



INDEPENDENT AGENCY FOR  
ACCREDITATION AND RATING

# REPORT

**on the results of the work of the external expert  
commission on  
specialized accreditation of educational programs**

5B050800 - "Accounting and Audit"

5B011500 - "Basics of Law and Economics"

5B090100 - "Organization of transportation, traffic and operation of  
transport"

5B090200 - "Tourism"

**of Saktagan Baishev Aktobe University**

**From 24 to 26 January 2017.**

Aktobe 2017

**INDEPENDENT AGENCY FOR ACCREDITATION RATING**

***External expert commission***

***Addressed  
Accreditation Council  
of IAAR***



Independent agency for  
accreditation rating

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and Audit", 5B011500 - "Basics of Law and Economics", 5B090100 -  
"Organization of transportation, traffic and operation of transport",  
5B090200 - "Tourism" of Saktagan Baishev Aktobe University**

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**Aktobe - 2017**

In accordance with Order № 1-17-OD of January 13, 2017 of the Independent Agency for Accreditation Rating on January 24-26, 2017, at the Saktagan Baishev Aktobe University an external expert commission assessed the conformity of educational programs 5B050800 - Accounting and Audit, 5B011500 - "Basics of Law and Economics", 5B090100 - "Organization of transport, traffic and transport operation", 5B090200 - "Tourism" according to the standards of specialized accreditation of the IAAR.

The report of the external expert commission (EEC) contains an assessment of the educational programs submitted by the organization of education to the criteria of the IAAR, recommendations of the EEC for further improvement of educational programs and profile parameters of the educational programs of the KRIU.

1. **Commission chairman** – Pak Yurii Nikolaevich , doctor of engineering sciences, professor, Karaganda State Technical University (Karaganda);

2. **Expatriate expert** – Rusokova Tatyana Gennadevna , doctor of pedagogical sciences, professor of Orenburg State Pedagogical University, expert of «Guild experts on sphere professional education » (Orenburg, Russia);

3. **Expert** – Shkutina Lairsa Arnoldovna, doctor of pedagogical sciences, professor of E.A. Buketov Karaganda State University (Karaganda);

4. **Expert** – Nosieva Nazim Kazhimuratovna, candidate of philosophical sciences, S.Seifulin Kazakh AgroTechnical University (Astana);

5. **Expert** – Burbekova Saule Zhorabekovna, candidate of Philological sciences, Suleiman Demiler University (Almaty);

6. **Expert** – Sauranbai Sandugash Babagalikizi PhD, lisened practice appraiser, member of Almaty Regional Rater Association, assistant professor of University «Narxoz» (Almaty);

7. **Expert** – Vukolov Vladimir Nikolaevich , professor, doctor of pedagogical sciences, Master of sports of international class of RK sport tourism, director of Scientific Research Institute of Tourism, «Turan» University (Almaty);

8. **Expert** – Tursinbayeva Asel Kenzhibekovna, doctor of technical sciences., assistant-professor , S.Seifulin Kazakh AgroTechnical University (Astana);

9.**Expert**– Tashatov Nurlan Nurkenovich, candidate of physico-mathematical sciences., assistant professor, L.N. Gumilyov Eurasian National University (Astana);

10.**Expert** – Shaigozova Zhanerke Nauryzbaevna, expert UNESCO on art education, candidate of pedagogical sciences , assistant-professor, Abai Kazakh National University (Almaty)

11. **Expert** – Abdrakhmanov Sarsenbai Kadyrovich, doctor of veterinary sciences, professor, S.Seifulin Kazakh AgroTechnical University (Astana);

12.**Expert** – Pak Dmitrii Yurivich candidate of technical sciences, assistant professor , Karaganda State Technical University (Karaganda);

13. **Employer** – Kunanova Damilya Bakhitkereeovna, head of development human capitals department, Chamber of entrepreneurs «Atameken» Aktobe region (Aktobe);

14. **Student** – Sokol Veronika Yurivna, student of 4 year , Kazakh Russian International University (Aktobe);

15. **Student** – Dosmagambetova Pakizat Musagalikizi , student of 4 year speicality «Pedagogy and Physilogy», K.Zhubanov Aktobe Regional State University (Aktobe);

16. **Student** – Anoshkina Elizaveta Grigorevna, 3<sup>rd</sup> year student of speciality «Translation», Kazakh Russian International University (Aktobe);

17. **Student** – Oryntaev Dias Kairatovich, 4<sup>th</sup> year student of specilaity « Mining engineering», K.Zhubanov Aktobe Regional State University (Aktobe);

18. **Observer of agency** – Kanapyanov Timur Erbolatovich, head of international project and руководитель по международным проектам и public realations of IAAR (Astana).

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# 1. PRESENTATION OF S.BAISHEV AKTOBE UNIVERSITY AND EDUCATIONAL PROGRAMS

The educational institution was established in August 1996 as the Aktobe branch of the Kazakh State Academy of Management, in 1997 it was transformed into the West Kazakhstan Institute of Economics and Finance. In June 2001, the West Kazakhstan Institute of Economics and Finance was reorganized into the University of Academician Saktagan Baishev.

In August 2012, in accordance with the recommendations of the Ministry of Education and Science of the Republic of Kazakhstan in order to optimize higher education institutions under the leadership of S.Baishev Aktobe University was transferred to the private social and technical institute "Dunie" (Protocol-Intent from 30.07.2012). In 2016, the university celebrated its 20th anniversary.

Aktobe University. S. Baisheva is a private educational institution, the founders of which are private individuals - Akhan Bekezhan and Akhanov Serik Bekezhanovich.

Today, the university has a license to conduct educational activities in 24 specialties of the bachelor's degree and 8 specialties of the masters, training is conducted at 3 faculties, 13 departments. The training is carried out in full-time, part-time forms and distance learning technology on the basis of general secondary, technical and professional higher education in the state and Russian languages in accordance with the State license for the right to conduct educational activity № 0142760 issued by the Education and Science Control Committee of the Ministry of Education and Science of the Republic of Kazakhstan August 9, 2012. Study of specialists in the S. Baishev AU is carried out according to the Classifier of specialties of higher and postgraduate education of the Republic of Kazakhstan.

The University passed the planned State certification in 2013 (order MES RK № 798 of May 17, 2013). Institutional and specialized accreditation for 12 EP Universities was held in 2014.

Nowadays, S. Baishev Aktobe University includes:

- 3 faculties (economics and natural sciences, technical, pedagogical);
- 13 departments (economy and tourism, accounting and finance, management and entrepreneurship, information systems and applied mathematics, design, oil and gas and mining, construction and operation of transport, social and humanitarian disciplines and ANC, philology and translation, ecology, pedagogy and Psychology, preschool education and primary education, Kazakh language and literature);
- 6 branches of departments;
- administrative services (accounting, administrative and economic part, department of strategic development and quality, educational department, department of methodical support and innovative development, department of registration and informatization of educational process, department for social and educational work, department of science and innovations, department of international relations and The department of postgraduate education, the department of employment and career guidance, the department of personnel management and office work, the IT center, the "Spiritual Heritage of the Great Silk Road", the International Laboratory "Internationalization of the Educational Space", the library, the editorial and publishing center, the Zerek Technopark, Testing center).

The organizational structure of S. Baishev Aktobe University was developed in accordance with the University Charter, is revised annually, the last re-confirmation was on August 25, 2016.

A collegiate agency for the management of scientific and educational activities S. Baishev Aktobe University is the Academic Council, which includes leading scientists, vice-rectors, deans, heads of departments, teachers, as well as representatives of students and employers.

The teaching staff of the university as of the current academic year is 185 people, of which there are 168 full-time employees, 10 doctors of science, 83 PhDs, 4 PhDs. The faculty with academic degrees is 57.7% of the staff number of the teaching staff.

S.Baishev Aktobe University. carries out international scientific cooperation within the framework of agreements with foreign universities of Abroad on joint cooperation in the field of education and science. With the participation of the senior lecturer of the university, Ph.D. G. Sultan implemented a joint research project "Critical Thinking British Students on Career" ("CriticalThinking of British Students on CareerIssues", Brunel University London, UK - a grant for internships) within the international scholarship program "Bolashak" in the amount of 9,300 thousand tenge.

By request of the M. Akmulla Bashkir State Pedagogical University implemented a research project "The creative heritage of the great Bashkir poet, the educator M. Akmullah in the Kazakh place : ethical and philosophical and philological aspects." The practice of external and internal academic mobility of students and teachers is developing.

University has 6 educational buildings, 1 student hostel for 280 places with a total area of 2483.5 square meters, a sports complex - 889.5 square meters, two sports halls - 937.3 square meters, an outdoor sports ground - 301.5 square meters, a medical center, 2 food outlets. The university has lecture halls, specialized classrooms, computer classes, language laboratories, training laboratories, workshops.

The total area of buildings owned by the university is 22592 m<sup>2</sup>, including 16 763.9 m<sup>2</sup> of educational and laboratory buildings or 74.2% of the total area.

The material and technical base of the university allows to carry out educational activity at a high level with the use of interactive teaching methods, to maintain a healthy lifestyle of students, to organize their leisure and everyday life.

Specialized audiences, educational and scientific laboratories are equipped with modern educational and scientific equipment necessary for the implementation of educational programs in the specialties of the university, there are branches of departments on the basis of large industrial enterprises of the city.

The University has two broadband channels for accessing the Internet. The personal computer park at the university is 290 units or 1 computer for 8 students

The university has a corporate computer network, designed to combine academic buildings into a single information space and provide access to information resources of the university and the Internet, a wireless Wi-Fi network operates.

The official site of the university - [www.vuzbaishev.kz](http://www.vuzbaishev.kz) reflects the mission, goals and objectives of the university, is periodically updated with up-to-date information about the university. The site contains information about the university, its structural subdivisions, specialties in three languages: Kazakh, Russian and English.

Under the program "Double-diploma education" on the basis of agreements with the Alcide de Gasperi Euroregional University of Economics (Poland) and M. Akmulla BSPU (Russia) launched the implementation of joint educational programs in 14 specialties.

## **2. DESCRIPTION OF VISIT EEC**

Visit of the external expert commission to S. Baishev Aktobe University was organized in accordance with the program coordinated with the chairman of the EEC (annex) and approved by the rector of the university.

In order to coordinate the work of the EEC, a meeting was held, during which the powers were distributed among the members of the commission, the schedule of the visit was specified, agreement was reached on the methods of examination on January 24, 2017.

The meetings of the EEC with the target groups were held in accordance with the program of the visit with observance of the established time interval

On the staff of S. Baishev Aktobe University was provided with the presence of all persons indicated in the program of the visit.



During the visit, in addition to working with target groups, there were talks with students, undergraduates and university lecturers, graduates and employers.

**Information about employees and students, who took part in meetings with the EEC  
IAAR**

Category of participants	quantity
President	1
Rector	1
Vice-rectors	4
Deans	3
Heads of departments	12
Directors of departments and heads of departments	16
Teachers	89
Students	132
Masters	2
Graduates	40
Employers	38
<b>Total</b>	<b>338</b>

EEC members attended training sessions on accredited educational programs:

**- On the educational program: 5B050800 - "Accounting and audit":**

- Practical lesson on discipline: "Financial Accounting 1" teacher Kenbeilova G.A for students group AA-301 on theme : "Cash and cash equivalents" in audience 404;

- Lecture (guest) in the framework of acad. mobility on the discipline: "Financial Accounting 1", teacher.Kanbeylova G. A. for students of the group AA-301 on the topic: "Financial reporting in the information support system in the process of managing the company's activities" in the audience 404;

**On educational program 5B011500 - "Basics of Law and Economics":**

Lecture on discipline: "Methods of teaching the basics of law and economics" teacher Kazmanov N.K. for students of the group BLE-301 on the topic: "The place of teaching method of basics of law and economy in the system of science and its subject" in the classroom 208;

**- educational program 5B090100 - "Organization of transport, traffic and operation of transport":** lecture in the group OP-301 (railway) (with the Kazakh language) in the discipline "Thieu-tysiru zhmystarynyn technolgyasi zhane mechnikalandyru (Technology and mechanization of loading and unloading operations) "on the topic:" Tieu-tysiru zhmystarynyn " zhane koima operatsiyalaryn mehanikalandyru " (Ph.D. lecturer, Associate Professor Berkeshova A.S.) in 309 audience (a special audience " Organization of cargo and commercial work ");

- practical lesson in gr.OT-301 (railway) (with the Kazakh language) in the discipline "Zhol kozalysin uyymdastyrudyn technical kuraldary (Technical means of road traffic organisation)" on the topic: "Nakti kilyustin sipattamasyn zertyu zhane bagdarsham retteune engizudi tiimdiligin aniktau ",lecturer-master, senior teacher Sartabanov A.A. in 024 auditorium (specialized cabinet "Rules of traffic and safety");

-lecture lesson in gr.OT 301(railway) (Kazakh group ) in the deiscipline «Интермодальді тасымалдау (Intermodal transportation)» on the topic : "Intermodaldi kulik operacia sipattamalarinin zhiyesi", lecturer-master, senior teacher Abdraimov Zh.Zh.In the 012 audience (training laboratory "Organization of transportation and traffic management").

**- on educational program 5B090200 - "Tourism":** Geography of tourism in Aktobe region (3 year, senior teacher Sergalieva R.A.) (aud. 205), Theme : Geographical position of the Aktobe region.

During the tour, the members of the EEC introduced with the state of the material and technical base of the departments educational programs 5B050800 - Accounting and Audit, 5B011500 - Basics of Law and Economics, 5B090100 - Organization of Transportation, Traffic

and Operation of Transport, 5B090200 - Tourism ", visited the museum, library, classrooms, specialized classrooms, laboratories, computer classes, a hostel, departments, departments, a canteen, sports complex. The events planned within the framework of the visit of the IAAE EEC facilitated detailed familiarization of experts with the university's educational infrastructure, material and technical resources in the context of educational programs 5B050800 - "Accounting and Audit", 5B011500 - "Basics of Law and Economics", 5B090100 - "Organization of transportation, traffic and operation of transport ", 5B090200 -" Tourism ", faculty, representatives of employers' organizations, students and graduates. This allowed the members of IAAR to conduct an independent assessment of the compliance of the data set out in the self-assessment reports of the university's educational programs with the criteria for specialized accreditation standards.

Within the framework of the planned program, recommendations for improving the University's activities developed by the EEC on the results of the examination were presented at a meeting with the university's management on January 26, 2017.

### **3. GENERAL ASSESSMENT OF EDUCATIONAL PROGRAMS**

S.Baishev Aktobe University carries out activities on the basis of the State license for the right to provide educational services: AB series № 0142760 issued by the Monitoring Committee in the field of education and science of the Ministry of Education and Science of the Republic of Kazakhstan on August 9, 2012.

Educational programs are implemented in accordance with the above-mentioned State license and its annexes: 5B050800 - "Accounting and Audit", 5B011500 - "Basics of Law and Economics", 5B090100 - "Organization of transportation, traffic and operation of transport", 5B090200 - "Tourism" (number Annex to the general license 0111738).

Educational programs 5B050800 - "Accounting and audit", 5B011500 - "Fundamentals of law and economics", 5B090100 - "Organization of transport, traffic and operation of transport", 5B090200 - "Tourism" are implemented in accordance with the State Program for the Development of Education of the Republic of Kazakhstan for 2016-2019 , State compulsory education standards of the RK, Strategic plan for the development of S. Baishev Aktobe University (September 29, 2016).

The content of educational programs is developed taking into account modern achievements of science and technology and production requirements. Annually the catalog of elective disciplines (QED) and working curricula is updated.

Evaluation of educational achievements and the level of students' training is provided through the application of a rating-rating system. Ensuring the required quality of training specialists is carried out using modern educational technologies. The executor of the main educational processes is a highly qualified teaching staff. Planning, management and implementation of educational programs is conducted in accordance with the perspective plans for the development of the university and separate plans for the development of educational programs.

Training of specialists in educational programs 3 Clusters 5B050800 - "Accounting and Audit", 5B011500 - "Basics of Law and Economics", 5B090100 - "Organization of transportation, traffic and operation of transport", 5B090200 - "Tourism" in full-time, part-time forms and distance learning technology in the Kazakh and Russian languages.

The content of educational programs is formed in accordance with the requirements of state educational standards of higher and postgraduate education, approved by Government of the Republic of Kazakhstan № 1080 from August 23, 2012, №292 of 13 May 2016 and includes the study of the cycle of general education, basic and majors, internships for respective specialties.



Educational programs 5B050800 - "Accounting and Auditing", 5B011500 - "Basics of Law and Economics", 5B090100 - "Organization of transport, traffic and transport operation" 5B090200 - "Tourism" have the following positive aspects:

- Plan the development of educational programs held public discussions with representatives of all stakeholders to ensure its consistency with national development priorities and development strategy of S.Baishev AU;

- The University is the only university in the Aktobe region, having the technology park, which aims at the development of science and commercialization of scientific and educational projects;

- The university is one of the basic institutions of national testing center in the region, responsible for supervising the quality of students' knowledge of applicants to university education (holding united national testing);

- - Ensure compliance of the teaching staff qualification requirements, and the level of specificity of the educational program;

- Started learning environment that reflects the educational programs of the specifics, which includes: personalized online resources (with access and outside the classroom), including teaching materials and tasks, providing the possibility of a trial self-assessment of students' knowledge through remote access to the portal (website) University and others.;

- The focus of the content on the formation of a practice-oriented training of students;

- Cooperation with the typical employers during the training process, a survey of employers to identify their opinions on the quality of educational services;

- Automation of the control of knowledge and consideration of educational achievements of students;

- The operation of the electronic library with unlimited access to library resources;

- Availability of free Wi-Fi;

- Availability and staffing EMCD in all disciplines of educational programs

Management and development of the EP of higher education specialties 5B050800 - "Accounting and Auditing", 5B011500 - "Basics of Law and Economics", 5B090100 - "Organization of transport, traffic and transport operation" 5B090200 - "Tourism", carried out in accordance with legal documents and the Republic of Kazakhstan MES, taking into account the State education development program of Kazakhstan for 2016-2019 years, regulations, mission and strategic priorities of the University.

