the means and technologies of access, storage, processing, accumulation and updating of information. Electronic information system is presented in the form of databases of educational and scientific purposes, electronic libraries, educational means on electronic media, computer equipment and software.

Information and communication corporate network of the University includes 362 computers; they all have access to the Internet.

The university additionally has WI-FI nodes (access points to corporate network servers) wireless communication for laptops and netbooks of students and university staff, in particular, for the conference hall, for reading rooms, for self-training of students.

The university takes into account the needs of various groups of students, in the context of EP (adults, workers, foreign students, and students with disabilities) by using the distance learning method. For the working contingent of students it is practiced at the university to write diploma projects and dissertations at the request of employers. The departments together with the dean's offices study the needs of such students and promptly react to the problems that have arisen. AIS "works around the clock, the user can work and have access to their virtual space at any time and from any place with the availability of communication tools (including mobile communication through the WAP portal), and also work locally within the corporate network high school.

In general, material, library and information resources used to organize the learning process at KazUEFIT are sufficient, meet the requirements of each realized EP and meet its intended purpose.

Analytical part

The EEC confirms availability of student support systems, including support through the university site. During meetings with trainees and AS, it was revealed that, unfortunately, most do not have financial opportunities to attend training, internships, and advanced training at leading universities in the world, therefore it is advisable to involve students and AS more widely in the best online courses.

As a result of the visual inspection of objects of the material base, the members of the EEC are convinced that the university has the necessary educational and material assets to ensure the educational process of the educational programs being accredited. The buildings and facilities of the university comply with current sanitary standards and fire safety requirements.

At the same time, during the interviews with the AS and the students, there were suggestions about the need to increase the number of classrooms for small and large groups and to update the material and technical base of educational laboratories.

The Commission notes that when checking EMCD, it was revealed that there was a shortage of textbooks and teaching aids during the last years of publications (5 years).

According to the results of the survey, the availability of library resources was fully satisfied - 89.3%, “partially satisfied” - 8.7% of students; classrooms, classrooms for large groups - 73.8% (21.4%); cabinets for small groups

- 78% (19.4%); recreation rooms for students - 34.0% (18.4%); computer classes and Internet resources - 71.9% (24.3%) of trainees; computer classes available

- 70.9% (23.3%); scientific laboratories - 69.9% (22.3%). The total satisfaction of students with the provision of hostel is 69.9% (18.4%).

The Commission notes that:

- Certain work has been done on the accredited cluster specialties to strengthen the material and technical base, for example, the total area of the library is 689.45 square meters. meters, there are 6 reading rooms for 250 seats, of which 1 is an electronic hall. Each year, the library writes out about 130 titles of magazines and newspapers in the Kazakh and Russian languages in the following areas: economic, social, humanitarian, political, legal. 8–12 million tenge was allocated for the replenishment of the book fund : 2015. - 8756 books in the amount of 7 604 418 tenge; 2016 - 8097 books in the amount of 7 917 065 tenge; 2017- 7559 books in the amount of 8,181,997 tenge, 2018 - 8,115,305 tenge

- for educational groups of EP specialties are assigned advisors who coordinate the educational process. Additionally, with the aim of developing professional competencies of students in the educational process, branches of the department are used. So, in the specialty EP "Social Work" a branch of the department was opened on the basis of the LEU "SOS Children's Village of Astana"(09.15.2015g)

- There is a system KazUEFMT-Lib has a mechanism that allows you to view, order, arrange and place books, as well as download existing resources specified in the electronic directory.

Strong points / Best Practices

- strong points are not identified by members of the EEC.

Recommendations of EEC for 5V050800 "Accounting and audit", 6M050800 "Accounting and audit", 5 V 090800 "Evaluation", 5 V 030400 "Customs":

- to consider a possibility of expanding areas of classrooms, as well as to ensure the updating of literature on the disciplines of the EP cluster, corresponding to the latest achievements of science and technology.

Recommendations of EEC for EP 5B090500 "Social work ", 6M090500 "Social work":

- strengthen financially a technical base of the university;

- develop a program to increase information content of users on hosted sites, to increase the possibility of using sites university;

- create sufficient conditions for teaching students with disabilities.

Conclusions EEC on the criteria for 5B050800 "Accounting and audit", 6M050800 "Accounting and audit", 5B090800 "Evaluation", 5B030400 "Customs":

According to the standard "Educational resources and student support systems" 10 criteria are disclosed, of which 10 criteria have satisfactory positions.

Conclusions EEC on the criteria for 5B090500 "Social Work" 6M090500 "Social work":

According to the standard "Educational resources and student support systems" 10 criteria are disclosed, of which 7 are strong and 3 are satisfactory.

6.9 STANDARD «PUBLIC AWARENESS»

➤ Information published by the university within the EP should be accurate, objective, relevant and should include:

- implemented programs with expected results learning;

- information about the possibility of assigning qualifications at the end EP;

- information about teaching, learning, assessment procedures;

- information about scores and training opportunities provided to students;
- information about job opportunities graduates.
- The EP management should use a variety of ways to disseminate information, including MM, information networks to inform general public and interested individuals.
- Public awareness should include support and explanation of national development programs of the country and a system of higher and postgraduate education.
- The university should publish audited financial statements on its own web resource, including in the context of EP.
- The university must demonstrate reflection on the web resource of information describing the university in general and in the context of educational programs.
- An important factor is availability of adequate and objective information about AS of EP, in terms of personalities.
- An important factor is informing the public about cooperation and collaboration with partners within the EP, including with scientific / consulting organizations, business partners, social partners and organizations education.
- The university should post information and links to external resources on the results of the procedures of external evaluations.
- An important factor is participation of the university and implemented EP in a variety of external procedures evaluation.

The evidence part

Effective feedback with students is carried out by:

- Feedback on students' personal pages, AS in the educational portal of the AIS "Platonus" University, where he gets access to an academic calendar, curriculum of specialty and formation of an individual curriculum (information about disciplines and teachers), information resources and databases of the library University educational materials provided by teachers in the studied disciplines. The results of the current, intermediate and final control can be found in his personal account. At the end of academic periods, a student receives full information about the progress in the studied disciplines (transcript).

- University's official website service – a blog of the rector.

The feedback of the university management with public is carried out using a functioning blog of the rector.

The main channel for informing public (prospective students, their parents, students, graduates and employers) is the official website of the university. On this page there is information about the university, faculty and departments that perform in the EP of this cluster. Social networks are also actively used (Facebook, Vkontakte, Instagram, YouTube).

The media for publication are identified - these are republican and regional newspapers and television and radio media, the university publishes the newspaper "Ulagat", where all publications are informational, image, and explanatory.

The university annually holds job fairs, which allows graduates and employers to establish contact for selection of necessary personnel.

KazUEFIT takes part in a general ranking of higher educational institutions of Kazakhstan, organized by the National Accreditation Center of the MES of RK.

KazUEFIT website provides full information on implemented modular educational programs with indication of expected learning outcomes and assignment of qualifications at the end of the EP presented; information about scores and training opportunities provided by students. The university also posts information and provides links to external resources on the results of external assessment procedures; external resources on the participation of implemented EPs in a variety of external procedures evaluation.

