



INDEPENDENT AGENCY FOR  
ACCREDITATION AND RATING

# STANDARDS

of institutional accreditation for institutions  
of higher education implementing higher  
and postgraduate educational programs

Astana 2015

# Independent Agency for Accreditation and Rating



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accreditation and rating

## **STANDARDS** of institutional accreditation for institutions of higher education implementing higher and postgraduate educational programs

Astana 2015

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*Recommended by the Expert Council of Independent Agency for Accreditation and Rating*

*Reviewers:*

**YU.N. Pak**, Doctor of Technical Sciences, professor, IAAR expert

**L.A. Shkutina**, Doctor of Pedagogical Sciences, professor, IAAR expert

**A.A. Volodin**, Candidate of Pedagogical Sciences, associate professor, « Guild of experts in the field of vocational education of the Russian Federation » expert

**G.B. Turtkarayeva**, Candidate of Pedagogical Sciences, associate professor, IAAR expert

**M.V. Pogrebitskaya**, Candidate of Pedagogical Sciences, associate professor, IAAR expert

**S.S. Aldabergenova**, Master of Engineering Science

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These standards specify the requirements for the preparation and conduct procedures for institutional accreditation of higher education institutions regardless of their status, organizational and legal form, departmental affiliation and form of ownership.

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A.B.,

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R.G. ,,  
Skiba M.A.,  
Mukhtarova I.A.,  
Kanapyanov T.E.

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## FOREWORD

1. **ELABORATED AND SUBMITTED** by the nonprofit establishment «Independent Agency for Accreditation and Rating».
2. **APPROVED AND IMPLEMENTED** by Order of the Director of the nonprofit establishment «Independent Agency for Accreditation and Rating» № 21-15-od, dated "28" September 2015.
3. In the given standards provisions of the Law “On Education” of the Republic of Kazakhstan dated July 27, 2007 № 319-III (with amendments and addendums as of 02/13/2012) are implemented.
4. **THIRD EDITION**

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### Table of contents

- Field of application
- Normative references
- Terms and definitions
- Notations and abbreviations
- Procedure for carrying out the institutional accreditation. General provisions
- Following procedures: General provisions
- Standard «Strategic development and quality assurance»
- Standard «Administration and management»
- Standard «Development and approval of educational program»
- Standard « Student-centered system of learning, teaching and assessment»
- Standard “Students”
- Standard “Teaching staff and teaching efficiency”
- Standard «Research work»
- Standard “Finance”
- Standard «Learning resources and student support system»
- Standard «Information administration»
- Standard «Public information»

- Procedure for amendments to the accreditation standards

## **STANDARDS AND CRITERIA OF INSTITUTIONAL ACCREDITATION FOR HIGHER EDUCATION INSTITUTIONS IMPLEMENTING HIGHER AND POSTGRADUATE STUDY PROGRAMS GENERAL PROVISIONS**

### **1. Field of application**

- 1.1 These standards define the requirements for higher education institutions, and requirements for conducting institutional accreditation of the higher education institutions.
- 1.2 These standards are implemented for carrying out the procedures for institutional accreditation of the school regardless of their status, organizational and legal form, departmental affiliation and form of ownership.
- 1.3 These standards are implemented to higher educational institutions that implement study programs both higher and postgraduate, and only higher education.
- 1.4 These standards may also be used by the school for internal evaluation of its activity and elaboration of appropriate internal regulatory documents.

### **2. Normative references**

This standard refers to the following regulatory documents

- 2.1 The Law of the Republic of Kazakhstan "On Technical Regulation" dated November 9, 2004 № 603-II LRK
- 2.2 The Law of the Republic of Kazakhstan "On Education" dated June 27, 2007 № 319-III.
- 2.3 Law of the Republic of Kazakhstan "On accreditation in the field of Conformity Assessment" dated July 5, 2008 № 61-IV.
- 2.4 The Address of the President of the Republic of Kazakhstan N. Nazarbayev to the nation "Kazakhstan's way – 2050: common aim, common interests and common future" – Astana, January 17, 2014.

- 2.5 The Address of the President of the Republic of Kazakhstan N.Nazarbayev to the nation " Nyrly Zhol – The Path to the Future". - Astana, November 11, 2014
- 2.6 The strategic plan for development of the Republic of Kazakhstan until the year 2020, approved by the Decree of the President of the Republic of Kazakhstan dated February 1, 2010, № 922.
- 2.7 The Decree of the President of the Republic of Kazakhstan dated December 7, 2010, № 1118 " State program of education development in the Republic of Kazakhstan for 2011–2020".
- 2.8 The Resolution of the Republic of Kazakhstan Government dated August 23, 2012 № 1080 "On approval of the state compulsory educational standards of appropriate levels of education".
- 2.9 The Order of the Minister of Education and Science dated June 2, 2014 №198 «On introducing amendments and additions to the Order of the Minister of Education and Science of Kazakhstan from April 20, 2011 №152 «On approval of the organization Rules of educational process on credit technology".
- 2.10 Standards and Guidelines for Quality Assurance in the European Higher Education Area (Revised) (Approved at the Yerevan Ministers of Education Conference in May 14-15, 2015).
- 2.11 The ECTS Users' Guide (European Credit Transfer System), - Publications Office of the European Union in 2015, ISBN 978-92-79-43562-1 (Approved at the Yerevan Ministers of Education Conference in May 14-15, 2015).
- 2.12 The Order of the Minister of Industry and Trade of the Republic of Kazakhstan dated October 29, 2008 № 430 "On Approval of the accrediting documents in conformity assessment and standard forms of pre-accreditation and post-accreditation agreements".
- 2.13 The joint order of the Minister of Labour and Social Protection of the Republic of Kazakhstan dated September 24, 2012 № 373 and Minister of Education and Science of the Republic of Kazakhstan dated September 28, 2012 № 444. Registered in the Ministry of Justice of the Republic of Kazakhstan on October 19, 2012 № 8022 "On approval of the National Qualifications Framework".
- 2.14 The Order of Acting Minister of Industry and New Technologies of the Republic of Kazakhstan dated December 28, 2012 № 495. Registered in the Ministry of Justice of the Republic of Kazakhstan on February 4, 2013 № 8314 "On approval of Rules for