Educational programs are designed in accordance with the SES and SES specialties of higher and postgraduate education, approved by the Decision of the Government of the Republic of Kazakhstan, are consistent with the mission of the university and the employers' needs. The Commission notes the expansion of the range of educational paths within the educational program for the past three years in order to meet consumer demand; a sufficient level to provide quality educational services at the university, the adequacy of the educational programs of the demands of society, the labor market and the problems of industrial-innovative development of the country.

S.Baishev Aktobe University (S.Baishev AU) conducts educational training activities of higher and postgraduate education in accordance with the state license №0142760 AB on August 9, 2012 issued by the Ministry of Education and Science of the Republic of Kazakhstan (MES).

Graduates of accredited EP 5B050800 - "Accounting and Auditing", 5B011500 - "Basics of Law and Economics", 5B090100 - "Organization of transport, traffic and transport operation" 5B090200 - "Tourism" is awarded the academic degree of Bachelor in the field on a specialty.

Educational activities are carried out on credit technology in accordance with the "Rules of the organization of educational process on credit technology of training» № 152, approved by the MES from 20.04.2011. To ensure the quality of training, the relevant requirements of the labor market, using modern educational technologies: design technology, critical thinking, technology, case studies, information and communication technology, problem-based learning technology, technology of context-based learning, interactive forms and methods of teaching.

## 4. CONFORMING TO THE SPECIALIZED ACCREDITATION STANDARDS

### 4.1. Standart «Educational program management »

S.Baishev Aktobe University has quality assurance policy. The Quality Policy defines the goals, activities and obligations of the institution and Heads S.Baishev Aktobe University in the field of quality taking into account the degree of customer satisfaction, quality management system compliance with ISO 9001-2008, ENQA Standards and guidelines for the effective application of the system and dynamics improve it for quality assurance.

The interaction between teaching, research and training, as well as between the business community and the university in the Policy quality assurance play a key role, and it is enhanced in connection with the transition to university research status.

The implementation and development of these programs is determined, first of all, the mission, vision and development program of S.Baishev Aktobe University on 2016-2020 years», as well as plans of development of educational programs.

Action Plan of Development accredited EP developed 2015-2019 years, include the name of the activities.

The main priority of research, educational programs implemented by the TS are the solution applied scientific tasks for the regional industries. Areas of research consistent with national policies in the field of education, science and innovation development.

Implemented 1 research project on theme "Development of a technique of optimization services freight fronts enterprises of industrial railway transport" in the amount of 320 thousand tenge.

Since August, 2005 S.Baishev Aktobe University has a certified quality management system, the effectiveness of which the operation is confirmed by experts at the annual inspection and recertification audit (2008, 2011, 2014.). In 2014, recertified for compliance with MC ISO 9001: 2008 certificate is valid for 2014-2017.

Interaction with employers in the management of EP is in the form of participation in the work of the SAC and the survey of employers.

As a connect for innovative proposals used the blog of the rector. As a result of the survey the level of availability and responsiveness of university management are satisfied with 84% of students and 78% Teaching staff .

In the process of formation development plan of educational programs participated are students, teaching staff, employers and В процессе формирования планов развития образовательных программ принимают участие обучающиеся, ППС, работодатели, interested peoples. This process is carried out by discussion of professional competence, the expected results, the catalog of elective subjects, studying the formation of individual educational trajectories. The result of this work is reflected in the efficiency of formation and implementation of plans for the development of educational programs. For accredited EP attracted directors of schools of Aktobe and districts, representatives of organizations such as: LLP «DastanhotelAktobe», Association of Accountants«Esep», LLP «MC company and Kenes», LLP «InterKazIndastriz», LLP «OilTrans Aktobe», LLP «ZapKazRpi», LC Shalkarskaya zheleznodorojnaya stanciya«Kazakhstan temir zholi Ul'tyk companya ».

To determine the level of satisfaction of internal needs, the Department of Education Quality Monitoring organizes and conducts a survey of students, teachers and university staff during each academic period.

Questionnaires used for interviews: «Teacher by student's impression», «Quality of educational process», «Student Satisfaction with Learning», « Satisfaction with the organization of industrial practice», « Net session », « Efficiency of the tutor work ». Also website of the University has a Rector blog, which students and teachers can apply to their opinions, suggestions and complaints on educational programs and other issues. All incoming information is carefully analyzed, and the university administration to take appropriate measures.

All interested parties have the opportunity to make an appointment of the rector and vice-rectors of the approved schedule of receptions. You can consult with the workers asked the vice-rectors and heads of units in operation without an appointment.

Educational activities of accredited EP cluster is implemented in accordance with the above government regulations and professional standards, including EP "Tourism" in the management of the educational process is guided by the following documents: the Law of RK "On tourist activity in the Republic of Kazakhstan" June 13, 2001 № 211III (11.17.2015.); Law of the Republic of Kazakhstan December 31, 2003 №5 13-II "On Compulsory Insurance of Civil Liability of a Tour Operator or Travel Agent" (as amended and supplemented as of March 29, 2016); The concept of development of the tourism industry of the Republic of Kazakhstan until 2020 of May 19, 2014 №508; "Professional standards of the tourist industry of the Republic of Kazakhstan" - Astana, 2012; "Rules for conducting tourist sporting trips in the Republic of Kazakhstan for 2013-2016" on the website of the National Federation of Sports Tourism of the Republic of Kazakhstan.

The mechanism for the formation and regular revision of the development plan for the EP is reflected in the Regulation on the development and implementation of higher education educational programs by S.Baishchev University QMS PP 201.01-2016. Since 2012 at the University has educational programs which organized and established links with labor market representatives and employers. They are provided with participation in designing the educational process, assessing the quality of education and preparing students for professional work, and starting in 2013, a procedure is being carried out to harmonize educational programs with participation of Teaching staff, employers and students. In this connection, on September 2, 2013, was concluded agreement on cooperation between the State Penitentiary Institution "State Station of Young Tourists" in Aktobe by the head Zh.T. Zhanaidarov and S.Baishev AU in the by the head of the Department of Economics and Tourism Ph.D. G.K. Bekbusinov for a period of 5 years. The head of EP 5B090100 - "Organization of transport, traffic and operation of transport", concluded agreements with JSC National company "Kazakhstan Temir Zholy" "Aktybinskoe otfelenie dorogi", "Mangistau otdelenie dorogi", "Atyrau otdelenie dorogi."

In particular, the uniqueness of EP 5B090200 - "Tourism" is determined by a combination of the following key characteristics:

1. Orientation of the educational process for the training of specialists in the tourism sector, which have priority for the development of the republic and the region.
2. Internationalization of programs - the European system of accumulation and transfer of credit units.
3. Ensuring the possibility of constructing an individual trajectory of learning by each student on the basis of his desires and abilities.

The uniqueness of the EP "Tourism", implemented in the S.Baishev AU, more focused on studying the basics of building and further managing business in tourism, methods of researching the potential of the domestic tourism industry, i.e. The emphasis is on developing research skills and business skills and training managers, first of all, the internal tourism of the region.

The university has all prerequisites for the development of domestic tourism. The territory of the Aktobe region has a significant tourist and recreational potential, which today is practically not used in the tourist industry and which graduates of the EP 5B090200 - "Tourism" can effectively apply in the real tourist business.

There are natural monuments that are recreational resources, of which 3 are of world significance - the geological section of the planetary value Aidarlyasha, the meteorite crater Zhamanshin, the Shuyldak cliff.

Within the framework of the Tourism Department, the department also takes certain measures to reduce potential risks and forms new trajectories of training that correspond to the labor market (for example, the formation of an educational trajectory "Organization of tourist business", "Geography of tourism" in accordance with EP 5B090200- "Tourism" in 2015 Year). However, the trajectory named "Organization of tourist business" does not reflect the specifics of a certain direction of tourist activity.

The educational trajectory "Geography of tourism" is aimed at studying the tourist and recreational potential of Kazakhstan. Trainees on this trajectory study the tourist and recreational potential of the country for the purpose of developing domestic tourism. Inbound and domestic tourism is represented by a wide variety of its species. Ecological, active, extreme, historical and cognitive forms of tourism are beginning to develop, business tourism is gaining momentum. In the program "100 concrete steps of N.A. Nazarbayev" it was said about the necessity of development of domestic tourism. The implementation of the program is related to the Concept of the development of the tourism industry in Kazakhstan until 2020 (taking into account the development of domestic tourism).

Accredited specialty involved in the National ranking of educational programs conducted by the Independent agency for accreditation and rating of the Republic of Kazakhstan, and occupy certain positions. For example, EP 5B011500 - Basics of Law and Economics, took 6th place in 2014, Subdivision 5B050800- "Accounting and audit" in 2014 15 place , EP 5B090100 - "Organization of transport, traffic and transport operation" - took the 10th place in 2014, in 2015 - 6th place, in 2016 -12th place; EP 5B090200 - "Tourism" -in 2014 won - 10 place, in 2015- 16th place, in 2016 - 15th place.

**Strengths of the EP are :**

- published quality assurance policy, reflecting the relationship between research, teaching and learning;
- development of a quality assurance culture related to any activity performed by contractors and partners (outsourcing);
- the development of a plan for the development of the EP based on the analysis of its functioning, the real positioning of the institution and the focus of its activities on meeting the needs of interested persons;
- mechanism for the formation and regular revision of the educational program development plan and monitoring its implementation, assessing the achievement of the training objectives, meeting the needs of students, employers and society, making decisions aimed at the continuous improvement of the educational program;
- transparency of the processes of formation of the development plan for the EP, awareness of the stakeholders of the content of the development plan for the EP and the processes of its formation;-
- analysis of information on the implementation of the educational program and conducting self-assessment in all areas to assess the success of the implementation of the strategy for the development of the educational program through such indicators as "result" and "effectiveness";
- proof of the openness and accessibility for students, teaching staff, employers (the official reception hours on personal questions, e-mail communication, etc.);
- the successful functioning of the internal quality assurance system of the EP including its design, management and monitoring, their improvement, decision-making on the basis of facts;
- planning framework, development and continuous improvement;
- risk assessment and identification of ways to reduce these risks.

*In order to further develop and improve the implementation of the accredited EEC educational program, IAAR recommends:*



- To strengthen work on expanding cooperation and exchange of experience with domestic and foreign universities that implement such educational programs;
- For more effective management of EP 5B090200 - "Tourism" in full to study by the forces of students and teachers tourist and recreational resources of the Aktobe region.

**According to the Standard "Educational program management" the accredited educational programs have:**

*EP 5B050800 - «Accounting and audit», 5B011500 - «Basics of law and economics», 5B090100 - «Organization of transport, traffic and transport operation», 5B090200 - «Tourism»: 14 criteria of this standard have strong positions and 13 - satisfactory positions.*

#### **4.2. Standard “ Educational program development and approval”**

Development, examination and approval of educational program documents are carried out in accordance with the documented procedure DP-703-15 S.Baishev Aktobe University "Educational and methodical work". For the implementation of educational programs in the bachelor's specialties 5B050800 - "Accounting and Audit", 5B011500 - "Basics of Law and Economics", 5B090100 - "Organization of transportation, traffic and transport operation", 5B090200 - "Tourism", annually developed certain documents required for the organization Educational process, academic calendar, CED, MEP, WC, TM. On the basis of these documents, the UMKU is formed for each educational program.

All educational programs have clearly defined objectives that are consistent with the mission of University.

Individual educational trajectories of students of undergraduate programs and in the educational process are formed by the trainees together with the adviser, who recommends the recruitment of courses in accordance with his professional interests and the intellectual potential of the development of the educational program.

Students have direct access to CED, curricula, syllabuses, which are available on the university's website. The content of educational programs provides for the availability of elective component disciplines to prepare for professional activities that develop core competencies. For example, according to EP 5B011500 - "Basics of law and economics", profiling disciplines such as "Prevention of crimes" and "History of the state and law" are directed to the formation of professional competencies; Under EP 5B050800 - "Accounting and audit" - "Tax accounting and reporting", "Tax planning", "Taxation of economic entities" in accordance with the terms of the concluded memorandum according to the State Revenue Authority in Aktobe city.

In order to improve the EP, work is being carried out to ensure that the needs are taken into account in the recommendations of enterprises related to the oil and gas, construction industries and the hotel business. New disciplines were introduced: in EP 5B050800- "Accounting and Audit" - "Features of Accounting in Trade", "Features of Accounting in Construction ", " Specifics of accounting in tourism ", according to EP 5B011500 -" Basics of law and economics "- according to the recommendations of school principals, the discipline "New technologies of teaching the basics of law and economics" and "Introduction to pedagogical discipline " etc.

To harmonize the educational programs of the EP "Accounting and Auditing" learning the HEIs other institute, the leading universities of Kazakhstan and foreign universities have studied: the "University Narhoz" University (according to the results of the comparative analysis of the curricula, the harmonization is 67%); EP 5B011500 - "Basics of law and economics" with the Kazakh State Women's Pedagogical University (according to the results of a comparative analysis of curricula, harmonization is 77.5%).

The content of the EP is developed taking into account the requirements of the State Compulsory Standard of Higher Education, approved by the Decree of the Government of the Republic of Kazakhstan May 13, 2016. №292, the National Qualification Framework, the Dublin Descriptors, the European Qualification Framework, professional standards for the relevant specialties of the cluster.

Development of the content of EP is carried out taking into consideration requirements of the State obligatory standard of the higher education approved by the Decree of the Government of the Republic of Kazakhstan of May 13, 2016 No. 292, the National qualification frameworks, Dublin descriptors, the European qualification frameworks, professional standards on the appropriate specialties of a cluster.

Compliance to inquiries of consumers is provided with attraction to development of ESC of practical workers and representatives of such organizations as: "DastanhotelAktobe" LLP, Association of accountants and auditors "Esep", "Furniture Centre company and Kenes" LLP, "InterKazIndustries" LLP, "OilTransAktobe" LLP, "ZapKazRti" LLP, JSC Shalkar railway station "National company Kazakhstan Temir zholy".

Curriculums within each EP into which contents elective disciplines are annually entered taking into consideration the requirements of employers, the social and economic inquiries of society are considered and approved together with employers. For example, such elective disciplines as "Country studies", "Organization of restaurant business", "Geography of Kazakhstan tourism", "The international economic relations in tourism" are included in EP of "Tourism" specialty.

Reviewers of this EP 5B090200 - "Tourism": Zaykenov Zh. Z., director of "Foodserviceplus" LLP, Ataniyazov Zh., Ph.D. in Economics, the associate professor of "Economy and management" of K. Zhubanov Aktobe Regional State university, Nazarbaeva Zh., the director of "Epokha" LLP.

Such educational trajectories as "The organization of tourist business", "Geography" are chosen under the research of labor-market and inquiries of potential consumers, teaching staff, students in the section of EP 5B090200 - "Tourism". The preparation for realization of Joint Educational Program (JEP) in the specialty 5B090200 - "Tourism" within the program of "Double diplomas" has been carrying out since 2016. Within EP 5B090200 - "Tourism" the contract on students training in JEP of 09.06.2016 has signed between S.Baishev Aktobe university and Alcide De Gasperi University of Euroregional Economy in Jozefow (Poland). Realization of JEP will begin in 2017-2018 academic year.

For introduction of research elements in the content of EP 5B090200 - "Tourism" the subject "Fundamentals of scientific research" has been included in the curriculum of specialty in a volume of 2 credits.

**Strengths of accredited EP are:**

- the procedure of the educational program's development and quality evaluation, the establishment of periodicity, forms and methods of the educational program's quality evaluation;
- periodic reviewing and monitoring of educational programs;
- participation of teachers staff, employers and students in the development of educational programs and their quality assurance;
- Requirements' definition to educational programs depending on their specificity, education level, and also used technologies, including remote;
- well-defined purposes of EP, demonstrating the logic of drawing up curriculum and training programs, in particular the reasons of including a discipline in the curriculum list, the reasons of assigning a post or prerequisite status;
- the educational program's structure, providing various types of activities, the content of which should contribute to the formation of students' professional competencies.

**Weakness of accredited EPs are:**

- absence of joint educational programs with foreign educational organizations;



- absence of the graduate's developed model of exclusive variant on the educational program EP 5B090200 - "Tourism" ;
- the city's station of young tourists used as a base of practice is not a typical enterprise of employers in the specialty "Tourism".

*For the purpose of further development and improvement of activity on realization the accredited educational program, EEC IAAR **recommends:***

- *consider the possibility of harmonization the educational programs' contents with similar educational programs of leading foreign and Kazakhstan educational organizations;*
- *provide the possibility of development joint educational programs with foreign educational organizations;*
- *more actively use as a base of students' practice not only the city's station of young tourists, but also all 34 tourist firms of the Aktobe city.*
- *to ensure an annual revision of the curriculum and training programs' content taking into account changes in the market, the wishes of employers and provide external expertise of the EP;*

*EEC IAAR notes that according to this standard the criterions were distributed as follows:*

**According to "Development and Statement of the Educational Program" Standard, accredited educational programs have:**

*EP 5B050800 - "Accounting and audit", 5B011500 - "Basics of law and economics", 5B090100 - "Organization of transportations, movement and operation of transport": 8 criteria of this standard have strong positions, 11 - satisfactory positions and 2 criteria for improvement.*

*EP 5B090200 - "Tourism": 1 criteria of this standard has strong positions, 11 - satisfactory positions and 9 criteria for improvement.*

#### **4.3. Standard «Student-centered learning, teaching and assessment»**

The University provides equal opportunities for students regardless of the training language in forming of an individual educational program aimed at the formation of professional competence.

The training in the Bachelor's educational program is carried out in three languages - state, Russian and English. In view of the small number of EP students , there are no separate, purely English groups, but reading separate disciplines in a foreign language into practice of realization of EP. For example, the "Information and Communication Technologies" discipline is read in English in the bachelor's EP.