For applicants are placed training programs, admission conditions, deadlines for receiving documents in the selection committee, a list of necessary documents, contacts of selection committee. Students and faculty receive information about events taking place at the university, hostels, access to the repository, the educational portal AIS "PLATONUS".

The University's website (<https://kuef.kz>) provides up-to-date information on the specifics of educational programs - a description of EP levels, EP objectives, practices, assignment of qualifications, competencies formed, staff (personnel directory), QMS procedures, students' achievements, scientific activities of the AS department, data on international cooperation, contacts.

For MM, a special section has been opened in which press releases are posted on upcoming events. Potential and existing partners can find information about the faculty of the university, administration, programs and cooperation conditions. For employees and potential employees, information is placed on employment, trade unions, etc.

Evaluation of satisfaction with information about the activities of the university and about the specifics and the implementation of educational programs is carried out annually through questionnaires, surveys, feedback, as well as through the blog rector.

The preparation of information for placement on the university's Internet resources, in addition to the information posted by the training units and teachers on the educational portal, is carried out by the structural units concerned. The information is presented in three language versions: Kazakh, Russian and English. Responsible for the publication is placed on the KazUEFIT Internet resources approved by the rector of the university information. There is a procedure for filling information online portal KazUEFIT.

The university holds meetings with the rector, vice-rectors, student assets, employers, teachers and university staff, where each meeting participant can ask any question of interest to each of the leaders and get reliable information.

All information about the university interested parties can get on the site [KazUEFIT-
www.kuef.kz](http://www.kuef.kz).

KazUEFIT is a specialized economic university of the capital of Kazakhstan, which is included in :

- top 10 among universities of RK in the area of "Social Sciences, Economics and Business" (according to the Independent Agency for Accreditation and Rating of the Republic Kazakhstan);
- top 10 among RK universities in the "Services" area (according to the Independent Agency for Accreditation and Rating of the Republic of Kazakhstan).

Collective member of the Academy of Pedagogical Sciences of Kazakhstan.

Member of the International Organization - European Association of Higher Education Institutions (EURASHE) and the international educational network EuropeanRetailAcademy.

The university informs the public about cooperation and interaction with partners within the EP, including with scientific / consulting organizations, business partners, social partners and educational organizations;

The university places information and links to external resources on the results of external assessment procedures.

Analytical part

During a period from 2016 to 2018, Center for Information Technology carried out certain types of work to refine and improve a corporate website of the Kazakh University of Economics, Finance and International Trade URL: www.kuef.kz :

- a systematic update of AS personal pages on the university portal URL : <https://kuef.kz/ru/facilities/kafedra/index.php?SID=122&ID=124> ;
- permanently laid-date and unbiased information on the activities of AS, a cluster of educational programs updated electronic base of educational methodological support o- EP

- there is a “feedback” section in which each site visitor can leave a message to the teacher of a different kind, nature (positive comment, question, complaint and etc.);

An analysis of information presented in MM showed that there was a lack of public awareness about implemented EPs.

Evaluation of satisfaction with information about activities of the university, specifics and implementation of the EP is carried out annually through questionnaires, surveys, feedback, and also through the rector's blog.

A student survey conducted during the EEC IAAR visit showed that satisfaction with students' awareness on courses, EP, and academic degrees was fully satisfied - 87.4%, partially satisfied - 11.7%, and partly not satisfied - 1.7%.

The information is presented by signatures of the head of the department and the supervising pro-rector in at least three language versions: Kazakh, Russian and English. Responsible for publishing is placed on KazUEFIT Internet resources, information was approved by the university's rector, where there is a procedure for filling the online portal with information KazUEFIT.

- The current and objective information on the activities of the AS educational programs of the cluster is constantly updated; an electronic database of the educational and methodological support of the EP is updated: textbooks, teaching aids, educational and methodical complexes of disciplines and guidelines, programs for all types of undergraduate practice (educational, industrial, undergraduate) and magistracies (production, teaching, research);

- there is a “feedback” section, in which each site visitor can leave a message to the teacher of various kinds, nature (positive comment, question, complaint, etc.);

- also AS all specialty EPs have WhatsApp groups, networks with eBook, Contact, My World, Instagram, Twitter, for students and AS. This makes it possible to timely inform students and AS about the content of the development plan and implementation of the EP cluster to conduct thematic discussions, voting;

- The main task of the WhatsApp group and the FB network is to provide information about the EP to the target audience, and it is used to increase effectiveness of informing stakeholders about the EP, increasing audience listeners.

Kazakh University of Economics, Finance and International Trade cooperates with many universities and organizations of far and near abroad. There were established and maintained links with embassies of foreign countries. At present, 54 agreements on cooperation in the field of education have been concluded with foreign institutions of higher education.

Among the main partners of the University can be noted;

- European university (European University, Switzerland);

- Solbridge International Business school (Solbridge International School of Business University Wusong);

- The College of Customs and Logistics in Warsaw (College of Customs and Logistics in Warsaw, Poland);

- Moscow State University of Economics, Statistics and Informatics (Russian Federation);

- School of International Hotel and Tourism Management, Switzerland;

- University of California, Riverside (University California, Riverside);

- Ural State Economic university;

- Financial University of the Government of Russian Federation and many others.

The University since 2011 has been a member of international organizations EURASHE (European Association of Institutions in Higher Education) and ERA (European Retail Academy).

According to the results of the external evaluation procedures of the university, reports and references are posted on the site: <https://kuef.kz/ru/about/>

The university places information on the results of participation in a variety of external assessment procedures and ratings conducted by independent experts on the news portal

URL:<https://kuef.kz/ru/news/> .

Strengths / Best Practices

- availability of information about implemented modular educational programs with indication of expected results learning;
- availability of information on the qualification of termination of re-accredited EP.

Recommendations of EEC for 5V050800 “Accounting and audit”, 6M050800 “Accounting and audit”, 5V090800 “Evaluation”, 5V030400 “ Customs”:

- use a variety of ways of disseminating information to inform the general public and interested parties about work being done on all EP.

Recommendations of EEC for EP 5B090500 "Social work", 6M090500 "Social work":

1. To intensify work on publications about the activities of the university in the republican MM;
2. Increase the number of foreign languages in which information will be posted on site;
3. Use press conferences, briefings to ensure consumer information.
4. Provide publication of audited financial statements on the university website.

Conclusions of EEC on criteria for 5B050800 "Accounting and audit", 6M050800 "Accounting and audit", 5B090800 "Evaluation", 5B030400 "Customs":

According to the “Public awareness” standard, 13 criteria are disclosed, of which 5 criteria have strong positions, 7 have satisfactory positions, and 1 criterion suggests improvements.

Conclusions of EEC on criteria for B090500 "Social Work", 6M090500 "Social work":

According to the “Public awareness” standard, 13 criteria are disclosed, of which there are strong- 12, satisfactory- 1.

