



«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**

5B050700 Management

6M050700 Management

5B051000 State and local government

6M051000 State and local government

5B090200 Tourism

Kazakh University of Economics, Finance and International Trade

Site-Visit Dates: February 5-7, 2019

INDEPENDENT AGENCY FOR ACCREDITATION AND RATING
External expert commission

**Addressed to Accreditation
Council of IAAR**



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government», 6M051000 «State and local government», 5B090200 «Tourism»

**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

AIS – Automated information system
JSC – Joint-stock company
ACEP – Academic council of educational program
BD – Basic disciplines
HEI – Higher educational institution
EEC – External expert commission
SLG – State and local government
SCES – State compulsory educational standard
SE – State enterprise
KazUEFIT – Kazakh University of economy, finance and international trade
CEC – Catalog of elective courses
MES RK – Ministry of Education and Science of the Republic of Kazakhstan
MEP – Modular educational program
IAAR – Independent agency of accreditation and rating
SRWMS – Scientific research work of a master student
SRWDS – Scientific research work of a doctoral student
SMB – Scientific and methodological board
EP – Educational programme
AS – Academic staff
RIEL – Republican inter university electronic library
RK – Republic of Kazakhstan
WC – Working curriculum
SWS – solitary work of a student
SWSTS – solitary work of a student under teacher’s supervision
LLP – Limited liability partnership
AMCS – Academic and methodological complex of subjects
FAT – Fund of assessment tools

(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 Yersaiynovna, 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

The educational institution "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

In accordance with order of Independent Agency of accreditation and rating №32-14- OD, dated on 12.11.2014, there was an external expert commission conducted assessment of conformity of educational programs to IAAR specialized accreditation standards in specialties EP 5B050700 «Management», 6M050700 «Management», 5B051000 «State and local government», 6M051000 «State and local government», 5B090200 «Tourism» from 13 to 15 November, 2014. All Eps passed specialized accreditation and are accredited for 5 years.

Kazakh University of Economics, Finance and International Trade developed and approved at the meeting of Academic Council (Protocol №11 of 06/16/2014) an action plan for implementation of recommendations of the EEC IAAR. On May 17, 2016, the university successfully passed its first post monitoring.

Composition of previous EEC:

1. Commission Chairman - Sakhanova Ardak Nauryzbayevna, d.e.s., professor, vice-rector for strategic development of Kazakh University of International Relations and World Languages named after Ablay Khan (Almaty);
2. Foreign Expert - Moseikin Yury Nikitovich, d.e.s., professor, director of Institute of World Economy and Business, RUDN (Moscow, RF);
3. Foreign expert - Gita Revalde, assistant Professor, rector of Ventspils high school (Riga, Latvia);
4. Expert - Skiba Marina Aleksandrovna, Candidate of Pedagogical Sciences, Head of Development Strategy and Quality Control Department at KazEU named after T. Ryskulov (Almaty);
5. Expert - Balabekova Aigul Kaunyshbayevna, c.e.s., Associate professor of department "State and local government", Academy of Public Administration under the President of the Republic of Kazakhstan (Astana);
6. Expert - Akybayeva Gulvira Sovetbekovna, c.e.s., and head of registrar office of Karaganda State University named after Buketov E.A. (Karaganda);
7. Expert - Spankulova Lazzat Seitkazyevna, d.e.s., professor of Economics at Kazakh Leading Academy of Architecture and Construction (Almaty);
8. Expert - Imanberdiyev Burkhan Dzhakipbayevich, d.e.s., professor, director of Institute of Law and Economics KazNPU named after Abay (Almaty);
9. Expert - Yesaidar Urzada Serimkyzy, c.e.s., Associate professor, head of department "Tourism and Service" of Almaty Technological University (Almaty);
10. Expert - Ivleva Nadezhda Vladimirovna, Ph.D., Associate professor, head of Tourism and Service Department of Kazakh Academy of Sport and Tourism (Almaty);
11. Agency Observer - Kanapyanov Timur Yerbolatovich, IAAR International Projects Manager (Astana);
12. Agency Observer - Aimurziyeva Aigerim Urinbayevna, Project Manager, Institutional and Specialized Accreditation of Medical Organizations (Astana);
13. Employer - Noguybekov Nurlan Shamshibekovich, Managing Director of branch in Astana, Associate professor at JSC Bank Kassa Nova (Astana);
14. Employer- Akhmetzhanova Saltanat Burovna, d.e.s., Associate professor, Director of Center for Scientific and Economic Expertise JSC Economic Research Institute of the Ministry of Economy and Budget Planning of the Republic of Kazakhstan (Astana);
15. Student- Adilbekova Aksaulesh Adilbekkyzy, a 3-year student of ENU named after Gumilyov L.N. (Astana). The EEC gave the following recommendations for university according to EP 5B050700 "Management", 6M050007 "Management", 5B051000 "State and local government", 6M051000 "State and local government":

1. In order to improve the management of educational programs

- In the process of planning and managing educational programs changes in the external environment should be taken into account.

During the visit, the expert group made sure that during planning and managing the educational programs by AS, departments together with employers take into account external changes of the market. Academic councils function in the following specialties: 5B050700 / 6M050007 "Management", 5B051000 / 6M051000 "State and local government". The structure of academic councils included employers, taking into account the peculiarities of training specialists in the above areas. Employers are involved in developing and reviewing educational programs, conducting

classes in special courses, conducting guest lectures, and in participating in the final attestation commissions.

Among teachers of the department, heads of educational programs were appointed by specialties, whose functions include management and formation of modular educational programs (hereinafter referred to as MEP).

Each MEP is reviewed by employers and provides a reasoned rationale for introduction of new disciplines. The following reviews are presented: from the deputy Chairman of JSC "Economic Research Institute", Doctor of Economics, Associate Professor Zhakupova Sh.Sh., from Advisor of the board» Holding "Kasipker", d.e.s, Professor G. Gamarnik, Director of the Department for Public-Private Partnership JSC, PhD Tayzhanova J.A., Ph.D., assistant professor of the department "Economics and Financial Policy" Omsk State University named after F. M. Dostoevsky Balakina R.T.

New disciplines in the modular educational programs in the specialties "Economics", "World Economy" for 2015 - 2016 were justified by Chairman of the Academic Council on the specialty "World Economy" Bopiyeva Zh.K., Chairman of the Academic Council on the specialty "Economics" Toxanova A.N. (Minutes of the Academic Council No. 2 of December 15, 2015).

Taking into account the opinions of employers MEPs were amended and a new discipline introduced (minutes of the Academic Council № 1 from 29.08.2014, №14 from 29.05.2015):

- In MEP specialty "State and local government" there were included the following disciplines:

"Register of public services", "State regulation of entrepreneurship", "Electronic government", "Government regulation of business processes", "socio-economic and political processes";

- The following disciplines were added to MEP in the specialty "Management": "Engineering and reengineering of business processes", "Antitrust regulation", "Budgetary and venture financing", "Outsourcing".

Dean's office systematically carries monitoring learning qualities teaching, attendance and performance students.

To identify opinions about organizations of education and levels of satisfaction with the quality of the proposed educational programs was conducted in the following periods:

- From 11.17.2014 to 25.11. 2014 (82 students of the 4th course);

- From 04/02/2014 to 04.08.2014 (80 undergraduates);

- From 12.03.2015 to 03/18/2015 (172 2nd year students);

- From 30.03.2015 to 06.04. 2015 (92 undergraduates);

- From 02.11.2015 to 10.11.2015 (153 undergraduates);

- From 28.03.2016 to 04.09.2016 conducted online job survey (360 students).

The results of the survey of students and undergraduates are discussed at the meetings of the departments. The results of the survey of students and undergraduates were discussed at a meeting of the Department of «Management " (protocol No. 9/1 dated May 6, 2016), at the department of "Economics" (protocol of the department No. 9 dated April 30, 2015) and corrective and preventive actions were taken.

2 In order to improve the specifics of educational programs

- consider the possibility of developing multilingual programs; continue the practice of conducting guest lectures

The expert committee made sure that the university develops multilingual programs. A course on "Business Planning" was introduced for students of the 3rd course on specialty "Management" in English (by teacher Rakhimbekova A.E., minutes 1 from 24.08.2015).

Ph.D. Akhmetova G.R. - CEO of LLP "Governing & Management" spoke on the topic: "Leadership as a factor in improving management efficiency" in October 2015.

On "State and local government" discipline a lecture was held by D. Yerzhanov - Head of the "Department of Internal Administration and Financing of the Committee for Geology and Subsoil Use" Kozhan M.M. - Head LLP "Aliot" in RK. The speakers were Kiinov L.K., Deputy of Parliament. A lecture in English was delivered by Ivan Grab - Vice President at "British Gas" for students of the specialty "Management".

Scientists-practitioners are involved in conducting classes: Dr. PhD Tayzhanova Zh.A., Director of Department of PPP center, Doctor of Economics, Professor Bopiyev Zh.K., Deputy, Regional Director of the project EU, d.e.s., Professor Zhakupova Sh.S., Deputy of Board at JSC "Institute of Economic Research", Doctor of Economics. Professor G. Gamarnik, Advisor to the "Kasipker".

- consider the possibility of financing joint research by AS at the expense of the University with partner universities

Together with Eurasian National University named after L.N. Gumilyov and the Department of "Management" under the leadership of Doctor of Economics, Professor Isabekov B.N., there was carried out a joint work on financing by MES RK in the period from 2015-2017 on the topic: "Scientific substantiation of the improvement of human capital formation mechanisms as a factor in the industrial and innovative development of the regions of Kazakhstan", state registration number 0115 RK00352.

The department of "Economics" under the guidance of Doctor of Economics, Professor Toksanova A.N. carries out work within the framework of financing of the MES RK on 2 topics for the period 2015-2017:

- Development of public-private partnerships in priority branches of forced industrial-innovative development (8 million tenge), No. of state. Registration 0115 RK00351.

- Development of the state support of innovative business arrangements (3 million tenge), State No. registration 0115 RK00354.

The department operates a research laboratory "Public-private partnership", created jointly with the JSC "Kazakhstani PPP Center", which is funded by the University.

- analyze the logical sequence in the formation of post-requisites. For example, in the discipline "State regulation of monopolies and protection of competition", taught in post-requisite in the 5th term, the courses "Institutional Economics" and "Economic Policy" are given, which are taught in the 5th semester.

In the departments worked to discuss pre and post-requisites of policies and disciplines which trace a logical sequence in their study («Management» faculty meeting protocol №1 from 24.08.2015, Minutes of the meeting of the department "Economics» №8 from 16.03.2016).

- To consider opportunity for specialty "SLG" introduce course "Office work in the public service"

The discipline "Basics of public service organization" (Minutes of the meeting of the department No. dated August 29, 2014) was included in the MEP in the specialty "SLG", which provides for the study of topics in office work in the public service.

3 In order to develop human resources and ensure effective teaching

- to expand the range of academic programs mobility

The expert commission made sure that the range of AS mobility programs was expanded.

In April-May 2015, teachers of the department, Doctor of Economics, Professor Turekulova D.M. and Ph.D., senior teacher Mukhambetova L.K. were trained at Xinjiang University (Urumchi, China). In September 2015, Ph.D. Turekulova D.M. passed a scientific internship in the company "Royal Park Tourism Services" under Royal Park Tourism Administration (Dubai, UAE).

In December 2015, DScs. Turekulova D.M. and doctor PhD Kurmanov N.A. completed an internship at the Central Bohemian University (Prague, Czech Republic).

The senior teacher Uazhanov M.U. completed a scientific internship at the Krakow University of Economics from September 24 to October 31, 2014.

Ph.D., associate professor Zhumanova B.K. passed scientific internships at Xinjiang University, China, Urumchi (March 19 -March 24, 2014), at Istanbul European Institute, Turkey (November 15-25, 2014).

In 2014, senior lecturer Bospayev M.E. passed a scientific internship by the programme "Bolashak" in Omsk University named after F.M. Dostoevsky (Omsk, Russia). The result of the internship was admission to the graduate school of the named university. In 2015, Doctor of Economics, Professor Turekulova D.M,

Ph.D., and Associate Professor Mukhambetova L.K. completed internships at Xinjiang University (China). In the same year, Ph.D. Turekulova D.M., Kurmanov N.A. took internships at Central Bohemian University (Prague, Czech Republic). In 2016, Doctor of Economics, Professor Isabekov B.N. was interned at Beijing state university of oil and gas (Beijing, China) in order to study scientific approaches in the field of human resource management, foreign experience in the formation and use of human capital.

In the period from 15-28 October, the Department of Management under the direction of d.e.s., professor, researcher Turekulova D.M. organized a scientific internship for teachers (Lesbaeva G., Mukhambetova L., Galieva), doctoral students (Karimov G., Zhusupov E., Tasbulatova D.) and undergraduates of the KazUEFIT (Niyazov M., Kamenov N., Seit D., Satbay R., Azhibayeva G., Sagyndykova A.)- Institute for Environmental Analysis and Innovative Enterprise in Dresden (Germany).

- develop a system of competitive support and stimulation of scientific research of AS (participation at significant scientific conferences, publication of articles in journals, research)

The expert commission made sure that teachers of the departments annually take advanced training courses, foreign scientific internships, participate in seminars on writing articles in foreign journals with impact factor and the effective use of scientific databases. Seminars are organized in conjunction with the department of science.

AS publishes monographs, textbooks and study Managements, for example:

- Turekulova D.M. "Security of state economy", study Management. - Best print- Astana. - 2014 - 264 p.

- Turekulova D.M., Beisengaliyev B.T, Zhumanova B.K., Kurmanov N.A. "Leasing in agriculture", a textbook. - KazUEFIT - 2014 - 202 p.

- Mukhambetova L.K. monograph "Institutional mechanisms for improving competitive factors of industrial-innovative development of RK economy", Center of socio-economic research at the "Institute of Economics", 2014. - 84 p.

- Mukhambetova L.K. Theoretical, methodological and applied aspects of the formation of human capital in the conditions of industrial- innovative development of Kazakhstan. Monograph. - Astana. - 2015 - LLP Master Po – 215 p.

- Turekulova D.M., Mukhambetova L.K. Innovative technology management of modern organizations. Monograph - Astana: LLP "Master of Software", 2015. -191p.

-Turekulova D.M. Mukhambetova L.K. Development and formation strategies of Company development: from theory to practice. Monograph. - Astana: LLP Master Software, 2015.-250 p.

Scientific publications have been published, including in rating journals with non-zero impact factor:

1. Turekulova D.M. Kazakhstan's Food Market: Conditions, Problems and Suggested Solutions. Mediterranean Journal of Social Sciences. Vol.6, No.3,

May 2015- Supplement 3, -p. 185-191. Index Copernicus Year 2012 Impact Factor 6.44

2 Turekulova D. M. Current state and development trends. International Scientific Journal. Theoretical & Applied Science.2015. - Issue: 07. - Volume: 27. - P.12-19

3 Uazhanov M. U. The main directions of development of transport and logistics infrastructure Republic Kazakhstan. //Magazine "Actual Problems economy ", No. 5 (167), 2015. P.161-168.

4. Toxanov A.N., Galiev O.H., Abildina A.W. "Models Public-Private Partnership" // Proceedings of the X11 International Scientific and Methodological conference "Russia and Europe: a link between culture and economy", June 15, 2015, Prague, Czech Republic.

5.Zhanakova N. N. The State of Persons at Eurasian Economic Union: State and Perspectives. // International Journal of Economic sand Financial Issues, 2016, 6 (1), p.308-313.

6 Zhanakova N.N. and Others.Modern State and Forecast of Food Production in Kazakhstan, Vol . 8 (S10), December, 2015.

Several teachers have won the Republican contest and a state grant "The best teacher": Turekulova D.M., Baktymbet A.S., Zhumanova B.K., Zhanakova N.N., Kurmanov K.A.,

and Uazhanov M.U.

Defended and received PhD degrees in 2015: by specialty - «6D050600 - Economy" Nurkenova M.J. and Zhamkeyeva M.I. Kumanov N.A. received an academic title of associate professor Parmanova N.K is at the stage of preparation for the degree of doctor PhD.

- **consider the possibility of teaching modern project management software Microsoft when teaching the discipline "Project Management" Project Management, Spider Project, Open Project.**

With teaching disciplines "Control project" are used software Microsoft Project Management (C ab. No. 204, protocol meetings of the department "Management" No. 9 dated on April 21, 2016)

4. In order to improve the satisfaction of needs of students systematize support measures for gifted of students

To support gifted students and undergraduates enrolled in accredited EPs, the following work is carried out at the system level:

- preparation of gifted students for participation in the International Olympiad on management among youth in the framework of Global Project "Youth Creative Movement "Relay of Quality"(Kiev, Ukraine). Students D.Abrakhmanov and S.Rovenko won in the nomination "Practices and Methods management";

- preparing students for participation in the Republican Youth Management Olympiad in the framework of "Youth Creative motion "Relay quality". The Olympiads were held within the Eurasian National University named after L.N.Gumilev. Students of the specialty 5B050700-Management V. Holkin, M. Bekova, S. Rovenko and D.Abrakhmanov received diplomas of the 2nd and 3rd degree in 2016. In 2017, students A. Sutaliyev and A. Suleimen received diplomas of the 1st and 2nd degrees in the Republican Olympiad on management among young people in the framework of Global Project "Youth Creative Movement "Relay Quality";

- The best students of specialty "Management", "SLG", and "Economics" are recommended for admission to the magistracy. AS department carries out with them pre-individual work for post-graduate education. This is manifested in conducting individual consultations, preparing joint publications, assisting in the preparation of scientific works (projects), etc.