Personal development of students, their creative abilities and social competencies are formed, both during the training in the classroom, in preparation for the training and performance of tasks for the independent work of a student (IWS), preparation for control activities and examinations, in the practice and writing of the graduation work, also in participation in the public life of faculty (work in scientific circles, sports sections, etc.), with participation in various activities (participation in scientific-research work, Olympiads, conferences, compass tables, debates, sports competitions, etc.). For example, bachelor's students of EP 5B090100 "Organization of transportations, movement and operation of transport ": Suingarin M., Baysakalov B., Kuttybayev T., Zhanturiev S., Dusayev A., Zhusupova Zh., Asylbekova A., Ergalieva M. actively participate in scientific student's conferences, in organization of thematic events. For successful adaptation in the conditions of the credit system, students are provided with a reference guidebook which includes information about the rules of internal regulations, the operating mode of all services, the payment procedure for tuition, the requirements for the evaluation of training's result and a telephone directory.

Teachers' staff of EP improve the teaching methods of the EP teaching disciplines. Active and innovative teaching methods are introduced and used in the training process: lecture-conversation, lecture-visualization, lecture-debate, game technology, collective and group activity technologies, imitative methods of active training, training in cooperation, creative training, brainstorming, a case-study ("business game"), a colloquium, and so on.

Each student is informed about the evaluation criteria used, about exams and other types of control through the handbook guide, curator, mentor, adviser. At the department there are available standardized tests or questions on the disciplines of educational programs approved by the university. The results are reflected in the "Platonus" database, where the learner is provided with access to an individual login-password, in addition to the results of training, he can receive electronic TM, a calendar schedule of control activities. The academic achievements of each student are traced in the electronic base of the automated information system "Platonus" and the leaders of the EP. It keeps a complete record of: attendance of classes, delivery of foreign ratings, assessment of the individual work of the student and the results of passing the exams. Along with these sources of information, students are widely used the official website of the university, e-mails of the faculty's Teaching Staff, reference terminals in educational buildings, wall materials, deans, where the schedule of training sessions, examination session, the schedule of the educational process, announcements are posted.

The level of practical skills of the students acquired in the process of training is revealed through the execution of coursework, laboratory works, calculation and graphic assignments, independent work, provided by the curriculum of the disciplines, participation in scientific projects. The level of practical skills is assessed by control questions, test tasks, controlling computer programs, etc. The quality of acquired skills is determined by the results of the boundary control and examination.

Within the framework of the EP there is a possibility of appeal. If the number of points is insufficient, the trainee doubts the students in the correctness of the questions, the student can draw an appeal. For this purpose, for the period of intermediate certification, an appeal commission is established by the order of dean faculty from the number of teachers whose qualifications correspond to the profile of the disciplines given for the examination session. Members of the Appeals Committee may be the most experienced, competent teachers. The composition of the appellate commission is formed by the head of the department and is approved at the meeting of the department.

In the event of a discrepancy between the level of knowledge of students who are going to the planned results of the training, corrective actions are applied to the students: re-learning the course, re-passing all types of control and final certification. The transparency of the assessment of knowledge is provided by bringing the points to the attention of students by weekly filling in the electronic journal on the portal of the university.

The effectiveness of the results of the sequential study of elective courses makes it possible to judge the stable positive dynamics in the assimilation of the developed content of programs aimed at forming the professional competencies of students. For example, at the faculty in all specialties a trajectory of disciplines has been developed, along which it is possible to trace a clear picture of the interrelationship of disciplines from the first year to the graduating one. For example, according to the educational programs 5B050800 - "Accounting and Audit", 5B011500 - "Basics of Law and Economics", there are 15 modules.

Educational activities are provided by a good material and technical base (laboratories, interactive whiteboards, specialized classes), which is updated in a timely manner and replenished. Using the interactive whiteboard allows more accessible and visually instructive students, which increases the level of perception and shows the activity of students in conducting classes. So, EP 5B050800 - "Accounting and audit" is provided by the cabinet "Accounting and Statistics", EP 5B011500 - "Basics of Law and Economics" - a specialized cabinet of "Legal Disciplines"

For students of EP 5B050800 "Accounting and audit" in the Public Association "Esep" organized a centralized counseling on the rules of practice, the effectiveness of this approach is that this association works in close relationship with many employers in the region and the city so it is possible to coordinate, monitor the progress of the trainee to develop a program of practice.

The bases of the practice of accredited educational programs in the specialties of bachelor degree 5B050800 - "Accounting and audit", 5B011500 - "Basics of law and economics", 5B090100 - "Organization of transportation, traffic and operation of transport", 5B090200 - "Tourism" fully comply with the requirements of higher education and the criteria of IAAR .

In 2015-2016 academic year, according to EP 5B090200 - "Tourism" there was no recruitment of students for 1 course (r / o), and 2-year students of the Russian department were united with the Kazakh branch, due to the small number of the group.

The programs of educational, industrial and pre-graduation practices are compiled according to the Model curriculum developed in accordance with the State Educational Program of 2012, reviewed at the meeting of the specialization department of the Ministry of Education. In particular, according to EP 5B090200 - "Tourism" from June 1, 2012, a puncture number 1.

By the university have been contracted with the practice bases in accordance with the form of a standard contract for the conduct of professional practice. Among the bases of practices of EP 5B090200- "Tourism" the leading enterprises in the sphere of tourism, such as Aktobe branches of "Zere Tour" LLP, "QSR" LLP BurgerKingCompass, "BeStarTravel" LLP in Aktobe, "AydanaTour" LLP, "Mir" LLP , LLP "Svetlana Aktobe", LLP "AnexTour", LLP "DastanHotelAktobe", "Aktjubinsk memorial museum of Hero of the Soviet Union Aliya Moldagulova", LLP "Epoch", LLP "DinastiaDevelopment", OnurTravel Aktobe LLP, LostParadiseTravel LLP, "City station of young tourists", department of education

**Strengths of the EP are:**

- equal opportunities for students, incl. regardless of the language of instruction, to form an individual educational program aimed at to form of professional competence;
- harmonious development of students taking into account intellectual development and individual characteristics;
- introduction and effectiveness of the use of active and innovative teaching methods;
- the conformity of procedures for assessing the educational level of students with planned learning outcomes and the objectives of the program according to established criteria and methods of evaluation.

**Weaknesses of the EP are:**

- the conditions for inclusive education are not fully provided.

*In order to further development and improvement the activity to implement of the accredited educational program , EEC IAAR recommends:*

- *implement innovative methods of teaching more widely;*
- *promote to providing of conditions for inclusive education.*

***On the «Student-centered learning, teaching and assessment» Standard, accredited educational programs have: EP 5B050800 - "Accounting and Audit", 5B011500 - "Basics of Law and Economics", 5B090100 - "Organization of transportation, traffic and operation of transport," EP 5B090200 - "Tourism": 4 criteria of this standard have strong positions, 7 - satisfactory positions and 1 criteria assumes improvement.***

#### **4.4. Standard "Students"**

Formation of students enrolment at the bachelor's level is being implemented by the department of employment and vocational guidance work in the following areas: organization and conduct of vocational guidance work in the regions, in urban schools, vocational guidance work with students and college graduates with the involvement of teaching staff and students during the academic year.

Formation of admission of students is conducted in accordance with the Model Rules of admission to learning in organization of education which implement professional curricula of higher education (approved by resolution of Government Decree of 19 January, 2012 № 111, amended on 11 February, 2013 №110), is also guided by the regulatory-legal documents, reference materials, instructive letters of the Department of Higher and Post-Graduate Education, NTC on issues admission to higher education institutions.

Formation, accounting, movement and output of the contingent of students are carried out in accordance with the Model Rules of the activities of Higher and Post-Graduate organizations.

Table 2. Contingent of students

Form of education	Academic Year		
	2013-2014 academic year	2014-2015 academic year	2015- 2016 academic year
<b>5B050800 - «Accounting and Audit»</b>			
Total	324	222	185
Grant	-	-	-
Fee	324	222	185
<b>5B011500 - «Fundamentals of Law and Economics»</b>			
Total	108	83	81
Grant	-	-	-
Fee	108	83	81
<b>5B090100 - «Organization of transport, traffic and operation of transport»</b>			
Total	189	152	153
Grant	-	-	-
Full-time	82	81	97
Distance	74	45	29
Part-time	33	26	27
<b>5B090200 - «Tourism»</b>			
Total	145	107	79
Full-time	126	97	77
Distance	8	8	2
Part-time	11	2	0

The analysis of attracting applicants to learning according to the EP showed that on the EP bachelor's degree program enter on a contractual basis and on the basis of the grants.

It should be noted, that the main contingent of students learned on the EP are formed from graduates of rural and urban schools, graduates of colleges from rural and urban areas who are most interested In learning on the EP and further work on the specialty.

Within adaptation of foreign students in university hostels provide accommodation free of charge. Settling happens on the basis of the quota provided by Department of the international cooperation the of S.Baishev Aktobe university.

The range of the rendered services foreign students, besides educational services and paperwork, includes also the help and support in adaptation to the new educational and socio-cultural environment.

Students of university have the right of the transfer to other higher educational institution, from one specialty to another, from one form of education on another, from one language department to another, and also the transfer from fee paid education to the state educational order in university in the order established by the Ministry of Education and Science of the Republic of Kazakhstan (MES RK), the Charter of university and the Provision on the organization of educational process for credit system.



The main selection criteria of applicants within the academic mobility are: existence in partner higher education institution of the corresponding EP of the applicant; harmonization of EP of the student and the academic calendar at courses and specialties with partner higher education institutions; lack of the academic debt at the student - the applicant; knowledge of applicants of language of the country of partner higher education institution.

External academic mobility in the S. Baishev Aktobe university is carried out on the basis of international treaties on mutually advantageous conditions.

Within the academic mobility the university actively is engaged in the invitation of foreign scientists for obtaining the best practices in the sphere of science and education. Lecturing is carried out according to the main directions of the S. Baishev Aktobe university.

So within the last 4 years in lecturing on EP 5B090100 - "The organization of transportations, the movements and operation of transport" were involved 3 scientists from foreign countries: in 2014-2015 academic year - professor of university of Malaysia, PhD doctor Kamarul Hawari Bin Ghazali, in 2015-2016 academic year - professor of Nazarbayev University, PhD doctor Marek Janush Bergander, in 2016-2017 academic year - the associate professor National research technological university "MISIS", PhD in Technological Sciences Toleshov A. K.

The invitation of foreign scientists is carried out both by extrabudgetary funds of university, and at the expense of the republican budget.

At the organization of internal and external mobility the big difference of curricula of S. Baishev AU and host comes to light. In this regard, the academic support of the students who left according to the program of the academic mobility is carried out. It occurs by means of the organization of educational process for remote educational technologies and granting to students opportunities for extension of examinations for an exception of the academic difference.

Second and third year courses specialty 5B090100 - "The organization of transportations, the movements and operation of transport" were trained according to the English program in Road technical school and according to the Conductor of Cars program studied in Road technical school.

Training on EP 5B090100 - "The organization of transportations, the movements and operation of transport" take active part in scientific projects of department, take active part in the international scientific conferences held in the Republic of Kazakhstan and the neighboring countries. Since 2016 teachers staff of department conducting occupations for students of specialty "Organization of Transportations, Movements and Operation of Transport" in common with students participate in SRW on the subject "Development of a Technique of Optimization of Service of Cargo Fronts of the Enterprises of Industrial Railway Transport".

Every year the share of the scientific research studying increases under the leadership of teachers. In 2015 diploma works of students of Adilgazyieva G., Kaiyrkul A., Makatova Z. R., Sagyngaliyev S., Saulebay S., Tolemisova F., Aydarbayev Z. were implemented in production The Aktobe Station, Zhinishke station, LP "KTZ-EXPRESS" Branch – KTZE, LP "HK" KTZh". In 2016 diploma works of students Abdullaev O. D., Amanturly A. K., Bagyndykov A., Daribayev A., Musagali E., Sarsembay K., Hasenov Z., Bozanova Sh., Sharapov A. were implemented in production of the Aktobe Station, Zhinishke station, KTZ-EXPRESS Branch - KTZE Western JSC Oil Company" KTZh".

In 2016 students of the second and third year took part in work Interuniversity scientific and practical student's a conference of young scientists and students "Youth and science: present and future": the student Suingarin Manas with the report on the subject "Use of Biomodal System of Transportation in the Western Countries", the student Baysakalov Bayanbatyr with the report on the subject "Assessment of Efficiency of Logistic Process", the student Zhanturiyev Sultan with the report on a subject "Need of creation of the world-class transport and logistic centers" the student Dusayev Almat with the report on the subject "Environmental Problem — Relevance of a Problem", the student Kuttybayev T. with the report on the subject "Legal

Regulation of Responsibility Transport-forwarding Organizations". For the best reports students are awarded by diplomas 1,2,3 degrees.

Suingarin M. D. (1st place), Baysakalov B., Zhanturiyev S. (2nd place), Kuttybayev T. U. (3rd place). Besides the student 3 courses Suingarin M. D. was appointed the volunteer the organizer in Regional the Selection Championship "KAZRoboSport-2016". The student third year Suingarin M.D. received the certificate about participation in the Olympic Games "Intellectual Kings Olimpiad and taken the 2nd place.

Besides it the third year students Ergalieva M.E, Izbasarov S, Suingarin M.D. participated in Republican Subject Olympiad, by the conducted M. Tynyshpaev Kazakh academy of transport and communication (Almaty). On results of subject olympiad student Suingarin M.D. took the 3d place on discipline "Organization of transportations and working traffic".

In April 2012 student of EP 5B090200-"Tourizm" Pashenko I. got a certificate from the deputy of regional akim S. Nurkatova for the scientific work of higher level in the regional research and practice conference dedicated to the 20 anniversary of the State symbols of RK "Zhas Galym - 2012".

The university has a comprehensive program to support gifted students. A program aim is conditioning for an exposure, development and support of capable and gifted student, providing of their personality, social self-realization and professional self-determination. The complex program is worked out in accordance with Conception of development of the system of work with the gifted children in RK. So, annually sponsorship appears to the next students on criteria:

10% discount to the students (two students from one family) : Tashkarayev N.A. 301 Accounting and Audit; Ospanova A.K. 301 Accounting and Audit; Zhanbyrbayeva Zh. K. 201 Accounting and Audit; KultayevaA. 301 Basics of law and economics, Zhubaniyaz.G 301 Basics of law and economics.

The scholarship was awarded named by Academician S.Baishev to the student of group 301-Accounting and Audit, Kaukakovoy A.Zh, awarded a scholarship the name of the President RK Nazarbaev N.A. to the students of group 301- Accounting and Audit, Bisenova Zh, Abdualieva Zh, Segizbaeva G.

Student of 2<sup>nd</sup> year of specialty 5B050800 - Account and audit D.M Shukenova from 2015 studies on a grant financed by the rector of university.

Work with students and graduating students of universities brings a perceptible contribution to the decision of skilled questions of company. On this question it is possible to mark the conclusion of treaty on providing self-supporting consulting in form consultation on drafting of the financial reporting with LLP "Ayaulym" and on the queries of employer grant of consulting project on optimization of taxation with the observance of all basic stages of diagnostician (exposure of problems); it is development of decisions; it is introduction of decisions with LLP"ElitTechAktobe".(100 thousand tenge (first tranch) from them for the actually executed consulting services of payment made 90 thousand tenge; "Creative heritage of the great Bashkir poet - enlightener M.Akmulla in Kazakh steppe: ethical-philosophical aspects" (1million and 700 thousand tenge). Based on the results of scientific works of students of the specialty 5B090200- "Tourism" in tourist companies of Aktobe, in a practice they apply the results of students' research. The results of the scientific work of Tleugali Askerbek " Aktobe oblasynyn tanyndyk turistik marshrutary" were used to introduce cognitive tourist routes along the Wilsky and Baiganinsky districts by Zere Tour. The results of the scientific work of a student specialty 5B090200- "Tourism" Estigulova Gulzhanat on "Ensuring the safety of active tourist travel" in practice is used by the company "Zere Tour" during excursions in the Aktobe region. On a department research work was conducted scientifically within the framework of cathedral theme "Research of railway bridge across the river «Zhaik" under the direction of Suingarin S.M. and associate professor Berkeshova A.S., in that the students of Tolemisova Fariza and Duysenova Azhar. Results participating in this work reflected in Materials of research and practice conference.



On a department a group functions "Zhas Tehnick " in that is accepted participation students 2, 3 and 4<sup>th</sup> year. A department makes lists of graduating students for employment, where mark: graduating students having the assured employment; graduating students not needing assistance in employment.

With the purpose of assistance the fair of vacancies, on that the interested employers have the opportunity to meet with graduating students, is annually conducted employment of graduating students.

Graduating students EP 5B090200 "Tourism" work on enterprises that carry on tourist activity : State Agency "State station of young tourists" of Aktobe, LLP "QSRBK Compas", " Irgiz-Turgai state natural reserve ", LLP "Rahmetov M.G - "Live music Club 1869", LLP "DastanHotelAktobe", LLP "Lost Paradise Traveland Investment" (Atyrau), SA "Department of physical culture and sport of Mugalzhar district of Aktobe region.

Table 3 – Employment assistance

Academic year	Number of graduates	Number of employed graduates	Employed graduates on specialty (%)
<b>EP 5B050800 - «Accounting and Audit»</b>			
2013-2014	153	107	107 (70,1%)
2014-2015	95	72	72 (75,4%)
2015-2016	69	53	53 (77,2%)
<b>EP 5B011500 - «Basics of Law and Economics»</b>			
2013-2014	30	15	15 (30%)
2014-2015	25	14	14 (60 %)
2015-2016	29	15	15 (52%)
<b>5B090100 - «The organization of transport, traffic and transport operation»</b>			
2013-2014	65	51	42 (64%)
2014-2015	61	42	32 (52%)
2015-2016	42	38	32 (76 %)
<b>EP 5B090200- «Tourism»</b>			
2013-2014	43	39	19 (44%)
2014-2015	32	30	15 (47%)
2015-2016	31	28	20 (64%)

Students have access to the Internet through a corporate network, open wireless WI-FI networks on the campus of the university, including student s’ hostel, a local network. You can get acquainted with the events that take place through information stands, the website of S.Baishev. ([Http: //www.edu\\_ausb@mail.ru](http://www.edu_ausb@mail.ru)), a university newspaper, etc.