the development, co-ordination, registration, approval, verification, change, cancel, and the introduction of national standards, preliminary national standards, classifiers of technical and economic information, with the exception of military standards for goods (products), works and services of military and dual-purpose".

- **Terms and Definitions**

In this standard, the terms and definitions are used in accordance with the laws of the Republic of Kazakhstan "On Education", "On technical regulation", Resolution of the Government of the Republic of Kazakhstan dated August 23, 2012 № 1080 "On approval of the state compulsory educational standards of appropriate levels of education".

In addition, in the current standards the following definitions are established:

**Audit:** Systematic independent documented process for obtaining audit certificate (checking) and objective assessment in order to establish the degree of compliance with agreed criteria.

**(European Credit Transfer and Accumulation System - ECTS):** Student-centered system of scheduling and describing educational programs, recording and recognizing learning outcomes, as well as monitoring educational progress of each individual student, based on determining workload of education programs by assigning credits to all its components.

**The quality of educational programs:** Conformity of the students and graduates' competence level to the requirements of vocational standards and additional requirements established by the organization, implementing study programs.

**Educational services monitoring:** collection and analysis of data on the processes and procedures of the educational activity.

**Customer:** an organization or individual who receive a product or service (students, parents, employers, government).

**Procedure:** an established way of carrying out an activity or process.

**Process:** a series of inter-related and inter-acting actions or steps taken in order to transform "inputs" into "outputs".



**Productivity** - the implementation degree of planned activities and achievements of planned results.

**Quality System: Quality System** - the set of procedures, departments and officials in the organization that perform certain functions of quality management in accordance with established rules and accepted methods, and ensure the conformity of all graduates to the study program requirements, as consistent with the vocational standards.

**Student-centered learning:** the fundamental principle of the Bologna reforms in higher education, assuming a shift of emphasis in the educational process from teaching (as the main role of the faculty in the "broadcasting" of knowledge) to learning (as an active educational activity of the student).

**Customer satisfaction:** consumers' perception of the implementation extent of their requirements.

**Administrative records:** Documentation for planning, process management, structural subdivisions control, application of different procedures and accountability.

**Efficiency:** The ratio between achieved result and the used resources.

#### 4. Notations and abbreviations

In the current standard abbreviations are used in accordance with the regulatory documents referred to in article 2.

In the current standards the following notations and abbreviations are used:

**RK** – The Republic of Kazakhstan;

**MES RK** – Ministry of Education and Science of the Republic of Kazakhstan;

**HEI** – a higher education institution;

**EEC** – External Expert Commission;

**SCES** – state compulsory education standards;

**IAAR** – Independent agency for accreditation and rating;

**RW** - research work;

**EP** –educational program

**ECTS** – European Credit Transfer and Accumulation System;

**ESG** – Standards and Guidelines for Quality Assurance in the European Higher Education Area;

**AS** – academic staff;

**NQS** – National qualification system.

## **5. Procedure for carrying out the institutional accreditation**

- 5.1 The educational organization submits for institutional accreditation with copies title establishing and approval documents attached.

5.2 Consideration of educational organization's applications by IAAR.

- 5.3 The IAAR and the university make a decision on the beginning of procedure of institutional accreditation. The Agency and the educational organization sign an agreement on conducting of institutional accreditation.

- 5.4 The university administration and the IAAR organize training seminars to explain the criteria and procedures for specialized accreditation on theory, method and technology for the internal experts.

- 5.5 The educational organization carries out self-evaluation according to the IAAR requirements and submits a self-evaluation report (in Kazakh, Russian and English) to the IAAR in the electronic version and 2 copies in paper form for each language.

- 5.6 Based on the self-evaluation report of educational organization the IAAR develops guidelines on the need to improve the self-evaluation materials, or decides to carry out the external expert assurance by the Agency's external expert commission, or refuse the accreditation due to inconsistency in the assessment criteria.

- 5.7 In case of continuation of the accrediting procedure, the Chairman of the IAAR Accreditation Council forms an external expert commission to carry out an audit of the educational organization. The number of commission members depends on the scope of external review. The commission is composed of representatives from the academic community and stakeholders, including employers, students and international experts.

- 5.8 The Chairman of the external expert commission and the IAAR coordinate the accreditation dates and site visit program with the institution administration.