Graduates of the university, including the specialty "Management", entering KazUEFIT master's program after graduation from a bachelor's degree, receive a 10% discount on tuition;

- 1st year students Tazhibekova D.D., Askarbay D. took part at work seminar in the framework of the project "Support for entrepreneurial initiatives of students".

- The most talented students of the specialty at the end of their studies at the undergraduate degree are recommended for writing a graduation project. They are assisted in participating in international conferences and competitions where students can report the results of their research. For example, a student specialty "Management" Baizakov N. as 1 of the gifted students, was recommended for writing a graduation project. With the results of the study, he participated in the International Competition of Research Projects of Young Scientists and Students "Territorial Competitiveness (Mezoeconomics)", where he received a diploma of 1st degree (Ekaterinburg, Russia);

- Strongest students are prepared for participation in the competition scientific of works (projects).

Students of the specialty «5B050700 Management" Z. Moldahasan, A.Zhaksylykova, S.Kulmaganbetova became winners (1st place) of the Republican contest of scientific works "Young Scientist" in 2016. Similar work is carried out also with undergraduates. In 2017,

N. Baizakov and A. Kurmanali received the 1st and 2nd places in the VII Republican competition of students' research works "Young scientist";

- Gifted students are invited to participate in international conferences. Thus, A. Kamenskaya received a diploma of the 3rd degree for participation in the IV interuniversity student scientific and practical conference in 2015; A scientific article of the student Auelbek A. was published in the

collection of materials of the XIX All-Russian Student Scientific and Practical Conference in Nizhnevartovsk in 2017 (Russia);

- in the international competition of research projects of young scientists and students with "Competitiveness territory" project Baizakov N, under scientific supervisor Baibasheva G.K. won the Diploma of 1 degree;

- Number of students publishing under the guidance of AS increases every year departments scientific articles at magazines, at that those at overseas editions. For example, students S. Dyusenov and A. Karshenov published articles in the journal "The Matrix of Scientific Knowledge. Scientific electronic journal "(Ufa) in 2017;

- The best students are prepared for admission to the magistracy abroad. For example, individual work was carried out with a student of specialty "Management" A.Zhaksylykova, who enrolled into University of Information Technology and Management in Rzeszow (Poland) on a specialty "International Management";

- gifted students, following the results of the examination session, are given a recommendation to receive a grant from Akim of Astana;

- Undergraduates who have shown the best results in educational and scientific activities are given a recommendation for admission to a doctoral program. For example, a doctoral student of the specialty "6D050700 - Management" G. Karimov.

- **update the alumni association;**

create a catalogue of best graduates of the university on constant basis by renewal of the Alumni Association.

The department annually updates composition of alumni association; a catalog is formed by best graduates.

So, on KazUEFIT official website it has been opened a separate tab "Alumni Association departments" (<https://kuef.kz/ru/career/association-of-graduates/>).

Members of the Association have already initiated quite a lot of proposals for joint development of educational programs. For training, providing material technical bases for practical training of personnel (establishment of branches of departments), support of student research and business - projects to implement them in the workplace, promote employment of graduates in their enterprises.

5. In order to improve the resources available to educational programs

- **continue to work on improving the website of the university and formation of content in the state and English languages.**

The website of the university contains information about the AS (personal data, information about the disciplines being read, teacher's scientific interests, data on advanced training, number of publications, etc.), AS personal pages on the university's website are systematically updated (<https://kuef.kz/ru/faculties/kafedra/index.php?SID=147>). This information is available to any visitor of the site. Information about positions, a teacher's degree, and list of their academic and scientific publications, presentations training courses are formed from university information systems. The staff and their portfolio can be found on the page of the department.

Internet resources contain up-to-date information reflecting the planning processes and the results of evaluating its effectiveness for students, employees and the public and also periodically posted in the university newspaper "Ulagat News" information about the activities of the department. <https://kuef.kz/ru/about/ulagat/>

At the moment content filling in 3 languages is implemented and fully supported, namely in Kazakh, Russian and English. News feeds are updated as new information is received on events held and events held. The news feed is filled no later than 24 hours after the event. This content gives an opportunity to highlight the date and view possible events. The site also has feedback, where it is possible to ask all questions directly on direct to the head of the university, i.e. the rector. The site has implemented the possibility of online payment of services for obtaining a number of certificates (academic certificate, archival certificate, certificate to the military registration and enlistment office, certificate confirming the cost of services and others). By means

of the site can go over on popular social networks such as Twitter, Facebook, Youtube, and VKontakte, in which the university is registered. Transition was done on official government sites and partner sites. The site is protected by SSL certificate that enables secure connections.

Conclusions on the cluster. During the visit, experts analyzed recommendations made by the university. According to educational programs 5B050700 / 6M050007 “Management”, 5B051000/6M051000 “State and local government” 4 recommendations out of 12 recommendations were fully implemented.

In order to fulfill these recommendations, an “Action Plan for realization of the EEC IAAR recommendations” was developed (Protocol No. 11 dated June 16, 2014 was approved at the meeting of the Academic Council).

The results of the implementation were reflected in the Report on implementation of the EEC recommendations submitted to IAAR on time. During the visit, the expert group made sure that, in general, the specified cluster KazUEFIT fully implemented planned activities in accordance with a work plan.

Following EEC assessment, following recommendations were made to the university on EP 5B090200-Tourism:

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

- It is necessary to take into account effectiveness of changes in the external (changes in the labor market) and internal environment (availability of resources). At the meeting of the Academic Council, the meeting was held with employers who are members of the council. According to the results, recommendations were given to employers on formation of modular educational programs of specialties of the department "Tourism and Service". For EP 5B090200 - “Tourism” recommendations were made on formation of MEP (“Cartography with the basics topography”, "Accounting and audit in SCS", "Service Quality Management", "Business Foreign Language").

These recommendations had a practice-oriented orientation and pay attention to recent changes in the labor market and requirements for the competence model of a graduate specialist. Recommendations to MEP are available (meetings of the Academic Council of August 24, 2015). At the department of "Tourism and Service" contracts with public and private organizations that provide further support to students in employment: Department of Tourism, Ministry of Development, Investment of the Republic of Kazakhstan; LLP “Soluxe” (Soluxe Hotel Beijing Palace); restaurant "Mumtaz"; LLP Saad Hotel (Astana Marriot Hotel); "Fine Hotel"; LLP Diplomat Hotel and Business Center; Union of Tourists of Kazakhstan; Station of young tourists; LLP "Company I- Tourist" and others.

To reveal opinions about educational organizations and degrees satisfaction with the quality of the proposed educational programs was conducted by interviewing students in the period:

- from 11/17/2014 till 11/25/2014 (82 4th year students)
- from 03/12/2015 till 03/18/2015 (172 2nd year students).

The survey involved 26 students of the tourism and "Socio-cultural service." Of these, 81% of students were fully satisfied with the provision of educational services, material and technical base, etc.; 17% - partially satisfied; 2% - partially dissatisfied with the change of education.

2 In order to structure the content of educational programs:

- EP content should be harmonized with educational programs of leading foreign and Kazakhstan universities.

In January 2015, a standard curriculum was acquired for the specialty “Tourism”, developed by a main university - Kazakh Academy of Sport and Tourism (Almaty). The AMCS disciplines of the compulsory component for in 2014–15 and for 2015–16 are prepared according to a new standard curriculum.

In modular educational programs, elective disciplines required for training specialists in the service sector are adapted to the EP of leading Kazakhstani universities (New Economic University named after

T. Ryskulov, Turan University (Almaty)) according to Minutes No. 10 of the Department "Tourism and Service" dated on May 20, 2015. Coordinator of the National Office Erasmus + Program Tasbulatova Sh.U. held a master class for AS where the following topics were covered:

“Information Session of the Erasmus + Program”, “Capacity Building in Higher Education (VEL)”, “International Credit Mobility”, “Jean Monnet Program”, “Joint Master Degrees of EM SMS”, “Possibilities for enhancing internationalization under the Erasmus + program”.

In the period from 21 to 28 March, 2016, Ph.D., Associate Professor of the Department "Tourism and Service" Zh.A. Babazhanova took advanced training courses “Publication and design activities in the EU countries: from theory to practice” (Prague, Czech Republic). Program of course consisted of 2 modules: “Publications at Western magazines: from theory to practice”; "Project management and grant activities in educational organizations."

From 20 to 30 April 2016 Ph.D., associate professor of the department "Tourism and Service" Zh.A. Babazhanova attended the course “Experience of innovative development of the economy and tourism in Korea” in the amount of 72 hours (Seoul, South Korea). Also, in order to exchange experience, national creative economic centers were visited.

On April 29, 2016 Ph.D., associate professor of the department "Tourism and Service" Babazhanova Zh.A. took part at seminar "Economic education at national Universities of Korea" (Andong, South Korea).

3 To improve the tools and methods for evaluating the results of students, the commission recommends:

- attract industry research institutes to the educational process to develop joint educational programs

At the meeting of the Academic Council, Director of the Research Institute of Tourism "Turan-Almaty", Professor Vukolov Vladimir Nikolayevich supported an introduction to the MEP for 2015-2016 academic years on the specialty “Tourism” of a new elective course “Special types of tourism” (Minutes No. 2 of 05/05/2016).

According to EP 5B090200 - “Tourism”, regional peculiarities of tourist resources are important to strengthen training of students in active types of tourism, it is planned to introduce a new elective discipline for 2016-2017 academic year "Sports tourism and tourist all-around: (pedestrian, mountain, ski, water, and for the regions water and equestrian tourism)" (Minutes No. 2 of the meeting on March 5, 2015).

At the meeting of the Academic Council, according to the decision of members, it was approved to introduce an elective course “Sport tourism and tourist all-around” in 2016-2017 (Minutes No. 3 of the meeting of the Academic Council of April 4, 2016).

- to attract foreign universities for formation of integrated educational programs.

The department "Tourism and Service" in 2016-2017, it was decided to leave unchanged a trajectory of the specialty 5B090200 - "Tourism", "State regulation in tourism". For the 2017-18 school year trajectory “State regulation in tourism” to change “Planning and organization of exhibition and fair activities at Tourism” (Minutes №5 of the meeting “Tourism and Service” dated on December 10, 2015).

- to increase the provision of disciplines with modern educational and methodical literature in the state and English languages, to intensify work of AS on creation of electronic textbooks.

From January 1, 2015 to May 1, 2016, educational and methodological literature in the state and Russian languages was updated on specialties 5B090200 - “Tourism”, 5B090400 -

"Socio-cultural service" in the amount of 3,750 copies. There is a total of 28,700 copies in the library collection on the specialty 5B090200 - “Tourism” (of which 17,635 are in Russian, 11,065 are in Kazakh); on the specialty 5B090400 – “Socio-cultural service” there are 8,149 copies.

Literature in English is represented by books on learning a foreign language, translators, phrasebooks, dictionaries.

The number of electronic textbooks at the university is about 16,000, among them 515 books are for the specialty "Tourism". AS of the Department "Tourism and Service" released 2 e-books in 2014 (author Mutaliyeva L.M.), 5 e-books in 2015, also received evidence (patents) about state registration of rights to the object of copyright (author Babajanov J.A.).

4. In order to improve the development of human resources and ensure the effectiveness of teaching, the commission recommends:

- **improve the job the site university with adding profiles with information about AS (to develop a personnel directory, to place teacher questionnaires) for the availability of adequate and objective information about basic education according to EP.** Personnel Directory with contact details, email address are available to find at the office of laboratory assistant. Information located at the department is issued only by purpose.

Information about AS Department "Tourism and service" indicates work phone number, e-mail address and a fixed section of the department. Stands are systematically updated. Photos of the stands of the department are attached.

5. In order to meet needs of students, the commission recommends:

- **to develop support programs for gifted students using a rating system for determining their level of talent.**

In 2014-2015, student articles that won prizes at KazUEFIT conference were published free of charge, from 2015-2016 the best scientific student articles on the results of the sections were published free of charge.

Student teams involved at Republican student subject Olympiads in specialties, the university pays for travel and accommodation. The teams that have won prizes are awarded with certificates and memorable gifts (books, souvenirs, etc.). Information is posted on the university website. Also talented youth is applied at state institutions for practice: graduates, students with state educational bursaries and students with high GPI specialties on "Tourism" and "Socio-cultural service" passed production (pre-diploma) practice at the Department of Tourism of the Ministry of Investment and Development (Khimiden E., Aimatova A., Agataeva D., Esimkhanova A., Salamat K.), as well as at the Office of Internal Policy of City Administrative office (Kostenko I. Bubenbaeva A., Daulet J., Toleubekova A.), at the Office of Youth Policy Shekebaeva D., Bokisheva V.I.), at the Department of Culture (Isanova R.), and at the Office of Sports and Tourism of Yesil Akimat (Alzhanov R.).

On September 22, 2015, the Department of "Tourism and service" held I International Scientific and Practical Conference on the topic "Tourist Industry of Kazakhstan: Current State and Development Trends" in the light of implementation a large-scale project of the Assembly of the People of Kazakhstan "Big Country - Big Family". Students of the specialties "Tourism" and "Socio-cultural service" took an active part at the conference. According to the results of the conference, a collection of reports was published, in which they were published free of charge.

From September 25 to September 27, 2015, a university team consisting of Zhetesov Z., Zhumagazy S., Zhussupova A., Zhetesov A. took part in the autumn contest "Golden Autumn - 2015". According to results, KazUEFIT team were successful: first place –for distance "Technical", 1st place - distance "Cross-hike", 1st place - distance "Tourist relay", 2nd place - amateur art competition, 2nd place – competition "Bivak". As a result, the team took the 1st team place.

Financial resources on participation were allotted by university according to annual financial plan.

On October 5, 2015 in the capital's park there was an orienteering competition "Autumn meridian". For category G-16 a student Zhussupova Ainur took 2 place. The letter is attached.

On December 3, 2015, results of the 1st round of annual republican competition were summed up. A diploma of I degree was awarded to a student of the 4th course on

"Socio cultural service" Shekebaeva D.T. (Mutalieva LM.).

The second degree diplomas were awarded to students of the specialty "Socio cultural service" Timerbekova A., Nurumova G. (Bikenova A.S.), Salamat Kurk (Babazhanova Zh.A.). The third degree diplomas were awarded to students Kalabayeva L. (Bikenova A.S.), Temirtasova A. (Musabayeva A.K.), Agatayeva D. (Babazhanova J.A.). All students were awarded with diplomas and valuable prizes (for 1 place USB driver and a book, for 2 places a book, for 3 places sweet prizes). Diplomas are attached.

On April 15, 2016, on the basis of KazUEFIT , the Vth Interuniversity Student Scientific and Practical Conference was held on the topic: "Youth and Science of the XXI Century: Realities and Prospects. According to the results of section No.7 "Youth contribution to EXPO-2017: Energy of the Future" student 3 of course Chumakina Inna (Tourism) was awarded with a diploma for 3rd place.

On April 20-22, 2016 at Karaganda State University named after E.A. Buketov there passed VIII Republican student Olympiad in tourism. According to the results of the Olympiad, the Altair team took an honorable 2nd place. Team members were awarded with a diploma and nominal certificates. In addition, all participants received personal gifts from the staff of the department "Tourism and Service".

6 In order to develop the resources available to educational programs, the commission recommends:

- carry out a systematic update of AS personal pages on the university portal.

Profiles for the AS department are updated as needed, supplemented and edited: <https://kuef.kz/ru/faculties/kafedra/index.php?SID=56>

In November 2015, there was an update of AS personal pages at "Tourism and Service" department on the website of the university. The latest update in accordance with the change of state was in February 2016 <https://kuef.kz/ru/faculties/kafedra/index.php?SID=56>

On April 25, 2016, the AS department prepared personal content with personal data and information on achievements in scientific and methodological activities for updating the university site. Content was compiled in three languages (Russian, Kazakh, English).

- introduction of educational trajectory of EP 5B090200 - "Tourism" of a number of elective disciplines, taking into account regional features of tourist resources:

"Regional studies (regional component), "Active types of tourism (for regions of water and equestrian tourism)".

A new elective course "Special forms of tourism", which is necessary for the formation of knowledge of the basic types of tourism: recreational, professional o business, cultural, educational, religious, environmental, sports, extreme, social, water kinds of tourism and others. It has an aim of raising the general cultural level, as well as scientific and practical training of students in the activities in the field of outbound and inbound tourism. The course consists of interrelated 15 topics that address the active types of tourism: sports tourism, extreme tourism, water tourism, cruise tourism, yachting.

At the meeting of the SMC Department "Tourism and Service" dated of January 20, 2016 (Minutes No.6 dated on January 20, 2016), a discipline "Regional studies" there was drafted as an elective course for 2017-2018.