On the official website of the university there is a functioning Rector's blog [http: //www.edu\\_ausb@mail.ru](http://www.edu_ausb@mail.ru) giving the students an opportunity to express their opinion and ask questions. To express and exchange opinions on the university's website there is a social network [http: //www.edu\\_ausb@mail.ru](http://www.edu_ausb@mail.ru).

In addition to social networking, blogging and other innovative means of communication systematically conducted interviews, questioning students as satisfaction monitoring mechanisms studying university activities, in order to identify problematic sides of the university. For example, a survey on the satisfaction with the organization of the educational process was held in 2015, the quality of teaching, the conditions of living in a dormitory.

The university management seeks to support gifted students, a special program for the support of gifted students has been developed. Each year talented young people apply for nominal scholarships of the Republic of Kazakhstan. To be a candidate you need not only a good student, but also to conduct research work, actively participate in the life of AU S.Baisheva. So in 2014, 3<sup>rd</sup> year student EP 5B090100 - Organization of transport, traffic and transport operation Sagyngaliev Serik won a scholarship from the regional governors, in the 2015-2016

school year, 2nd year student of EP 5B090100 - Organization of transport, traffic and transport operation Kutymbaev T. won nominal Presidential scholarship.

Selection of applicants for Presidential and nominal scholarships is carried out by the selection committee. Candidates for appointment of Presidential and nominal scholarships are nominated by the faculty councils, on the proposal of the dean's office, the department, student self-government of the faculty.

At the university, students are rewarded for high performance in academic, research and public work; High sports achievements (intra-university, city, republican and international level); Successes in creative festivals, social and intellectual competitions.

A multifaceted cultural and sports life of students is organized, provided by the center for social and educational work.

In the summer, students of specialties work in the construction team for the greening of the city "Zhasyl El" and contribute to the prosperity of the city. Members of the youth labor groups "Zhasyl El" took part in such actions as "Clean banks", "Clean yard", "Clean city", which were aimed at improving the maintenance of housing stock and local areas, the city's territories to attract people to work on Complex improvement, maintenance of cleanliness, improvement of ecological conditions. In honor of the Nauryz holiday, the students propagandized the customs of the Kazakh people, showed such traditions as "Yoda Tsu, cheese sala" (matchmaking), held a concert, laid the table for guests and many others.

Students take part in the activities of public youth associations, which also initiate activities to educate and unite young people. For example, the public association "Alliance of Students" held a concert for the Day of the Elderly, a competition for a month to fight corruption.

The Student Council holds events of socio-political, civil-law, cultural-sports-mass content throughout the school year. The student's asset conducts activities in conjunction with the youth wing "Zhas Otan" NDP "Nur Otan", in particular, the month of "Clean Session"; Charitable action to collect humanitarian aid to children of the orphanage "Umit", in the city of Alga, the city of Aktobe.

Students of the EP actively participate in amateur performances.

Thus, the university conducts purposeful work to form a corporate spirit among the students, the ability to work in a team not only at the department, but also at the faculty. This gives an opportunity to disclose the talents of the university. Students of EP express full satisfaction with the level of satisfaction with the quality of educational services of EP 5B090100 The organization of transport, traffic and transport operation (78.6%); A general assessment of the quality of education (73.6%); Assessment of qualifications and professional ethics of the teaching staff (94.1); Evaluation of the organization of the educational process (71.4%); Evaluation of material and technical, information resources (73.5).

**Strengths of the EP are:**

- the policy of forming a contingent of trainees from pre-release education and ensuring transparency of its procedures;
- accompanying the introductory course;
- effectiveness of monitoring academic achievements of students and awareness of the main roles (professional social) students based on learning outcomes;
- the functioning of the feedback system of the support of students, including the prompt presentation of information on the results of the assessment of knowledge of students.

**Weaknesses of the EP are:**

- weak work on the professional certification of students;
- insufficient level of involvement in research work;
- insufficient level of academic mobility of students.

*In order to further develop and improve the activities for the implementation of the accredited educational program EEC IAAR recommends:*

- consider the possibility of professional certification of students;

- promote the employment of graduates, systematic monitoring of the employment of graduates, development of their career and increasing the effectiveness of the work of the alumni association;
- to intensify the work on internal and external mobility for students on educational programs;
- to consider the possibility of actively attracting students to research work;
- to consider the possibility of more active participation of students specializing «Tourism» in activities for the formation of professional competencies in close cooperation with professional associations of employers in the field of tourism.

***By the «Students» standard accredited educational programs have:***

***EP 5B050800 – «Accounting and audit», 5B011500 – «Basis of law and economics», 5B090100 – « Organization of transport, traffic and operation of transport», EP 5B090200 – « Tourism»: 7 criteria of this standard have strong positions, 8 satisfactory positions and 1 criteria suggest improvements.***

#### **4.5. Standard «Teaching staff»**

Ways and methods of formation and development of human resources are determined by the cadre policy of the university. Personnel policy of S. Baishev Aktobe university is an integral part of the strategic policy of the university, designed to bring human resources in line with the mission and goals of the university.

Compliance with the set of principles, methods, forms, and organizational mechanism for the development of goals and objectives aimed at maintaining, strengthening and developing human resources, creating a responsible and highly qualified, cohesive team capable of responding in a timely manner to the constantly changing market requirements, taking into account the mission of the university and the development strategy.

Heads of structural subdivisions determine the requirements for the competence of personnel on the basis of job descriptions, qualification requirements, specificity of the work performed.

The university has a system of hiring teachers on a competitive basis and on the basis of hiring. The basic requirements for employment: in addition to the availability of an appropriate educational program for basic education, the total length of service and experience of scientific and pedagogical work the existence of academic degrees and titles, the availability of scientific and methodological works, publications, including high impact Factor, presence of inventions and authors certificates, participation in research works conducted both in an initiative manner, and under contracts with enterprises and organizations.

The admission of the teaching staff according to the EP is carried out in accordance with the Rules of competitive substitution of the positions of the teaching staff and scientific workers of higher educational establishments, approved by the Resolution of the Government of the Republic of Kazakhstan dated 17.02.2012, order №230, on the basis of internal rules.

Heads of the chairs are elected according to the competition in accordance with the «Regulations on the procedure of competitive substitution of the posts of the S. Baishev Aktobe university teaching staff » Heads of other departments (deans of departments, heads of departments, managements) are appointed by the rector. According to the labor code of the Republic of Kazakhstan with all university staff, the rector enters into employment contracts.

Annually the university determines the staff of the teaching staff in accordance with the normative documents established by the law of the Republic of Kazakhstan «On education» and Government decree RK №499 «Standard rules for the activities of higher and post-graduate education organizations» dated 17.05.2013. The dismissal of employees is carried out in accordance with labor legislation, with the main reasons being the expiry of the term of the employment contract, the employees application for dismissal at his own will, the achievement of the retirement age.

The total length of service, the length of scientific and pedagogical work, the existence of an academic degree and rank are taken into account the availability of scientific and methodological works, publications in national and international publications, the availability of inventions and authors certificates, participation in research works conducted both in an initiative and under contracts with enterprises and organizations. In the course of scheduled attestation or re-election, the teachers must demonstrate their pedagogical skills in open lectures, practical, laboratory sessions, discussing the results of the meeting of the methodological seminar, the meeting of the department. When a teacher is employed for the first time, depending on the specific situation and position of the teaching staff, which the applicant is applying for during the period of work, pedagogical skill is monitored, including questioning of students EP for a specific applicant for the position of a teacher.

The university has a single electronic database that includes data on the faculty, including their personal data, information on their education, qualifications, academic degrees and titles, scientific and methodological publications, certificates and patents, individual plans for teachers, also working curricula, educational-methodical complexes of specialties, syllabuses of disciplines.

All teachers have sufficient qualification level, corresponding basic education and systematically improve their qualification by receiving additional education, internships, etc.

The quantitative and qualitative characteristics of the teaching staff who carry out educational activities in the specialties of this cluster generally meet the qualification requirements.

Analysis of data on the quantitative and qualitative composition of teachers' staff accredited by the EP cluster for 2014-2016 academic year. Testifies to the stability of the dynamics of the quality of teachers' staff for the specified period.

Number of teachers serving:

- EP 5B050800 - "Accounting and Audit", is 21 people, 19 of which are regular employees, which is 90.5%, including 12 with academic degrees and titles, the share of full-time teaching staff with academic degrees and titles is 63.1 %.

- EP 5B011500 - "Basics of Law and Economics", is 12 people, 12 of which are full-time employees, which is 100%, including those with academic degrees and ranks - 7, the proportion of full-time staff with academic degrees and titles is 58.3% .

- EP 5B090100 - "Organization of transport, traffic and transport operation", is 24 people, 24 of which are regular, which is 100%, including 12 with academic degrees and ranks, the proportion of full-time staff with academic degrees and titles is 55 %.

- EP 5B090200 - "Tourism", is 12 people, 12 of which are full-time employees, which is 100%, including with academic degrees and titles - 6, the proportion of full-time staff with academic degrees and titles is 50%.

Accredited EPs are implemented by scientists Ph.D. Mukhambetkaliev E.E, Candidate of History Utaliev S.A, Ph.D. Almanov Zh.T., Ph.D. Buktybaeva A.B, Candidate of Economic Sciences Akhmetov DS, Ph.D. Bekmaganbetova Z.Zh., Doctor of Physical and Mathematical Sciences. Khasanov A.H, Ph.D. Toremuratova G.T., Cand.Tech.Sc., Associate Professor Berkesheva A.S., Ph.D.Konysbaeva Zh.O., Cand.Tech.Sc., st.pr. Suingarin SM, Ph.D., st.pr. Bisaliev I.Zh., Ph.D., Bisembaev T.B, Master of Science - Shopanova G.E, Sartabanova A.A, Abdraimov Zh.Zh., Karagulova A., Vakhitova T.F, Berdybaev E.M, Imangazina N.A, Abdrakhmanova G.A, Berentaeva N.K, Otarialieva G.E, Zhaksybaeva K.K.

In the period from 2012 to 2014, on the request of JSC NC "Kazakhstan Temir Zholy" - Aktobe branch of the backbone network, the department carried out research work on the topics: "Research and calculation of design estimates in the reconstruction of the Shubarkuduk depot of the Aktyubinsk region,. Abdullaeva Kh.T., "Selection of the composition of polymer-concrete concrete" under the guidance of PhD Konysbaeva JO, "Study of the railway bridge over the river Zhayik" under the direction of Ph.D., magister Suingarina SM, Ph.D., Associate Professor Berkeshova A.S. The results of this work are Ph.D., magister Suingarin S.M. are introduced into



the curriculum: in the discipline "Basics of the design of transport devices and structures" in the section "Location and principles of design of cargo devices at stations" and in the discipline "Conditions for ensuring the safety of operation in transport" in the section "Intersections, crossings and junctions of railways." The results of research work by the associate professor of the department, Ph.D. Berkesheva A.S. Introduced in the curriculum of the discipline "Management of operational work", "Railway stations and nodes".

In 2016, at the request of "AktobeTemirzhol" LLP, "Kaliban" LLP, the teachers' staff of the department conducts research works on the topics: "Development of a technique for optimizing the servicing of freight fronts of industrial railway transport enterprises", which is headed by Ph.D. Pr.Suingarin SM, Ph.D. Berkesheva AS, Master, magister Shopanova GE; "Development of composite binder with improved adhesion to organic fillers of concrete", project managers: PhD Konezbaeva Zh.O., Dzhumabaev M.D.

Thus, teachers actively participate in the implementation of research, scientific and methodological work, which is confirmed by reports on research and scientific and methodical work, participation in scientific conferences, as well as the presence of at least two scientific publications per year for each teacher for the last 3 years.

The teachers' staff qualification improvement is planned on the basis of individual teachers' plans and the schedule drawn up on its basis, which is approved by the rector. Then the schedule is transferred to the Personnel Officer for the subsequent registration of the directions of the teachers' staff for further training. Teachers who implement the EP have the opportunity to upgrade their qualifications through courses conducted by centers of professional development and professional training on the basis of the Kazakh Academy of Transport and Communications named after M. Tynyshpayev. For teachers is organized Language course "English club" to learn a foreign language.

**Table 4. Information on upgrading the qualifications of the teaching staff EP 5B050800 –“Accounting and auditing”, EP 5B011500 –“Basics of law and economics”**

Full name Teacher	The name of the program, course, training seminar FPK and other internship	The name of the center, the institute of higher education, in which the training (retraining)	Location of the organization (country, city and dates)training	The number of hours of the upgrade program (retraining)	The form of the document on professional development (certificate, certificate, date of issue)
Buharbayev SH.M	Monetary policy: directions, goals, instruments, experience of Russia and Kazakhstan	N.Gumilev ENU	Astana 22 september-4 October 2014	3 credits	Certificate
Buharbayev SH.M	Modern innovative methods of teaching financial disciplines	N.Gumilev ENU	Astana-Penza 13 march – 26 march 2016	72 h	Certificate

	Abakayeva Z.H	Distance learning technologies	Kazakhs Russian university improvement of knowledge	Astana 09desember – 14 December 2013	72 h	Certificate
	Abakayeva Z.H	Methodology of education	FGBOU HPE Orenburg State Pedagogical university	Orenburg 6-18 April 2016	72 h	Certificate
	Kaldenova G.S	Distance learning technologies	Kazakhs Russian university improvement of knowledge	Astana 09desember – 14 December 2013	72 h	Certificate
	Kaldenova G.S	Monetary policy: directions, goals, instruments, experience of Russia and Kazakhstan	N.Gumilev ENU	Astana - Kyzyl 13-26 march 2016	3 credits	Certificate
	Kaldenova G.S	Comparative characteristics of financial accounting with IFRS and tax accounting	Chamber of professional accountants of the republic of Kazakhstan	Aktobe 2 – 6 November 2015	72 h	Certificate
	Kaldenova G.S	Modern innovative methods of teaching financial disciplines	N.Gumilev ENU	Astana - Kyzyl 13-26 march 2016	72 h	Certificate
	Yrazgalieva M.A	The problem of improving the quality of education: ways to solve. The ways of creating quality textbooks	Academy of pedagogical sciences of Kazakhstan	Almaty 04-06 may 2016	72 h	Certificate
0	Kenbeilova G.A	Comparative characteristics of financial accounting with IFRS and tax accounting	Chamber of professional accountants RK	Aktobe 2 – 6 November 2015	72 h	Certificate
1	Izgarina G.K	Principles of the Bologna process realization: international experience	Istanbul European institute	Istanbul, Turkey June 28 – July 7,2015	72 h	Certificate



2	Izgarina G.K	Internship in information technologies in mathematics and computer science teaching	Istanbul European institute	Istanbul, Turkey June 28 – July 7,2015	72 h	Certificate
3	Izgarina G.K	Methodology of education	FGBOU HPE Orenburg state pedagogical university	г.Оrenburg, Russian 06.04- 18.04 2016	72 h	Certificate of professional development
4	Izgarina G.K	Distance learning technologies	Kazakh-Russian university	г.Астана 09.12.2013- 14.12.2013	72 h	Certificate
5	Konakova G.M	Distance learning technologies	Kazakhs Russian university improvement of knowledge	г.Астана 09desember – 14 December 2013	72 h	Certificate
6	Konakova G.M	Modern innovative methods of teaching financial disciplines	L.N. Gumilev ENU	г.Астана - Kyzyl 13-26 march 2016	72 h	Certificate
7	Esentayeva G.N	Principles of the Bologna process realization: international experience	Istanbul European institute	Istanbul, Turkey June 28 - July 7,2015	72 h	Certificate
8	Kurmankulov a R.Zh.	Modern innovative methods of teaching financial disciplines	L.N. Gumilev ENU	Астана - Kyzyl 13-26 march 2016 r	72 h	Certificate
9	Izgarina G.K.	Internship according to the approved program - 1 month.	Department of Statistics for Aktobe region	Aktobe 2015	72 h	Certificate , report on the internship at the meeting of the department

Table 5 - Information about professional development of teaching staff on the educational program 5B090100 – Organization of transportations, the movements and operation of transport

FULL NAME, degree,	Result(certific ate, diploma, certificate of	Event	Place and terms of the action	The number of the	Ammount of time,
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rank of the participant	merit)			document	in hours
Shopanovа G. E., master, senior lecturer	Certificate	Distance education technologies	<i>Kazakh-Russian university Astana, RK</i>  09-14.12.2013y.	№2625	72h
	Certificate	Cargo and commercial work	<i>Kazakh Academy of Transport and Communications named after M. Tynyshpayev of Almaty, RK</i>  05-17.01.2016y.	№ 0374	72 h
	Certificate of professional development	Education methodology	<i>Federal State Educational Institution of Higher Professional Education "The Orenburg state pedagogical university", Orenburg, Russian Federation</i>  06-18.04.2016y	№ 1779	72 h
	Certificate	Industrial safety	The National University of Science and Technology MISiS, Aktobe - Moscow  21-25.11.2016y	№818	72h
Sartabanovа A.A., master, seni or lecturer	Certificate	Use of oil products for farm vehicles	<i>Zhangir khan West Kazakhstan agrarian-technical University Uralsk, RK</i>  28.11.2012-	№1916	72h

			12.12.2012y		
	Certificate	Engineering Graphics and Theoretical Mechanics	<i>Zhangir khan West Kazakhstan agrarian-technical University</i> Uralsk, RK	№3223	72h
			02-15.12.2013y		
	Certificate of professional development	Organization and management of transport processes	Siberian State Automobile and Highway Academy (SibADI), Omsk, Russian Federation	Call center 14-05	72h
			17-22.02.2014y		
	Certificate	Industrial safety	The National University of Science and Technology MISiS, Aktobe - Moscow	№819	72h
			21-25.11.2016y		
	Certificate	Remote educational technologies	Kazakh - Russian University Astana, RK	№2627	72h
			09-14.12.2013gy		
Abdraimov Zh. master, senior lecturer	Certificate	Logistics on transport	<i>Kazakh Academy of Transport and Communications named after M. Tynyshpayev</i> Almaty, RK	№ 0373	72h
			05-17.01.201		
	Certificate of professional development	Education methodology	<i>Federal State Educational Institution of Higher</i>	№ 1663	72h

			<i>Professional Education</i> "The Orenburg state pedagogical university", Orenburg, Russian Federation		
			06-18.04.2016y		
	Certificate	Industrial safety	The National University of Science and Technology MISiS Aktobe - Moscow	№822	72h
			21-25.11.2016y		

Table 6 – Advanced training courses of the Teaching Staff on Tourism

Full name	Advanced training courses
Bekbusinova G. K.	1. "Guest houses as a perspective model of small business in the tourism industry". Zere Tur LLP, KTA, 2016 (72 hours)
Zhakypova A. Zh.	1. "Organization of locations and guiding (Guest houses. Ethnoauyl. Hostels)". Zere Tur LLP, KTA, 2016 (72 hours)
Aybasova A. M.	1. " Guest houses as perspective model of small business in the tourism industry". Zere Tur LLP, KTA, 2016 (72 hours)
Isetova A. T.	1. " Guest houses as perspective model of small business in the tourism industry". Zere Tur LLP, KTA, 2016 (72 hours)
Ospanbayeva A. Zh.	1. " Guest houses as perspective model of small business in the tourism industry". Zere Tur LLP, KTA, 2016 (72 hours) 2. A rate on advanced training of guides (16 hours). KTA, 2011.
Sergaliyeva R. A.	1. "Organization of locations and guiding (Guest houses. Etnoauyla. Hostels)". Zere Tur LLP, KTA, 2016 (72 hours) 2. An advanced training seminar on the subject "Development of Ecological Tourism in the Aktobe Region (a Designing Technique on Ecotourism)". International Public Academy of Tourism, registration No. 17, 2007 of.
Beksautova A. Sh.	1. "Organization of locations and ekskursovedeniye (Guest houses. Etnoauyla. Hostels)". Zere Tur LLP, KTA, 2016 (72 hours) 2. Seminar on training of skilled specialists guides (40 hours). KTA, 2012.
Ramazanova Zh. K.	1. Seminar on training of skilled specialists guides (40 hours). KTA, 2012.