6.10 STANDARD «STANDARDS FROM THE PERSPECTIVE OF INDIVIDUAL PROGRAMMES»

The evidence part

The educational process for accredited undergraduate and graduate programs is carried out by annually updating teaching and learning materials, updating the topics of dissertations and master's theses, as well as introducing new elective disciplines taking into account the recommendations of employers. Students have access to all library resources, which are updated and replenished annually.

In order to familiarize students with professional environment and current issues in the field of specialization, as well as to acquire practical skills based on theoretical training, the educational program provides various types of practices: training, industry, and pre-diploma. All types of practices are conducted in accordance with the standard curriculum, according to the academic calendar and are methodically provided. The department concluded contracts for professional practice, which defines duties of the department, a basic company and students. Students are trained in accordance with the order of the rector of a higher educational institution, which indicates a base of the practice, terms and leaders of the practice from the institution. At the end of the practice, students submit reports on an approved form.

For the purpose of employment and career guidance advisors support contact with alumni who periodically hold round tables, open days and curator hours with undergraduate students.

The university holds annual job fairs. As a result of this preliminary work, students, even before graduation, get an idea of the labor market, existing vacancies and the requirements for them. Close work is being done with the banks of the city of Almaty (Halyk Bank, House Construction Savings

Bank, Sberbank, Kaspi Bank, Eurasian Bank, etc.), the tax authorities of Almaty and the Almaty region, a pension fund, and insurance companies. Presents examples of successful employment of graduates.

Analytical part

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

Attendance showed that teaching of educational programs is carried out using software products by specialty profiles, using various teaching methods. The content of the lecture material did not highlight foreign best practices and did not provide examples of modern achievements in the relevant field. During the interview, trainees expressed a desire for more active use of interactive teaching methods.

At the meeting with IAAR experts, employers highlighted the need to introduce a dual training format and introduce practice-oriented disciplines into the educational process. The goals and learning outcomes developed by the EP management are of a general professional nature, not specified in accordance with the goals and in the context of each discipline. In this connection, the commission recommends developing a competency matrix for each discipline in accordance with the objectives of each EP.

In order to improve the practical skills of students, experts recommend considering the possibility of introducing a format of dual training in individual majors, conducting master classes at workplaces, and participation of students in companies' projects.

Strong points / Best Practices

- *strong points have not been identified by members.*

Recommendations of EEC for 5V050800 "Accounting and audit", 6M050800 "Accounting and audit", 5V090800 "Evaluation", 5V030400 "Customs":

- *to develop and introduce dual learning format by separate disciplines of the EP.*

Conclusions of EEC on criteria for 5B050800 "Accounting and audit", 6M050800 "Accounting and audit", 5B090800 "Evaluation", 5B030400 "Customs":

According to the standard "Standards from the perspective of individual specialties" 6 criteria are revealed, 6 criteria have satisfactory positions.

Conclusions of EEC on criteria for B090500 "Social Work", 6M090500 "Social work":

According to the standard "Standards from the perspective of individual specialties" 6 criteria are revealed, 6 criteria have strong positions.

(VII) OVERVIEW OF RECOMMENDATIONS ON QUALITY IMPROVEMENT OF EACH STANDARD

STANDARD «MANAGEMENT OF EDUCATIONAL PROGRAMME»

- *The university has a published quality policy;*
- *identified responsible for the business processes for the implementation of the EP.*
- *The EP of the social work specialty provides various forms of cooperation to participate in formation of a plan for development of cooperation between employers and students through their participation in the academic council of the educational program.*

STANDARD «INFORMATION MANAGEMENT AND REPORTING»

- *documentary evidence on processing of personal data of students, employees and AS.*
- *the head of the EP of the specialty “Social work” monitors indicators characterizing the educational programs of the EP Social work - 5B090500 (bachelor degree), Social work - 6MB090500 (magistracy), necessary for operational, tactical and strategic management of the educational process.*
- *The university is provided with modern information systems, information and communication technologies and software in order to adequately manage information in the framework of the specialty “Social work”.*

STANDARD «FORMULATION AND APPROVAL OF EDUCATIONAL PROGRAMME»

- *availability of developed models of a graduate;*
- *EP labor intensity is clearly defined in Kazakhstan credits and ECTS.*
- *for efficiency of forming the sought-after competencies of graduates, employers (representatives of enterprises) must be included in a working group on the development of MEP.*
- *studied theoretical disciplines are related to practical training of students in a production environment and are aimed at instilling in them skills and abilities specific to the chosen specialty in accordance with criteria for selecting places of practical training.*
- *a model of the Social Worker graduate corresponds to the Qualification received after completion of the EP by trajectories: Administration and management in social work, Family-oriented Social work.*

STANDARD «CONTINUOUS MONITORING AND PERIODICAL EVALUATION OF EDUCATIONAL PROGRAMME»

- *Created Academic Councils, which included employers, AS and students for discussion, approval and revision of the EP.*
- *content of the EP is reviewed once a year, updated to reflect the views of stakeholders (employers, AS, students)*
- *annually monitored student satisfaction with specialty EP training.*

STANDARD «STUDENT-CENTRED LEARNING, TEACHING AND ASSESSMENT OF ACADEMIC PERFORMANCE»

- *the presence of a procedure for evaluating the results of training and the combined control of students on reaccredited EP.*
- *presence of a coherent system of interaction of the university with employers;*
- *graduates of the EP specialty "Social Work" at the end of training have certain competencies prescribed in the model of a graduate.*

STANDARD «STUDENTS»

- *The university provides EP graduates with documents on the qualification, including the achieved learning outcomes.*

- *The university has clearly worked out the policy of forming a contingent of students from admission to graduation, the transparency of its procedures has been ensured.*
- *The university has special adaptation and support programs for new and foreign students.*
- *The University provides trainees with places of practice, facilitates the employment of graduates, maintains communication with them.*
- *The University provides EP graduates with documents confirming their qualifications, including the learning results achieved.*

STANDARD «ACADEMIC STAFF»

- *involvement in teaching practitioners of relevant industries on re-accredited EP.*
- *sufficient performance and motivation of AS to conduct scientific research (the work on publications in journals indexed in international scientometric databases (Scopus) and scientific journals recommended by CMSE MES RK).*
- *there is a positive growth dynamics of holders of the title “The best teacher of the university”.*

STANDARD «EDUCATIONAL RESOURCES AND STUDENTS SUPPORT SYSTEMS»

- *strong points have not been identified.*

STANDARD «PUBLIC AWARENESS»

- *availability of information about implemented modular educational programs with indication of the expected learning outcomes;*
- *availability of information on the assignment of qualifications at the end of re-accredited EP.*

STANDARD «STANDARDS FROM THE PERSPECTIVE OF INDIVIDUAL SPECIALTIES»

- *strong points have not been identified.*

(VIII) OVERVIEW OF RECOMMENDATIONS ON QUALITY IMPROVEMENT OF EACH STANDARD

STANDARD «MANAGEMENT OF EDUCATIONAL PROGRAMME»

EEC recommendations for the EP5B050800 «Accounting and audit», 6M050800 «Accounting and audit», 5B090800 «Evaluation», 5B030400 «Customs»:

- *to assess risks of development of educational program in full compliance with the University Development Strategy and develop a mechanism for their reduction.*
- *to help create opportunities for adoption and introduction of innovative learning technologies into the learning process;*
- *to practice training of HEI and EP accredited managers in educational management programs;*
- *take comprehensive measures for gradual transition of HEI to trilingual education and introduce practice of teaching core subjects in English.*

EEC recommendations for the EP5B090500 «Social work», 6MB090500 «Social work»:

- *Strengthen formation and implementation of double-diploma education and academic mobility.*
- *Strengthen risk management analysis in the system of strategic university management.*

STANDARD «INFORMATION MANAGEMENT AND REPORTING»

EEC recommendations for the EP5B050800 «Accounting and audit», 6M050800 «Accounting and audit», 5B090800 «Evaluation», 5B030400 «Customs»:

- *provide analysis of information on quality and implementation of educational programs in order to identify and predict risks;*
- *planned activities and expected results in the EP Development Plans for long-term and short-term periods of time to be revised in terms of measurability, performance evaluation and effectiveness;*
- *to intensify work on involvement of all categories of university staff: students, workers and AS in the process of collecting and analyzing information, as well as making decisions based on them;*
- *revise hierarchy of approval the Development Plan for re-accredited EPs for long-term and short-term periods.*

EEC recommendations for the EP5B090500 «Social work», 6MB090500 «Social work»:

- *Increase funding for learning processes*
- *Develop a program to increase information content of users on hosted sites, to increase possibility of using university sites.*

STANDARD «FORMULATION AND APPROVAL OF EDUCATIONAL PROGRAMME»

EEC recommendations for the EP5B050800 «Accounting and audit», 6M050800 «Accounting and audit», 5B090800 «Evaluation», 5B030400 «Customs»:

- *to step up work on harmonization of the content of educational programs with similar educational programs of leading foreign and Kazakh educational organizations;*
- *consider possibility of developing joint educational programs with foreign educational organizations.*

EEC recommendations for the EP5B090500 «Social work», 6MB090500 «Social work»:

- *Expand joint EPs with foreign universities.*
- *To train students for professional certification in the specialty “Social work”.*

STANDARD «CONTINUOUS MONITORING AND PERIODICAL EVALUATION OF EDUCATIONAL PROGRAMMES»

EEC recommendations for the EP5B050800 «Accounting and audit», 6M050800 «Accounting and audit», 5B090800 «Evaluation», 5B030400 «Customs»:

- on an ongoing basis to monitor the labor market, external environment, employers' requests in developing and updating the content and structure of the EP using SWOT and PESTEL analyzes to identify changes.

EEC recommendations for the EP5B090500 «Social work», 6MB090500 «Social work»:

- It is recommended to expand a circle of employers involved in assessment and development of directions for improving the content of EP.

STANDARD «STUDENT-CENTRED LEARNING, TEACHING AND ASSESSMENT OF ACADEMIC PERFORMANCE»

EEC recommendations for the EP5B050800 «Accounting and audit», 6M050800 «Accounting and audit», 5B090800 «Evaluation», 5B030400 «Customs»:

- to continue conducting own research in the field of teaching disciplines in the context of EP.

EEC recommendations for the EP5B090500 «Social work», 6MB090500 «Social work»:

- to strengthen the work on international cooperation and attracting foreign lecturers.
- to improve the quality of own scientific developments.

STANDARD «STUDENTS»

EEC recommendations for the EP5B050800 «Accounting and audit», 6M050800 «Accounting and audit», 5B090800 «Evaluation», 5B030400 «Customs»

-to strengthen the work on external and internal (incoming and outgoing) academic mobility of students from various sources in online or offline training modes.

EEC recommendations for the EPEP 5B090500/6M090500 «Social work»:

1. Expand the range of internal and external academic mobility programs for students in the EP, assist in obtaining external grants for training;
2. To intensify the activities of the university alumni association.

STANDARD «ACADEMIC STAFF»

EEC recommendations for the EP5B050800 «Accounting and audit», 6M050800 «Accounting and audit», 5B090800 «Evaluation», 5B030400 «Customs»:

- to develop and implement a long-term plan for development of AS academic mobility and attracting leading lecturers from foreign HEIs;
- to develop and implement a development plan for young teachers;
- to ensure the multilingual competence of AS for implementation of trilingual education at the university.

EEC recommendations for the 5B090500 - «Социальная работа» 6M090500 - «Social work»:

- to step up work to increase the academic mobility of AS in the framework of the EP, to attract the best foreign and domestic teachers.
- to provide opportunities for advanced training of AS in the field of a foreign language in order to further improve multilingual education.
- to develop a program for the development of young teachers.

STANDARD «EDUCATIONAL RESOURCES AND STUDENT SUPPORT SYSTEMS»

EEC recommendations for the EP5B050800 «Accounting and audit», 6M050800 «Accounting and audit», 5B090800 «Evaluation», 5B030400 «Customs»:

- to consider the possibility of expanding areas of classrooms, as well as to ensure the

updating of literature on the disciplines of the EP cluster, corresponding to the latest achievements of science and technology.

**EEC recommendations for the EP 5B090500 «Социальная работа»
6M090500**

«Social work»:

- to increase funding of training processes / strengthen material and technical base of the university;
- to develop a program to increase the information content of users on hosted sites, to increase the possibility of using the university sites;
- to create sufficient conditions for teaching students with disabilities.

STANDARD «PUBLIC AWARENESS»

EEC recommendations for the EP5B050800 «Accounting and audit», 6M050800 «Accounting and audit», 5B090800 «Evaluation», 5B030400 «Customs»:

- to use a variety of ways to disseminate information to inform the general public and interested parties about the work carried out in all EPs.

**EEC recommendations for the EP 5B090500 «Социальная работа»,
6M090500**

«Social work»:

- to intensify work on publications about the activities of the university in the republican MM;
- to increase the number of foreign languages in which information will be posted on the site;
- to use press conferences, briefings, to provide information to consumers.
- to provide publication of audited financial statements on the university website.

STANDARD «STANDARDS FROM THE PERSPECTIVE OF INDIVIDUAL SPECIALTIES»

EEC recommendations for the EP5B050800 «Accounting and audit», 6M050800 «Accounting and audit», 5B090800 «Evaluation», 5B030400 «Customs»:

- develop and implement a format of dual training in individual disciplines EP.