Measures and actions taken are contributed to improving the quality of content of educational programs, material and technical equipment, a wide media coverage of AS activities and university students, development of research work, attraction of teaching practitioners and overseas professors and others.

Conclusion. Thus, post-accreditation monitoring of the cluster 5B090200 - "Tourism", 5B090400 - "Socially - cultural service", 5B090500 / 6M090500 - "Social work" of Kazakh University of Economics, Finance and International Trade showed that recommendations provided by the EEC are generally implemented.

The results were reflected in the Report on implementation of the EEC recommendations submitted to IAAR on time. During the visit, the expert group made sure that, in general, the specified cluster KazUEFIT fully implements planned activities in accordance with the work plan.

On the EP 5B090200 - "Tourism" 2 recommendations out of 11 were fully implemented. Separate recommendations are at the implementation stage, some are also reflected in the proposals of the external expert commission from 5 to 7 February, 2019.

(V) DESCRIPTION OF EEC VISIT

Activity of the EEC was carried out on the basis of the visit program by IAAR expert committee, agreed in advance with the EEC chairman, the university rector and approved by IAAR director, within the framework of specialized accreditation of educational programs from 5 to 7 February 2019.

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

In order to obtain objective information on assessment of university activities, 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 an updated program, in compliance with established time period. As for KazUEFIT team, presence of all members indicated in the visit program was ensured.

In accordance with standard requirements, meetings were held with rector, vice-rectors, heads of departments, deans, heads of departments, heads of EP, teachers, students, graduates, employers, interviewing and questioning of teachers and students. A total of 415 people took part in the meetings (table 1).

Table 1 - Information about employees and students who participated at the meetings with EEC IAAR

Category of participants	Number
Rector	1
Vice Rector	2
Heads of Chairs	10
Directors, heads and department heads	17
Teachers	75
Students, undergraduates	172
Graduates	97
Employers	41
Total	415

According to the EEC visit program, a university tour was also conducted, during which experts visited a WELCOME center, a Student Dean's Office, a Student Service Center, an Automation and Robotics laboratory, a Digital Educational Technologies Center, a PPP laboratory, a scientific library, a laboratory named after Rodostovets, an assembly hall.

In the course of EEC, following practices and branches were visited: LLP "Q-PROMO", JSC "Kassanova Bank", LLP "Audit and Assessment Center", LLP "Gold Star Astana Development", LLP "Colibri group", LLP "LINCOMPANY", KSU "Center for social services" Nurly Zhurek", "SOS Children's villages of Astana", Travel agency "Saryarka-Tour", Travel agency "Sayat", JSC "Kazakhstani PPP Center", Institute for Economic Research, NGO "Union of Artists Astana".

The EEC members attended training sessions on accredited educational programs, including theoretical classes in university classrooms:

- a lecture by Ph.D., Associate Professor at the “Department of Management”, Satkanova R.G. on discipline “Economic security of the state”, a topic of the lecture “Conceptual foundations of the economic security of the country”;

- seminars by PhD, senior lecturer of the department “Management” Imasheva A.B. on course “Leadership and Applied Skills of a Manager” on topic “Basic theoretical approaches to the problem of leadership in organizations”;

- a lecture by c.p.s., associate professor, Dosmambetova G.I. on subject “Strategic development of RK” on topic “Social sphere of public life as an object of public policy”;

- a seminar lesson by the senior teacher of the department "Social work and tourism" Temiraliyeva Z.S. on course "Effective communication in tourism" on topic "Business communication in Tourism";

- A lecture by the senior lecturer-practitioner of the department “Social work and tourism” Rakhimbekova B.K. on discipline "Instructor activity in tourism" on the topic "General characteristics of equipment for active tourist travel".

In accordance with the accreditation procedure, 59 teachers were surveyed, 103 students (graduates and undergraduates)

In order to confirm information presented in the Self-Assessment Report by external experts, working documentation of the university was requested and analyzed. Along with this, experts studied the official website of the university <https://kuef.kz/ru/>.

As part of the planned program, recommendations for improving educational activities were developed by the EEC and presented at the meeting by HEI administration on February 7, 2019

(VI) COMPLIANCE WITH STANDARDS OF SPECIALISED ACCREDITATION

6.1 STANDARD «MANAGEMENT OF EDUCATIONAL PROGRAMME»

- The university must have a published collateral policy quality.
- Politics ensure qualities must reflect connection between scientific research, teaching and learning.
- The university should demonstrate a development of 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 /2- degree education and academic mobility.
- The EP Management provides transparency in the development of an EP development plan based on an analysis of its operation, real positioning of a university and directing activities on meeting the needs of the state, employers, stakeholders and trainees.
- The EP Management demonstrates functioning mechanisms.
- Formation and regular review of the EP’s development plan and monitoring of its implementation; matching needs students, employers and society, adoption solutions aimed at continuous improvement.
- Management EP must attract representatives groups interested persons that at Tom number of employers, students, and AS to formulate a development plan EP.
- The EP management must demonstrate the individuality and uniqueness of the EP development plan, its consistency with the national development priorities and the organization's development strategy in education.
- The university must demonstrate a clear definition of those responsible for the business processes within the EP, an unambiguous distribution of official responsibilities staff, delimitation functions collegiate organs.

- Management of EP must imagine proof of transparency systems of management educational program.
- The EP management must demonstrate a successful operation of the internal support system, including design, control and monitoring, and improvement.
- The EP management should manage risks.
- The EP management should ensure 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 programme must demonstrate management of innovation within the EP, including the analysis and implementation of innovative offers.
- The Management of EP must to demonstrate proof of openness and availability for students, AS, employers and other interested individuals.
- The EP management must be trained in management programs.
- Management EP must struggle to do progress, reached with the last external quality assurance procedures taken into account in preparation for the next procedure.

The evidence part

Preparation for the EP "Management" and "State and local government" has been conducted since 2007 in the state and Russian languages in 2 levels of study - bachelor and master. In 2010, licenses of specialties were updated in accordance with new classifier GK RK 082009: Series AB №0137409, term actions - without time limit, date of issue 03.02.2010, MKS RK No. 316 order of the CCES dated on June 26, 2001 of the year.

The educational program "Tourism" has been implemented according to 1 level of training in the specialty 5B090200 "Tourism" since 1999 (license No. 0137409 dated February 3, 2010).

The accredited educational programs are managed in accordance with the Development Strategy of the Kazakh University of Economics, Finance and International Trade until 2020 (approved by the meeting of the Academic Council of October 22, 2015, protocol No. 3).

The strategy of the university reflects the Quality Assurance Policy; this document is posted on the official website of the university (<https://kuef.kz/ru/about/mission/>).

In managing business processes KazUEFIT use the Quality Management System that meets requirements of international standards. To support main business processes at the university, a set of internal regulatory documents has been developed, which regulate the implementation of the EP. For management of EP informational, personnel, financial and material and technical resources, as well as regulatory documents to ensure the implementation of educational programs are available.

In order to develop and regularly adjust the EP, expert councils are 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 has been demonstrated.

The EP Management operates on the principles of openness and accessibility for students, AS and employers.

Development plans for EP 5B050700 / 6M050700 " Management ", 5B051000 / 6M051000 "SLG", 5B090200 "Tourism" were developed in accordance with Development Strategy for 2016-2020 with active participation of employers from the real sector of the economy, financial and state structures that but also AS departments and trainees.

EP Development Plan contains:

- Information about the educational program, contingent of students by levels of training, AS, the analysis of internal and external environments;
- characteristics of achievements of the EP, main goals, objectives of the EP, planned indicators for the medium term for the preparation of popular frames;
- Information about modernization of the content of higher and postgraduate education;
- Information to increase research potential, improve civil and patriotic education youth

The development plan for the EP provides data on resources justifies the mechanism for

implementing EP, presents the graduate models for each EP.

The development plans of accredited educational programs are regularly updated and re-approved.

The development plans of accredited EPs analyzed by experts contain the results of monitoring the labor market, employers' needs, as well as the positioning parameters of each educational program being accredited are specified, special attention is paid to the frequency of updating the EP development plan, and the main indicators of the EP development plan are monitored.

Interviewing EP managers and analyzing the submitted documentation confirmed the uniqueness of the accredited EP 5B050700 / 6M050600 " Management ", 5B051000 / 6M051000 "SLG", 5B090200 " Tourism " before similar educational programs from other universities in the region.

The uniqueness of the EP specialty " Management " is expressed in the following: presence of a three-level training: undergraduate - magistracy - doctorate; availability of an educational program of double-diploma education in the specialty 5B050700 "Management" (South Korea); highly qualified faculty composition, having governmental awards medals MES RK, titles "Best teacher of the university" involved at projects grant financing MES RK, systematically raising the level of qualification in Kazakhstan and abroad; International accreditation by the FIBAA Agency for 2018-2023; opportunities for students to undergo all types of practices in partner organizations; availability of a scientific laboratory for research work with undergraduates and doctoral students; a current branch of the department in the LLP "Q- Promo" (Astana); conducting practical training by employers on an ongoing basis; the continuation of graduates of the specialty receiving education in the magistracy in the universities of domestic and foreign countries; a high percentage of employment in the specialty (95% and above).

The uniqueness of the EP specialty " State and local government " is as follows: the possibility of employment in the organs of state and local government, Office and Administration of the President of the RK, structural RK Government departments, national companies; in a high percentage of graduate employment (88% - undergraduate , 100% - master's); the presence of a continuous cycle of training: bachelor - master, flexible learning paths; the possibility of obtaining the European Diploma Supplement; availability of double degree diploma program in EU Business School (Spain), Kangnam University(South Korea); academic mobility and internships at universities in Kazakhstan, as well as near and far abroad; presence of contracts with public authorities, basic structures and public organizations of the city, region and the republic for the passage of all types of practices; branches of the department in PF "Eurasian Expert Council", LLP "Q- Promo", SMC "ZIAT"; a highly qualified AS with practical experience in public service, including senior positions, holders of awards and honorary titles; availability of a specialized SLG room for the use of innovative, active teaching methods, audio, video and computer communication methods. The uniqueness of the EP of the specialty "Tourism" consists in the implementation of the principle of duality in learning (conducting on-site lessons in tourist companies, hotels, restaurants);introduction of the principles of scientific activity into the learning process (active participation in students in scientific competitions and competitions at the republican and international level);orientation on the formation of business skills, practical skills of organization, planning and administration of the tourism enterprise and hotel industry; organization of educational (international) practice on the basis of Lavender , Ibis , Gloria hotels in non-CIS countries; the formation of competencies that provide a wide range of areas of activity in the field of tourism, restaurant and hotel business; spa hotel and recreational activities; sightseeing case; sports tourism.

Submitted unique features accredited specialties to realize of dual training, EP accredited students to undergo professional practice directly on the bases of enterprises and contributes to the maximum employment of EP graduates, creating conditions to meet the needs and interests of the region.

Information about the management mechanism of the EP, changes in this process is reflected on the official website of the university. Information on all sections is available for all interested parties.

In order to effectively manage accredited EPs, the university management and the departments "Management", "Social work and tourism" conduct a systematic analysis of real and potential risks, covering various aspects of the educational process. An analysis of the external and internal environment is carried out regularly, a consumer monitoring system is in operation, a set of measures has been developed to reduce the likelihood of potential risks. So, in order to manage the risks associated with possible by decreasing demand graduates specialties the labor market has developed and successfully implemented the following activity:

- realization new trajectories in learning;
- formation of EP by modular principle on basis competence approach;
- activation of work with employers through the organization of "round tables", personal meetings, guest lectures, the development of informal relations, invitations to the "Open Day", the implementation of joint scientific research, joint publications, which allows you to effectively manage the implementation EP;
- development of new practice-oriented disciplines in collaboration with employers;
- increasing the effectiveness of PR services, evaluating the individual contribution of AS to the formation of a positive image specialty;
- maintaining and increasing the number of students due to the introduction of an individual approach to students ; their psychological support during the whole period of study; individual work with gifted, creative, prone to scientific activities by students; motivating to the continuation learning;
- Regular analysis of the content of the MEP for compliance with the requirements of the internal and external labor market, employers' requests, individual needs and inclinations trainees.

EP leadership systematically attracts employers and external experts to review by CEC, MEP software, graduate models.

The content of the specialty "Management" was reviewed and confirmed by "Management" department of ENU named after L.N.Gumilyov, namely by Doctor of Economics B.Tolysbayev, and Chairman of the Board of the National industrial chambers in Kazakhstan R. Jumagaliyev, Professor of the department "Management" at ENU named after L.N.Gumilyov, doctor PhD N. Kurmanov.

In the specialty "SLG", the EP was reviewed by a professor at the Institute of Management of the Academy of Public Administration under the President of RK, Ph.D. Dzhunusbekova G.I, head of Management entrepreneurship and industry in Astana Kaubabaeva R.

In the specialty "Tourism", the reviewers were a director of the LLP "Sayat" I. Ray , a director of the State Enterprise "Center for Children and Youth Tourism" M. Abenov , a director of "Arman - Tour" S. Abzhanova.

During interviewing employers, students, teachers, studying internal regulatory documents governing the implementation of the EP and information on the site, EEC experts were convinced of the transparency of the educational program management system. Thus, EP management is provided with the necessary human, material, technical, informational, financial resources and regulatory documentation.

The EP management is trained annually at the Education Management programs. So, leaders of the EP of accredited specialties Ph.D. Mukhambetova L.K., d.e.s. Lesbayeva G.T., master Sadykov Zh.A. passed training at SMC "ZIAT" on the topic "Management in education" (72 hours) with obtaining certificates. The same program was mastered by individual teachers of the departments "Management", "Social work and tourism". In addition, a head of the EP specialty "Management" Ph.D. Mukhambetova L.K. has certificates in the following courses: Actual problems of reforming the higher education system, technology for developing critical thinking, technique teaching economic disciplines innovative technology in the teaching of humanities, the methodology of modern scientific research. All EP executives participated in a workshop at topic "Inter - university education quality assurance system". Teachers of the EP

"Tourism" Sadykova R.K., Madysheva A.M. took part in the seminar "Case technology in the educational process: the stages of creating electronic content"; Ph.D. Eleusiz L.T. was trained on the

topic “Innovative methods of training specialists in the field of tourism and service” (72 hours).

Analytical part

The Commission notes that:

- On accredited cluster specialties, some work has been done to strengthen the documentation of the main business processes governing EP implementation;
- Information and specific data on the implementation of the EP systematically analyzed at the meetings of departments, scientific and methodological council and the Academic Council of the University;
- EP Development Plans are being developed for the current academic year and for the medium term.

The university ensures the transparency of the educational program management system. In particular, on the university website in the sections “Rector’s Blog”, “Management”,

“The structure of the university”, “Faculties”, “Official documentation” provides information about the leadership of the university (rector, vice-rector of relevant areas, deans of faculties, heads of graduating departments); activities of faculties and departments. The rector’s blog provides information on the rector’s biography; there is an opportunity to ask questions directly. Students, employees and stakeholders can personally contact the top management of the university, as well as the heads of departments in a special time.

The university has a published quality assurance policy and implements it quite effectively.

Responsibilities (job descriptions) of the AS and employees engaged in educational, research activities with students, all kinds of practices are developed in accordance with the KazUEFIT Development Strategy for 2016-2020.

The connection between research, teaching and learning is clearly visible.

In 2015-2017 within the framework of the EP “Management” was implemented project grant funding of MES RK on the topic “Scientific substantiation of the improvement of the mechanism of human capital formation as a factor in the industrial and innovative development of the regions of Kazakhstan” (performers Turekulova D.M., Mukhambetova L.K.).

According to the results of fundamental research, they published textbooks, monographs that are available in the library of the university; Published articles in peer-reviewed journals in Turkey, Romania, Czech Republic, and Germany. Research materials are used in the educational process, in the preparation of joint articles with students and undergraduates; various aspects of the project are reflected in masters and doctoral theses. Teachers EP “State and local government” Burlakov L.N., Dosmagambetova G.I., have a big experience working on state service, actively develop and publish textbooks and monographs taking into account the accumulated professional experience: Dosmagambetova G.I. Public Administration: The Basics of Theory and organizations: training allowance 2017; Burlakov L.N. State and local government: study Management, 2017 (copyright received). Teacher EP “Tourism” Dr. PhD Sadykova R.K. based on the results of writing a doctoral dissertation, she published a monograph “The Role of the Cluster Approach in the Development of Tourism in Northern Kazakhstan”, the materials of which are used in the educational process when lecturing in the disciplines “Tourist cluster” and “Innovations in the restaurant and hotel business”.

The specialty “Management” implements the program of double-diploma education in cooperation with the University of Gangnam (South Korea). Graduates of the program have great competitive advantages: English is perfect, high adaptability in the new environment, a tendency to change and innovations, more high mobility, competence at areas of business administration, high level of employment. The specialty “SLG” has a double degree EP at the EU Business School (Spain), Kangnam University (South Korea).

The experts found that the participation of representatives of stakeholders in the collegial bodies was ensured in the management of educational programs; ensured their representativeness in making decisions on EP management issues. The openness and availability of basic EP documents for all interested parties allows you to make timely corrective decisions aimed at improving the

educational process. Results of student surveys showed high satisfaction of students with an explanation of the rules and strategies of the educational program (87.4% are completely satisfied).