So, within the framework of EP 5B011500 - "Fundamentals of Law and Economics" 2 teachers participated in the training course of Branch of JSC " Orleu "Republican Institute for

Advanced Training of Chief and Scientific Pedagogical Workers of the Education System of the Republic of Kazakhstan" in 2013-2014 academic year and 1 teacher in 2014-15 academic year. 2 teachers in 2015-16 academic year and 10 teachers in 2016-17 a.y. (Narzhoz, KazNU named after Al Farabi, KazUIRIL named after Abylai Khan, etc.); 5B050800 - "Accounting and audit" 2013-2014 academic year. Year of improvement of professional skill with the volume of hours not less than 72 in the pedagogical direction were 4 teachers, in 2014-15 academic year. 2 teachers in 2015-16 academic year and 7 teachers in 2016-17 ac.y. (ENU named after L.N. Gumilyov, FGBOU VPO Orenburg State Pedagogical University, Kazakh- Russian University, Narkhoz, KazNU named after Al Farabi, KazUIRIL named after Ablai Khan, "Chamber of Professional Accountants of the Republic of Kazakhstan"). The results of these activities are the basis for the extension of labor contracts for AS, promotion, participation in the annual republican contest "The Best Teacher of the University."

For the development of internal tourism, it is necessary to have personnel who know the geography of tourism and the mechanism for the implementation of tourism activities, the organization and conduct of tourism business. The following teachers of the department provide the educational trajectory "Geography of Tourism": senior lecturer, PhD on a specialty 6D060900 - Geography - Zhakypova A.Zh., senior lecturer Sergalieva RA - specialist in geography with additional specialty in biology, a senior lecturer Beksaurova A.Sh.- specialist in tourism geography, Mgr. 510950- "Ecology", a senior lecturer Ramazanova Zh.K.- specialist in geography, Mgr. 6M090200- "Tourism".

The positive thing about the work is that the staff, headed by Ph.D. G.K. Bekbusinova work exploring the tourist issues. Research work on the topic is conducted: "Tourism as one of the most powerful factors of economic development". However, the theme of the scientific project does not contain the subject of research and the project result. The wording of the topic is not connected with the trajectories of training on the specialty "Tourism". There is no information on whether students and undergraduates participate in this work and whether they receive a salary for this. On the topic: A course for improving the skills of tour guides (16 hours). KTA, 2011 the following teachers were trained: Ospanbaeva A.Zh., Sergaliyeva R. A. took part in an advanced training seminar on the subject "Development of Ecological Tourism in Aktobe Region (a Designing Technique on Ecotourism)". International Public Academy of Tourism, registration No. 17, 2007.

The monitoring of pedagogical skills is mandatory, including the questioning of students in conducting the planned certification of the teacher or his re-election through the competition. Confirmation of the level of competence of teachers is the effectiveness and quality of teaching, evaluated at the University by conducting open training sessions, mutual visits of classes, as well as conducting a questionnaire "Teacher through the eyes of the learner".

To improve the quality of teaching, to ensure a close relationship with the production process, specialists with experience in the relevant industry are involved in the training process.

To participate in the educational process, employers are invited, in particular, Utyanov MK - the chairman of the Public Association of Accountants teaches in the groups of this specialty the discipline - "Managerial Accounting 1" or Bekzhanov RM. - Chief Accountant of LLP "Furniture Center Kenes and Company" is the chairman of the SAC of specialty 5B050800 - Accounting and Audit.

The Department of Social and Humanitarian Disciplines and the Assembly of People of Kazakhstan annually invite specialists from the practice base to conduct lectures and seminars for students. So, in particular 2015-2016 academic year Director of Aktobe College. S.Baisheva

Ph.D. Kulbayeva B.S. read lectures to students of the 3-rd year of OP 5B011500- "Fundamentals of Law and Economics".

In AU S.Baishev AU every year a list of invited lecturers from the near and far abroad in a high professional level for lecturing, conducting trainings, consultations for the teaching staff, students, so during the period under review four foreign scientists were invited: Professor of the University of Malaysia, PhD doctor KamarulHawariBinGhazali, professor Nazarbayev University, PhD doctor Marek Janush Bergander, associate professor National Research Technological University "MISiS" (Moscow Institute of Steel and Alloys A), Ph.D. Toleshov A.K.

The chair pays due attention to the professional development of young specialists who are employed at the university. For each young teacher, a mentor is established from among experienced teachers to provide them with methodological assistance in organizing training sessions.

Qualitative renewal of the personnel of the teaching staff of the University is aimed at implementing on the basis of continuity by attracting talented young people to teaching and research activities. So, in the 2014-2015 academic year, graduate students of Zhangir khan Sartabanov University. Young teachers are actively involved in scientific work, participate in the financed projects of the department: GE Shopanova, AA Sartabanova.

For the accredited period there were advanced training in foreign universities 5 PPP: Konysbaeva Zh.O. - «Prof.Dr. RoslaniEmbi», Malaysian UniversityTeknologiMara. (2014), Orenburg State Pedagogical University (2016); Berkesheva A.S. - «Prof.Dr. Roslani Embi », Malaysian University Teknologii Mara. (2014), GE Shopanova. - Orenburg State Pedagogical University (2016), Abdraimov Zh.Zh. - Orenburg State Pedagogical University (2016), Sartabanova AA - Internship program "Organization and management of transport processes" Russia, SibAI, SSBAD, Omsk (2014).

According to the requirement of the Lisbon Convention in the AU. S. Baisheva implemented the program of academic mobility of the teaching staff, in particular, the invitation of leading scientists from near and far abroad. And vice versa, the departure of individual teachers of AU of S. Baishev to foreign countries for teaching and lecturing.

The confirmation of the above is that since the second half of the year the doctor of economic sciences, (code 08 0012) Dusayeva E.M. (All-Russian Research Institute of Cattle Breeding. Orenburg) reads the discipline "Financial statements of the company" for third-year students, specialty "Accounting and Audit". In turn, in the 2015-2016 school year, Dr. Ph (D) Lygina O. on The basis of the agreement on mutual cooperation was an open lecture and scientific research on the topics: "Modern financial accounting"; "Comparative characteristics of the accounting policies of Kazakhstan and Poland" at the University of Euro-regional Economics named after Alchide de Gasperi in Jozefow, Warsaw, Republic of Poland. 02.22.2016 by the teacher of the specialty, BS Shukurova. A lecture was conducted on-line on the topic "Accounting of fixed assets" to students of the Orenburg branch of the Russian Academy of Economics. G.V. Plekhanova. Kazmanov N.K. In the second half of 2015-2016. Within the framework of academic mobility a lecture course was given in Uralsk West Kazakhstan Engineering and Technical University.

So, in the Department of Social and Humanitarian Disciplines and the Assembly of the Peoples of Kazakhstan in some disciplines of EP 5B011500 "Fundamentals of Law and Economics" introduced the following innovative technologies mastered as a result of the refresher courses: in the discipline "Methods of teaching the basis of law and economics" -



lecture-visualization ; - game methods; - case studies; - brainstorming, etc. For example, in the context of multilingual education, art. Teacher N.Kazmanov. An open lesson was held on the discipline "Methods of Teaching the Basics of Law and Economics".

PPP of the department Accounting and finance, following the results of the courses of increasing professional competencies, introduces new innovative teaching technologies into the disciplines of EP 5B050800- "Accounting and Audit". For example, Art. Teacher Kenbeilova G.A. Held a lesson in the form of a business game on "Cash and cash equivalents." In the framework of academic mobility with a guest lecture, she held an open class on the discipline "Financial statements of the company", Doctor of Economic Sciences. Dusayeva EM on the topic "Financial reporting in the information support system in the process of managing the company's activities (used the method" Problem Lecture ").

University management and educational programs support young teachers. Conditions are created for the development of the scientific potential of the teaching staff. For example, the teacher of the department of the SRS and the ANC (Zharasbayev EE) on the basis of BSPU them. Akmullah is studying in postgraduate study for the degree of candidate of science.

The department "Accounting and Finance" pays special attention to improving the skills and training of scientific and pedagogical personnel. Senior teacher of the department Izgarina G.K. Is a post-graduate student of 1 course on the basis of BSPU them. Akmullah.

Since 2014-2015 academic year, developed QMS PP 208.01-2014. "Regulations on the rating-rating system for assessing the activities of the PPP AU. S.Baisheva ", the main purpose of which is to improve the qualification, development of the creative initiative of teachers and employees aimed at innovative development of the University and increasing its rating (approved by the Scientific Council of the S.Baishchev University Protocol No. 7 of 19.01.2015). So according to the rating of the AS of Aktobe University. S.Baisheva for 2016-2017 academic year PhD doctor, head of the department Konysbaeva Zh.O., candidate of technical sciences, associate professor Berkeshova AS, Ph.D., senior lecturer of the department Swingarin S.M. ., Cand.Tech.Sc., senior lecturer of the department Bisaliev I.Zh. Receive a surcharge on wages.

**Strengths of the EP are:**

- an objective and transparent personnel policy, including hiring, professional growth and development of personnel, ensuring the professional competence of the whole state;
- Awareness of responsibility for their employees and providing them with favorable working conditions;
- Accessibility to the public of information on AS, including AS catalogs, posting of questionnaires on the university's website;
- targeted actions for the professional development of young teachers and staff;
- the availability of a system to stimulate the professional and personal development of teachers and monitor the satisfaction of the teaching staff;

**Weak sides of the EP are:**

- insufficient level of academic mobility of the teaching staff, scientific research;
- low level of full-time teachers with basic education and academic degrees in the educational program "Tourism";
- the weak participation of the AS in the formation of a graduate's competence model, taking into account the requirements of employers.

In order to further develop and improve the implementation of the accredited educational program, Higher Expert Committee recommends:

- to contribute to the increase of the effectiveness of the PPP advanced training programs in the educational programs "Tourism", "Organization of transport, traffic and operation of transport";

- Develop incentive measures to actively engage PPPs in scientific research. To promote the publication of research results in quoted scientific publications;

- to provide measures for the development of the social partnership of the university-employer in the formation of practical-oriented educational programs in the specialty "Tourism";

- Develop an action plan to enhance the academic mobility of the teaching staff;

- To support the educational and methodological support of educational programs in an up-to-date state in accordance with modern requirements.

*According to the Standard "Teaching staff and the effectiveness of teaching" accredited educational programs have: EP 5B050800 - "Accounting and audit", 5B011500 - "Fundamentals of law and economics", 5B090100 - "Organization of transport, traffic and operation of transport": 8 criteria of this standard have strong positions, 8 - satisfactory positions and 2 criteria suggests improvements. EP 5B090200 - "Tourism": 11 criteria of this standard have satisfactory positions and 7 criteria suggest improvement.*

#### **4.6. Standard «Educational resources and systems of support of students»**

During the inspection, the commission ascertained the sufficiency of the material and technical base for accompanying the training process for accredited EP.

S. Baishev Aktobe University of on the property right has 6 educational cases, the industrial practice case, science and technology park of Zerek, the center of testing, the building of the hostel, tourist hotel complex, tourist improving base. The classroom fund includes 77 educational audiences, 37 educational and scientific laboratories; 26 specialized offices; 2 gyms, 1 open sports ground, 5 computer classes; a media library (for independent work on scientific works, and also for work with already available audio-video as material, check of tasks and training of students for occupations, competitions, conferences and other actions); 2 language laboratories; multimedia hall; 2 assembly halls; 1 conference room for holding actions that provides educational activity of higher education institution according to requirements of the standard.

For students accommodation there is a student hostel with 280 seats, located at: Aktobe, 76Mareseva Street, 76A No. 3A, with a total area of 2483.5 square meters, which completely satisfies the needs of students. In general, major repairs have been made and comfortable living conditions have been created: new electric stoves, washing machines, etc. have been installed. In the hostel there are computer classes, training and reading rooms, there are rest rooms, showers, laundries and buffets. There is a student council, which includes housing, sanitary, cultural-mass, sports sectors, and editorial board. First of all, students who are studying under the state educational grant and orphans are subject to settlement, and then students who study on a fee basis, taking into account their social status.

There is a medical center with an area of 74.9 square meters, a dining room with a total area of 731.46 square meters. For 360 seats. For sports, there are two sports halls with a total area of 1064 sq.m. And an outdoor sports area of 301.5 square meters. In the canteen this year, major repairs were made to the amount of KZT2,500.0 thousand, new tables, chairs, windows were replaced, and a new design approach was used to redevelop the main hall of the dining room.

The book fund is constantly updated with literature, which makes it possible to satisfy the needs of students, teaching staff. Funds of textbooks and teaching aids, scientific literature, educational and methodological development of teachers for the performance of laboratory and practical works, course and diploma works, reference materials available in the library are fully available for independent work of students.

All periodicals received by the library are viewed and entered into the catalog of articles. The students use the resources of the Republican Intercollegiate Electronic Library (RMEB), the Kazakh National Electronic Library (KazNEB), the Adilet Database and to the world databases and resources: SpringerLink, Thomson Reuters, ELSEVIER, and RSL. National RSL.

In the reading rooms Wi-Fi is installed for working with electronic catalogs and full-text resources of the scientific library, domestic and foreign databases. The library user has the opportunity to use the database of the electronic catalogs of the scientific library free of charge, through the university's website, where the entire library stock as well as the full-text databases of electronic resources are reflected.

The developed information management system allows to optimize the document circulation, to ensure transparency and objectivity of educational processes. All this improves working conditions for teaching staff and students. Educational equipment and software meet modern requirements.

The volume of the book fund for all accredited programs generally meets the requirements. The availability of educational literature on electronic media is 40%.

The results of research, texts of final works and dissertations are passed through the system "Antiplagiat".

The University has an official Web site ([www.vuzbaishev.kz](http://www.vuzbaishev.kz)) in three languages (Kazakh, Russian, English). The site is intended for placing operational information concerning the main areas of the university. The structure of the site includes the educational portal <http://platon.ausb.kz>, which contains educational documentation (for example, curricula, teaching and methodological complexes, catalogs of elective disciplines, etc.). In addition, the site hosts strategic and current documents, mission, policies and objectives in the field of university quality, and others.

In 2013-2014 academic year in the educational process of the university introduced a system of remote education management "Platonus". A special place in the system is the pedagogical modeling of the learning activity of the students, the teachers are building a full-fledged, systematic course on the basis of the EP curriculum. Specificity of the OP allows to use information interactive resources in the on-line and off-line mode.

The university has a system of support for students. Students of EP 5B09020 - "Tourism" S.Baishev University annually participate in the Republican Tourist Festival "Europe-Asia", which takes place in the camp "Dostyk" in the city of Uralsk. Competitions are held according to the technique and tactics of active types of tourism. In 2013 the team of Aktobe City received a certificate for active participation, sports training and tourist skills. In 2014, the team of Aktobe took 3rd place for overcoming technical distances, and the student of specialty 5B090200 - "Tourism" Nurmagambet N. took 2nd place among men for overcoming distance in personal classification. In 2015 at the International Tourist XVIII Festival "Europe-Asia 2015" the team of Aktobe also took the 3rd place for overcoming technical distances and the student of the specialty 5B090200 - "Tourism" Nurmagambet N. took 2nd place among men for overcoming the distance in Personal offset.

In accordance with the decision of the Academic Council of the Aktobe University named after S.Baishev (Minutes No. 3 of November 25, 2010 and the order of the rector of the University No. 131 from December 1, 2010), two laboratory rooms were opened in the specialty 5B090200 "Tourism" cabinet No. 206 (36.2 Sq. M.) The laboratory of "Tourism and international tourism, the laboratory of" Active tourism and tourist study of local lore "- № 205 (53,7 sq.m.), as well as the cabinet" Innovative tourism "№ 310 (60 sq.m.).