(X) PARAMETERS OF SPECIALISED PROFILE

5B050800/6M050800 «Accounting and audit», 5B090800 «Evaluation», 5B030400 «Customs»

№	№	Criteria for evaluation	Position of educational organization			
			Strong	Satisfactory	Recommended to improve	Unsatisfactory
Standard "Management of educational programs"						
1	1.	The university must have a published quality assurance policy.	+			
2	2.	The quality assurance policy should reflect the link between research, teaching and learning.	+			
3	3.	HEI ought to demonstrate the development of culture of quality assurance, including in the context of the EP.		+		
4	4.	Commitment to the quality assurance must relate to any activity performed by contractors and partners (outsourcing), including the implementation of joint / two-degree education and academic mobility.		+		
5	5.	The EP's administration ensures the transparency of development plan of the EP based on the analysis of its functioning, the real positioning of the university and the focus of its activities on addressing the needs of the state, employers, stakeholders and students.		+		
6	6.	The EP administration demonstrates functioning of formation approaches and regular review of the EP development plan and monitoring its implementation, assessing the achievement of learning objectives, addressing the needs of students, employers and society, making decisions aimed at continuous improvement of the EP.		+		
7	7.	The EP administration should involve representatives among groups of stakeholders, including employers, students and teaching staff to improve the development plan for the EP.		+		
8	8.	The EP management must demonstrate the individuality and uniqueness of the EP development plan, its consistency with the national development priorities and the development strategy of the educational organization.		+		
9	9.	The university must clearly identify responsible for business processes within the EP, an unambiguous distribution of staff duties, and the delineation of functions of collegial bodies.	+			

10	10.	The EP administration must provide evidence of management transparency on the development program.		+		
11	11.	The EP administration must demonstrate successful functioning of the internal quality system of the EP, including its design, management and monitoring, its improvement, making decisions based on facts.	+			
12	12.	The EP administration must implement risk management.			+	
13	13.	The EP administration must ensure participation of representatives of interested parties (employers, teaching staff and students) within work of collegial bodies of the educational program management, as well as their representativeness in making decisions on the management of the educational program.		+		
14	14.	The university should demonstrate the management of innovations in the framework of the EP, including the analysis and implementation of innovative proposals.			+	
15	15.	The EP administration must demonstrate evidence of openness and accessibility for students, teaching staff, employers and other interested parties.		+		
16	16.	The EP administration must be trained in the educational management programs.			+	
17	17.	The EP administration must aim to ensure that the progress made since the last external quality assurance procedure is taken into account in preparing for the next procedure.	+			
In total according to standard			5	9	3	-
Standard “Information Management and Reporting”						
18	1.	The university should ensure system functioning system for collecting, analyzing and managing information based on the use of modern information and communication technology and software.		+		
19	2.	The EP management must demonstrate a systematic use of the processed, adequate information to improve an internal quality assurance system.		+		
20	3.	Within the EP, a system of regular reporting must perform, which might represent all levels of structure, including assessment of effectiveness and efficiency of activities of the departments and faculties, scientific researches.			+	
21	4.	The university should establish frequency, forms and methods of evaluating the management of the EP, activities of collegial bodies and structural units, higher management, implementation of research projects.		+		

22	5.	The university must demonstrate how to determine the system and ensure protection of information, including individuals responsible for accuracy and timeliness of information analysis and data provision.		+		
23	6.	An important factor is the involvement of students, employees and teaching staff in the process of collecting and analyzing information, and making decisions based on them.			+	
24	7.	The EP management must demonstrate the presence of communication method with students, employees and other interested parties, including conflict resolving mechanisms.		+		
25	8.	The university should provide the way of measuring a satisfaction level of staff and students in the EP and demonstrate elimination of deficiencies found.		+		
26	9.	The university should evaluate the effectiveness and efficiency of activities, including in the context of the EP.			+	
		Information collected and analyzed by the university should take into account:				
27	10.	Key performance indicators;		+		
28	11.	dynamics of the contingent of students in the context of forms and types;	+			
29	12.	level of academic performance, achievement of students and exclusion;	+			
30	13.	satisfaction of students with the implementation of the quality of teaching at the university;		+		
31	14.	availability of educational resources and support systems for students;		+		
32	15.	Employment and career growth of graduates.		+		
33	16.	Students, employees and teaching staff must document their consent to process of personal data.	+			
34	17.	The EP administration should assist in providing all relevant information in relevant fields of science.		+		
In total according to standard			3	11	3	-
Standard "Formulation and approval of educational programs"						
35	1.	The university should determine and document the procedures for the development of the EP and their approval at the institutional level.	+			

36	2.	The EP administration must ensure that the developed EPs comply with established goals, including expected learning outcomes.		+			
37	3.	The Manual EP should provide a model graduate of the EP with description of learning outcomes and personal qualities.	+				
38	4.	The management of the EP must demonstrate an external examination of the EP.		+			
39	5.	Qualifications obtained at the end of the EP must be clearly defined, clarified and meet a specific level of the NQC.		+			
40	6.	The EP administration should determine the influence of disciplines and professional practices on the formation of learning outcomes.		+			
41	7.	An important factor is the possibility of preparing students for professional certification.	+				
42	8.	The EP management must provide evidence of the participation of students, faculty and other stakeholders in the development of EP, ensuring their quality.		+			
43	9.	The complexity of the EP should be clearly defined in Kazakhstan loans and ECTS.	+				
44	10.	The EP administration should provide the content of educational disciplines and results to correspond to the level of education (bachelor, master, and doctorate).		+			
45	11.	The structure of the EP should provide for various activities corresponding to the learning outcomes.		+			
46	12.	An important factor is the presence of joint EPs with foreign educational organizations.			+		
In total according to standard			4	7	1	-	
Standard "Continuing monitoring and periodical evaluation of educational programs "							
47	1.	The university should monitor and periodically evaluate the EP in order to achieve the goal and correspond to the needs of students and society. The results of these processes are aimed at continuous improvement of the EP.		+			
		Monitoring and periodical evaluation of the EP should consider:					
48	2.	the content of the programs in the light of the latest achievements of science in a particular discipline to ensure the relevance of the taught discipline;		+			
49	3.	changes in the needs of society and the professional environment;		+			
50	4.	workload, performance and graduation of students;	+				
51	5.	the effectiveness of student assessment procedures;		+			
52	6.	expectations, needs and satisfaction of students with EP training;		+			

53	7.	The educational support and support services are consistent with the objectives of the EP.		+		
54	8.	The university and the administration of the EP must provide evidence of participation of students, employers and other stakeholders in the revision of the EP.	+			
55	9.	All interested parties should be informed of any planned or taken actions in relation to the EP. All changes made to the EP should be published.		+		
56	10.	EP management must ensure a review of the content and structure of the EP, taking into account changes in the labor market, employers' requirements and social demands of society		+		
In total according to standard			2	8		
Standard "Student-centered learning, teaching and assessment of academic performance "						
57	1.	The EP management must ensure respect and attention to various groups of students and their needs, providing them with flexible learning paths.		+		
58	2.	The EP management should ensure the use of various forms and methods of teaching and learning.		+		
59	3.	An important factor is existence of own research in the field of teaching methods of disciplines in the EP.			+	
60	4.	The management of the EP must demonstrate the presence of feedback systems in use of various teaching methods and evaluation of learning outcomes.		+		
61	5.	The management of EP must demonstrate support for the autonomy of students, while simultaneously guiding and helping the teacher.		+		
62	6.	The EP's management must demonstrate the availability of a procedure for responding to student complaints.		+		
63	7.	The university should ensure consistency, transparency and objectivity of the mechanism for evaluating the learning outcomes for each EP, including the appeal.	+			
64	8.	The university must ensure that the procedures for evaluating the results of teaching students of the EP correspond to the planned learning outcomes and the objectives of the program. Criteria and assessment methods in the framework of the EP should be published in advance.		+		
65	9.	The university should determine mechanisms for ensuring development of each graduate of the EP of learning outcomes and ensure the completeness of their formation.		+		