Strengths / best practice:

1. EP management has demonstrated the progress made with of time the latest external quality assurance procedure.
- 2 There is a close relationship between research, teaching and learning on the EP "Management" and "SLG".
- 3 All major business processes governing the implementation of the EP are documented.
4. The EP management is based on interaction with employers.

The EEC recommendations:

1. In order to effectively implement strategic objectives, implement a KPI system (key performance indicators) for all levels of departments and positions.
- 2 Systematize the process of monitoring the implementation of introduced innovations at EP.
- 3 Conduct training unit managers and educational of programs at risk management, implement risk management at the level of departments, processes and educational programs.

Conclusions EEC on the criteria for EP 5B050700 / 6M050700 "Management", 5B051000 / 6M051000 "SLG", 5B090200 "Tourism": According to the standard "Management of educational program" 17 criteria are revealed, 8 of them are strong, 9 are satisfactory.

6.2 STANDARD "INFORMATION MANAGEMENT AND REPORTING"

- The university should ensure the functioning of the system for collecting, analyzing and managing information through the use of modern information and communication technologies and software.
- EP management should demonstrate the systematic use of processed, adequate information to improve the internal quality assurance 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 departments and department's 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, senior management, and the implementation of research projects.
- The university must demonstrate determination of the order and the protection of information, including the identification of the responsible persons for the accuracy and timeliness of the information and analysis of data.
- An important factor is the involvement of students, employees and AS in the process of collecting and analyzing information and making decisions based on them.
- EP Management must demonstrate Availability communication mechanism with students, employees and other interested
- Individuals, including the existence of conflict resolution mechanisms.
- University must provide measurement degrees satisfaction of the needs of AS, staff and enrolled in the EP and demonstrate evidence of eliminating the deficiencies found.
- The university should evaluate the performance and effectiveness of the activities, including in the context of EP.
- The information collected and analyzed by the university within the EP should take into account:
 - key performance indicators ;
 - the dynamics of the contingent of students in the context of forms and types;

- level of performance, student achievement and expulsion;
 - students' satisfaction with the implementation of the EP and the quality of education at the university;
 - availability of educational resources and support systems for students;
 - Employment and career growth of graduates.
- Trainees, workers and AS should confirm documented his consent on processing personal data.
- EP management should assist in providing all relevant information in appropriate

The evidence part

KazUEFIT maintains a system of collection, analysis and management of information on the basis of these modern information o communication technologies and software: Arta is to Synergyedo.kuef.kz, Platonus pl.kuef.kz, Comfort , Corporate mail @ kuef.kz, Corporate Website www.kuef.kz , Moodle uef-astana.kz, Website ibsastana.kz, 1-C accounting, Social networks, Electronic helpdesk 10.0.1.251, Electronic timetable in the hall, IP telephony based on the 3CX Phone System , Internet gateway based on Traffic Inspector , System anti-plagiarism Strike plagiarism , e-university project e.kuef.kz.

All used information systems have the necessary licenses, technical description; Ways to work with them are described in the service Managements and regulations. About departments. The functioning of information systems is provided by: the Information Technology Center, the Software Maintenance and Maintenance Department, and the Software Development Department. Responsible for the accuracy of the information are direct units and employees using information and communication technology.

The University uses all forms of information flow. Dissemination of information and receiving feedback is carried out through meetings of collegial bodies, working groups established to address production issues.

KazUEFIT has an official Web site of exhibition www.kuef.kz , which houses the operational information in the form of news, links to other Web -resources, including the sites of state agencies, university partners, and scientific information portals; the report of the rector is published annually (<https://kuef.kz/ru/about/academic/otchet-rektora/>); the “Stop Corruption” page is functioning (https://kuef.kz/ru/stop_corruption/); posted profiles about AS departments. Graduates, students, employers can fill in the relevant forms online. Rector's blog is functioning (<https://kuef.kz/ru/blog/>), which enables feedback to be provided with students and other interested parties.

Analysis of information obtained through information and communication technologies is carried out within the system itself. As a form of processing, evaluating and analyzing data, SQL queries are used converted to JSON for display and data manipulation using written brokers and services. Statistical data and information analysis materials obtained from the collection, analysis and management of information are the basis for ensuring the quality of management of the implementation process of the EP.

Information security provides by backing up databases, data of information systems, data site, and data personal computers. Databases are encrypted with hash functions. To establish a secure connection to the Internet, the University uses the Traffic Inspector. Information security is assigned to the Software Maintenance Department.

The departments governing the educational process are approved by the University Academic Council. Original documents are stored in the Quality Assurance and Strategic Analysis Division; the electronic version of the document is located in the University's Electronic Document Management System a RTA Synergy, which is accessible to all heads of university departments.

Interested persons are informed about the educational process and EP development plans via the university's website <https://kuef.kz/ru/about/> , the Platonus program, the Ulagat newspaper, the AIS Platonus educational portal and other documentation.

The portal of distance learning is developed on the basis of the control system learning (LMS) "Moodle". The software platform for distance learning support is implemented on the basis of the interaction of the automated information environment Platonus and the support system of DO Moodle, the source code of which is freely available. Using these programs AS EP specialties "Management", "SLG", "Tourism" record online lectures for students of distance learning.

It is necessary to note the work on the further development and improvement of the E-university program.

Monitoring the effectiveness of the reporting system is carried out through internal audits, expert evaluation of methodological support, assessment of activities and consideration of issues at meetings of collegial management bodies - department meetings, methodical sections of the department and methodical bureau of the faculty, council of the faculty, scientific and methodological council, coordinating council, and academic council.

To assess the quality, conditions and resources for the provision of educational services of the EP cluster, a survey is conducted on various issues: about the quality of classes at the University, the survey of the dean's office and the faculty, the survey

"The teacher through the eyes of students", on prevention of corruption in high school, questioning employers. The survey results are reported, discussed at meetings of the Coordination Council and the relevant decisions are made.

A positive aspect in the organization of the university is to open service center students who work on the principle of "1 window".

1 of the current areas of KazUEFIT information management process is the collection, storage and replenishment of statistics on graduates of EP. The statistics of employment of graduates by year of graduation and specialties is maintained by the Career Center, which oversees the issues of employment of graduates.

Students of the University provided access to e-library systems. In the reading room module installed "Search", which you can find books available in the library. The software used is the "RABIS" program (Republican Automated Library System), the "Cataloguer" module. Readers are provided with uninterrupted access. to RIEL, "Works of KazUEFIT scientists", "Multimedia", EBS "Lan", "Elsevier", "Springer", "Thomson Reuters", etc.

Commission noted active the job by full text formation bases data articles from periodicals. A collection of CD-ROMs was formed from both independent publications and applications to books and periodicals - 1000 copies.

Analytical part

Analyzing the accredited EP for meeting the criteria of the "Information Management and Reporting" standard, the commission notes that the university has an information and reporting management system.

Process of management information at significant degrees automated, the department of document management and control has introduced a system for notifying overdue and not executed letters in the software "Arta Synergy".

The University has a comprehensive information protection system, including physical, software and hardware protection.

The general availability of the content of educational programs is provided by placing on the university's website and in the systems E - university, "Platonus".

In KazUEFIT regularly conducted surveys of students, AS, employers and by the results their survey taken appropriate measures to address the shortcomings.

Educational programs of the University regularly hosts corresponding audit, reviewed by partner-employers, discussed with students, based on their suggestions and opinions, adjustments and amendments are made to the curriculum.

The Commission notes that over the analyzed period, an increase in the student population has been observed in all specialties of the cluster.

For the period from 2014 to 2018, the average absolute achievement of students in the EP cluster

was 93.2% for undergraduate and 95% for magistracy.

Students, employees and AS agree to processing of personal data.

However, the following questions regarding this standard are not fully reflected in the self-report and did not find confirmation during the EEC visit.

The Commission notes that issues relating to this standard, such as criteria for evaluating the performance and effectiveness of EP activities, are not fully reflected in the self-report and were not confirmed during the EEC visit. The report also does not provide information on the use of information to improve the quality system of accredited EPs.

Questioning students during the EEC visit showed that, in general, students positively assess the quality of teaching (85.4% fully satisfied), teaching methods (82.5% fully satisfied).

Strengths / Best Practices

1. The system was functioning, collecting, analyzing and managing information through the use of modern information and communication technologies and software.

2 Launch of the E - university program.

3 The operation of the service center for students.

4. A procedure has been established for the collection and processing of information for the subsequent systematization and use in the statutory goals of personal data of students, employees and AS, who have documented their consent.

The EEC recommendations:

1. Develop a unified procedure for evaluating the effectiveness and efficiency of the EP, within which clearly define the criteria for distinguishing these categories.

2 Use in the process of collecting and analyzing key performance indicators (KPI).

3 According to the EP "Tourism" to develop a set of effective measures for the employment of graduates, to monitor employment and career growth.

EEC Conclusion for EP 5B050700 / 6M050700 "Management", 5B051000 / 6M051000

"SLG": According to the "Information Management and Reporting" standard, 17 criteria are disclosed, of which 5 are strong, 11 are satisfactory positions, 1 requires improvement.

EEC conclusions for EP 5B090200 "Tourism": According to the "Information Management and Reporting" standard, 17 criteria are revealed, of which 4 are strong, 12 are satisfactory positions, 1 requires improvement.

6.3 STANDARD "FORMULATION AND APPROVAL OF EDUCATIONAL PROGRAMME"

➤ The Management of EP must provide Availability developed by models graduate EP, describing learning outcomes and personality quality.

➤ 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.

➤ Management EP should provide the content of academic disciplines and learning outcomes level of training (bachelor, master, doctoral).

➤ Should provide various types of activities in EP

➤ An important factor is having a joint EP with foreign organizations.

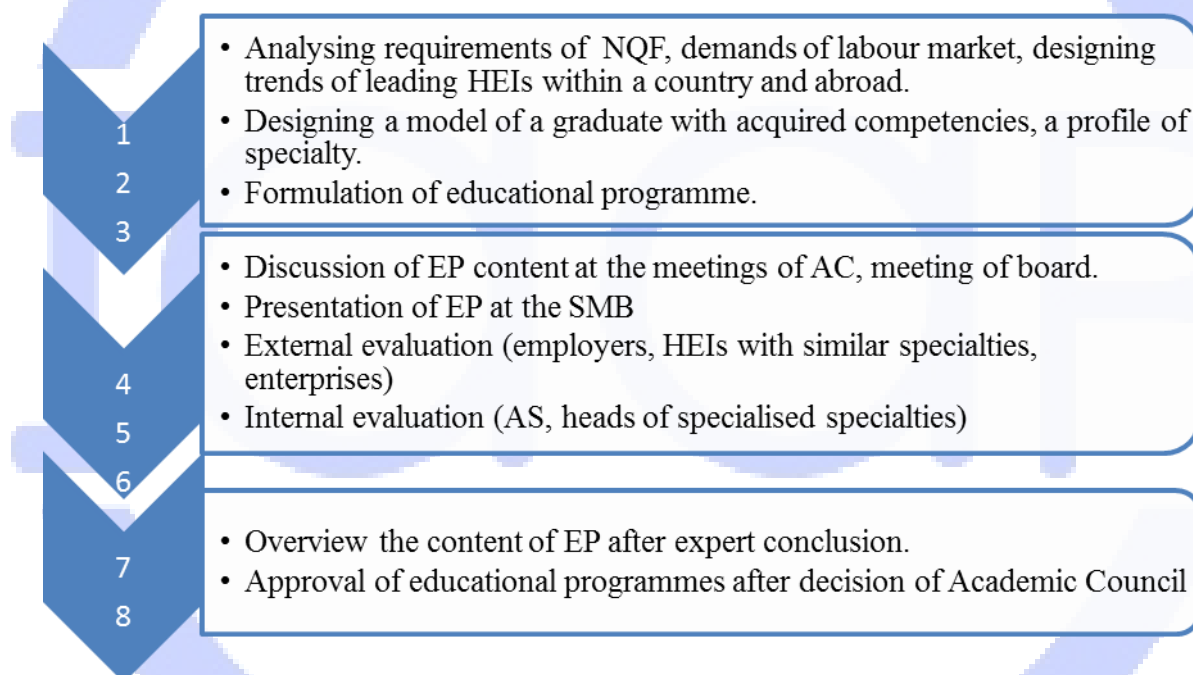
The evidence part

The development and approval of an EP at the University is carried out in accordance with the provisions of legal acts in the field of higher and postgraduate education, as well as in accordance with the documentation developed at the university and necessary for the effective functioning of the educational process. In particular, the development of the EP “Management”, “SLG”, “Tourism” is carried out in accordance with SCES higher and postgraduate education, regulatory documents of the Ministry of Education and Science of RK, professional standards of specialties, KazUEFIT Development Strategy, taking into account the requirements and needs of stakeholders and best practice examples.

The content of the EP is formed on the basis of modular and competence-based approaches based on the results of the annual audit of the EP, in which the analysis of the external and internal environment, the demands of the labor market in the region, the opinion of AS, employers, students and suggestions of corporate partners are priority.

EP quality assessment is based on a systematic analysis of curricula, CEC, individual training of plans students, MEP, AMC disciplines, class schedules, organization of self-regulatory organizations, questioning students and other interested persons, as well as internal regulatory documents governing the implementation of educational programs.

Process development and statements EP includes some successive stages (figure 1).



Functions to develop, EP monitoring assigned to the Academic Council, whose composition including faculty departments, students and employers.

The composition of Academic Councils is reviewed annually. The formation of the content, consistency and logic of building modules in the EP is done by the leading teachers of the departments. The initial version of the educational program is offered for consideration to specialists different organizations with the purpose determining the demand for certain modules in production activities, as well as for receiving proposals for updating the EPs from them. The selection of employers was carried out taking into account the profile of their activities, education, work experience in the field of management, state and local government and self-government, tourism, as well as the availability of experience in teaching activities.

Along with participation in the design of modular educational programs, employers take part in the development of working curricula for disciplines. On the specialty "Management" in the development of working curricula of disciplines (syllabuses) and the design of the EP was attended by representatives JSC "Kazakhenergoekspertiza", JSC "Kazpost", JSC "Fund science", S E "Control of youth policy in Astana", JSC "Samruk-Kazyna", LLP "ALEM-COLOR", LLP

"Kazstroy metall" LLP "Greening a plus", LLP " QaZ -BC"; by EP "SLG" – SE "Administration of Akim in Astana", LLP "ALEM-COLOR".

The results of the discussion of the content of the EP, work on ensuring their quality are recorded in the minutes of meetings of the Academic Council of the specialty, as well as the minutes of the extended department meetings (ACEP Protocol No. 4 of 03/14/2018; Minutes of the expanded meeting of the Management and Marketing Department No. 9 of 5.04. 2018; the Department of Social Work and Tourism - No. 9 dated 04.23.2018).

The developed EPs have formulated goals agreed with the University's mission, National Qualification System; meet the needs of consumers, possibilities of internal and external academic mobility.

The undergraduate education programs form the following competencies: general education, socio-ethical competences, economic competences, organizational and managerial competencies, professional competencies, language skills and ability to adapt.

Master's programs for accredited EPs form the expected learning outcomes based on the National Qualifications Framework, Dublin descriptors of second level expressed through the following competencies: general education, broad outlook, emotional intelligence; expert and analytical competence; research competence or project research competence.

The experts are presented with passports of educational programs 5B050700 / 6M050700

- Management, 5B051000 / 6M051000 - "SLG", 5B090200 - "Tourism", which defines the goals of the EP and their distinctive features, the area and objects of professional activity, learning outcomes, the matrix and competency map, models of graduates of accredited specialties are presented.

Models of graduates are reviewed annually in accordance with changes in the needs of the Kazakhstan labor market and depending on the needs of consumers. In developing the EP model and a graduate specialty 5V050700 - "Management" applies the professional standard "Human Resource Management (in the business area: Management)", for the specialty 5B051000 - "SLG" the Qualification directory of the positions of managers, specialists and others was used approved by the National Chamber of Entrepreneurs RK "Atameken". For each accredited EP developed MEP; they indicate the complexity of the disciplines of cycles in credits (RK and ECTS) and hours, with the allocation of lecture, practical (seminar) classes, independent work of students under the guidance of a teacher and independent work of a student, all kinds of professional practice and intermediate certification.

Analytical part

The management of EP has passed international accreditation at lead European accreditation agency FIBAA, specializing in expertise the quality of higher, postgraduate, additional and corporate education at areas of economics management, jurisprudence and social of science (2017). By recommendation results Agencies successfully passed the first stage post-monitoring (June 2018 of the year). Analysis of submitted documents, results of an AS survey and employers as well as learners suggest that to design EP interested parties are involved. Content of academic disciplines in framework of educational programs at general and whole take into account the situation on the market labor, requirements employers and consumer requests. As a result annual audit MEP is observed improvement their quality component. Work has been done on the inclusion of MEP s practice-oriented disciplines, the elimination of duplicate modules and topics in disciplines integration of modules.

Experts note that the content of the disciplines CEC and professional practices EP 5B050700 / 5M050700 - "Management", 5B051000 / 5M051000 - "State and local government", 5B090200 "Tourism" have a significant impact on the formation of graduate professional competencies.