For EP "Tourism" - "Fundamentals of tourism and local history work", "Fundamentals of the safety of tourist activities", "Tourist formalities", etc. AS of EP 5B090200 - "Tourism" developed educational and methodological guides on the disciplines "Geography of tourism of the Aktobe region" , "Techniques and tactics of active types of tourism", "Museology", etc., which are used in training.

At the department there is a sports tourism laboratory with the appropriate equipment for conducting classes in the technology of sports tourism, tourist all-around, organization of active and sports kinds of tourism, which allow to form skills, skills and knowledge by applying practical and competitive-game method in the learning process.

To implement the accredited specialties of EP 5B011500 - "Fundamentals of Law and Economics" and 5B050800 "Accounting and Audit" faculty of Economics and Natural Sciences there is a necessary audit fund, computer classes, gyms, a rich book fund. The specialty is equipped with the necessary auditor fund, training laboratories, computer classes, methodical room, including: auditorium for lectures - 10; Specialized offices - 2.

To improve the educational process of the specialty, 2 classrooms and specialized offices "Legal Disciplines" (Cabinet 208), "Accounting and Statistics" (Cabinet 404) were additionally equipped with interactive whiteboards.

The library fund of the specialty "Fundamentals of Law and Economics" is completed with printed editions of scientific literature and specialized periodicals, as well as official, reference and bibliographic publications necessary for the implementation of organizational and managerial activities in the economic field.

**Strengths of the OP are:**

- the effectiveness of support services for students and the availability of support procedures for different groups and categories of students;
- identification of needs for support of different groups and categories of students;
- Book fund, including the fund of educational, methodical and scientific literature on general and basic disciplines on paper and electronic media, periodicals in the context of the languages of instruction;
- structured information in the context of disciplines;
- free access to educational Internet resources, the operation of free WI-FI throughout the organization of education.

**Weak sides of the EP are:**

- insufficient effectiveness of academic consultations in the development of the OP, including using personalized interactive resources;
- educational resources and support systems for students of the educational program "Tourism" do not fully meet the requirements.

In order to further develop and improve the implementation of the accredited educational program, Higher Expert Committee recommends:

- when planning and mastering educational programs, focus on interactive academic consultations;



- to intensify the work on providing educational programs with resources.

*According to the Standard "Educational Resources and Support Systems for Students", the accredited educational programs of OEP 5B050800 - "Accounting and Audit", 5B011500 - "Fundamentals of Law and Economics", 5B090100 - "Organization of transportation, traffic and operation of transport," EP 5B090200 - "Tourism" 8 criteria of this standard have strong positions, 10 - satisfactory positions and 1 criterion assumes improvement.*

#### **4.7. Standard "Information Management and Reporting"**

In Aktobe University named after S.Baishev, the automated information system "Platonus" (AIS "Platonus") is used as a tool for collecting and analyzing information. Now in AIS "Platonus" there is a full base of students on all levels of training and forms of training, teaching staff and other workers, united in groups of users with individual rights, with differentiation of access to information resources.

In order to identify the analysis of the current and future need for specialists in various training fields, to expand the direct link between faculties and employers, to receive feedback from employers, to reveal information about the additional professional requirements of employers for graduates, general educational and personal qualities of graduates, an Alumni Association was established in 2014 Aktobe University named after S.Baishev.

Aktobe University named after S.Baishev conducts systematic work on the functioning of the system for collecting, analyzing and managing information. The main information flows are: "Anti-plagiarism", in which final qualification works; The placement of scientific articles of the teaching staff and scientists of ABU, and others.

University Internet resources are created at various levels of the hierarchy: from personal sites and department pages to general university information storages and are accessible to students and teachers both in the internal network of Aktyubinsk University named after S. Baishev and in the international global Internet.

The university ensures the confidentiality and integrity of information stored in databases of information systems. Access to the data is restricted to users entitled to it. To authenticate users, a username and password are used.

Management decisions are made on the basis of the analysis of information on various activities, in particular on the results of training activities related to the satisfaction of the requests of consumers (employers, etc.) and the development of the trainee's personality, which is assessed on the basis of the "Quality Manual", documented procedures. The analysis on the part of management, S.Baishev University Internal audit, sociological monitoring: questionnaire survey, etc.

The results of the monitoring are considered at the meetings of the departments, educational and methodological councils and councils of the institutes to develop preventive and corrective measures to ensure the quality of the implementation of the EP "Data Analysis. Planning improvements, "" Corrective and preventive actions ").

Satisfaction of students with the quality and content of the educational program is determined through the questionnaire of students. The questioning of students is conducted at the end of each academic year. The analysis of the results of the survey of students' satisfaction with the quality of the implementation of educational programs showed the following results (79%, partially satisfied - 21%).



The information system in the university is carried out through the following channels: through the official website of the university; Through the visitors of the university through specific enterprises and organizations; Through exhibitions held at the university, graduate fairs, conferences, round tables, forums and other information missions.

In order to obtain information about the state of the educational process and the quality of teachers' pedagogical activity, the questionnaire "Teacher through the eyes of students" is conducted. In order to preserve the information, the records management is conducted in accordance with the approved nomenclature of cases. Information according to the nomenclature is stored for the last three years, after which the documents are archived. Analysis of the page of the Department of Economics and Tourism shows that the information presented could be placed in a more efficient format. So, the portfolio manager. Chair of Bekbusinovoy G.K. It is clear that she is an engineer-economist by education, a candidate of economic sciences. Therefore, it is advisable to indicate in the section "Achievements" its scientific and methodical publications on the educational program "Tourism".

From the content of the portfolio of teachers it is not clear which additional education and qualifications each of them has. For example, a tourism instructor, a tour guide, an athlete-athlete in sports tourism, a participant in sport category tours or competitions in tourist all-around. There is no information about in what domestic and foreign journals there are scientific publications of teachers on tourist topics.

**Strengths of the EP are:**

- the functioning of the system for collecting, analyzing and managing information based on the use of modern information and communal technologies and software.

**Weak sides of the EP are:**

- the resource of employment and career growth of graduates is not fully used.

In order to further develop and improve the implementation of the accredited educational program, Higher Expert Committee recommends:

- consider the possibility of analyzing information to identify and predict risks.

*According to this standard "Information Management and Reporting" the accredited programs have: OP 5B050800 - "Accounting and Audit", 5B011500 - "Fundamentals of Law and Economics", 5B090100 - "Organization of transport, traffic and transport operation": 5 criteria of this standard have strong positions, 8 - satisfactory positions and 1 criterion assumes improvement. OP 5B090200 - "Tourism": 5 criteria of this standard have strong positions, 8 - satisfactory positions and 1 criterion assumes improvement.*

#### **4.8. Standard "Public Awareness"**

The Automated Information System "Platonus" (AIS "Platonus") is used in the Aktyubinsk University named after S.Baishev as a tool for collecting and analyzing information, providing information that is intended for operational and strategic management of the university. For the timely input of data into the AIS "Platonus" and the subsequent formation of reporting information at the university, responsible persons are identified. The user's guide is posted on the university's website ([http://www.edu\\_ausb@mail.ru](http://www.edu_ausb@mail.ru)).

The publication about the activity of the university is carried out according to the academic calendar, the work plan for the activities of the structural subdivision and the media plan of the university for the academic year, which is approved by the university administration.

Placement of information on educational programs and curricula, work programs of training courses, subjects, disciplines (modules), annual calendar training schedules, achievements of the university, institutes, announcements, information reports, posters of A.Baishev AU are held in the traditional order at the information stands of the departments, Institutes and structural subdivisions of the university, and also published in the university newspaper "Journal of Aktobe S. Baishev University", in printed and informational publications.

S.Baishev University is developing, planning and implementing measures to inform the public about the activities of the University. Interacts with journalists in order to provide the most complete and objective coverage in the media of the activities of the University and its structural units. Prepares and places in the media articles, interviews, photo and video materials, presentations by the University staff, as well as press releases about the events held.

Information about the specialties of the university and the rules of admission is regularly posted on the page of the university entrant and in the media.

Information about the educational programs, the training program, the teachers who provide training on the EP in its entirety is presented on the university's website.

To inform the public, meetings are held with the target audience: employers, heads of branch enterprises.

Public information is provided through social networks. The activity in them can be seen on the main page of the site of S.Baishev University.

According to the aforesaid, in the AU. S. Baisheva to inform the general public and stakeholders carried out the following work:

- head of the specialty 5B050800, - "Accounting and audit" Ph.D., associate professor Bukharbaev Sh.M. Spoke about the problem of employment of graduates of the university on the RIKA TV channel in the program "Aarily tan" on the topic "Mamandy tandau - manyzdy sheshim").

- 03/15/2016 Doctor PhD Lygina O.I. Spoke on the television program "First-hand" on the RIKA TV channel about the opening of a testing center at the University. S.Baisheva.

- On 24.11.2016 on the national television channel "Kazakhstan" under the heading "Serpın" on the topic "Investment attractiveness of Kazakhstan" with a speech on regional investment problems, the candidate of economic sciences participated. Sh.M. Bukharbayev.

- September 23, 2016 Head of the EP Ph.D. Bukharbaev Sh.M. Took part in the competition commission of the regional competition of research projects "The Best Young Scientist of the Aktobe region -2016", organized by the Public Fund "Aktobe Damu" commissioned by the State Institution "Department for Youth Policy of the Aktyubinsk region jointly with the Council of the region on the initiative of the Akim of the region - Saparbayev B.M.

**Strengths of the EP are:**

- publication of information on its activities in general and on the implementation of educational programs;

- the availability of adequate and objective information about the AS, including AS personal pages.

In order to further develop and improve the implementation of the accredited educational program, Higher Expert Committee recommends:

- to contribute to the effectiveness of the Alumni Association by raising the level of public awareness about the peculiarities of the educational program "Tourism".

*According to the standard "Public Awareness", the accredited educational programs have: 5B050800 - "Accounting and Audit", 5B011500 - "Fundamentals of Law and Economics", 5B090100 - "Organization of Transport, Traffic and Operation of Transport", EP 5B090200 - "Tourism": 7 criteria Of this standard have strong positions, 8 - satisfactory positions and 1 criterion assumes improvement.*

#### **4.9. Standard in the context of individual specialties**

One of the main provisions of the modern quality education system is the effectiveness, when students show cognitive activity, are subjects of activity. The condition for the implementation of this position is the use in the educational process of modern innovative methods. To organize the study of the disciplines of the specialty, in addition to the traditional forms of lectures, the teachers of the department use interactive multimedia lectures. Scenarios for new video lectures are systematically created, taking into account the wishes of employers.

For example, trainees studying the discipline "Organization of freight and commercial work" are trained in the method of working in small groups, and in the discipline "Organization of transport and operation of transport" the method "Expert groups" is applied, in the discipline "Management of traffic and work of locomotive park" "Lecture by planned errors" allows you to know modern methods of managing and organizing the work of railway stations.

Trainees have access to the most up-to-date and up-to-date electronic data due to free access to the Internet through WI-FI throughout the university.

Academic staff of EP successfully practices training courses using interactive whiteboards, using electronic textbooks developed by the AS, allowing not only to study the materials, but also to quickly verify their assimilation.

The general availability of the content of educational programs is provided by the posting on the site of GOSO, TUPa, RUP, UMKS, QED, MOP, Development Plan OP, handbook-guidebook, availability of syllabuses, guide book, IUPs in the library and providing students with the training.

The goals and outcomes of the OP are aimed at obtaining specific skills for the trainees in the labor market. Thus, the disciplines included in the QED reflect the current trends in the development of the area under study. For example, in QED for the specialty 6B090100 "Organization of transport, traffic and operation of transport", the disciplines "Rules of technical operation" were determined to date.

QED is developed by the leading teachers of the department, is considered at the meeting of the educational and methodological council, approved by the decision of the Academic Council of the University and is offered for selection by the students. Catalogs of elective disciplines are renewed annually by 30%, new elective courses are developed at the request of employers, the content of existing disciplines is corrected, less relevant disciplines are abolished, and those covering narrow topics are combined with related disciplines and enlarged.

Graduates of the EP are in demand specialists in the labor market, as evidenced by their employment (2016 - 71%). Today, graduates of the OP work in large enterprises of railway transport.

So, as we noted earlier, the graduates of the EP are currently executives at railway transport enterprises. (Darbaev AK, JSC "KTZH - Cargo Transportation" - Aktyubinsk Branch of the State Enterprise - Aktobe Station, Deputy Head of the Station), LA Almukhanov. The

branch of KTZ -EXPRESS JSC - KTZE Zapadnyi - deputy head of the agency). Continue to study in the magistracy (Amanturly A., Amangosov B).

In the educational process, an LCD projector and interactive whiteboards are used, which makes it possible to more fully and effectively present information to students. The presence of the laboratory "Organization of transportation and traffic management" allows you to conduct classes using the "Multimedia training course on the actions of operational employees of the economy of transportation in non-standard situations" necessary for the future specialist.

Active forms of training are applied in the bachelor's degree, an average of 35-40% in the total amount of hours for each discipline. The specific weight of the disciplines of the chair with multimedia support has increased from 85 to 100% over the last 3 years.

Graduates of the specialty are in demand on the labor market. In the 2015-2016 academic year, graduates of bachelors - 42 on a fee-based basis, all of them are employed, which is 71%. They continued their studies at the Kazakh Academy of Transport and Communications named after M. Tynyshpayev - 1 person. At the moment the graduates work in, JSC "Kazakhstan Temir Zholy", Transport and logistic center Aktobe, etc.

Organization of educational activities in the context of accredited OP is carried out through planning the educational process and the content of education, the choice of ways to conduct them.

To implement the strategy for the development of educational programs, the analysis of the effectiveness of the organization and conduct of professional practice of students in the schools of the city and the region is taken into account: Aktobe Secondary School No. 1, No. 17, No. 35, No. 51, No. 22, Khlebodarov Secondary School, Aktyubinsk College . Baisheva, etc. LLP "KilikoTun" in Aktobe, "Railway disinfection" LLP in Aktobe, State Communal Services "Dariya" in Mangyshlak, "KenyrylysServis" LLP in Zhanaozen, "SEARC" LLP in Aktobe and others.

As a result of cooperation, students of the specialty 5B090200- "Tourism" Kenzhatova Ayim, Tleugali Askerbek, Kulmagambet Estay, Nurmagambet Nurzhan, passed practical training at the "City station of young tourists" and showed good knowledge. To date, Kenzhatova Aym, Nurmagambet Nurzhan work in this organization as instructors and managers of tourism.

Graduate of 2012 specialty 5B090200- "Tourism" Tleugali Askerbek graduated from the master's degree in specialty 6M090200- "Tourism" at the University of Turan-Astana and from 2014-2015 academic year he works as a teacher of the department "Tourism" in the KRMU of Aktobe.

07/13/2015 student of the specialty 5B09020- "Tourism" Matsiburka A.V. After the completion of the production practice was employed in the company LLP "QSRBKCompas" from April 27, 2014. Started with the post of cashier-cook. At the moment is the deputy director of the restaurant "QSRBKCompas" LLP.

***According to this standard, accredited programs have:***

***EP 5B050800 - "Accounting and audit", 5B011500 - "Fundamentals of law and economics", 5B090100 - "Organization of transport, traffic and operation of transport": 6 criteria of this standard have a satisfactory position. EP 5B090200 - "Tourism": 6 criteria of this standard have satisfactory positions.***

## RECOMMENDATIONS ON EDUCATIONAL PROGRAMS

- consider the possibility of harmonizing the contents of educational programs with similar educational programs of leading foreign and Kazakhstani educational organizations;
- provide for the possibility of developing joint educational programs with foreign educational organizations;
- to ensure an annual review of the contents of curricula and training programs, taking into account changes in the market, the wishes of employers and provide external expertise of the OP;
- to consider the possibility of more active participation of students in the specialty "Tourism" in the activities on the formation of professional competencies in close cooperation with professional associations of employers in the field of tourism;
- continue work on professional certification of students;
- in close cooperation with the Alumni Association, carry out systematic monitoring of the employment of graduates and assistance in finding a job and developing a career;
- to intensify the work on internal and external mobility for students on educational programs;
- to contribute to the increase of the effectiveness of the programs for raising the qualification of the teaching staff for the educational programs "Tourism", "Organization of transport, traffic and operation of transport";
- to provide systemic measures to strengthen the staff potential of the teaching staff that implements the educational program "Tourism".
- to develop incentive measures to actively engage PPPs in scientific research. To promote the publication of research results in quoted scientific publications;
- to provide measures for the development of the social partnership of the university-employer in the formation of practical-oriented educational programs in the specialty "Tourism";
- Develop an action plan to enhance the academic mobility of the teaching staff;
- support the educational and methodological support of educational programs in an up-to-date state in accordance with modern requirements;
- Maintain the work of the branches of departments and practice bases in the current state in the direction of forming practical skills and professional competencies;
- on a systematic basis, contribute to the updating of the material and technical base in the context of accredited educational programs;
- to improve the University Web-site in terms of expanding its functionality on all accredited programs;
- to contribute to the effectiveness of the Alumni Association by raising the level of public awareness about the peculiarities of the educational program "Tourism".