66	10.	Assessing individuals should possess modern methods of evaluating learning outcomes and regularly improve their skills in this area.		+		
In total according to standard			1	8	1	
Standard "Students"						
67	1.	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.		+		
68	2.	The EP management must conduct special adaptation programs and support for recently admitted and foreign students.		+		
69	3.	The institute should demonstrate its compliance with Lisbon+ Convention on Recognition.		+		
70	4.	The university should cooperate with other educational organizations and national centers of the European Network of National Information Centers for Academic Recognition and Mobility / National Academic Information Recognition Centers ENIC / NARIC to ensure comparable recognition of qualifications.		+		
71	5.	The EP's management must demonstrate the presence and application of mechanism for recognizing the results of the academic mobility of students, as well as results of additional, formal and non-formal education.		+		
72	6.	The university should provide an opportunity for external and internal mobility of students of the EP, as well as assist them in obtaining external grants for training.			+	
73	7.	The management of EP should make the maximum amount of effort to provide students with places of practice, to promote the employment of graduates, continually keep contact with them.		+		
74	8.	The university must provide graduates of the EP 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.		+		
75	9.	An important factor is monitoring of employment and professional activities of graduates of EP.		+		
76	10.	The EP management should actively encourage students to educate themselves and develop outside the main program (extracurricular activities).		+		
77	11.	An important factor is current alumni associations / associations.		+		

78	12.	An important factor is the availability of mechanism for supporting gifted students.		+		
In total according to standard			2	9	1	
Standard "Academic staff"						
79	1.	School must have an objective and transparent personnel policy, including recruitment, professional growth and development, providing professional competency of all staff.		+		
80	2.	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 EP.		+		
81	3.	The EP management must demonstrate an awareness of responsibility for its employees and ensuring favorable working conditions for them.		+		
82	4.	The EP management should demonstrate a change in the role of teacher in a link to student-centered learning.		+		
83	5.	The university should determine the contribution of teaching staff to the implementation of the university's development strategy, and other strategic documents.		+		
84	6.	The university should provide opportunities for career growth and professional development of teaching staff of the EP.		+		
85	7.	The management of EP should involve practitioners from+ relevant fields in the teaching.		+		
86	8.	The management of EP should provide targeted actions for the development of young teachers.		+		
87	9.	The university should demonstrate the motivation of professional and personal development of teachers of the EP, including promotion of both the integration of scientific activities and education, and the use of innovative teaching methods.		+		
88	10.	An important factor is active use of information and communication technologies in the educational process (for example, on-line training, e-portfolio, MOOC, etc.).		+		
89	11.	An important factor is the development of academic mobility in the framework of the EP, attracting the best foreign and domestic teachers.			+	
90	12.	An important factor is involvement of teaching staff in life of society (the role of teaching staff in the education system, the development of science, the region, the creation of cultural environment, participation in exhibitions, creative competitions, charity programs, etc.).		+		
In total according to standard			1	10	1	
Standard "Educational Resources Student Support Systems"						
91	1.	The EP administration should demonstrate the adequacy of material and technical resources and infrastructure.		+		

92	2.	The EP management must demonstrate the availability of support procedures for various groups of students, including information and counseling.		+		
		The EP management must demonstrate the compliance of information resources with the specifics of the EP, including compliance with:				
93	3.	technological support for students and teaching staff in accordance with educational programs (for example, online training, modeling, databases, data analysis programs);		+		
94	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;		+		
95	5.	examination of research results, final papers, dissertations on plagiarism;		+		
96	6.	examination of research results, final papers, dissertations on plagiarism;		+		
97	7.	Functioning WI-FI in the educational organization.		+		
98	8.	The university should strive to ensure that the training equipment and software, used for the development of the EP, are similar to those used in the relevant industries.		+		
99	9.	The HEI should ensure compliance with safety requirements in the process of learning.		+		
100	10	The university should strive to take into account the needs of various groups of students in the context of EP (adults, workers, foreign students, and students with disabilities).		+		
In total according to standard				10		
Standard "Public Awareness"						
		The information published by the university in the framework of the EP should be accurate, objective, relevant and should include:				
101	1.	Implemented programs, with expected learning outcomes;	+			
102	2.	information about the possibility of assigning qualifications at the end of the EP;	+			
103	3.	Information teaching, training, assessment procedures;		+		
104	4.	information about the scores and training opportunities provided by students;	+			
105	5.	And information about the employment opportunities for graduates.		+		
106	6.	The EP management should use a variety of ways to disseminate information (including the media, web resources, and other information networks) for informing the general public and interested parties.			+	
107	7.	Public awareness should include support and clarification of the country's national development programs and the system of higher and postgraduate education.		+		

108	8.	The university should publish audited financial statements on its own web resource.		+		
109	9.	The university should demonstrate the information on the web resource that characterizes the university as a whole and in the context of the EP.		+		
110	10.	An important factor is the availability of adequate and objective information about the faculty of the EP, in terms of staff.		+		
111	11.	An important factor is to inform the public about the cooperation and collaboration with partners in the framework of the EP, including scientific / consulting organizations, business partners, social partners and educational organizations.		+		
112	12.	The university should post information and links to external resources on the results of external assessment procedures.	+			
113	13.	An important factor is the participation of the university and the various external assessment procedures implemented by the ACE.	+			
In total according to standard			5	7	1	
Standards from the perspective of individual specialties						
SOCIAL SCIENCES, ECONOMY, BUSINESS						
		Educational programs in areas "Social Sciences, Economics and Business", such as for example, "Management", "Economics", must meet the following requirements:				
114	1.	The EP management must demonstrate that Teaching within the program is conducted on the basis of modern achievements of world science and practice in the field of specialization, as well as using modern and advanced teaching methods;		+		
115	2.	Objectives, respectively, and learning outcomes should be aimed at obtaining specific skills required for the labor market		+		
116	3.	The EP should include the maximum possible number of disciplines and activities in which skills are taught to students individually or in small groups, for example, conducting master classes of distinguished personalities in the field of specialization;		+		
117	4.	The EP management must demonstrate that graduates of the program possess these skills and that these skills are really in demand in the market;		+		
118	5.	EP should include a significant number of disciplines and activities aimed at obtaining practical experience of applying theoretical knowledge, such as work experience, enterprise training, participation in practicing specialists in lectures and seminars, etc .;		+		

		лекциях и семинарах практикующих специалистов и т.п.;				
119	6.	Руководство ЕР должно продемонстрировать анализ рынка труда и привести примеры успешного трудоустройства выпускников.		+		
Итого по стандарту				6		
ВСЕГО			23	85	11	



PARAMETERS OF SPECIALISED PROFILE
5B090500/6M090500 «Social work»