- 5.9 The site visit usually lasts 3-5 days. During the visit, the university creates conditions for the EEC work, in accordance with the Services Agreement:

- provides a paper and electronic copy of the self-assessment report for each commission member;

- provides the necessary office equipment agreed with the representative of the IAAR and the number of members of the EEC;

- assists with the infrastructure and resources inspection; arranges meetings, questionnaires, interviews and other types of EEC works in accordance with the EEC visit program;

- provides requested information;

- organizes photo and video shooting of EEC.

- 5.10 By the end of the site visit the external expert commission prepares a report on assessment of the institution and presentation about EEC work. The institution prepares a video for the AC meetings containing a brief description of the educational organization and information on the EEC visit.

- 5.11 The report contains a description of the EEC visit, a brief assessment on the compliance of institution activities to the IAAR standards criteria, recommendations to institution on improvement and quality assurance, and the recommendation to the Accreditation Board. The recommendation to Accreditation Board contains information about the status of the institution (to grant accreditation/ not to grant accreditation) and the recommended period of accreditation.

- 5.12 The EEC report, including recommendations, is developed collectively by all members of the EEC. If there is a dissenting opinion from EEC members, it is mentioned in the report.

- 5.13 Peer-assessment report and the institution self-assessment report are the basis for the decision on the institutional accreditation to be made by the Accreditation Council.

- 5.14 The EEC Chairman reports to the Accreditation Council on EEC on-site visit work. If there is an objective reason, the Chairman of the IAAR Accreditation Council appoints a member of the EEC to make a report at the Accreditation Council meeting.

- 5.15 The decision on granting the status of institutional accreditation and the validity period (1, 3, 5 and 7 years) of the accreditation status is made by the Accreditation Council. The composition of the Accreditation Council is determined in accordance with the Regulation on its activities. Meetings are held if a quorum is present. The Accreditation Council is entitled to make a grounded decision that does not comply with the EEC recommendations.

Terms of accreditation:

- 1 year – the institution observes criteria of the accreditation, with some shortcomings to be improved;

- 3 years – results of the accreditation are generally positive, with some minor shortcomings to be improved;

- 5 years – results of the accreditation are generally positive;

- 7 years – positive results in the case of re-accreditation.

- 5.16 In case of positive decision the IAAR sends the Certificate on institutional accreditation signed by the Director of the IAAR. Further, the decision on the accreditation of the institution is sent to the Ministry of Education and Science of the Republic of Kazakhstan for inclusion to the National Register 2 and put on the website of the IAAR. The expert assessment report is also posted on the website.

In case the Accrediting Council makes a negative decision the IAAR sends a letter to the institution.

5.17. The decision of the IAAR Accreditation Council may be appealed by the institution in the prescribed manner, specified in the Services Agreement and the Appeals Policy.

## 6 Follow-up procedures

- 6.1 In case the IAAR Accrediting Council makes a positive decision the Institution develops a Plan to implement the IAAR EEC recommendations. The plan is approved by the Director of the IAAR and the university Rector. The plan is the basis for post-accreditation monitoring. All the improvements implemented by the university are tracked during the monitoring.

- 6.2 Post-accreditation monitoring is carried out in the case of accreditation for 3 years, 5 and 7 years (See the table).

The certificate validity period	3 years	5 years	7 years
Provide the interim report	Once every 1.5 years	Twice (every two years)	Three times (every two years)
Visit	Once	Twice	Three times

In case the Institution is accredited for one year period, during this period it takes a decision on re-accreditation.

- 6.3 In case of failure to apply recommendations and / or accreditation standards criteria requirements of the implementation Plan imposed by IAAR upon the institution, as well as the lack of awareness of the changes carried out in the institution the Accreditation Council may adopt the following decisions:

- To temporarily suspend the accreditation status,
- To withdraw the institutional accreditation of study programs by excluding the institution from the list of the National Register 2, which may result in the cancellation of all earlier accreditation achievements, and the relevant information being posted on the IAAR website.

- 6.4 In accordance with article 6.1.2 the IAAR Accreditation Council is entitled to decide on the termination of accreditation status in case the institution denies to carry out post-accreditation monitoring by not signing an agreement on post-accreditation monitoring with the IAAR

- 6.5 In case of early termination of accreditation, the institution is not allowed to apply for accreditation to the IAAR within one year after the decision to withdraw the institution accreditation.

- Standard "Strategic Development and Quality Assurance"**

## 7.1 General provisions

7.1. The activity of the university is defined by its mission that reflects its place in the educational space. The institution development strategy

must provide consistent implementation of the quality of education policy.

7.1.2. The institution activities must fully comply with the current legislation of the Republic of Kazakhstan in the field of education, including **SCES RK**.

7.1.3 Assessment of this standard is carried out on the basis of:

7.1.3.1 the analysis of ongoing missions and strategy, plans and monitoring system of their implementation;

7.1.3.2 the analysis of the formation mechanism and revision of the mission and strategy;

7.1.3.3 the analysis of information resources and processes of information dissemination about the mission and strategy;

7.1.3.4 the analysis of the resources providing mechanism and organizational structure designed to implement the mission and strategy;

7.1.3.5 the analysis of internal and external environment and the market analysis to determine initial parameters of the mission and strategy;

7.1.3.6 the survey of information resources, the material and technical base of the institution;

7.1.3.7 interviews, questionnaires of AS, staff, students, employers and other interested parties.