At the same time, the leadership of EP should strengthen the work on the development of joint / double-diploma educational programs EP 5B051000 / 5M051000 - "State and local government",

5B090200 “Tourism” with universities near and far abroad.

The commission also notes the need to provide training opportunities for students accredited by the EP in the field of professional certification.

The student survey conducted during the EEC visit showed that:

- 83.5% of students are fully satisfied with the level of information about courses, educational programs and academic degrees;
- 82.5% are completely satisfied with the level of availability and responsiveness of the university management students;
- Availability of academic counseling completely satisfied - 85.4% of students.

Strengths / best practice:

- 1 Comprehensive accounting of opinions and offers of all stakeholders at Designed and audited educational programs
- 2 Development of a fund of appraisal funds regulating and detailing the organization of independent work of students
- 3 Development procedures are defined and documented.

The EEC recommendations:

1. The EP management should ensure the possibility of preparing for professional certification of students
- 2 To expand the list of joint and / or double- degree programs with foreign universities.

Conclusion by the EEC on criteria for 5B050700 / 5M050700 “Management”, 5B051000 / 5M051000 "State and local government": *By standard “Formulation and approval of the educational program” revealed 12 criteria, of which 9 were strong, satisfactory 2, and needs improvement- 1.*

Conclusions of the EEC on criteria for EP 5B090200 “Tourism”: *By standard "Formulation and approval of the educational program" revealed 12 criteria, of which 5 are strong, satisfactory - 6, and require improvement - 1.*

6.4 STANDARD “CONTINUOUS MONITORING AND PERIODICAL EVALUATION OF EDUCATIONAL PROGRAMMES”

- HEI should spend monitoring and periodic assessment of EP, to achieve goals and meet the needs of students and society. The results of these processes are aimed at continuous improvement of the EP.
- Monitoring and periodic evaluation of EP should to 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 service, 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.
- The 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

Monitoring and evaluation of EP is aimed at achieving the objectives of educational programs, planned learning outcomes. The basis for the monitoring and evaluation of the EP specialties of the cluster is the Regulation on the conduct and audit of educational programs (approved by KazUEFIT Academic Council, Minutes No. 1 dated on August 31, 2016).

The self-reported process of monitoring and implementing an EP is generally true. It is proved that in the departments of "Management", "Social work and tourism" is monitored over observance an order, rules and deadlines on the educational and methodological support of the educational process at all levels of training.

EP monitoring is carried out systematically by departments, deans, and rector's office through creation of internal commissions. The results of the work of the commissions are reported at the university SMB meeting; the monitoring results are recorded, the identified deficiencies are eliminated.

The analysis of the development dynamics of the educational services market of Astana and the Republic of Kazakhstan is carried out, taking into account the directions of training specialists for universities and competitors. The main competitors of KazUEFIT in the educational services market in Astana are KazATU named after S.Seifullin, ENU named after L.N. Gumilyov, Financial Academy, Astana University, Eurasian Humanities Institute, Kazakh Humanities and Law University, Turan-Astana University. The university systematically studies the state of affairs of competing universities: the admission of students, the demand for graduates, etc. The obtained information is compared with own data, it is analyzed, on the basis of which tactical and strategic decisions are made.

The evaluation criterion for the quality of education and EP adjustment considers the demand for graduates in the labor market, confirmed by the fact of their employment in the specialty. The data on the employment of graduates for 2018 and for 2015 show an increase in the share of employed in the specialty on average cluster of 20%.

To ensure quality and strategic analysis, a survey plan of students is made up annually to identify the level of satisfaction with the educational process. The results of surveys are discussed at the meetings of departments (protocols are available), reported at meetings of Rectorate and Coordination Council of the University.

Large part of respondents notes enough a high level of basic theoretical knowledge for the development of practical skills (fully - 56.1% and partially - 33.6%), a sufficient level of psychological preparation for effective interaction with employees on the basis of practice (fully - 62.2% and partially - 27.5%).

Monitoring the progress of students is carried out in the framework of score-rating system for assessing knowledge. The results of the current, midterm and final control are communicated to students by creating a personal account for each student in the AIS "Platonus". After each examination session, the learning outcomes are reviewed at the meetings of the department, the faculty council, AMB and University Academic Council. Based on the results of their work, corrective actions are developed and decisions are made.

According to the results of the work of the SJC on accredited specialties, an analysis of passing state examinations and the protection of qualification works is carried out. Reports of the chairmen of SJC on specialties are heard at the meetings of the department and the Academic Council of the university. Recommendations to improve the training of graduates, noted in the reports of the chairmen of the SJC, are taken into account in the content of the EP, CEDs, AMCS, and state examination programs.

Monitoring of the passage of all types of practices is carried out by the Department of Quality Assurance and Strategic Analysis of the University. Beginning with the 2017-2018 school year, students are polled "Practice through the eyes of a student". The results of the survey of students of 3-4 courses were reported at the meeting of Coordinating Council of the university (Minutes No. 3 of 23.11.2017).

The quality of the modular educational programs and the management efficiency of the EP are monitored by the Academic Council of the specialty. As methods of

monitoring and periodic ratings EP apply various methods monitoring, including: assessment of the current progress of students, final certification, certification of all practices, checking the state of the methodological support of the educational process, collection and analysis of data on satisfaction consumers.

The department of planning and monitoring of the educational process of the university carries out an inspection of educational and methodical work, the quality of classes. The monitoring results are reported at the university SMB meeting.

On the recommendation of the Accreditation Agency FIBAA in the 2017-2018 academic year, the process of quality assurance and quality control training of students in the implementation of EP strengthened the development of estimates of the Fund (Regulation on the system of assessment of students for the development of modular educational programs, Minutes № 13 dated 05.03.2018, the). FAT allows you to control and manage the process of students learning the EP and the formation of their set of competencies for the selected specialty. Regulations on FAT systematized extracurricular self-study student. Monitoring the implementation of independent work of the student is planned taking into account the labor costs for each type of work performed by students. At the same time, an exemplary list of independent work is determined, performed by students on mastering the discipline and module.

Analytical part

EEC IAAR experts note that there is a mechanism for monitoring and evaluating accredited EPs. The internal assessment of the effectiveness and efficiency of the EP is carried out by the dean's office and the graduating department, the external 1 by employers and graduates. Issues of effectiveness are considered at meetings of collegial bodies - the Academic Council, the SMB of the University, the Council of the Faculty, the meeting of the department.

The contingent of accredited EP students for 4 academic years is quite stable.

According to EP 5B051000- "State and local government"- 204 people in 2015-2016, 222 people in 2016-2017, 244 people in 2017-2018, 200 people in 2018-2019. By EP 6 M 051000- "State and local government"- 53, 90, 88, 24 people respectively.

According to EP 5B050700 - "Management" - 183 people in 2015-2016, 174 people in 2016-2017, 176 people in 2017-2018, and 169 people in 2018-2019. According to EP 6M050700- "Management"- 62, 82, 89, 45 people respectively. The contingent of EP 5B090200 - "Tourism" in 4 years amounted to 216, 178, 211, 228 people. The dynamics of employment of graduates EP 5B051000 / 6M051000- "State and local government" is presented in Figure 2.

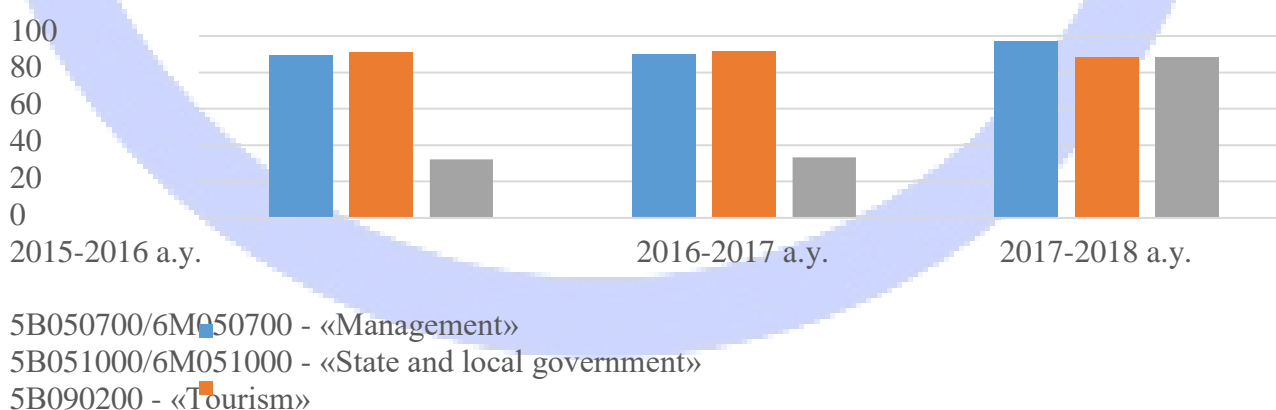


Figure 2 – Employment of graduates of accredited educational programme

In the questionnaire process, 85.4% of students expressed full satisfaction with the level of implementation of the rules and strategies of the educational program, the academic load and requirements for a student were fully satisfied with 82.5% of respondents, full satisfaction with the timeliness of assessment was expressed by 85.4% of respondents.

The Commission notes that the presented report does not cover how the achievement of the goals and objectives of the practice is guaranteed, and what decisions were made based on the results of the monitoring of the practice. Data questions were lit up in EEC visit time.

Also, the report does not reflect how stakeholders are informed when the content of the EP changes, and where changes made to the EP are published. In the process of familiarization with the content of the university site it was found that the work done is not properly reflected on it. In particular, the publication of the results of monitoring various aspects of the educational process.

Strengths / best practice:

1. Coherent and multi-stage implementation monitoring system for EP
- 2 The presence of feedback between students and AS regarding the assessment of satisfaction with the quality of the implementation of EP
- 3 Regular monitoring and periodic evaluation of the EP take into account the workload, performance and graduation of students.

EEC recommendations:

1. Reflect the work done on monitoring the main business processes of the EP on the university website
- 2 Ensure the placement on the website of development plans for all educational programs accredited by EP
- 3 When developing and revising the EP “Tourism”, opinion of the main stakeholders and changes in the labor market are important.

Conclusions of the EEC on the criteria for EP 5B050700 / 6M050700 “Management”, 5B051000 / 6M051000 “State and local government» cluster: *By standard*

“Continuous monitoring and periodic evaluation of educational programs” revealed 10 criteria, of which 4 were strong and satisfactory 6.

Conclusions of the EEC on the criteria for EP 5B090200 “Tourism”: *By standard*

“Continuous monitoring and periodic evaluation of educational programs” revealed 10 criteria, of which 2 were strong and satisfactory 8.

6.5 STANDARD “STUDENT-CENTERED TRAINING, TEACHING AND EVALUATION OF ACADEMIC PERFORMANCE”

- EP Management must provide respect and Attention to different groups of students and their needs, providing them with flexible trajectories.
- 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 the 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 the teacher.
- The EP management must demonstrate the existence of a procedure for responding to student complaints.
- The university should ensure consistency, transparency and objectivity of the mechanism for evaluating the results of training for each EP, including the appeal.
- The university must ensure that the assessment of the learning outcomes of students of the EP to the planned results learning and goals programs. Criteria and evaluation methods in the framework of the EP must be published in advance.

- Mechanisms must be defined to ensure that each graduate of the EP ensures receiving completeness of their formation.
- Assessors should possess modern methods of assessing learning outcomes and regularly improve their skills in this area.

The evidence part

The EP management provides equal opportunities to students, regardless of the language of instruction in the formation of individual educational program aimed at the formation of professional competence. Depending on language training, students have available syllabus, AMCS, scientific and educational literature, SWS, SWSP, advice and information resources. Managers provide a harmonious development of students with regard to intellectual development and individual characteristics.

The EP Management seeks to provide attention to the various groups of learners and their needs, providing them with flexible learning paths and using various forms and methods of teaching and learning.

For the purpose of student-centered training in the departments, various techniques and learning technologies are used that include a variety of forms of information assimilation: Flipped Classroom (inverted class), Blended Learning (with MOODLE platform, including full-time) and practical learning. Educational process introduced following active and innovative teaching methods: a method of analyzing specific situations; discussions; training at collaboration, lecture-conversation, lecture-visualization, lecture dispute, brainstorming; projects; business games. Students receive information about the possibilities of forming an individual educational trajectory through an automated AIS system "Platonus", as well as with the help of curators / advisors.

Monitoring the progress of students on the educational trajectory is carried out on the grounds systems evaluations results trainees. Monitoring is carried out on the basis of reports of the AS department.

Monitoring and evaluation of learning outcomes and their implementation is provided by sociological surveys of students and teachers of the university.

Evaluation of knowledge, skills and professional competencies, students of the credit technology of education, is carried out by 100-point scale with conversion of the final result into alpha and numeric equivalent.

When grading, attendance, level of activity in the classroom, systematic performance and level of independence of all types of tasks, the ability to correctly formulate the problem and find alternative solutions are taken into account. All academic achievements of students are reflected in the transcript.

Appeal of the results of academic progress, students gets at the Appeals Commission. Graduation works of students are tested for plagiarism.

Classic feedback tool connections by to research qualities teaching (content, forms, and methods) are a survey of students.

The university has a well-organized procedure for responding to students' complaints, handling student appeals and appeals through the "1-stop shop" student service center, call center, online complaint, rector's blog, and trust boxes.

Analytical part

Students express satisfaction with the quality of teaching. The Commission notes what University seeks to development objective Wed dstv for i assessment of students' knowledge, using the recommendations of the latest version of ECTS.

Employers highlighted at a meeting with IAAR experts that, in conjunction with the Academic Council, they introduce practice-oriented disciplines into catalogs of elective disciplines, as well as more extensive involvement of practitioners in the learning process.

On the basis of the Employers' Centers, students of the accredited EP acquire practical skills and abilities, as well as implement the results of scientific research in the process of carrying out theses, master's theses, SRWMS, SRWDS, etc.

To strengthen the focus of practical training of students, employers recommended the disciplines "Quality Management", "Software AMADEUS", etc., focused on the profile of the university.

Students are taught practical classes on base branches of departments at companies LLP "Q-PROMO", "Saryarka - Tour", etc.

In general, both students and AS, expressed positive views on the progress of the accredited EP, this confirmed the results of the survey. However, we consider it necessary to note that at the university in the framework of accredited framework of teaching methods for the development of student-centered learning.

At the same time, the commission notes that the report does not show how the training of assessors on the accredited EPs is carried out and how their qualifications are evaluated in this sphere.

Strengths / Best Practices

1. EP management responds promptly to student complaints.
2. Monitoring and evaluation of learning outcomes and their implementation are provided.

The EEC recommendations:

1. Conduct their own research in the field of teaching disciplines

Conclusions of the EEC on the criteria for EP 5B050700 / 6M050700 "Management", 5B051000 / 6M051000 "State and local government" 5B090200 "Tourism": According to the standard "Student-centered learning, teaching and assessment of academic performance" 10 criteria are revealed, of which 2 are strong and 8 are satisfactory.

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.

➤ The EP management must demonstrate special adaptation and support programs for new and foreign students.

➤ The university should demonstrate the compliance of its actions with the Lisbon Recognition Convention.

➤ 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 Centers of Recognition" ENIC / NARIC with the aim of ensuring comparable recognition of qualifications.

➤ The EP management must demonstrate the presence and application of a mechanism for recognizing the results of academic mobility of students, as well as the results of additional, formal and non-formal education.

➤ 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 students with places of practice, facilitate the employment of graduates, and maintain communication with them.

➤ The university must provide 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 completion.

- An important factor is the monitoring of employment and professional activities of graduates of EP.
- EP management should actively encourage students to self-educate and develop an extra-core program (extracurricular activities).
- An important factor is the existence of a valid alumni association / association.
- An important factor is the availability of a support mechanism for gifted students.

The evidence part

The EP Management demonstrates the policy of forming a contingent of EP students from admission to graduation and ensures the transparency of its procedures. Questions of contingent formation and the results of admission are considered at meetings of departments, administration and the Academic Council of the university. On the formation of a contingent of students at the university, the Regulation on the contingent of students (Minutes No. 10 of 02/26/2016), the Admission Rules for KazUEFIT admission to undergraduate programs (Minutes of No 18 from 06/15/2018) Rulesreception on training at KazUEFIT on postgraduate education programs (Minutes No. 18 of 06/15/2018). For the formation of a contingent of students, AS departments and members of the mobile group of the Admissions Committee carry out a large vocational guidance work in the schools of the city of A. Mill and Akmola region. Data on the admission of students are given in the table 2

Table 2 - Data on admission of students on the EP cluster

Type of studies	2015-2016			2016-2017			2017-2018		
	Total	Bursary	Contract	Total	Bursary	Contract	Total	Bursary	Contract
EP "Management"									
Day time	21	0	21	40	0	40	29	0	29
Correspondence	4	0	4	5	0	5	9	0	9
Master's	19	1	18	79	1	78	53	5	48
Total	44	1	43	124	1	123	91	5	86
EP "SLG"									
Day time	35	0	35	87	0	87	34	0	34
Correspondence	4	0	4	4	0	4	12	0	12
Master's	22	1	21	25	2	23	37	2	35
Total	61	1	60	116	2	114	83	2	81
EP "Tourism"									
Day time	149	8	141	146	9	137	183	12	171
Correspondence	28		28	40		40	35		35
Total	177	8	169	186	9	177	218	12	206

As can be seen from the table, in the 2017-2018 school year compared with the 2015-2016 school year, the enrollment rate for EP 5B050700 / 6M050700 "Management" increased 2.1 times, on EP 5B050700 / 6M050700 "SLG" - on 36.1% by EP 5B090200 "Tourism" - on 23.2%.