№	№	Criteria for evaluation	Position of educational organization			
			Strong	Satisfactory	Recommended to improve	Unsatisfactory
Standard "Management of educational programs"						
1	1.	The university must have a published quality assurance policy.	+			
2	2	The quality assurance policy should reflect the link between research, teaching and learning.	+			
3	3	HEI ought to demonstrate the development of culture of quality assurance, including in the context of the EP.	+			
4	4.	Commitment to the quality assurance must relate to any activity performed by contractors and partners (outsourcing), including the implementation of joint / two-degree education and academic mobility.		+		
5	5.	The EP's administration ensures the transparency of development plan of the EP based on the analysis of its functioning, the real positioning of the university and the focus of its activities on addressing the needs of the state, employers, stakeholders and students.	+			
6	6	The EP administration demonstrates functioning of formation approaches and regular review of the EP development plan and monitoring its implementation, assessing the achievement of learning objectives, addressing the needs of students, employers and society, making decisions aimed at continuous improvement of the EP.	+			
7	7	The EP administration should involve representatives among groups of stakeholders, including employers, students and teaching staff to improve the development plan for the EP.	+			
8	8.	The EP management must demonstrate the individuality and uniqueness of the EP development plan, its consistency with the national development priorities and the development strategy of the educational organization.		+		
9	9.	The university must clearly identify responsible for business processes within the EP, an unambiguous distribution of staff duties, and the delineation of functions of collegial bodies.	+			

10	10.	The EP administration must provide evidence of management transparency on the development program.	+			
11	11.	The EP administration must demonstrate successful functioning of the internal quality system of the EP, including its design, management and monitoring, its improvement, making decisions based on facts.	+			
12	12.	The EP administration must implement risk management.		+		
13	13.	The EP administration must ensure participation of representatives of interested parties (employers, teaching staff and students) within work of collegial bodies of the educational program management, as well as their representativeness in making decisions on the management of the educational program.	+			
14	14.	The university should demonstrate the management of innovations in the framework of the EP, including the analysis and implementation of innovative proposals.		+		
15	15.	The EP administration must demonstrate evidence of openness and accessibility for students, teaching staff, employers and other interested parties.	+			
16	16.	The EP administration must be trained in the educational management programs.	+			
17	17.	The EP administration must aim to ensure that the progress made since the last external quality assurance procedure is taken into account in preparing for the next procedure.	+			
In total according to standard			13	4	-	-
Standard “Information Management and Reporting”						
18	1.	The university should ensure system functioning system for collecting, analyzing and managing information based on the use of modern information and communication technology and software.	+			
19	2.	The EP management must demonstrate a systematic use of the processed, adequate information to improve an internal quality assurance system.	+			
20	3.	Within the EP, a system of regular reporting must perform, which might represent all levels of structure, including assessment of effectiveness and efficiency of activities of the departments and faculties, scientific researches.	+			
21	4.	The university should establish frequency, forms and methods of evaluating the management of the EP, activities of collegial bodies and structural units, higher management, implementation of research projects.	+			

22	5.	The university must demonstrate how to determine the system and ensure protection of information, including individuals responsible for accuracy and timeliness of information analysis and data provision.	+				
23	6.	An important factor is the involvement of students, employees and teaching staff in the process of collecting and analyzing information, and making decisions based on them.	+				
24	7.	The EP management must demonstrate the presence of communication method with students, employees and other interested parties, including conflict resolving mechanisms.	+				
25	8.	The university should provide the way of measuring a satisfaction level of staff and students in the EP and demonstrate elimination of deficiencies found.	+				
26	9.	The university should evaluate the effectiveness and efficiency of activities, including in the context of the EP.		+			
		Information collected and analyzed by the university should take into account:					
27	10.	Key performance indicators;		+			
28	11.	dynamics of the contingent of students in the context of forms and types;	+				
29	12.	level of academic performance, achievement of students and exclusion;	+				
30	13.	satisfaction of students with the implementation of the quality of teaching at the university;	+				
31	14.	availability of educational resources and support systems for students;	+				
32	15.	Employment and career growth of graduates.	+				
33	16.	Students, employees and teaching staff must document their consent to process of personal data.	+				
34	17	The EP administration should assist in providing all relevant information in relevant fields of science.	+				
In total according to standard			15	2			-
Standard "Formulation and approval of educational programs"							
35	1.	The university should determine and document the procedures for the development of the EP and their approval at the institutional level.	+				
36	2	The EP administration must ensure that the developed EPs comply with established goals, including expected learning outcomes.	+				

37	3	The Manual EP should provide a model graduate of the EP with description of learning outcomes and personal qualities.	+				
38	4.	The management of the EP must demonstrate an external examination of the EP.	+				
39	5.	Qualifications obtained at the end of the EP must be clearly defined, clarified and meet a specific level of the NQC.	+				
40	6	The EP administration should determine the influence of disciplines and professional practices on the formation of learning outcomes.	+				
41	7	An important factor is the possibility of preparing students for professional certification.		+			
42	8.	The EP management must provide evidence of the participation of students, faculty and other stakeholders in the development of EP, ensuring their quality.	+				
43	9.	The complexity of the EP should be clearly defined in Kazakhstan loans and ECTS.	+				
44	10.	The EP administration should provide the content of educational disciplines and results to correspond to the level of education (bachelor, master, and doctorate).	+				
45	11.	The structure of the EP should provide for various activities corresponding to the learning outcomes.	+				
46	12.	An important factor is the presence of joint EPs with foreign educational organizations.			+		
In total according to standard			10	1	1		
Standard "Continuing monitoring and periodical evaluation of educational programs "							
47	1.	The university should monitor and periodically evaluate the EP in order to achieve the goal and correspond to the needs of students and society. The results of these processes are aimed at continuous improvement of the EP.	+				
		Monitoring and periodical evaluation of the EP should consider:					
48	2	the content of the programs in the light of the latest achievements of science in a particular discipline to ensure the relevance of the taught discipline;	+				
49	3	changes in the needs of society and the professional environment;	+				
50	4.	workload, performance and graduation of students;	+				
51	5.	the effectiveness of student assessment procedures;	+				
52	6	expectations, needs and satisfaction of students with EP training;	+				

53	7	The educational support and support services are consistent with the objectives of the EP.	+				
54	8.	The university and the administration of the EP must provide evidence of participation of students, employers and other stakeholders in the revision of the EP.	+				
55	9.	All interested parties should be informed of any planned or taken actions in relation to the EP. All changes made to the EP should be published.	+				
56	10.	EP management must ensure a review of the content and structure of the EP, taking into account changes in the labor market, employers' requirements and social demands of society	+				
In total according to standard			10	-	-	-	
Standard "Student-centered learning, teaching and assessment of academic performance "							
57	1.	The EP management must ensure respect and attention to various groups of students and their needs, providing them with flexible learning paths.		+			
58	2	The EP management should ensure the use of various forms and methods of teaching and learning.	+				
59	3	An important factor is existence of own research in the field of teaching methods of disciplines in the EP.		+			
60	4.	The management of the EP must demonstrate the presence of feedback systems in use of various teaching methods and evaluation of learning outcomes.	+				
61	5.	The management of EP must demonstrate support for the autonomy of students, while simultaneously guiding and helping the teacher.	+				
62	6	The EP's management must demonstrate the availability of a procedure for responding to student complaints.	+				
63	7	The university should ensure consistency, transparency and objectivity of the mechanism for evaluating the learning outcomes for each EP, including the appeal.	+				
64	8.	The university must ensure that the procedures for evaluating the results of teaching students of the EP correspond to the planned learning outcomes and the objectives of the program. Criteria and assessment methods in the framework of the EP should be published in advance.	+				
65	9.	The university should determine mechanisms for ensuring development of each graduate of the EP of learning outcomes and ensure the completeness of their formation.	+				
66	10.	Assessing individuals should possess modern methods of evaluating learning outcomes and regularly improve their skills in this area.	+				
In total according to standard			8	2	-	-	
Standard "Students"							