## • 7.2 Evaluation criteria

- 7.2.1 The HEI demonstrates development of the mission, vision and strategy based on an analysis of internal and external factors as well as analysis of the actual state of the institution and resources endowment.

- 7.2.2 In order to analyze the external factors institution defines and applies the corresponding tools.

- 7.2.3 The institution is obliged to demonstrate the orientation of the mission, vision and strategy to meet the needs of the government, society, real economy, potential employers, students and other stakeholders.

- 7.2.4 The HEI is obliged to demonstrate the individuality and uniqueness of the mission and strategy.

- 7.2.5 Vision, mission and strategy must be consistent with each other.



- 7.2.6 The HEI is obliged to demonstrate their consistency with national priorities, development programs and educational policies.
- 7.2.7 The strategy of the HEI includes:
  - 7.2.7.1 the evaluation of HEI's uniqueness in meeting the needs of stakeholders and market niches;
  - 7.2.7.2 the perspective analysis of the development of educational services market;
  - 7.2.7.3 The HEI's priorities;
  - 7.2.7.4 the analysis of HEI condition and success in implementing the strategy;
  - 7.2.7.5 the risk analysis and mechanisms of their prevention;
  - 7.2.7.6 the analysis of available resources and their sufficiency for realization of goals set.
- 7.2.8 The HEI is obliged to involve stakeholders, including students, staff members and employers in developing the mission, vision and strategies, and ensure their representativeness.
- 7.2.9 The HEI is obliged to demonstrate the transparency of the developing the mission, vision and strategy processes.
- 7.2.10 The HEI provides the awareness of stakeholders on the content of the mission and strategies.
  - 7.2.11 The HEI is obliged to determine mechanisms for developing and regular reviewing the mission, vision and strategy, as well as monitoring their implementation.
  - 7.2.12 The HEI regularly collects, stores and analyzes information on its activities and conducts self-evaluation in all areas of its activities and study programs to assess the success of HEI's strategy implementation.
  - 7.2.13 The HEI carries out the processes of strategic, tactical and operational planning and resource allocation in accordance with the vision and mission.
  - 7.2.14 The university develops documents that specify its work in certain areas of activity and processes (including the strategy in certain areas, policies, codes, implementation plans, plans for activities, regulations, procedures, etc.) on the basis of the strategy.
- 7.2.15 The HEI is obliged to publish its policy for quality assurance.

- 7.2.16 The Policy for quality assurance should reflect the link between research, teaching and learning.
- 7.2.17 The HEI is obliged to demonstrate the development of quality assurance.
  - 7.2.18 The HEI should monitor and periodically review their programs to ensure the achievements of their goals and meeting the needs of students and other stakeholders. The monitoring results should be the basis for continuous improvement of its activities and educational programs.
  - 7.2.19 The vision, mission and strategy undergo public discussion with representatives of all interested parties. The Academic Council of the HEI or other authorized collegial body of the HEI revises the project and approves it on the basis of suggested proposals and amendments.

## **8. The Standard "Leadership and management"**

### **8.1 The general provisions**

8.1.1 The HEI management system is aimed at realization of the vision, mission and strategy.

8.1.2 The quality assessment of the Leadership and Management is based on:

8.1.2.1 the analysis of protocols of collegial governing bodies, the orders of the rector and management reporting;

8.1.2.2 interviews and questionnaires of the staff and students of higher education institution, as well as stakeholders;

8.1.2.3 the analysis of compliance of professional qualification of HEI senior management to the distribution of duties.



## 8.2 Evaluation Criteria

- 8.2.1 The HEI Management is expected to include:
- 8.2.1.1 the activity management through processes;
  - 8.2.1.2. the mechanisms of planning, development and continuous improvement;
  - 8.2.1.3. the risk assessment and identification the ways to reduce these risks;
  - 8.2.1.4. monitoring, including introducing the reporting processes, which allows to determine the dynamics in the activities and the implementation of plans;
  - 8.2.1.5. the analysis of the revealed discrepancies, the implementation of the correct steps and preventive actions;
  - 8.2.1.6. the analysis of the effectiveness of amendments;
  - 8.2.1.7 The assessment of the productivity and efficiency of divisions activity and their interaction
  - 8.2.1.8. The analysis of effectiveness of change
- 8.2.2 The university is obliged to ensure compliance of the organizational, functional and staff structure of the HEI with its development strategy.
- 8.2.3 The university is obliged to demonstrate the existence of the principles of formation of organizational and functional structure.
- 8.2.4 The university is obliged to document all major business processes.
- 8.2.5 The university is obliged to demonstrate an accurate designation of duties for business processes, clear allocation of staff duties, and delimitation of responsibilities of collegial bodies.
- 8.2.6 The university is obliged to fix the frequency, forms and methods of evaluation of the collegial bodies, structural units and top management activities.
- 8.2.7 The university is obliged to demonstrate its cooperation with other institutions of higher education and experience exchange.
- 8.2.8 The university is obliged to provide the management of the educational process through the governance of separate educational programs, including an assessment of their effectiveness.
- 8.2.9 The HEI demonstrates the development of annual plans of activities, including structural units and faculty based on the development strategy.
- 8.2.10 The university is obliged to demonstrate the successful operation of internal quality assurance system of HEI, which includes designing, management and monitoring of business processes, their improvement, making decisions based on facts.
- 8.2.11 The quality assurance policy should also refer to all activities carried out by contractors and partners (outsourcing).
- 8.2.12 The university is obliged to demonstrate the accessibility of information systems, databases and their use in managerial purposes.
- 8.2.13 An important factor in using Internet for informing is the presence of information systems and databases, educational portal and/or Internet site containing information reflects planning processes and evaluation results of its effectiveness for students, staff and the public.
- 8.2.14 The university is obliged to provide evidence of transparency in HEI management system.
- 8.2.15 The university is obliged to ensure participation of faculty, and students in the collective management bodies.
- 8.2.16 The university is obliged to provide a measurement of the degree of satisfaction with the needs of faculty, staff and students and to demonstrate evidence of removing shortcomings found in the measurement process.
- 8.2.17 The university is obliged to demonstrate an evidence of openness and accessibility of top management and administration for students, faculty, parents (blogs on the website, the official reception hours on personal matters, e-mail communications, etc.).
- 8.2.18 The university is obliged to demonstrate the existence of communication channel available to any interested person to address with innovative proposals on the improving the HEI's activity to the university management and the governing bodies.