In this case, the vast majority of students and undergraduates studying on a contractual basis.

For newly enrolled students, an adaptation week is being organized, implemented by the efforts of academic advisors. KazUEFIT has a "Students" section on the official website (<https://kuef.kz/ru/students/mop/>). In this section, students of accredited EPs can receive information on the schedule of classes and exams, clarify the system of assessment of progress, and receive guidance for working in the system «Platonus».

The analysis of the enrollment by accredited EP over the last 3 academic years shows some fluctuation, but in the 2017-2018 academic year there is an increase in the enrollment across all

EPs. The analysis of the contingent by the accredited EP for the period under consideration has a tendency to increase, as can be seen from Figure 3.

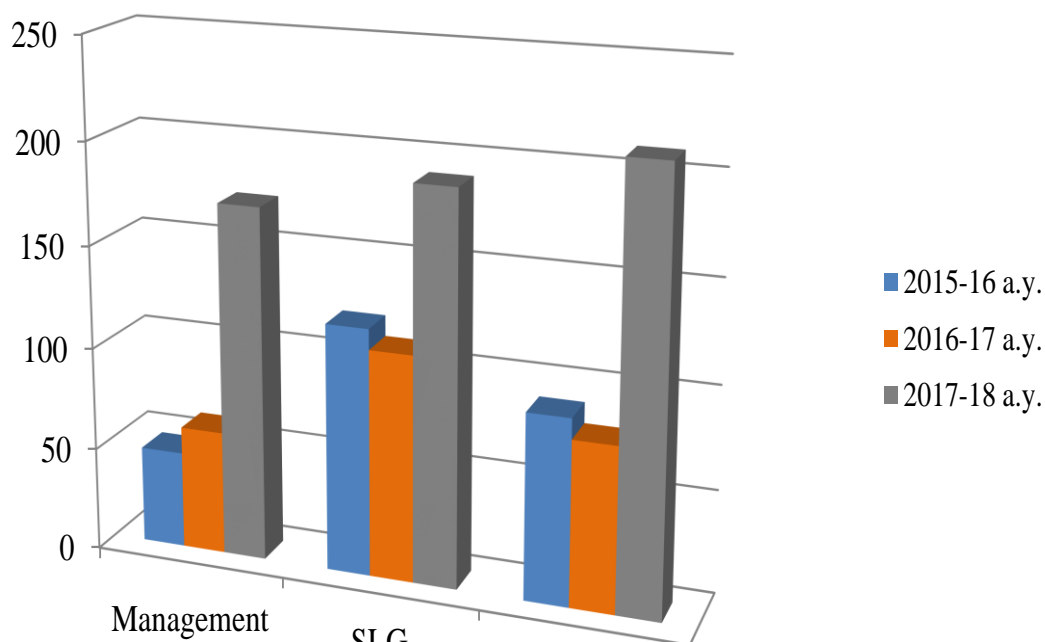


Figure 3 - Dynamics of the movement of students in the context of specialties

In this regard, the University pays great attention to the development of academic mobility of students and AS, as well as international internships and training.

Academic mobility in KazUEFIT is carried out within the framework of concluded agreements and memorandums with republican (29) and foreign (28) universities and organizations. For the period 2014 to 2018, the programs of internal and external academic mobility passed through the EP “ Management ” 9 students, according to the EP “ State and local government ”- 3, according to the EP“ Tourism ”- 4, who studied at the University of Tomas Bata in Zlin (Czech Republic), Pavlodar State University. Toraigyrov, University "Narxoz". In the framework of the International Credit Mobility Project Erasmus + with the University of Vajadolid (Spain), a 3rd year student of the specialty 5B051000 “State and local government” K. Ryskalieva is studying under this program in the spring semester of the current academic year.

Informing students about the programs of external and internal academic mobility occurs through mailings at chat rooms groups at WhatsApp, on official website (<https://kuef.kz/ru/cooperation/mobility/>), in official and unofficial groups on social networks. Monitoring and analysis of the results of academic mobility is carried out by the department of international cooperation of the university.

According to the “Program for the Adaptation of Foreign Students to the Conditions of Education in KazUEFIT ” (<https://kuef.kz/ru/cooperation/inostrannym-abiturientam>), newly introduced foreign students take measures for social, psychological adaptation and socio-pedagogical support, as well as on intercultural adaptation and interaction. On today, on The EP cluster specialties are trained by 12 international students. Procedures of receiving students of other universities, recognition and offset credits based on the principles of the Lisbon Recognition Conference. Admission of students from other universities is carried out in accordance with the Rules of Translation and Restoration, approved by order of the Minister of Education and Science of the Republic of Kazakhstan dated January 20, 2015 No. 19. When transferring students from other universities, the academic difference in the disciplines of working students, which they studied in previous academic periods, is determined.

The correspondence between the admission process and the subsequent progress of students is assessed according to the results of examinations. According to the results of the school year (based

on the results of the winter and spring sessions) and the results of the summer semester, the GPA is calculated (Regulation on the credit technology of education; Minutes No. 5 of 11/29/2016). For transfer from course to course, the university has established a scale of transfer points (GPA) in the context of courses (Regulations on the procedure for transferring courses and credits by ECTS type to KazUEFIT (Protocol No. 18 dated 06.29.2017). The same document defines the procedure for recognizing Courses received in other Kazakhstan and foreign higher educational institutions. With the improvement of the quality of education, guest lectures are regularly held. So, Doctor of Technical Sciences, Deputy of the Senate of Parliament Kiinov L.K. read lectures on the themes: “The current state of the oil and gas complex of Kazakhstan”, “Kazakhstan as the main engine for increasing oil production in Eurasia: key projects, prospects and new opportunities”, “Prospects for the development of the oil and gas complex RK”; Vice-president of the company « British Gas » Kadyrgaliev M. conducted a lecture in English on the financial evaluation of the national companies, the management of their financial status and financial stability; Ph.D., General Director LLP " Governance & Management Consulting » Akhmetova G.R. "Leadership as factor management efficiency ”; “ The role of the manager in the development of innovative activities of organizations”, “ Consulting activity LLP " Governanse & Management Consulting and many others. Also guest lectures were read by a member of the Majilis of the Parliament RK A.T. Peruashev, President of JSC “Science Foundation”, Doctor of Economics, Professor A.Zh. Sultangazin, Vice-Minister of Agriculture, Doctor of Economics, Associate Professor B.T. Beisengaliyev. AT 2016 year at framework holding Tourism weeks were organized guest lectures scientists of leading universities of Azerbaijan, Of Kyrgyzstan and Of Kazakhstan. AT The academic year 2017-2018 was a public lecture by Professor Nazarbayev University, PhD Zhanenova S. on the topic “Anti-corruption legislation”, an open lecture by Baltasheva A. on the theme “Experience of Kazakhstan in the development of public services: innovative approaches” , challenges and solutions.

Cluster EP Lead Leads the job by promoting graduate employment. The following organizations take part in the annual fairs of graduates of the EP cluster: SE "Akim's Administration Office", SE "Astana Youth Policy Office", LLP " QaZ -BC", LLP " Kazstroy metall", LLP SMC "ZIAT", LLP “Arna International ”, JSC “ Kazakhenergoexpertiza ”, LLP “ALEM-COLOR”, LLP “Greening Plus”, JSC "Samruk-Kazyna", JSC "Kazpost" , National company “Kazakh Tourism”, RGGKP “Young Tourists' Station”, “ Solaks Hotel Management Company ” hotel in Astana, LLP “Diplomat”, ITA “ Arman Tour” and others. Dynamics of indicators of graduates' employment in the context of accredited EP is presented in the table.3

Table 3 - Dynamics of graduates' employment indicators

Number of graduates	Number of employed graduates	% employment	Number of graduates	Number of employed graduates	% of employment	Number of graduates	Number of employed graduates	% of employment
2015-2016			2016-2017			2017-2018.		
5B050700 / 6M050700 "Management"								
67	60	89.6	58	52	89.7	48	47	97
5V051000/6M051000 "State and local government"								
67	61	91	59	54	91.5	34	30	88
5B090200 “Tourism”								
68	22	32.3	54	20	33.3	43	38	88

In accordance with the data of the table, in recent years according to EP 5B050700 / 6M050700 “Management” there has been an increase in the number of graduates who have received work after

graduation. Slight decrease in the share of employed graduates by EP 5B051000 / 6M051000 "SLG" is primarily associated with restrictions on employment in organizations and departments of the civil service. The growing number of employed graduates of EP 5B090200 "Tourism" is practically at 3 times due to the increase at 2018 business activity of Kazakhstan organizations of the tourism industry.

Conditions for extracurricular development of students are created. Coordination and organization of educational work at the University is entrusted to the Dean on educational work, who, together with the Committee on Youth Affairs, is working on the full implementation of youth policy at the university. In addition, there is a Student Council, as well as the youth wing "Zhas Otan". Students of the EP cluster have the opportunity to participate in the work of the scientific circles "Masat", "Samruk", in more than 25 student clubs and societies - Leadership Council, coordinating information activities club, KVN, Debate Club, Zharkyn KUEF.

Youth Business Incubator (IBI) is a structural unit of the University, which is designed to develop entrepreneurship and innovation among young people, improve the scientific, innovative and educational process in the direction of entrepreneurship at the university, improve the quality of training young professionals through the introduction of systemic training in training with practical participation of students in the development and commercialization of business projects.

The Regulation on the support of gifted students has been developed to support gifted students (Minutes No. 14 of 04/05/2018).

Examination sessions are traditionally held within the deadlines set by the Academic University calendar (<https://kuef.kz/ru/students/calendar/>). The preparation of the sessions was carried out in accordance with the complex of measures for the organization and conduct of the session by the structural units responsible for the organization of the educational process.

Analytical part

The Commission has established that KazUEFIT management has organized work in the field of vocational guidance, student support, an educational environment has been created for students achieve the required professional level, developed methods of feedback and informing students, organized cultural and social life of students. At the same time, the commission notes that the university has developed an academic policy (<https://kuef.kz/ru/students/dokumenty/>), containing the main issues of students' educational and organizational activities.

As a result of the survey, the availability of academic counseling is satisfied (99%); accessibility of health services (94.2%); availability of library resources (98%); existing learning resources (100%); overall quality of curricula (98.1%); the ratio between student and teacher (98%).

The EP Management provided information on the academic mobility of the EP students, however, a large proportion of them are internal mobility. During meetings with students, it was found that the measures taken by the university management to assist in obtaining external grants for training are insignificant.

The commission also noted that the University does not apply enough stimulation of students to self-education and development outside the main program.

Strengths / Best Practices

1. The University has developed and published a policy of forming a contingent of students from admission to graduation, provided the transparency of its procedures.
2. The University's actions are in line with the Lisbon Recognition Convention.
3. The university provides EP graduates with qualification documents.
4. A good support mechanism for gifted students has been developed.

EEC recommendations:

1. Develop a targeted program of academic mobility and enhance the external academic mobility of students based on an analysis of their financial capabilities, as well as assist them in obtaining external grants for training.

2 The EP management should actively encourage learners to educate themselves and develop outside the main program (extracurricular activities). Conclusions of the EEC on the criteria for EP 5B050700 / 6M050700 "Management", 5B051000 / 6M05 1000 "State and local management": *According to the standard "Students", 12 criteria are disclosed, of which 7 are strong, satisfactory - 5. EEC Conclusion according to the criteria for EP 5B090200" Tourism ": According to the "Students" standard, 12 criteria are disclosed, of which 5 are strong, satisfactory - 7.*

6.7 STANDARD «ACADEMIC STAFF»

- HEI should have objective and transparent staffing politics, at Tom including at cut EP including hiring, professional growth and staff development, ensuring the professional competence of the whole of the state.
- HEI should demonstrate conformity staffing potential AS strategies development of the university and specifics EP.
- The management must demonstrate responsibility to staff and departments for keeping favorable working conditions.
- The EP management must demonstrate a change in the role of the teacher in connection with the transition to a student-centered learning.
- HEI should define contribution AS EP at implementation strategies of development, and other strategic documents.
- The university should provide opportunities for career growth and professional development AS EP.
- The EP Management should involve practitioners in teaching industries.
- The EP management should provide targeted development actions young teachers.
- The university should demonstrate the motivation of professional and personal development of the teachers of the EP, including the promotion of both the integration of science and education, and the use of innovative teaching methods.
- An important factor is the active use of AS EP 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 the EP, attracting the best foreign and domestic teachers.
- An important factor is the involvement of AS EP in the life of society (the role of AS in system of education, development of science, a region, creation of a cultural environment, participation in exhibitions, creative competitions, charity programs and etc.).

The evidence part

The personnel policy of the University is formed on the basis of KazUEFIT Development Strategy (<https://kuef.kz/ru/students/dokumenty>), Internal Rules of Labor Procedure and Corporate Ethics, the Rules of Recruitment and Recruitment, the Rules of Competitive Replacement of AS and Scientific Workers and Other Documents related with by management human resources. Approval to work is carried out on a competitive basis in accordance with the Rules of competitive filling of posts approved by the Ministry of Education and Science of RK. A package of documents has been developed that ensure a work schedule, fulfillment of official duties, development of motivation and incentives.

Reception on work boost qualifications frames are carried out according to rules of competitive replacement of vacant positions and in accordance with established qualification requirements.

AS departments of "Management", "Social Work and Tourism" perform their duties in accordance with job descriptions. The quantitative and qualitative composition of AS satisfies all the requirements for the licensing of educational activities. The composition of AS corresponds to

the profile implemented by EP. The need for staffing is determined by the total number of hours of study load in the department. The University's website provides information on staff of all specialties (<https://kuef.kz/ru/facilities/kafedra/index.php?SID=132&ID=134> , https://kuef.kz/ru/faculties/kafedra/index.php?SID=147&ID=149&PAGEN_1=1).

The number of staff performing classes on the EP 5B050700 "Management" is 61 people, a level of degree possession - 55.7%.

The number of staff conducting lessons on the EP 5B051000 "SLG" is 60 people with degree possession of 60%.

The number of staff leading classes on the EP 5B090200 "Tourism" is 16 people, the level of degree possession - 56%. A Level of degree of AS leading courses on the magistracy on EP 6M050700 "Management" and 6M051000 "SLG" is 100%.

Table 4 - Indicators staff potential from the perspective of individual specialties (bachelor-master) for 2015-2018 years

№	Indicators	2015-2016	2016-2017	2017-2018	2018-2019
Undergraduates					
1	Number of regular AS, leading training sessions on EP:				
	Management	68	50	51	61
	State and local government, Tourism	67	51	52	60
		24	27	23	16
2	Including with scientific degrees and titles (number /%):				
	Management	48 / 70.5%	25/50%	38 / 75.25%	34 / 55.7%
	State and local government	47/ 70.1%	33/ 64.7%	38 / 73%	36/60%
	Tourism	16/67%	17/63%	10 / 43%	9/56%
Master's degree					
1	Number of regular AS, leading training sessions on EP:				
	Management	16	13	10	9
	State and local government	13	12	9	7
2	Including with scientific degrees and titles (q./%)				
	Management	16 /100	13 / 100	15 / 100	14 / 100
	State and local government	13 / 100	12 / 100	14 / 100	12 / 100

Among full-time teachers of EP "Management" and "SLG", 61.1% teach in the state language; for the EP "Tourism", this figure is 83.3%.

The EP leadership demonstrates an awareness of responsibility for its employees, providing them with favorable working conditions, changing the role of the teacher in connection with the transition to student-centered education, through: free access to the library and information resources of the university; material incentives; advanced training at the expense of the university in accordance with the decision of the university administration; organizing multi-level English language courses; creating conditions for the use of computer and office equipment, technical training facilities; assisting with participation in Kazakhstan and international competitions of scientific works and competitions for obtaining individual grants; providing material support to AS and students; awarding letters and letters of gratitude from the top management of the university in the field of educational and scientific activities, for social work and many years of conscientious work.

Academic staff is constantly working to improve their professional qualifications in various fields. Every year, the department develops a plan for advanced training AS. Copies of certificates of advanced training are available in the departments of “Management”, “Social work and tourism”, and are attached to the personal files of employees. Information on the number of advanced training programs is presented in Table 5.

Courses affect problems of modern states on educational systems: “Application of innovative technologies in the space of educational institutions”, “Modern education: content, technology and quality assurance”, “Methodological foundations of scientific research”, etc. In the accredited cluster, 11 people completed the course “Management in education”.