67	1.	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.	+				
68	2	The EP management must conduct special adaptation programs and support for recently admitted and foreign students.	+				
69	3	The institute should demonstrate its compliance with Lisbon Convention on Recognition.	+				
70	4.	The university should cooperate with other educational organizations and national centers of the European Network of National Information Centers for Academic Recognition and Mobility / National Academic Information Recognition Centers ENIC / NARIC to ensure comparable recognition of qualifications.	+				
71	5.	The EP's management must demonstrate the presence and application of mechanism for recognizing the results of the academic mobility of students, as well as results of additional, formal and non-formal education.		+			
72	6	The university should provide an opportunity for external and internal mobility of students of the EP, as well as assist them in obtaining external grants for training.	+				
73	7	The management of EP should make the maximum amount of effort to provide students with places of practice, to promote the employment of graduates, continually keep contact with them.					
74	8.	The university must provide graduates of the EP 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.	+				
75	9.	An important factor is monitoring of employment and professional activities of graduates of EP.		+			
76	10.	The EP management should actively encourage students to educate themselves and develop outside the main program (extracurricular activities).		+			
77	11.	An important factor is current alumni associations / associations.		+			
78	12.	An important factor is the availability of mechanism for supporting gifted students.	+				
In total according to standard			8	4	-	-	
Standard "Academic staff"							

79	1.	School must have an objective and transparent personnel policy, including recruitment, professional growth and development, providing professional competency of all staff.	+			
80	2	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 EP.	+			
81	3	The EP management must demonstrate an awareness of responsibility for its employees and ensuring favorable working conditions for them.	+			
82	4.	The EP management should demonstrate a change in the role of teacher in a link to student-centered learning.	+			
83	5.	The university should determine the contribution of teaching staff to the implementation of the university's development strategy, and other strategic documents.	+			
84	6	The university should provide opportunities for career growth and professional development of teaching staff of the EP.	+			
85	7	The management of EP should involve practitioners from relevant fields in the teaching.	+			
86	8.	The management of EP should provide targeted actions for the development of young teachers.		+		
87	9.	The university should demonstrate the motivation of professional and personal development of teachers of the EP, including promotion of both the integration of scientific activities and education, and the use of innovative teaching methods.	+			
88	10.	An important factor is active use of information and communication technologies in the educational process (for example, on-line training, e-portfolio, MOOC, etc.).	+			
89	11.	An important factor is the development of academic mobility in the framework of the EP, attracting the best foreign and domestic teachers.			+	
90	12.	An important factor is involvement of teaching staff in life of society (the role of teaching staff in the education system, the development of science, the region, the creation of cultural environment, participation in exhibitions, creative competitions, charity programs, etc.).	+			
In total according to standard			10	1	1	-
Standard "Educational Resources Student Support Systems"						
91	1.	The EP administration should demonstrate the adequacy of material and technical resources and infrastructure.		+		
92	2	The EP management must demonstrate the availability of support procedures for various groups of students, including information and counseling.	+			

		The EP management must demonstrate the compliance of information resources with the specifics of the EP, including compliance with:				
93	3	technological support for students and teaching staff in accordance with educational programs (for example, online training, modeling, databases, data analysis programs);	+			
94	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;	+			
95	5.	examination of research results, final papers, dissertations on plagiarism;	+			
96	6	examination of research results, final papers, dissertations on plagiarism;	+			
97	7	Functioning WI-FI in the educational organization.	+			
98	8.	The university should strive to ensure that the training equipment and software, used for the development of the EP, are similar to those used in the relevant industries.		+		
99	9.	The HEI should ensure compliance with safety requirements in the process of learning.	+			
100	10.	The university should strive to take into account the needs of various groups of students in the context of EP (adults, workers, foreign students, and students with disabilities).		+		
In total according to standard			7	3	-	-
Standard "Public Awareness"						
		The information published by the university in the framework of the EP should be accurate, objective, relevant and should include:				
101	1.	Implemented programs, with expected learning outcomes;	+			
102	2	information about the possibility of assigning qualifications at the end of the EP;	+			
103	3	Information teaching, training, assessment procedures;	+			
104	4.	information about the scores and training opportunities provided by students;	+			
105	5.	And information about the employment opportunities for graduates.	+			

106	6	The EP management should use a variety of ways to disseminate information (including the media, web resources, and other information networks) for informing the general public and interested parties.	+				
107	7	Public awareness should include support and clarification of the country's national development programs and the system of higher and postgraduate education.	+				
108	8.	The university should publish audited financial statements on its own web resource.		+			
109	9.	The university should demonstrate the information on the web resource that characterizes the university as a whole and in the context of the EP.	+				
110	10.	An important factor is the availability of adequate and objective information about the faculty of the EP, in terms of staff.	+				
111	11.	An important factor is to inform the public about the cooperation and collaboration with partners in the framework of the EP, including scientific / consulting organizations, business partners, social partners and educational organizations.	+				
112	12.	The university should post information and links to external resources on the results of external assessment procedures.	+				
113	13.	An important factor is the participation of the university and the various external assessment procedures implemented by the ACE.	+				
In total according to standard			12	1	-	-	
SOCIAL SCIENCES, HUMANITIES, ECONOMICS, BUSINESS AND LAW, SERVICES							
		Educational programs in areas "Social Sciences, Economics and Business", "Humanities" and "Law", such as for example, "Management", "Economics", "Philology", "Jurisprudence", etc., must meet the following requirements:					
120	1	The EP management must demonstrate that Teaching within the program is conducted on the basis of modern achievements of world science and practice in the field of specialization, as well as using modern and advanced teaching methods;	+				
121	2	Objectives, respectively, and learning outcomes should be aimed at obtaining specific skills required for the labor market	+				
122	3	The EP should include the maximum possible number of disciplines and activities in which skills are taught to students individually or in small groups, for example, conducting master classes of distinguished personalities in the field of specialization;	+				

123	4	The EP management must demonstrate that graduates of the program possess these skills and that these skills are really in demand in the market;	+			
124	5	EP should include a significant number of disciplines and activities aimed at obtaining practical experience of applying theoretical knowledge, such as work experience, enterprise training, participation in practicing specialists in lectures and seminars, etc .;	+			
125	6	EP management must demonstrate an analysis of the labor market market and provide examples of successful employment of graduates.	+			
In total according to standard			6		-	-
TOTAL			99	18	2	-