The HEI should demonstrate examples of the analysis of these proposals and the implementation of such proposals into practice.

8.2.19 The HEI is obliged to provide leadership training ( rector , advisors , vice-rectors , deans , heads of departments, heads of departments ) of the program of education management.

## **9. Standard « Development and approval of educational programs»**

### **9.1 General provisions**

9.1.1 Implementation of an educational program is targeted at developing future experts' professional competence, meeting the qualification framework of education levels and the market demands.

9.1.2 The university is obliged to define its own requirements for the various forms of education (full-time, evening, distance), as well as the levels of degrees (BA – MA – PhD) and educational technologies (for distance learning as well).

9.1.3 The EP provides an opportunity to construct individual learning trajectory, taking into account the students' personal needs and abilities.

9.1.4 Quality assessment of educational programs is based on:

9.1.4.1 the analysis of curriculum, catalogue of elective courses, academic calendar, students' individual learning trajectories, institution normative documents regulating the implementation of educational programs;

9.1.4.2 the analysis of teaching methods and the organization of students' independent work;

9.1.4.3 interviews and questionnaires of the students, faculty and stakeholders;

9.1.4.4 the results of observations of lectures and seminars carried out in HEI;

9.1.4.5 the analysis of methods of observation of students' knowledge assessment.

### **9.2 Evaluation Criteria**

9.2.1 The university is obliged to provide a mechanism for internal quality assessment and expertise of educational programs, as well as feedback for their improvements.

9.2.2 The university is obliged to define and record the quality assessment procedure of educational programs.

9.2.3 The qualification received by the educational program should be clearly defined, explained and correspond with the certain level of NQS.

9.2.4 The university is obliged to demonstrate an availability of the developed models of future graduates of the educational program, including learners' knowledge, skills, competencies and personal abilities.

9.2.5 The university is obliged to define mechanisms to guarantee the development of every graduate of learning outcomes and ensure the completeness of their formation.

9.2.6 The university is obliged to determine the influence of study courses and internship on the formation of graduates' professional competencies.

9.2.7 The university is obliged to provide evidence of the participation of faculty in the development and management of academic educational programs, and quality insurance.

9.2.8 The university is obliged to provide evidence of the participation of employers in the development and management of academic educational programs, and quality insurance.

9.2.9 The workload should be clearly defined in the Kazakhstani credits and ECTS.

9.2.10 The university is obliged to determine the content, scope, logic of constructing students' individual learning trajectories, and learning outcomes.

- 9.2.11 The university is obliged to ensure the completeness of the formation of learning outcomes and their compliance with the requirements of the level of training and the professional community
- 9.2.12 The university is obliged to demonstrate a continuity of content of educational programs at different levels (bachelor's, master's, doctorate degrees, extended education), including the logic of interdisciplinary academic dependence, sequence and continuity.
- 9.2.13 The university is obliged to demonstrate the logic and reasons for drafting curriculums and syllabuses, in particular, the reasons for including a particular course into the curriculum list, and assigning the status of post-or pre-requisites.
- 9.2.14 The university is obliged to provide correspondence of the names and content of the courses to the topical areas of science studied and etc. Courses should contain the most relevant results of research and other information of the teaching field. Courses should comprehensively cover all existing issues, problems of teaching field.
- 9.2.15 The university is obliged ensure that the content of academic disciplines and offered learning outcomes are congruent with study program level (bachelor's, master's and doctorate degrees).
- 9.2.16 The list of the courses and their content should be available for students.
- 9.2.17 The university is obliged conduct periodic monitoring and evaluation of programs to ensure achievement of their goals and meeting the needs of students and society. The results of these processes should lead to continuous improvement of the programs.
- 9.2.18 All the interested parties should be informed of any planned action taken in respect of educational programs.
- 9.2.19 An important factor is the harmonization of the content of educational programs with the educational programs of top foreign and Kazakhstani universities.
- 9.2.20 The educational program structure should provide a variety of activities related to learning outcomes.
- 9.2.21 The institution shall ensure that the annual revision of the content of curricula and training programs, taking into account changes in the labor market, employers' requirements and social demands of society.
- 9.2.22 The university should demonstrate the effectiveness of the organization and conduct of professional internship.
- 9.2.23 An important factor is the presence of joint educational programs with foreign educational institutions.
- 9.2.24 An important factor is the involvement of research organizations in the educational process.