Table 5 - A number of AS who received training

Specialty	2016-2017	2017-2018	2018-2019
Management	13	7	6
State and local government	24	9	4
Tourism	-	7	7

The University has a Young Teacher's School, which promotes the professional growth of beginning teachers, the formation of high professional ideals and the need for constant self-development and self-improvement. For young teachers, various training seminars and trainings are organized.

The EP management ensures the completeness and adequacy of AS work plans for all activities, monitoring the performance and effectiveness of action plans, and demonstrates that teachers have completed all types of planned workload. The workload of AS specialties includes educational, educational and methodical, scientific, organizational and methodical work, the improvement of professional competence. Mechanisms to stimulate the professional and personal development of teachers is the AS rating system of assessments, which makes it possible to obtain additional financial support for summing up each semester. Since 2016, KazUEFIT introduced bonuses for AS for publishing activity (on the basis of the Regulation on the stimulation of publication activity of AS; Protocol number 6 of 12/22/2016 g.).

A special attention is given to international internships and learning. In 2014-2015 academic years, teachers of the Department “Management”, Doctor of Economics, Professor Turekulova D.M., PhD, Associate Professor Kurmanov N.A., PhD Zhamkeeva M.K., PhD Nurkenova M.Zh., Ph.D., assistant of professor Syrlybayeva N.Sh. Ph.D. Cheryabkina T.N. and master Tansykbaeva G.O. within the framework of ensuring international cooperation under the program of academic mobility, passed an internship at the Solbridge International School of Business at the University of Wusong (Dijong, South Korea). Professor Turekulova D.M. completed an internship by Bolashak programme in Great Britain (University Northampton). Senior teacher Sabyrova M.E. completed an internship at the college of entrepreneurship and business administration (Lublin, Poland). In 2014 PhD Kurmanov N.A., an associate professor Zhumanova B.K. took internships at Xinjiang University (China). In 2014, a senior lecturer Bepayev M.E. passed a scientific internship by "Bolashak" programme in Omsu named after FM. Dostoevsky (Omsk, Russia). The result of the internship was admission to the graduate school of the named university. In 2015 year d.e.s., Professor Turekulova D.M. Ph.D, assistant of professor Mukhambetova L.K. completed internships at Xinjiang University (China). In the same year, Ph.D. Turekulova D.M., Kurmanov ON. trained at Central Bohemian the university (city Prague, Czech). In 2016, Doctor of Economics, Professor B.N. Isabekov. in the framework of the grant financing project interned at Beijing state the university of oil and gas (Beijing, China) in order to study scientific approaches in the field of human resource management, to study foreign experience in the formation and use of human capital. In 2018, Doctor of Economics, Professor Turekulova DM, Ph.D., Acting Associate Professor Mukhambetova LK, Doctor of Economics, Professor Lesbayeva G.T. completed a scientific

internship at the Institute for Environmental Analysis and Innovative Enterprise (Dresden, Germany).

In order to improve the quality of education and meet the requirements of MEP, well-known scientists and practitioners with extensive experience in the field of public administration, management and tourism are invited to conduct lectures and practical exercises.

The scientific potential of AS on accredited EPs is determined by such indicators as publication activity, participation in research projects, the introduction of research results into practice and the educational process. Among the latest research developments should be noted the monographs of Doctor of Economics, Professor Turekulova D.M. and Ph.D. Mukhambetova L.K. “Company strategy-based development : theory of business” (2016), “Priority directions for the development of innovative entrepreneurship: a regional aspect” (2016), “Theoretical and methodological foundations for the formation and development of innovative entrepreneurship in the Republic of Kazakhstan” (2016) , “Innovative activity of regional business structures in the framework of industrial-innovative development of Kazakhstan” (2016).

Table 6 - AS research indicators

Academic years	EP	Thomson Reuters, Scopus	C CES MES RK	Monographs	KUEFIT
2015-2016	Management	5	8	-	4
	SLG	3	6	-	2
	Tourism	1	7	1	E8
2016-2017	Management	7	18	4	4
	SLG	7	7	1	2
	Tourism	2	3	-	8
2017-2018	Management	9	10	-	2
	SLG	7	8	-	2
	Tourism	1	3	2	5
	Total	42	70	8	37

In the framework of the EP “Management”, in 2015–2017, the project of grant financing was carried out on the priority “Intellectual potential of the country” on the theme “Scientific substantiation of the improvement of the human capital formation mechanism as a factor in the industrial and innovative development of RK regions”. Supervisor - Doctor of Economics, Professor Isabekov B.N., members of the research group: Doctor of Economics, Professor Turekulova D.M., Ph.D. Mukhambetova L.K. According to the results of the research project, more than 10 articles were published in journals included in the Scopus database; monographs and textbooks have been published in Russian and English in the near and far abroad; published articles in journals recommended by CCES MES RK, as well as in collections of international scientific conferences. The departments implement initiative scientific topics approved by the Academic Council KazUEFIT. Teachers have certificates of state registration of rights to objects of copyright:

- Ph.D., Associate Professor Babazhanov
- D.I. Dosmagambetov, Ph.D. in political science: “Decentralization of state power and local self-government: problems of implementation” and “Government: basic theory and organizations ”;
- d.e.s. Professor Turekulova D.M., Ph.D. Mukhambetova LK: “Human resources of an enterprise: theory and practice management”. An important factor is the involvement of AS accredited EPs in life. of society. Teachers take an annual part in the social action for needy youth “Zhyly Zhyrek”, they also regularly participate in all university, city, republican and international events.

Analytical part

During the visit to "Management", "Social Work and Tourism" it was confirmed about their quantitative and qualitative composition, research potential. Before visit of the EEC on EP "Management" there had been increased indicators of scientific and methodological activities of AS. Turekulova D.M., Mukhambetova L.K. The author's certificate for the electronic textbook "Human capital resources" (date of issue January 16, 2019, No. 1345); Turekulova D.M., Mukhambetova L.K., Nurgaliyeva Zh.E. copyright certificate obtained on electronic training allowance "Human resources of the enterprise: theory and practice of management"(date of issue 01.24.2019, No. 1458). Turekulova D.M., Mukhambetova L.K. The act of introducing the results of research activities in the educational process.

During the conversation, EEC with the faculty of the accredited EP was revealed satisfaction distribution loads corporate allowances, bonuses, payment of publications in peer-reviewed scientific journals, social support, etc. The teachers expressed their wishes: the need to expand the material and technical base, laboratories, libraries, landscaping, parking places, a sports complex; providing teachers with an individual workplace, a recreation room and etc.

In the course of interviews with teachers and students, as well as visits to the departments, it was not possible to figure out which innovative teaching methods are used in educational process.

According to the results of the IAAR survey, the faculty expresses complete satisfaction with the relationship with students (93.2%), with colleagues in the department (88.1%). At the same time, 72.9% of AS were completely satisfied with the attitude of management, 81.4% of the activities of the university administration, 72.9% of changes management in the activities of the university.

Only 49.2% are fully satisfied with the wage conditions; the provision of benefits - 54.2%.

13.6% of respondents rate the proportion of rate assigned to them to their desires and capabilities as "bad".

11.9% believe that the leadership and administration of the university "bad" perceives criticism in his address.

10.2% "badly" assess the level of ability of the AS to combine teaching with applied activities.

6.8% believe that equal opportunities are not given to all AS, and they are not satisfied with the promotion of innovation.

Strengths / best practice:

1 Transparent and open employment politics of the University, manifested at selection, acceptance staff advancing reserve frames, promotes stable formation of innovatively active staff.

2 The university has demonstrated that the human resource potential of the AS is consistent with development strategy and specifics EP.

3 Orientation of educational programs on the practice-oriented approach to learning provided attraction to educational process practitioners in management and government management.

The EEC recommendations:

1. To stimulate participation teachers at programs academic mobility, joint research with foreign partners and international projects.

2 To expand the involvement in the educational process of the best foreign and domestic teachers.

3 More actively involve AS in the implementation of the university's strategy and other strategic documents.

4. Motivate the professional and personal development of EP teachers for the application of advanced innovative teaching methods and information and communication technologies in educational process.

EEC Conclusion on criteria for EP 5B050700 / 6M050700 "Management", 5B051000 / 6M051000 "State and local government": *By standard*

"Academic staff" disclosed 12 criteria, of which 3 are strong, satisfactory - 8, and t require improvement - 1.

Conclusions of the EEC on the criteria for EP 5B090200 "Tourism": By standard

"Academic staff" revealed 12 criteria, of which 2 are strong, satisfactory - 9, and require improvement - 1.

6.8 STANDARD "EDUCATIONAL RESOURCES AND STUDENTS SUPPORT SYSTEMS »

- The EP management must demonstrate the adequacy of material and technical resources and infrastructure.
- The EP management should demonstrate the existence of procedures to support various groups of learners, including informing and counseling.
- The EP management must demonstrate that the information resources are consistent with the specifics of the EP, including conformity:
 - 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 education, basic and profiling disciplines on paper and electronic media periodicals, access to scientific databases data;
 - Examination of the results of research, final works, dissertations on plagiarism;
 - Access to educational Internet resources;
 - WI-FI functioning on the territory of the organization of education.
- The university should strive to ensure that the training equipment and software used for the development of educational programs are similar to those used in their respective fields.
- 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 disabilities).

The evidence part

The university has a material and technical base that provides for carrying out all types of practical training and research work of students, provided for by the curriculum. The students have created the necessary living conditions, cultural environment, conditions for sports. Creating an effective educational infrastructure is a prerequisite for the successful fulfillment by the university of its mission.

The EP management has demonstrated the adequacy of material and technical resources and infrastructure. The material and technical base of the accredited EP allows conducting all types of practical work, disciplinary and interdisciplinary training, practical and research work of students that meet sanitary and fire regulations and standards.

In order to meet the social, educational, personal and everyday needs of students, the university creates all the necessary conditions. For this function structural units that assist students in organization and solving social issues: deans of faculties, departments, various departments and centers of the university. To meet the needs of the educational process and the maintenance of material and technical base, the university management identifies and allocates resources: human, material, technical, informational, financial.

The number of computer classes, reading rooms, multimedia, language and scientific and methodological classrooms, as well as the number of seats in them, correspond to the needs of the educational process and AS' research activities.

For the organization of research work and the creation of appropriate conditions for students at the Department of "Management" opened a specialized research laboratory "Modern management technologies (aud. No 401).

The audience is framed by the stands. The EP "SLG" has a specialized audience number 204, which is equipped with stands with regulatory documents and methodical materials. According to

the EP "Tourism" there are specialized audiences № 501, 502, 503, 505, which are equipped with tourist and recreational maps of the world and Kazakhstan, but also with catalogs. At auditorium 501 there are stands and special equipment for technique and tactics of active types of tourism (ropes, carbines, tents, and sleeping bags).

The university has a library, where there is an access to the information resources, the Internet, a private electronic information resources, different bases of data collection of digitized documents, web sites, web portals. For library users there are 6 reading rooms with 250 seats.

The book fund is systematically updated with new literature. As for 2018, the book fund had 395,640,000 copies, of which in the state language - 204 400 instances. In 2017, the University signed up for 130 titles of magazines and newspapers in Kazakh and Russian languages in the following areas: economic, social, humanitarian, political, legal. Annually, 8-12 million tenge is allocated for the replenishment of the book fund.

Table 7 - Availability of educational literature, copies

Specialty	2016-2017	2017-2018	2018-2019
Management	21105	27440	24440
State and local government	29400	30240	28520
Tourism	28700	29120	29220
Total	79205	86800	82180

In 2008, RABIS automated library and information system was acquired and introduced into the library, designed for the integrated automation of library processes and the creation of an electronic catalog. Today, the electronic catalog, which is being formed by an automated library system, is being updated with bibliographic descriptions of acquired publications through the E-University system.

The University Library provides free access to the electronic libraries of the world of the Electronic Systems "Lan", "Elsevier", "Springer", and "Thomson Reuters", as well as to the electronic resources of the electronic libraries of universities - participants of the Republican Interuniversity Electronic Library (RIEL).

The University has its own publishing department of the quarterly journal "KazUEFIT Bulletin". An agreement was signed with "Lan publishing house" on placing a magazine in EBS (St. Petersburg, Contract No. 07/09 dated September 4, 2015).

Monitoring the sufficiency and modernity of the educational resources used is carried out by the information library complex together with the Center for Information Technologies and Software. Monitoring includes an analysis of department reports on the use of educational resources; expert assessment of modernity educational resources through participation at national ratings; questioning AS and students to study the level of satisfaction with educational resources.

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 funds on electronic media, computer equipment and software.

Information and communication corporate network of the University includes 362 computers with Internet access. The university has WI-FI nodes for laptops and netbooks of students and staff, in particular, for a conference room, for reading rooms, for self-training of students.

Within the framework of the "E-University" project, the "e-library" subsystem has been developed which automates process issue and reception of books with using barcode scanners books. Technological support for students and accredited EPs is provided through the AIS Platonus and KazUEFIT-Moodle information learning environment.

Master's theses and dissertations are examined for plagiarism through the StrikePlagiarism and Antiplagiat.ru system, which is stated in the Regulations on anti-plagiarism (Protocol No. 12 of February 16, 2018).

The safety instructions, approved by the university's rector and agreed with the university trade union committee, determine the occupational safety requirements of students as part of the educational process and in the operation of equipment in educational laboratories and classrooms.

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 practicing at the university preparing diploma projects and dissertations at the request of employers. The departments together with the deans study the needs of such students and promptly respond to the problems that have arisen. AIS of the university works permanently, a user can work and have access at your virtual space at any time and of any place with the availability of communications, as well as work locally within the corporate network.

In order to create the conditions for the disclosure of the personal potential of students and the organization of leisure activities at the university, there are student clubs and scientific circles of interest. University students are active participants in student scientific and socially significant cultural events of the city, republican and international contests.

The University carries out regular monitoring of student satisfaction with the quality of the organization of the educational process, which is carried out through questionnaires and a social survey.

There is a feedback system for the administration and the team, systematic actions "Clean Session", the work of the anti-corruption commission, which includes students' representatives, control from the student government. In general, the material, library and information resources used for organizations learning process are sufficient, meet the requirements of each implemented EP and meet their purpose.

Analytical part

A visual inspection by the EEC members of the material base objects showed that in order to ensure an effective educational process for those accredited EP, the university needs to increase its educational and material assets. Auditoriums and specialized research laboratories and other rooms comply with established norms and rules. The EEC confirms availability of student support systems, including support through the university website.

During the interviews, students expressed complete satisfaction with the cost of training, the availability of discounts, incentives and thanks from the management, the nutrition system and medical care. At the same time, students, as well as university staff, expressed wishes for the organization at the university of their own sports complex, rest rooms, a sufficient number of parking spaces and places in the dormitory, the possibility of passing the military department and more efficient work wardrobe and service in the dining room.

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 - 78.4% (19.4%); by rooms recreation for of students - 34% (18.4%); computer classes and Internet resources - 71.9% (24.3%) of trainees; existing computer classes - 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%). 17.4% of respondents are not satisfied with the methods of training in general.

Strengths / Best Practices

1. Access to educational online resources.
- 2 Examination of research results, final works, dissertations on plagiarism.
- 3 Functioning of Wi-Fi on campus.

EEC recommendations:

1. To ensure the adequacy of material and technical resources and infrastructure of the university.

EEC conclusions on criteria for EP 5B050700 / 6M050700 "Management", 5B051000 / 6M051000 "State and local government" 5B090200 "Tourism": According to the standard "Educational resources and student support systems" 10 criteria are revealed, of which 2 are strong, satisfactory - 8.

6.9 STANDARD "PUBLIC AWARENESS"

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

- implemented programs, indicating the expected learning outcomes;
- information about the possibility of assigning qualifications at the end of the EP;
- information about teaching, learning, assessment procedures;
- information about the scores and training opportunities provided by students;
- information about graduate employment opportunities.

➤ EP Management must use various ways spread information at that those media and networks to inform the general public and interested individuals.

➤ Public awareness should include support and explanation of national development programs of the country and the 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 should demonstrate the information on the web resource that describes the university in general and in the context of educational programs.

➤ An important factor is availability of adequate and objective information about AS, in the context of personalities.

➤ The important factor is to inform the public about cooperation and interaction with EP partners, including academic / consulting organizations, business partners, social partners and educational organizations.

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

➤ An important factor is the participation of the university and the implemented EP in a variety of external assessment procedures.

The evidence part

Following the principles of openness and accessibility to the public, the university openly places complete and reliable information about its activities. Teachers participate in activities aimed at informing students, applicants and all interested parties. The university has a variety of ways to disseminate information to inform the general public and stakeholders.

The public is informed about its activities, conditions and features of the implementation of the EP cluster through the official website of the university (<https://kuef.kz/ru/>). The information resource of the site is open, publicly available and aimed at shaping the image for prompt and objective information to the public.

The information published by the university within the framework of the EP is accurate, objective, relevant. and includes: implemented programs, with an indication of the form and timing of training, as well as the expected learning outcomes (a description of the scope of knowledge, skills and content of the programs); information about teaching, learning, assessment procedures; information on graduate employment opportunities, contact and other information for students and applicants. The site of the university provides the possibility of receiving on-line

advice on admission issues (<https://kuef.kz/ru/about/>). The site contains information about the pedagogical and scientific qualifications of each university teacher in the section “Personnel” on the personal page of the Department “Management” and “Social Work and Tourism”.