**PARAMETERS OF SPECIALISED PROFILE (5B050800 - «Accounting and Audit», 5B011500 - «Basics of Law and Economics», 5B090100 - «Organization of transport, traffic and operation of transport»)**

№	№	Evaluation criteria	Position of Educational organization			
			Strong	Satisfied	To be improved	Unsat.
<b>Standard «Educational Program Management»</b>						
1	1	The University is to have Quality Guarantee Policy.	+			
2	2	Quality Guarantee Policy is to reflect the connection between scientific research, teaching and education.	+			
3	3	The university is to demonstrate the development of Quality Guarantee Culture.	+			
4	4	Quality Guarantee Policy should also refer to any activity carried out by contractors and partners (outsourcing).	+			
5	5	The university demonstrates the development of the EP plan based on an analysis of its functioning, the real position of the university and the orientation of its activities to meet the needs of the state, employers, stakeholders and students.	+			
6	6	The university determines the mechanisms of formation and regular review of the development plan of the educational program and monitoring its implementation, assessing the achievement of learning objectives, meet the needs of students, employers and society, decision-making, aimed at continuous improvement of the educational program.	+			
7	7	The university demonstrates the transparency of the processes of formation of EP Development Plan.	+			

8	8	The university provides awareness of stakeholders including employers, students, teaching staff to the formation of EP development plan.	+			
9	9	The University must demonstrate the individuality and uniqueness of the EP development plan and its coherence with national development priorities and strategy of education development organization.		+		
10	10	The University must ensure the correspondence with the EP development plan and existing resources (including financial, information, personnel, material and technical base).		+		
11	11	In the education organization all core business processes that govern the implementation of EP should be documented.		+		
12	12	The university must demonstrate a clear definition of those responsible for the business processes, unambiguous allocation of duties of personnel, separation of functions of collegial bodies participating in the implementation of the EP.		+		
13	13	The University systematically analyzes the information on the implementation of the educational program and conduct self-examination across the board to assess the success of the EP development strategy through indicators such as the "effectiveness" and "efficiency."	+			
14	14	EP management must provide evidence of the transparency of the curriculum management system.	+			
15	15	EP management must demonstrate the successful functioning of the internal quality assurance system EP, including its design, management and monitoring of their improvement, adoption of evidence-based decisions.	+			
<b>EP management should include:</b>						
16	16	Activity management through processes;	+			
17	17	Planning, developing and constant improving mechanisms.	+			
18	18	Risk evaluation and determination of its ways to decrease.	+			
19	19	Monitoring, including the establishment of reporting processes to determine the dynamics in the activities and implementation plans;		+		
20	20	Analysis of the identified inconsistencies, the implementation of developed corrective and preventive		+		

		actions;				
21	21	Changes effectiveness analysis;		+		
22	22	Assess the performance and effectiveness of units and their interaction;		+		
23	23	Interaction with employers		+		
24	24	University should ensure the participation of representatives of the interested parties (employers, faculty, students) as part of peer education program management bodies, as well as their representation in decision-making on the management of the educational program.		+		
25	25	EP Management should provide a measure of the degree of satisfaction of the needs of teaching staff, personnel and students, and demonstrate proof of elimination of deficiencies detected in the framework of the measurement process.		+		
26	26	EP Management must demonstrate availability and accessibility for students, teaching staff, employers (the official reception hours on personal questions, e-mail communication, etc.).		+		
27	27	University must demonstrate that the communication channel through which any interested person can make innovative proposals to improve the EP management activities. University must demonstrate examples of the analysis of these proposals and their implementation.		+		
<b>Total</b>			<b>14</b>	<b>13</b>		
<b>Standard «Education Program Development and Approval»</b>						
28	1	University should define and document the procedures for the development and evaluation of the quality of EP, set the frequency, forms and methods of assessing the quality of education programs.	+			
29	2	University should establish a procedure for periodic licensing and monitoring of educational programs.	+			
30	3	University shall determine the requirements for the educational programs according to their specificities, level of education, as well as the technologies used, including distance learning.	+			
31	4	University must demonstrate developed educational program graduate models, including knowledge, skills and professional competence.	+			

32	5	University must demonstrate teaching staff, employers and students in the EP development, ensuring their quality, to provide evidence that employers are typical representatives of employers.	+			
33	6	University must provide an external examination of the educational program and the adoption of collegiate bodies.		+		
34	7	EP Management must clearly determine its aims and objectives.	+			
35	8	EP management should demonstrate the logic of drawing up curricular and training programs, in particular the reasons for the inclusion of a list of subjects in the curriculum, the reasons for assigning the post or prerequisite status.	+			
36	9	EP management should ensure that the names and content of the disciplines relevant to areas of study in science / society, etc.		+		
37	10	University shall determine the content, scope, logic of constructing individual educational trajectory of students.		+		
38	11	EP management must demonstrate the continuity of the content of educational programs at different levels, including the logic of the relationship of academic disciplines, consistency and continuity.			+	
39	12	EP management must provide an annual review of the content curricular and training programs, taking into account changes in the market, employers' wishes, the students and teachers.		+		
40	13	EP management should demonstrate the impact of disciplines on the formation of students' professional competence.		+		
41	14	The complexity of the EP should be clearly defined in the Kazakhstan credits and ECTS.		+		
42	15	EP should provide a variety of activities in the educational structure of the program, the contents of which should contribute to the formation of professional competence of students.	+			
43	16	University must demonstrate the effectiveness of the organization and conduct of professional practice.		+		
44	17	The university must provide compliance of the content of disciplines and planned study results. The content and the list of the disciplines are to be available to the students.		+		

45	18	The main factor is to adopt the content of EP with relevant EP of foreign and Kazakh educational organizations.		+		
46	19	The main factor is the availability of joint EP with foreign educational organisations.			+	
47	20	The main factor is the collaboration and experience exchange with other educational organizations implementing the same EP.		+		
48	21	EP management must to provide the availability of research elements in the EP content.		+		
<b>Total</b>			<b>8</b>	<b>11</b>	<b>2</b>	
<b>Standard «Student-centred learning, teaching and evaluation.»</b>						
49	1	EP management is to provide the equal opportunities for the students, taking into account language study, individual educational program formation directed to professional competence.	+			
50	2	EP management is to provide students' development together with the intellectual and individual particular qualities.	+			
51	3	EP management is to provide implementation and effective usage of innovative methods of teaching.	+			
52	4	EP management is to provide the availability of own elaboration in the field of methods of teaching the disciplines.		+		
53	5	EP management is to demonstrate the availability feedback system of usage of different methods of teaching and knowledge control.		+		
54	6	Within the realization of EP management is to conduct monitoring of students' individual work and its adequate evaluation.		+		
55	7	EP management is to monitor the students' satisfaction in conducting their professional practice.		+		
56	8	EP management is to demonstrate decision solvency on the basis of the feedback results with students and their evaluation.		+		
57	9	EP management is to prove the availability of the monitoring system for student's promotion in educational sphere and their achievements.		+		
58	10	EP management is to provide the availability and effective evaluation of teaching results, appellation mechanism,		+		



		criteria transparency evaluation tools.				
59	11	EP management is to provide the compliance of knowledge evaluation procedures against planned results and programme goals according established criteria and evaluation methods.	+			
60	12	EP management is to provide conditions for inclusive education.			+	
<b>Total</b>			<b>4</b>	<b>7</b>	<b>1</b>	
<b>Standard «Students»</b>						
61	1	EP management is to demonstrate the policy of students' quantity formation from the admission till release and provide the transparency of the procedures, these procedures indicating the students are to be approved and stated.	+			
62	2	Admission and enrollment in the educational program must be accompanied by an introductory course that contains information about the organization of education and specific education program.	+			
63	3	EP management must provide the special adaptation and support program for foreign students.		+		
64	4	EP management must demonstrate compliance of their actions with the Lisbon Recognition Convention.		+		
65	5	The university should cooperate with other organizations and national education centers "European network of national information centers on academic recognition and mobility / National Academic Recognition Information Centers" to provide a comparable recognition of qualifications.			+	
66	6	EP management must demonstrate the existence and effectiveness of the mechanism for the recognition of the results of academic mobility of students, as well as additional results of formal and informal learning.		+		
67	7	EP management must demonstrate the effectiveness of the monitoring of academic achievements of students.	+			
68	8	EP management should demonstrate awareness of the main roles (professional, social) of students based on learning outcomes.	+			
69	9	EP management must contribute to professional certification of students.	+			

70	10	EP management should ensure the involvement of students in research work and consulting.		+		
71	11	The university and the EP management should provide an opportunity for internal and external mobility of students and assist them in obtaining external grants for training.		+		
72	12	The University shall ensure that graduates with the documents confirming the qualification, including achieved learning outcomes, as well as the context, content and status of education and a certificate of its completion.	+			
73	13	EP management should provide employment measures, the systematic monitoring of employment for graduates, their career development and performance of associations of graduates.		+		
74	14	EP management should enable students to exchange and expression - for example, through the Internet forum of student organizations.		+		
75	15	EP management shall demonstrate the operation of the feedback system support for students, including the prompt submission of information on the results of assessment of students.	+			
76	16	EP management must demonstrate the existence and effectiveness of the mechanism to support talented students.		+		
<b>Total</b>			<b>7</b>	<b>8</b>	<b>1</b>	
<b>Standard Teaching staff»</b>						
77	1	The university must have an objective and transparent staff policy, including recruitment, professional growth and development, ensuring the professional competence of all staff.	+			
78	2	EP management must demonstrate compliance with human resource capacity development strategy of the university, qualification requirements, and the level of specificity of the educational program and recruitment on the basis of the recruiting system.	+			
79	3	EP management should demonstrate awareness of responsibility for its employees and providing them favorable conditions of work.	+			
80	4	EP management must demonstrate the changing role of the teacher due to student-centered training.		+		

81	5	The university must demonstrate the availability of information of teaching staff, including teachers 'directories, posting profiles on the university website.	+			
82	6	EP management needs to monitor faculty teachers operations, a systematic assessment of the competence of teachers, a comprehensive assessment of the quality of teaching, including the assessment of satisfaction of teachers and students.		+		
83	7	EP Management should ensure the completeness and adequacy of individual work planning of teaching staff for all types of activities, performance monitoring and the effectiveness of individual plans, to demonstrate the performance of teachers planned load.		+		
84	8	EP Management should demonstrate support for scientific activities of teachers providing a link between research and education.		+		
85	9	EP Management must demonstrate the existence of continuing education, professional and personal development of teaching and administrative staff, as well as compliance training, professional and personal development of teaching staff development strategy.		+		
86	10	EP Management should involve specialists with experience in the industry, as well as well-known scientists, public and political persons.		+		
87	11	EP Management should ensure the focused action on the professional development of young teachers.	+			
88	12	EP Management should ensure the availability of incentive system for professional and personal development of teaching staff.	+			
89	13	EP Management should ensure monitoring teaching staff satisfaction.	+			
90	14	EP management is to demonstrate the teaching staff involvement in practical activity in the field of specialization on the constant basis.			+	
91	15	EP management must demonstrate IT competence of teaching staff, its terms of motivation for the use of innovative methods and forms of education, information and communication technologies in the educational process.		+		
92	16	An important factor is the development of academic mobility of teachers, to attract the best foreign and			+	

		domestic lecturers, carrying out joint research.				
93	17	An important factor is participation of teaching staff in society (its role in the education system, in the development of science in the region, creating a cultural environment, participation in exhibitions, creative competitions, charity programs, etc.).	+			
94	18	EP management demonstrates compliance with the priorities of consulting, research, implemented faculty EP, topical issues of the economy, the development priorities of the state national policy in the sphere of education, science and innovation development.		+		
<b>Total</b>			<b>8</b>	<b>8</b>	<b>2</b>	
<b>Srandard «Educational recourses and students' support system»</b>						
95	1	The University is to demonstrate its financial and material sufficiency.	+			
96	2	The University is to demonstrate the effective work of students' support service and its availability.	+			
97	3	The University is to find out the needs and support of different groups and categories of students.	+			
98	4	The University is to provide the availability and effective functioning which is oriented on students, employees and all interested persons of information and feedback system.	+			
99	5	The university is to demonstrate effective regular analysis of sufficient recourses and students support system.		+		
		<b>The university is to create the educational atmosphere which reflects the EP including:</b>				
100	6	Technological support of students and the staff in accordance with programmes (ex: online-study, modeling, data list, data analysis programme);		+		
101	7	Personalized interactive resources (access and outside the classes) including educational materials, availability of opportunities to test self-evaluation of students knowledge, through distance learning to the university portal (site);		+		
102	8	Interactive academic consults with purpose to support the students in planning and holding the EPs, including personalized interactive resources;			+	
103	9	Professional orientation, support in choosing and achieving career ways;		+		

104	10	the required number of classrooms equipped with modern means of training: teaching and research laboratories, modern training areas, technology parks, with modern equipment, relevant to implemented educational programs, the sanitary-epidemiological norms and requirements;		+		
105	11	Required number of classes, reading rooms, multimedia and lingaphone classes, scientific-methodical class, and seats;		+		
106	12	Book fund, including fund of educational, methodical and scientific literature in general, the basic and main subjects on paper and electronic media, periodicals, in the context of learning languages;	+			
107	13	Structured information within the disciplines. For example, presentation materials, videos, lecture notes, compulsory and additional literature, practical tasks, etc .;	+			
108	14	Availability of electronic scientific periodicals;		+		
109	15	Availability of electronic copies if published periodicals;		+		
110	16	Examination of SIW, theses and diploma works on plagiarism;	+			
111	17	Free access to internet, free Wi-Fi throughout the territory.	+			
112	18	EP management is to provide to keep the authorized license rights when publishing educational, scientific materials.		+		
113	19	Educational equipment and means are to comply modern requirements.		+		
<b>Total</b>			<b>8</b>	<b>10</b>	<b>1</b>	
<b>Standard «Information Management»</b>						
114	1	The university must ensure the functioning of data collection, analysis and management of information through the use of modern information and communication technologies and software.	+			
115	2	The university determines the amount and structure of periodically updated information and the persons responsible for the accuracy and timeliness of in accordance with the development strategy of the university.		+		
116	3	The university provides sufficient and adequate information and its safety.	+			
117	4	EP management is to show the management decision acceptance on the basis of the facts analysis.	+			



118	5	The system of collecting, analyzing and managing is to be used to provide the quality EP realization.		+		
		Information, collected and analyzed by the university should keep:				
119	6	Dynamic process of students' growth within its forms and types;		+		
120	7	Study progress level, achievements and resigning of students;		+		
121	8	The students' satisfaction in EP realization and education quality in the university;		+		
122	9	Availability of educational resources and support system for students;		+		
123	10	Graduates' employment and their career growth.			+	
124	11	EP management is to provide the opportunity of information analysis to clarify and predict the risks.		+		
125	12	The university shall ensure the existence and effective functioning of information and feedback system focused on students, staff and stakeholders.		+		
126	13	The students and the staff are to give consent for their personal data use.	+			
127	14	The main factor is to involve the students and the staff in analysis process, and also decision making on its basis.	+			
<b>Total</b>			<b>5</b>	<b>8</b>	<b>1</b>	
<b>Standard «Public awareness»</b>						
128	1	The university is required to publish information on its activities in general and the implementation of educational programs. This information must be clear, accurate, objective, relevant and accessible.	+			
129	2	EP management should use a variety of ways to disseminate information, including information network to inform the public and interested persons.		+		
		The university must demonstrate reflection on a web resource of information that characterizes the university in general and in the context of educational programs, the effectiveness of its use to improve the educational process, having the following characteristics:				
130	3	Placement of full objective information about the specifics of educational programs, including operating support		+		

		systems, learning outcomes and assigned to professional qualifications;				
131	4	Availability of adequate and objective information of staff and their personal information;	+			
132	5	The transparency of claims consideration, together with its virtual claims book;		+		
133	6	Placement of information on the interaction with research / consulting organizations and educational institutions that implement these educational programs;			+	
134	7	Publication of information and references by the external evaluation procedure results.		+		
135	8	EP is an important factor involved in a variety of external evaluation procedures, including ratings and rankings.		+		
<b>Standards within individual specialties</b>			<b>2</b>	<b>5</b>	<b>1</b>	
<b>Education</b>						
<b>EP is to meet the following requirements:</b>						
136	1	EP is to demonstrate the availability of theoretical knowledge in psychology and communication skills, individuality and behavior analysis, conflict pretending and solving methods, motivation of graduates.		+		
137	2	EP is to demonstrate the graduates' competence in IT.		+		
138	3	EP is to demonstrate the availability of innovative methods of teaching and planning as well as interactive methods together with the students' motivation and involvement in learning process (games, situations\case consideration, multimedia means.)		+		
139	4	EP is to demonstrate the students' skill of self-learning ability.		+		
140	5	Different kinds of practices are to be focused within the EP:		+		

		<ul style="list-style-type: none"> <li>- attending lectures and classes conducted by teachers</li> <li>- conducting seminars and discussion of modern methodologies and teaching technologies</li> <li>- Students are to attend at least one discipline in the field of their specialization conducted by a practicing specialist within the EP</li> </ul>				
141	6	Within the EP students are to be provided with knowledge and skills, system and methods on world pedagogy as well as in the sphere of education management.		+		
<b>Total</b>				<b>6</b>		
<b>ECONOMICS AND SERVICES</b>						
<b>Educational programs in the areas of "Social Sciences, Economics and Business" and "Services", such as "Accounting and Auditing" and "Organization of Transport, Movement and Operation of Transport", should meet the following requirements:</b>						
142	1	The management of the EP should demonstrate that the 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;		+		
143	2	The management should ensure that students have access to the most up-to-date data (statistics, news, scientific results) in the field of paper specialization (newspapers, statistical compendiums, textbooks) and electronic media;		+		
144	3	Goals, respectively and the results of training should be aimed at obtaining specific skills required by the trainees on the labor market;		+		
145	4	The management team should demonstrate that the graduates of the program have these skills, and that these skills are really in demand in the market;		+		
146	5	The EP should include a significant number of disciplines and activities designed to provide students with practical experience in applying theoretical knowledge, such as production practice, training in enterprises, participation in lectures and seminars of practicing specialists, etc .;		+		
147	6	The management should demonstrate the analysis of the labor market and give examples of successful employment of graduates.		+		

<b>Total according to the standard</b>		<b>6</b>		
<b>TOTAL</b>	<b>56</b>	<b>82</b>	<b>9</b>	