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

### **10.1 General provisions**

- 10.1.1 The university is obliged to enact processes of student-centered learning in its programs.
- 10.1.2 Student-centered learning and teaching plays an important role in students' achievements of the learning outcomes.

10.1.3 Knowledge assessment should objectively assess each student's achievement of his learning goals.

10.1.4 The assessment of the student-centered teaching and the objective knowledge assessment are based on:

10.1.4.1 the analysis of curriculum, catalog of elective courses, academic calendar, students' individual learning paths, institution normative documents regulating the implementation of educational programs;

10.1.4.2 the analysis of teaching methods and the organization of students' independent work;

10.1.4.3 the analysis of declared learning outcomes;

10.1.4.4 the analysis of learning outcomes assessment methods and techniques to be used;

10.1.4.5 the analysis of correspondence of learning outcomes declared by the HEI with the professional standards and certain level of NQS;

10.1.4.6 interviews and questionnaires of the students, faculty, employers and stakeholders;

10.1.4.7 the results of observations of lectures and seminars carried out in HEI;

10.1.4.8 the analysis of methods and observations of students' knowledge assessment and results these observations.

## 10.2 Evaluation Criteria

10.1.1 The university is obliged to provide equal opportunities to students, regardless of the language of the HEI on the formation of individual educational programs aimed at the development of professional competence.

10.1.2 The university is obliged to demonstrate the use of the benefits of individual characteristics, needs and cultural experience of students in the implementation of OP.

10.1.3 The university is obliged to ensure the implementation and effectiveness of active and innovative learning methods.

10.1.4 The university is obliged to conduct research in academic disciplines teaching methodology.

10.1.5 The university is obliged to demonstrate that the feedback system on the use of different methods of teaching and knowledge control.

10.1.6 In implementation of the EP independent work of the student and the adequate evaluation of its results should be monitored.

10.1.7 The university is obliged to conduct a comprehensive monitoring of students' satisfaction.

10.1.8 The university is obliged to demonstrate the adoption on the basis of the feedback of the results with the students and making assessments of their satisfaction.

10.1.9 The university is obliged to demonstrate the progress of students' educational trajectory and achievements monitoring.

10.1.10 The university is obliged to the transparency and objectivity of the mechanism of assessment of learning outcomes, including appellation.

10.1.11 The university is obliged to ensure correspondence of the level of students' knowledge assessment procedures with learning outcomes and program objectives. The criteria and methods of assessment should be published in advance.



## **11. Standard «Students»**

### **11.1 General provisions**

11.1.1 The university is obliged to demonstrate certain published and consistently applied rules governing all periods of study, including the reception, performance, recognition and certification.

11.1.2 The university is obliged to define the procedure for the formation of a contingent of students on the basis of:

11.1.2.1 minimum requirements for applicants;

11.1.2.2 the maximum size of the group during the seminar, practical, laboratory and studio sessions;

11.1.2.3 prediction of the amount of state grants;

11.1.2.4 analysis of the available material and technical and information resources, human resources;

11.1.2.5 Analysis of social conditions for students, including places in a dormitory.

11.1.3 The HEI should define the procedure for prior learning outcomes, competencies developed in the framework of academic mobility, additional formal and informal learning recognition.

11.1.4 Evaluation of this standard is based on:

11.1.4.1 Analysis of internal documents regulating the educational process;

11.1.4.2 Analysis of individual plans of students, personnel files, orders;

11.1.4.3 Analysis of transcripts, certificates and appendices, confirming the achievement of learning outcomes;

11.1.4.4 survey the areas of study, including the information support of the educational process;

11.1.4.5 students questioning and interviewing.

### **11.2 Evaluation Criteria**

11.2.1. The university is obliged to demonstrate a policy of forming the contingent of students from admission to graduation and ensure the transparency of these procedures. The procedures governing the life cycle of students (from admission to graduation) must be defined, approved, and published.

11.2.2 Admission and enrollment in the EP should be accompanied by an introductory course that contains information about the organization of education and specificity of the EP.

11.2.3 The university is obliged to provide the special adaptation and support program for foreign students.

11.2.4 The university is obliged to demonstrate the conformity of its actions to the Lisbon Recognition Convention.

11.2.5 The university is obliged to cooperate with other organizations and national education centers of the “European Network of National Information Centres” on academic recognition and mobility / National Academic Recognition Information Centres” ENIC / NARIC to ensure a comparable recognition of qualifications.

11.2.6 The university is obliged to 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.

11.2.7 The university is obliged to demonstrate the process of collection and monitoring of information on the academic achievements of students and decision-making in the framework of the follow-up on them.

11.2.8 The university is obliged to demonstrate awareness of the main roles (professional, social) students based on learning outcomes.

11.2.9 An important factor is the ability of professional certification of students.

11.2.10 An important factor is the involvement of students in research work and consulting.

11.2.11 The university is obliged to provide an opportunity for internal and external mobility of students and assist them in obtaining external grants for training.