The general public and interested persons are informed by posting updated data on the University’s web-resources; information is disseminated through various media outlets (in newspapers “Ulagat news” (<https://kuef.kz/ru/about/ulagat/>), posting video on the website through social networks Facebook and Instagram ([https://www.instagram.com / kuefinternationaloffice /](https://www.instagram.com/kuefinternationaloffice/), <https://www.facebook.com/KUEFinternationaloffice/>).

Informing the public about the ongoing training programs is carried out by conducting vocational guidance by teachers of departments among students in schools in the city of Astana and other regions and the Open Door Day.

As a media for publication, the university uses republican and regional newspapers. Everything Publications are informative, image and explanatory.

In order to facilitate the employment of graduates, the university systematically holds job fairs, organizes round tables with the participation of employers, invites business community representatives to scientific and practical conferences held at the university, organizes meetings with representatives of the University Alumni Association.

In order to establish feedback with students and employers, the reception on personal and to others issues carried out by department heads at certain hours when interested persons can obtain the necessary information. Also, to inform applicants, information boards, posters, stands, banners, as well as signs with the names of departments, departments are hung in the lobby of the university. Also for campaigning events at schools developed presentations and videos containing complete information.

The university participates in various ratings of higher education institutions in Kazakhstan and in a variety of external assessment procedures. According to the version of the Independent Kazakhstan Agency for Quality Assurance in Education EP 5B050700 / 6M050007 "Management" includes at top 5 the best specialties, EP 5B051000 / 5M051000

"State and local government" - in the top 4 of the best specialties for the last 3 years. The EP 5B090200 "Tourism" at the ranking of educational IAAR programs for 2016-2017 entered the Top10.

In the rating “Kazakhstan-2050 - National rating by innovation and academic excellence – 2017” EP 5B050700 “Management” took 3rd place , EP 6 M 050007 “Management” - 2nd place , EP 5 B 051000 "State and local government" and 6 M 051000 "State and local government" - 2 place at general ranking of universities. In 2018, according to IAAR

EP 6M050700 "Management" took the 1st place.

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

Analytical part

Analysis of the information presented on the website of the university showed that the results of the activities of the university are reflected in sufficient volume. Evaluation of satisfaction with information on the activities of the university, the features and progress of the implementation of EP is conducted annually through questioning, receiving feedback.

The survey during the visit of the EEC IAAR showed that 96.6% of AS assesses “Good” level of AS feedback with management; 18.6% - sometimes face the problem of late receipt of information about events; 84.5% of students are fully satisfied with the usefulness of the university website ; 89.3% - quick response on inverse relationship from teachers regarding the educational process; 87.4% - an explanation before entering the rules and strategy of the EP, as well as informing the requirements in order to successfully complete it; 83.5% - informing about courses, EP and academic degrees.

Strengths / Best Practices

1 The university fully publishes accurate, objective, up-to-date information within the framework of EP- accredited.

2 The EP Management uses a variety of information dissemination methods to inform key stakeholders.

3 The educational programmes are actively involved in a variety of external evaluation procedures and publishes their results.

EEC conclusions on criteria for EP 5B050700 / 6M050700 “Management”, 5B051000 / 6M051000 “State and local government” 5B090200 “Tourism”: According to the standard “Public information”, 13 criteria are revealed, of which 6 are strong, satisfactory - 6.

6.10 STANDARD "STANDARDS FROM THE PERSPECTIVES OF INDIVIDUAL SPECIALTIES"

The evidence part

In accordance with the "Classifier of areas of training with higher postgraduate education of the Republic of Kazakhstan", approved by Order No. 569 of the Minister of Education and Science of the Republic of Kazakhstan of October 13, 2018 EP 5B050700 "Management", 6M050700 "Management", 5B051000 "State and local government", 6M051000 "State and local government" refer to the area of "Business, management and law" in the direction of "Business and Management"; 5B090200 “Tourism” - to the area “Services” to the direction “Sphere of service”. Educational activity by EP 5B050700 “Management”, 6M050700 “Management”, 5B051000 “State and local government”, 6M051000

“State and local government”, 5B090200 “Tourism” is carried out on the basis of the following principles: a systematic approach to building the structure and content of an EP; knowledge structuring and collaboration between AS and students; competence-based, interdisciplinary approach to learning; modular EP design; the flexibility to build a modular course and the EPs themselves.

The development of accredited EPs is aimed at providing graduates with the necessary theoretical and practical training. The educational process on the accredited levels of the EP is carried out by annually updating teaching materials, updating the themes of dissertations and master's theses, as well as introducing new elective disciplines. Students have access to all library resources, which are updated and replenished annually.

Monitoring the implementation of accredited EPs, providing the EP with all necessary resources, as well as the impact of introducing innovations in the educational process on learning outcomes is carried out through an external audit activity by the founder – JSC "University NARHOZ".

The management of the accredited EP expands the involvement of employers in the development of the EP, which allows the formation of the necessary professional competencies of graduates to produce their adjustment and to help receiving practical skills and abilities of students. Thus, EP 6M050700 “Management” assumes that a graduate will master such general professional and professional competencies as “Ability to fluently speak a foreign language as a means of professional communication”, “skills of public business and scientific communications”, “the ability to develop programs of organizational development and change, the ability to ensure their implementation”, “owning methods of economic analysis of the behavior of economic agents and markets in the global environment, methods of strategic analysis "and others that are in demand in the labor market in modern conditions. The competency profile of EP 5B051000 "SLG" provides for the development of professional competencies by students, such as "Possession of the main technologies of formation and promoting the image of the civil service ”,“ developing socio-economic projects (development programs) ”,“ free orientation in the RK legal system ”, etc., which is relevant and in demand in the context of the modernization of public administration and civil service RK.

Management EP accredited specialties conducts systematic work on to increase the share of practice-oriented disciplines.

Open branches of the department “Management” at “Eurasian Expert Council”, LLP «Q - Promo», SMC «ZIAT» by EP "Management" and the EP "State and local government".

On the recommendation of LLP “Kazstroy metal”, LLP “ZMAT SMC”, “Alem-Color” LLP, SE “Youth Policy Office of Astana”, JSC “Kazakhenergoexpertiza” JSC, Administration Office of Akim on accredited EP the following elective disciplines are included:

- on EP 5B050700 “Management”: Agribusiness Management, Service Sphere Management, Industrial Management, Commercial Management, Production Management, Applied Manager Skills, Modern Quality Management Technologies, Quality Management System, Business Outsourcing, Business Process Engineering and Reengineering ;

- on EP 6M050700 "Management": Control industrial sector of the economy, Management innovation, Venture business, Creative business, Innovative development of the organization, Professional management, Methodology and methodology of scientific research, Innovative management in industries, Innovative management systems, Management of innovative projects;

- on EP 5B051000 “State and local government”: Strategic planning and forecasting, Industrial-innovative policy of Kazakhstan, Economic security of the state, Project management, Basics of public service organization, Local government and self-government, Public sector management, Antimonopoly policy of the state;

- on EP 6M051000 “State and local government”: Innovative management technologies, State business support, Personnel management in the public service system, Organization and management of public procurement, Strategy of integrated development of Kazakhstan, Public-private partnership in the system of local self - government.

In order to familiarize students with the professional environment and current issues in the field of specialization, as well as to acquire practical skills based on theoretical training, the education program provides for various types of practices: training, industry, and pre-diploma. Everything types of practices are held in accordance with the standard curriculum, according to the academic calendar and methodically provided. Chairmen concluded contracts for professional practice, which defines the obligations of the parties. Students do practice at according to order of the university rector, which indicates the base of practice, the time of its passage and the leaders of the practice. At the end of the practice, students submit reports on the approved form.

The university regularly hosts guest lectures and meetings for students with practitioners.

For example, for student EP "Management" and the EP "State and local government" were held guest lectures by the deputy of the Senate of the Parliament of the RK, Dr.Sc. L. Kiinov, a deputy of the RK Parliament A.T. Peruashev, President of JSC “Foundation of Science”, Doctor of Economics, Professor Sultangazin A. Zh., Vice-President of “British Gas” company

M. Kadyrgaliyev, a leading manager of “British Gas” Grubb I., Ph.D., General Director LLP “Governanse & Management Consulting”, Akhmetova G.R., Head of the Department of Internal Administration and Financing of the Committee for Geology and Subsoil Use, Yerzhanov D., Head of “Aliot” LLC Kozhan M.M.

In 2016, as part of the Tourism Week, guest lectures were organized by scientists from leading universities in Azerbaijan, Kyrgyzstan and Kazakhstan for students on "Tourism".

In order to carry out career guidance and employment, advisers maintain periodic communication with graduates, who periodically hold round tables, open days and curator hours with undergraduate students.

The university holds annual job fairs. As a result of such a preliminary work the students still before the release get an idea about the market labor, existing vacancies and requirements for them. Active work is being done with enterprises, companies of the state and real sectors of the economy.

Analytical part

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

Information on the presence in the EP of a significant number of disciplines and activities aimed at obtaining practical experience in the application of theoretical knowledge (professional practice, participation in lectures and seminars of practicing specialists) is presented and confirmed by facts. However, during the meeting with students expressed their wishes to increase the number of classes in EP disciplines with the participation of practitioners.

Strengths / Best Practices

1. The objectives and learning outcomes of the accredited EP are aimed at obtaining specific skills required for the job market by students.
2. The EP management has demonstrated that graduates of EP-accredited skills are in demand in the labor market.

Conclusions of EEC by criteria for EP 5B050700 / 6M050700 "Management", 5B051000 / 6M051000 "State and local government" 5B090200 "Tourism": According to the standard "Standards at section of individual specialties" disclosed 6 criteria, of which strong - 3, satisfactory – 3.



(VII) OVERVIEW OF STRONG POINTS/ BEST PRACTICE FOR EACH STANDARD

STANDARD "MANAGEMENT OF EDUCATIONAL PROGRAMME"

1. The EP management has demonstrated progress achieved since the last external quality assurance procedure.
2. The presence of a close relationship between research, teaching and learning on the EP "Management", "SLG".
3. All key business processes governing the implementation of the EP are documented.
4. EP management is based on interaction with employers.

STANDARD "INFORMATION MANAGEMENT AND REPORTING"

1. The system is functioning, collecting, analyzing and managing information through the use of modern information and communication technologies and software.
2. Launch of the E-university program.
3. Functioning of the Student Service Center.
4. A procedure has been established for collecting and processing information for the subsequent systematization and use in the statutory goals of the personal data of students, employees and the AS documenting their consent.

STANDARD "FORMULATION AND APPROVAL OF EDUCATIONAL PROGRAMME"

1. A comprehensive consideration of the opinions and proposals of all stakeholders in the design and audit of educational programs
2. Development of a fund of assessment tools that regulates and details the organization of students' independent work.
3. EP design procedures are defined and documented.

STANDARD "CONTINUOUS MONITORING AND PERIODIC EVALUATION OF EDUCATIONAL PROGRAMMES"

1. A coherent and multi-stage system for monitoring the implementation of EP
2. The presence of feedback between students and AS regarding the assessment of satisfaction with the quality of the implementation of EP
3. Regular monitoring and periodic evaluation of the EP take into account the workload, performance and graduation of students.

STANDARD "STUDENT – CENTRED LEARNING, TEACHING AND ASSESSMENT OF ACADEMIC PERFORMANCE"

1. The EP management responds promptly to student complaints.
2. Monitoring and evaluation of learning outcomes and their implementation are provided.

STANDARD "STUDENTS"

1. The University has developed and published a policy of forming a contingent of students from admission to graduation, the transparency of its procedures has been ensured.
2. The University's actions are in accordance with the Lisbon Recognition Convention.
3. The University provides EP graduates with qualification documents.
4. A good support mechanism for gifted students has been developed.

STANDARD "ACADEMIC STAFF"

1. The transparent and open personnel policy of the University, manifested in the selection, admission, personnel promotion, personnel reserve, contributes to the formation of a stable, innovative and active staff.
2. The University has demonstrated that the human resources potential of the AS is in line with the development strategy and the specifics of the EP.

3. The orientation of educational programs on the practice-oriented approach to training is ensured by the involvement in the educational process of practitioners in management and public administration.

STANDARD "EDUCATIONAL RESOURCES AND STUDENT SUPPORT SYSTEMS"

1. Access to educational Internet resources.
2. Examination of research results, final papers, dissertations on plagiarism.
3. The functioning of Wi-Fi on the territory of the university.

STANDARD "PUBLIC AWARENESS"

1. The University fully publishes accurate, objective, up-to-date information within the framework of EP-accredited.
2. EP Guide uses a variety of information dissemination methods to inform key stakeholders.
3. The university and the accredited EPs are actively involved in a variety of external assessment procedures and publish their results.

STANDARD "STANDARDS FROM THE PERSPECTIVE OF INDIVIDUAL SPECIALTIES"

1. Objectives and learning outcomes of accredited EPs are aimed at obtaining specific skills required for the job market by students.
2. The EP management has demonstrated that graduates of accredited EPs possess skills in demand in the labor market.



VIII OVERVIEW OF RECOMMENDATIONS ON QUALITY IMPROVEMENT OF EACH STANDARD

STANDARD «MANAGEMENT OF EDUCATIONAL PROGRAMME»

1. In order to effectively implement strategic objectives, implement a KPI system (key performance indicators) for all levels of departments and positions.
2. Systematize the process of monitoring the implementation of innovations being introduced in the EP.
3. To conduct training for heads of departments and educational programs in risk management, implement risk management at the level of departments, processes and educational programs.

STANDARD «INFORMATION MANAGEMENT AND REPORTING»

1. Develop a unified procedure for evaluating the effectiveness and efficiency of the EP, within which clearly define the criteria for distinguishing these categories.
2. Use in the process of collecting and analyzing information key performance indicators (KPI).
3. According to the EP “Tourism” to develop a set of effective measures for the employment of graduates, to monitor employment and career growth.

STANDARD «FORMULATION AND APPROVAL OF EDUCATIONAL PROGRAMME»

1. EP management to ensure the possibility of preparing for professional certification of students
2. Expand the list of joint and / or double-degree programs with foreign universities.

STANDARD «CONTINUING MONITORING AND PERIODICAL EVALUATION OF EDUCATIONAL PROGRAMME»

1. Reflect the work done on monitoring the main EP business processes on the university website
2. Ensure the placement on the website of development plans for all educational programs accredited by EP.
3. In developing and revising the EP “Tourism”, to take into greater account the opinion of the main stakeholders and changes in the labor market.

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

1. Conduct their own research in the field of teaching EP disciplines.

STANDARD «STUDENTS»

1. Develop a targeted program of academic mobility and enhance external academic mobility of students, taking into account an analysis of their financial capabilities, as well as assist them in obtaining external grants for training.
2. EP management should actively encourage students to self-educate and develop outside the main program (extracurricular activities).

STANDARD «ACADEMIC STAFF»

1. To stimulate the participation of teachers in academic mobility programs, joint research with foreign partners and international projects.
2. Expand the involvement of the best foreign and domestic teachers in the educational process.
3. More actively involve AS in the implementation of the university’s strategy and other strategic documents.
4. Motivate the professional and personal development of EP teachers for the application of advanced innovative teaching methods and information and communication technologies in the educational process.

(XI) PARAMETERS OF SPECIALISED PROFILE**5B050700/6M050700 «Management», 5B051000/6M051000 «State and local government»**

№	№	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			8	9		
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 stand ard			5	11	1	0
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			9	2	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			4	6		-
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			2	8		-
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			7	5	-	-
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			3	8	1	-
Standard "Educational Resources and 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			2	8		
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.	+			
In total according to standard			7	6	0	0
Standards from the perspective of individual specialties						
SOCIAL SCIENCES, ECONOMICS AND BUSINESS						
		Educational programs in areas "Social Sciences, Economics and Business", such as for example, "Management", "State and local government", etc., 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.	The management of EP must guarantee access to students to the most modern and relevant data (statistics, news, scientific results) in the field of specialization paper (newspapers, collections of statistical data, textbooks) and electronic media		+		
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, and etc.;	+			
119	6.	EP management must demonstrate an analysis of the labor market and provide examples of successful employment of graduates.		+		
In total according to standard			3	3	0	0
TOTAL			51	65	3	0

PARAMETERS OF SPECIALISED PROFILE

5B090200 Tourism

№	№	Criteria for evaluation	Position of educational organization			
			Strong	Satisfactory	Recommends improvement	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			8	9	0	0
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			4	12	1	0
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			5	6	1	0
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	0	0
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			2	8	0	0
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			5	7	0	0
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			2	9	1	
Standard "Educational Resources and 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.	Access to Internet	+			
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			2	8	0	0
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			7	6	0	0
Standards from the perspective of individual specialties						
SOCIAL SCIENCES, HUMANITIES, ECONOMICS, BUSINESS AND LAW, SERVICES						
		Educational programmes in area «SERVICES», For example as « <i>Tourism</i> » and so etc., 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, and etc.;	+			
119	6.	EP management must demonstrate an analysis of the labor market and provide examples of successful employment of graduates.		+		
In total according to standard			3	3	0	0
TOTAL			40	76	3	0