## PARAMETERS OF SPECIALISED PROFILE (5B090200 - "Tourism")

№	№	Evaluation criteria	Position of Educational organization			
			Strong	Satisfied	To be improved	Unsat
<b>"Management of the educational program" Standard</b>						
1	1	University is obliged to publish the policy of quality assurance.	+			
2	2	The policy of quality assurance ought to reflect the relation between research, teaching and learning.	+			
3	3	University is obliged to demonstrate a culture evolution of quality assurance..	+			
4	4	Policy of quality assurance shall also refer to any activities performed by contractors and partners (outsourcing).	+			
5	5	University demonstrates the development of EP plan based on the analysis of its functioning, the actual positioning of the University and focusing its activities on meeting the needs of the state, employers, interested parties and learners.	+			
6	6	University determines the mechanisms of formation and regular revision of EP development plan and monitoring of its implementation.	+			
7	7	Monitoring of the EP implementation and periodic assessment ought to ensure the achievement of learning objectives, meet the needs of students, employers and society. Decisions aimed at continuous improvement of EP made ought to be based on the results of monitoring and evaluation.	+			
8	8	University demonstrates transparency of formation processes of the EP development plan. The University informs the interested parties about the content of the EP plan development and the processes of its formation.	+			
9	9	University ought to involve representatives of stakeholders' groups, including employers, students and HETS (higher education teaching staff) to take part in the formation of the EP development plan.		+		
10	10	The development plan of EP undergoes public hearings with representatives of all stakeholders, on the basis of proposals and amendments. The authorized collegiate body of educational institution has the right to introduce in the project / existing plan		+		



		and approve it.				
11	11	University is obliged to demonstrate the individuality and uniqueness of the EP development plan, its consistency with the national development priorities and the development strategy of educational institution.		+		
12	12	University is obliged to ensure compliance of the development plan of EP and available resources (including financial, information, personnel, material and technical basis).		+		
13	13	The educational institution ought to record all the major business processes, regulating the implementation of the EP.	+			
14	14	University ought to appoint the personnel responsible for the business processes, and their official duties, difference in functions of the collegiate bodies involved in the implementation of the EP.	+			
15	15	University systematically collects, accumulates and analyzes information on the implementation of the EP and conducts inner monitoring in all directions, based on the development and measurement processes to analyze the success of strategy implementation of EP development through such indicators as 'effectiveness' and 'efficiency'.	+			
<b>The control of EP is obliged to include:</b>						
16	16	Management through processes;	+			
17	17	Mechanisms of planning, development and continuous improvement;	+			
18	18	Risk assessment and identifying ways to reduce these risks;	+			
19	19	Monitoring, including the establishment of reporting processes, allowing determining the dynamics in the activity and implementation plans;		+		
20	20	Analysis of the identified discrepancies and implementation of corrective and preventive actions;		+		
21	21	Analysis of the effectiveness of changes;		+		
22	22	Evaluation of the effectiveness and efficiency of divisions' activity and their interaction;		+		
23	23	Cooperation with employers.		+		
24	24	An important factor is the participation of stakeholder representatives (employers, HETS, students) as part of the collegiate management bodies of an educational program.		+		
25	25	An important factor is the cooperation and sharing experience with other educational institutions, implementing such educational programs.		+		
26	26	An important factor in making decisions on the educational program management is to ensure the representativeness of spokesmen from the groups of stakeholders.		+		
27	27	University is obliged to demonstrate to the		+		

		administration the availability of a communication channel by which any interested person may make innovative suggestions to improve the activities of the EP. University ought to demonstrate examples of analysis of these proposals and their implementation.				
<b>Total according to the standard</b>			14	13		
<b>‘Development and approval of the educational program’ Standard</b>						
28	1	University is obliged to demonstrate participation of the HETS and employers in the development and management of educational programs, as well as to ensure their quality.		+		
29	2	University is obliged to conduct external examination of the educational program and the adoption of collective bodies.		+		
30	3	EP Supervisors is obliged to clearly define the objectives of the EP.		+		
31	4	EP Supervisors is obliged to demonstrate the logic and reasons of making curricula and EPs, in particular the reasons including any discipline in the list of the curriculum, the reasons for assigning the status of post - or prerequisites, matching names and content of the disciplines relevant to the areas of economic development of the country.			+	
32	5	EP Supervisors is obliged to ensure that the names and content of the disciplines relevant areas of study in science / society, etc.			+	
33	6	University is obliged to determine the content, scope, logic of students’ individual educational trajectory definition.			+	
34	7	EP Supervisors are obliged to demonstrate the continuity of the EP content at different levels, including the logic of academic disciplines interrelation, consistency and succession.			+	
35	8	EP Supervisors are obliged to provide an annual review of curricula content and educational programs taking into account changes in the market, the demands of employers, students and teachers.		+		
36	9	EP Supervisors are obliged to demonstrate the impact of disciplines on formation of students’ professional competence.			+	
37	10	The Complexity of the EP ought to be clearly defined in the Kazakhstani credits and ECTS.		+		
38	11	The structure of the educational program ought to provide various activities that will contribute to the formation of students’ professional competence based on their personal characteristics.		+		
39	12	University is obliged to demonstrate the effectiveness of the organization and conduct of professional internship.			+	

40	13	University is obliged to ensure compliance of the content of academic disciplines with planned learning outcomes. The list of subjects and content to be available to students.			+	
41	14	An important factor is the harmonization of the content of curricula with similar educational programs of leading foreign and Kazakhstani educational institutions.	+			
42	15	An important factor is the presence of joint educational programs with foreign educational institutions.		+		
43	16	An important factor is the cooperation and exchange of experience with other educational organization implementing similar educational programs.			+	
44	17	EP supervisors is obliged to ensure that research elements in the content of EP.		+		
45	18	An important factor is harmonization of maintenance of the educational programs with the analogical educational programs of leading foreign and Kazakhstan organizations of education.		+		
46	19	An important factor is a presence of the joint educational programs with foreign organizations of education.		+		
47	20	An important factor are a collaboration and exchange by experience with other the organization of education, realizing the similar educational programs.		+		
48	21	Guidance OII must provide the presence of research elements in maintenance of OII.			+	
<b>Total according to the standard</b>			1	11	9	
<b>“Student-centered learning, teaching and assessment” Standard</b>						
49	1	EP supervisors are obliged to provide equal opportunities to each student in spite of which is aimed at the development of professional competence.	+			
50	2	EP supervisors are obliged to demonstrate the use of students’ achievements, their individual characteristics and needs, cultural experience when implementing the EP	+			
51	3	EP supervisors are obliged to provide systematic development, introduction and efficiency of modern teaching techniques and innovative teaching methods.	+			
52	4	EP supervisors are obliged to prove that different researches are conducted in the field of teaching disciplines of the EP.		+		
53	5	EP supervisors are obliged to demonstrate the existence of a feedback system on the use of different methods of teaching and learning and its results.		+		
54	6	In the process of EP implementation students’ independent work must be monitored and mechanisms for its adequate evaluation must be established.		+		
55	7	EP supervisors are obliged to monitor the level of satisfaction of students and employers of those enterprises where students are planning to have their		+		

		practical training.				
56	8	EP supervisors are obliged to demonstrate the policy of decision taking based on the results of students' feedback system and the level of their satisfaction.		+		
57	9	EP supervisors are obliged to prove the functioning of student progress according to the educational trajectory and achievements system		+		
58	10	EP supervisors are obliged to provide effective functioning of objective, accurate and complete assessment of students' knowledge and skills which have been acquired in the process of study as well as collegiate appeal mechanism.		+		
59	11	EP supervisors are obliged to provide objective assessment of students' knowledge and the level of their professional competence, as well as transparency and adequacy of assessment criteria	+			
60	12	EP supervisors are obliged to provide conditions for inclusive education.			+	
<b>Total according to the standard</b>			<b>4</b>	<b>7</b>	<b>1</b>	
<b>"Students" Standard</b>						
61	1	EP supervisors are obliged to demonstrate the policy of forming its contingent starting with students' admission to their graduation and ensure transparency of its procedures.	+			
62	2	Admission and enrolment in an EP ought to be accompanied by an introductory course, containing information on educational process organization and specificities of an EP.	+			
63	3	Management software provide the special adaptation and support program for foreign students.		+		
64	4	Manual OP demonstrate the conformity of the actions to the Lisbon Recognition Convention.		+		
65	5	The institution should cooperate with other organizations and national education centers "European network of national information centers on academic recognition and mobility / National Academic Recognition Information Centres" in order to provide a comparable recognition of qualifications.			+	
66	6	Management of the educational program must demonstrate the existence and effectiveness of the mechanism for the recognition of the results of academic mobility of students, as well as additional results of formal and informal learning.		+		
67	7	Manual OP must demonstrate the effectiveness of the monitoring of academic achievements of students.	+			
68	8	EP supervisors are obliged to demonstrate awareness of the main roles (professional, social) of students based on learning outcomes.	+			
69	9	EP supervisors are obliged to contribute to professional certification of students.	+			
70	10	EP supervisors are obliged to ensure the involvement of students in research work and consulting.		+		

71	11	The university and EP supervisors are obliged to provide an opportunity for internal and external mobility of students and assist them in obtaining external grants for training.		+		
72	12	The university is obliged to provide graduates with the documents confirming the qualification, including learning outcomes achieved, as well as the context, content and status of education and a certificate of its completion.	+			
73	13	EP supervisors are obliged to provide graduates with employment opportunities, systematic monitoring of employment of graduates, their career development and improve the efficiency of alumni associations.		+		
74	14	EP supervisors are obliged to enable students to exchange and expression – for example, through the Internet forum of student organizations.		+		
75	15	EP supervisors are obliged to demonstrate the operation of the feedback system support for students, including the prompt submission of information on the results of assessment of students.	+			
76	16	EP supervisors are obliged to demonstrate the existence and effectiveness of support mechanism of gifted students.		+		
<b>Total according to the standard</b>			7	8	1	
<b>“Teaching Staff and Teaching Efficiency” Standard</b>						
77	1	The institution is obliged to have an objective and transparent staff policy, including recruitment, professional growth and development, ensuring the professional competence of all staff.		+		
78	2	EP supervisors are obliged to demonstrate compliance with the human resource capacity of the university faculty development strategy, eligibility requirements, and the level of specificity of the educational program and employment on the basis of the recruiting system.			+	
79	3	EP supervisors are obliged to demonstrate awareness of responsibility for its employees and providing them favorable conditions of work.		+		
80	4	EP supervisors are obliged to demonstrate the changing role of the teacher in connection with the transition to student-centered education.		+		
81	5	The institution are obliged to demonstrate public availability of information on teaching staff, including staff directories, posting profiles on the university website.		+		
82	6	EP supervisors are obliged to monitor the activity of the teaching staff, systematically assess the competence of teachers, comprehensively assess the quality of teaching, including the assessment of satisfaction of teachers and students.		+		
83	7	EP supervisors are obliged to ensure the completeness and adequacy of teaching staff individual work planning for all types of activities, performance		+		



		monitoring and the effectiveness of individual plans, to demonstrate proof of performance of teachers of all types of planned load.				
84	8	EP supervisors are obliged to demonstrate support for research activities of faculty, providing connection between research and teaching.			+	
85	9	EP supervisors are obliged to demonstrate the existence of continuing education, professional and personal development of faculty and administrative staff, as well as compliance of training, professional and personal development of faculty with the development strategy.		+		
86	10	EP supervisors are obliged to involve specialists with experience in the industry, as well as well-known scientists, public and political figures.		+		
87	11	EP supervisors are obliged to ensure concerted action on the professional development of young teachers.			+	
88	12	EP supervisors are obliged to ensure the incentive scheme for professional and personal development of faculty and staff.			+	
89	13	EP supervisors are obliged to ensure monitoring teaching staff satisfaction.		+		
90	14	EP supervisors are obliged to demonstrate involvement of the teaching staff in practical activities in the field of specialization on a permanent basis.			+	
91	15	EP supervisors are obliged to demonstrate IT competence of the teaching staff, terms of motivation of the teaching staff for the use of innovative methods and forms of education, information and communication technologies in the educational process.		+		
92	16	An important factor is the development of academic mobility of teachers, attraction of the best foreign and domestic lecturers, joint research.			+	
93	17	An important factor is participation of the teaching staff in social life (role of the teaching staff in the system of education, in the development of science in the region, creating a cultural environment, participation in exhibitions, creative competitions, charity programs, etc.).		+		
94	18	EP supervisors demonstrate compliance with the priorities of consulting, research, implemented by the teaching staff in the EP, topical issues of the economy, the development priorities of the state national policy in the sphere of education, science and innovation development.			+	
<b>Total according to the standard</b>			<b>0</b>	<b>11</b>	<b>7</b>	
<b>Standard "Educational resources and student support system"</b>						
95	1	The University is obliged to demonstrate sufficient material, financial and human resources.	+			
96	2	The university is obliged to demonstrate the effectiveness of the students support services and the	+			

		availability of support procedures.				
97	3	The University is obliged to identify the support needs of different groups and categories of students.	+			
98	4	The university is obliged to ensure the existence and effective functioning of information and feedback system focused on students, staff and others.	+			
99	5	The university is obliged to demonstrate the effectiveness of the regular analysis of the adequacy of resources and support systems for students, including the competence of the involved staff.		+		
		<i>The university is obliged to create learning environment that reflects the specifics of the educational programs, which includes:</i>				
100	6	technological support of students and the teaching staff in accordance with EPs (e.g. on-line education, database, data analysis program);		+		
101	7	ersonalized interactive resources (with the access in extracurricular time), including teaching materials and assignments, ensuring the possibility of self-assessment of students' knowledge through remote access to the university portal ;		+		
102	8	interactive academic consultations to help students plan and develop the educational programs, including personified interactive resources;			+	
103	9	professional guidance, assistance in choosing and achieving career paths;		+		
104	10	the sufficient number of classrooms, equipped with modern technological means of teaching, educational and research laboratories, educational and training grounds, technoparks with modern equipment, complied with EPs, sanitary-epidemiological norms and requirements;		+		
105	11	the sufficient number of computer classes, reading halls, multimedia, language and scientific-methodical classrooms, the number of seats in them;		+		
106	12	the book fund, including the fund of educational, methodical and scientific literature on general disciplines, basic courses and majors in print, electronic versions, periodicals in the context of learning languages;	+			
107	13	structured information in the context of disciplines. For example, presentation materials, videos, lecture notes, compulsory and additional literature, practical tasks, etc .;	+			
108	14	the availability of scientific databases and electronic scientific journals;		+		
109	15	the availability of electronic versions of new journals;		+		
110	16	plagiarism expertise of research work results, graduation papers, dissertations;	+			
111	17	free WI-FI and access to educational online resources, throughout the territory of the institution.	+			
112	18	The administration of EP is obliged to ensure the		+		

		copyright compliance when publishing educational and methodical materials in open access				
113	19	Leaning equipment and programs must comply with modern requirements.		+		
<b>Total according to the standard</b>			8	10	1	
<b>Standard “Information management”</b>						
114	1	The University is obliged to introduce the processes of management, including data collection and analysis.	+			
115	2	The University determines the volume and structure of periodically updated information and the persons responsible for the accuracy and timeliness in compliance with the development strategy of the university.		+		
116	3	The University ensures timeliness, accuracy, completeness of information and its protection.	+			
117	4	EP administration is obliged to demonstrate decision-taking policy based on facts.	+			
118	5	data collection, analysis and information management system should be used to improve the EP quality.		+		
		Information collected and analyzed by different educational institutions is obliged to include:				
119	6	Dynamics of students’ contingent in the context of forms and types		+		
120	7	the level of students’ performance, achievements and expulsion;		+		
121	8	the level of students’ satisfaction with the EP;		+		
122	9	the availability of educational resources and support systems;		+		
123	10	the employment and career development of graduates.			+	
124	11	EP administration is obliged to analyze data to identify and predict possible risks.		+		
125	12	The University is obliged to ensure the existence and effective functioning of information and feedback system focused on students, staff and others.		+		
126	13	Students, employees and teachers must confirm their consent to personal data processing.	+			
127	14	The involvement of students, employees and teachers in the process of collecting and analyzing data is one of the key factors, as well as taking decision on the basis of their decisions.	+			
<b>Total according to the standard</b>			5	8	1	
<b>Standard “Public Informing”</b>						
128	1	The University is obliged to publish information about its activities and EP implementation. The information must be clear, precise, objective, relevant and available.	+			
129	2	EP administration should employ different means of information dissemination, including information networks for informing the public and others.		+		
		The University is obliged to display information in web resources that characterizes the university as a				

		whole and in the context of educational programs, to improve the educational process, including the following characteristics:				
130	3	complete objective information about the specifics of the EP, including actual support systems, students' achievements and professional qualifications;		+		
131	4	the availability of reliable and objective information about the teaching staff including teachers' personal pages;	+			
132	5	transparency of information concerning complaints, including the posting a virtual book of complaints for consumers;		+		
133	6	information about collaboration with scientific/consulting organizations as well as with educational institutions implementing similar EPs;			+	
134	7	information and links to external resources concerning results of external evaluation procedures.		+		
135	8	EP involvement in different external evaluation procedures including ratings and rankings is one of the key factors.		+		
<b>Total according to the standard</b>			<b>2</b>	<b>5</b>	<b>1</b>	
<b>«Standards are in the cut of separate specialities»</b>						
<b>SERVICES</b>						
<i>Educational programs on direction of "Service", such as "Tourism", must answer next requirements:</i>						
136	1	EP administration is obliged to ensure that teaching is based on the most modern and complete achievements of the world science in the field of specialization as well as on the use of the most modern and advanced methods of teaching;		+		
137	2	EP administration is obliged to ensure a free access to the most modern and relevant databases (statistics, news, scientific achievements) in the field of specialization on print (newspapers, textbooks, collections of statistics) and electronic media;		+		
138	3	Aims and results of the EP are obliged to be directed to student acquisition of certain skills demanded on the labour market;		+		
139	4	EP administration is obliged to demonstrate that graduates of the EP possess these skills and that these skills are really in great demand on the labour market;		+		
140	5	The EP is obliged to contain an essential number of disciplines and events aimed at getting practical experience in the application of theoretical knowledge such as: internship, participation in lectures and seminars, etc.;		+		
141	6	EP administration is obliged to display a labor market analysis and provide the examples of successful employment of graduates.		+		
<b>Total according to the standard</b>			<b>1</b>	<b>5</b>		
<b>TOTAL</b>			<b>42</b>	<b>78</b>	<b>21</b>	