11.2.12 The university is obliged to provide graduates 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.

11.2.13 The university is obliged to make the maximum effort to ensure the employment of graduates, alumni liaison.

11.2.14 An important factor is to monitor the employment and professional activity of graduates.

11.2.15 The university is obliged to actively encourage students to self-education and development is the main program (extracurricular activities).

11.2.16 The university is obliged to provide students with an opportunity for sharing and expressing their opinions, for example, through the Internet forum of student organizations.

11.2.17 The university is 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.

11.2.18 An important factor is the availability of existing associations / associations of graduates.

2.11.19 An important factor is the availability of a mechanism to support talented students.

## **12. Standard «Teaching staff and teaching efficiency».**

### **12.1. General provisions**

12.1.1 HEI personnel policies should include recruitment and employment, professional growth and development, ensuring the professional competence of all staff.

12.1.2 Human resources policy formation and development of teaching staff:

12.1.2.1 defines the responsibilities, duties and qualification requirements;

12.1.2.2 contains measures aimed at developing and improving the qualifications of teaching staff, administrative staff and university employees;

12.1.2.3 takes into account the possible risks;

12.1.2.4 regulates the organizational and functional structure of the human resource management and development, including the recruitment system;

12.1.2.5 provides the qualifications of teaching staff according to the EP needs;

12.1.2.6 operates employee motivation mechanisms of adaptation of new employees, including foreign employees, certification and disciplinary measures of dismissal procedures towards workers, employees;

12.1.2.7 contains principles of ethical behavior of staff.

12.1.3 The institution is responsible for its employees and provides favorable conditions of work for them.

12.1.4 The university carried out the changing role of the teacher in connection with the transition to student-centered education training.

12.1.5 Conformity assessment criteria of this standard is based on:

12.1.5.1 analysis of documents defining the duties, rights, responsibilities, professional development and training, the system of motivation, adaptation, dismissals and other personnel matters;

12.1.5.2 interviewing faculty, staff and management;

12.1.5.3 data about ethical behavior and corporate culture at the university.

## 12.1 Evaluation Criteria

12.1.1 The university is obliged to have an objective and transparent staff policy, including recruitment, professional growth and development, ensuring the professional competence of all staff.

12.1.2 The university is obliged to demonstrate compliance of the human resource capacity with the university faculty development strategy.

12.1.3 The university is obliged to ensure that the teaching staff qualification requirements, and the level of specificity of the educational program.

12.1.4 The university is obliged to demonstrate awareness of responsibility for its employees providing them favorable conditions of work.

12.1.5 The university is obliged to demonstrate the changing role of the teacher in connection with the transition to student-centered education.

12.1.6 The university is obliged to define contribution of the staff to the implementation of the university development strategy, and others strategic documents.

12.1.7 The university is obliged to demonstrate public availability of information on the staff, including staff directories, posting profiles on the university website.

12.1.8 The university is obliged to ensure the transparency of all personnel procedures.

12.1.9 The university is obliged to ensure the monitoring of staff activity, a systematic assessment of the competence of teachers, a comprehensive assessment of the quality of teaching, including the assessment of students' satisfaction.

12.1.10 The university is obliged to ensure the completeness and adequacy of individual work planning for all types of activities of the staff, performance monitoring and the effectiveness of individual plans, to demonstrate performance of teachers on all types of planned load.

12.1.11 The university is obliged to demonstrate support for research activities of faculty, providing connection between research and teaching.

12.1.12 The university is obliged to demonstrate compliance of training, professional and personal development with faculty development strategy.

12.1.13 The university is obliged to attract and employ professionals with expertise in the relevant industry.

12.1.14 The university is obliged to provide targeted actions for the development of young teachers.

12.1.15 The university is obliged to ensure a system of incentives for professional and personal development of faculty and staff.

01.12.16 The university is obliged to ensure the monitoring of staff satisfaction.

01.12.17 The university is obliged to demonstrate staff involvement in practical activities in the field of specialization on a permanent basis.

12.1.18 The university is obliged to demonstrate IT competence of the staff, the use of innovative methods and forms of education.

12.1.19 An important factor is the active use of information and communication technologies in the educational process (for example, on-line learning, e-portfolio, MEP, etc.).

1.12.20 An important factor is the development of academic mobility, attracting the best foreign and domestic lecturers, and joint research.

1.12.21 An important factor is the involvement of the educational process famous scientists, public and political figures, distinguished figures.

12.2.1. An important factor is staff participation in social life (staff role in the education system, in the development of science in the region, creating cultural environment, participation in exhibitions, creative competitions, charity programs, etc.).

### **13 Standard «RESEARCH WORK»**

#### **13.1 General provision**

13.1.1 The University consistently provides the integration of science and education.

13.1.2 The University provides the results of research work of teaching staff and students to the wide audience, including international, as well as their application in the learning process.

13.1.3 Research work assessment is based on:

13.1.3.1 analysis of the university research work plans, the individual plans of teaching staff, projects and program planning;

13.1.3.2 the analysis of teaching staff and student publications;

13.1.3.3 the analysis of reliable facts, recognition of the results of faculty and students research works;

13.1.3.4 the analysis of financial resources for implementation of research works;

13.1.3.5 scientific research infrastructure;

13.1.3.6 opportunities for access to information resources, including scientific publications database;

13.1.3.7 interviews and questionnaires of students, teachers and others.

#### **13.2 Evaluation criteria**

13. 2.1 The University is obliged to demonstrate the compliance with the priorities of the research work of the national policy in the sphere of education, science and innovation development.

13. 2.2 The university is obliged to provide the compliance with the research work, the university's mission and strategy.

13. 2.3 The University is obliged to implement the planning and monitoring of research work productivity.

13. 2.4 The University is obliged to create the conditions for the development of various research teams.

13. 2.5 The University is obliged to involve students with research projects.

13. 2.6 The University is obliged to demonstrate the process of attracting students to research activities.



13. 2.7 The University is obliged to facilitate the presentation of scientific positions of teachers and students in scientific areas, including participation in scientific conferences, competitions, publications in journals.

13.2.8 The University is obliged to encourage scientific research activities, using various forms of motivation.

13. 2.9 The University is obliged to facilitate the implementation of research results, including consulting and commercialization.

13.2.10. The University is obliged to facilitate research in collaboration with foreign scientists.

13.2.11 The University is obliged to promote recognition of the results of research work, including registration of research projects at the National Center for Scientific and Technical Information, registration of patents and copyright certificates.

13.2.12 The University must strive to conduct joint research works with foreign university research centers.

13.2.13 The University must strive to conduct multidisciplinary research.

13.2.14 The University is obliged to endeavor to use different forms of funding of research activities. For example, the use of funds of various scientific funds, funds of founders, funds of economic entities, local budgets, funds of economic agreements and international research scholarships.

13.2.15 The University is obliged to encourage research, using various forms of motivation.

13.2.16 The University is obliged to facilitate the publications of the students research results.

13.2.17 The University must participate in international, national and regional professional alliances, associations, etc., and activities.

13.2.18 The University must provide the collection and analysis of information on Implemented and ongoing research activities.

13.2.19 The University is obliged to provide mechanisms for the evaluation of researches.

13.2.20 The University is obliged to provide all the necessary information in the relevant science area.

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- 36 -

## **14 Standard «FINANCES»**

### **14.1 General provision**

14.1.1 The University demonstrates the implementation degree of the principles for sustainability, efficiency, productivity, priority, transparency, accountability, authority delegation, separation and independence of the University funding system.

14.1.2 Assessment of financial stability is based on the analysis of financial accountability (accounting balance-sheet, income and expenditure report), as well as interviews with employees of the accounting service and financial analysis offices, department managers and others.

## 14.2 Evaluation criteria

14.2.1 The University is obliged to demonstrate the coherence of the university development strategy and financial flows management.

14.2.2 The University is obliged to demonstrate the operational and strategic planning of the university budget.

14.2.3 The University should demonstrate the existence of a formalized policy of financial management, including financial accounting.

14.2.4 The University is obliged to demonstrate the availability of the internal audit system.

14.2.5 The University is obliged to conduct an external independent audit.

14.2.6 The University is obliged to prove its financial stability and its viability.

14.2.7 The University is obliged to form alternative scenarios of the development on the basis of an annual risk assessment, including the formation of strategic and operational budgets.

14.2.8 The University is obliged to have a mechanism to assess the adequacy of financial support of the university various activities, including its development strategy, educational programs, research projects.

14.2.9 The University is obliged to ensure the transparency of budget allocation and its effectiveness.

14.2.10 The availability of its project team funds and the rights to dispose them is one of the key principles of the EP.

## 15 Standard «Educational resources and student support systems»

### 15.1 General provisions

15.1.1 The University is obliged to guarantee a sufficient number of available and relevant objectives of the educational resources and student support services.

15.1.2 The University is obliged to ensure the existence and effective functioning of the students support and consulting system on the educational process.

15.1.3 Constant improvement of logistical and information resources is a factor to ensure the quality of EP.

15.1.4 Students' educational environment, including logistical and information resources, must comply with the objectives of the educational program.

15.1.5 The University is obliged to create the conditions for the effective promotion of the student on an individual educational trajectory, including consultations of faculty advisors.

15.1.6 The University creates conditions for conducting the scientific researches and science integration into the educational process, publications of the research work results of the teachers and students.

15.1.7 Assessment of the quality of logistic and information resources is based on:

15.1.7.1 the analysis of library resources, availability of high-speed internet, unified information system, public information and communication system, laboratory and educational equipment, software programs;

15.1.7.2 analysis of logistic and information resources in educational organizations;

15.1.7.3 interviews and questionnaires of students, teachers and others.

## 15.2 Evaluation criteria

15.2.1 The University is obliged to demonstrate the adequacy of the logistical and infrastructure:

15.2.1.1 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;

15.2.1.2 the sufficient number of computer classes, reading halls, multimedia, language and scientific-methodical classrooms, the number of seats in them;

15.2.2 The University is obliged to identify the support needs of different groups and categories of students.

15.2.3 The University is obliged to ensure the existence and effective functioning of information and feedback system focused on students, staff and others.

15.2.4 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.

15.2.5 The university is obliged to create learning environment that reflects the specifics of the educational programs, which includes:

15.2.5.1 technological support of students and the teaching staff in accordance with EPs (e.g. on-line education, database, data analysis program);

15.2.5.2 personalized 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;

15.2.5.3 interactive academic consultations to help students plan and develop the educational programs, including personified interactive resources;

15.2.5.4 professional guidance, assistance in choosing and achieving career paths;

15.2.5.5 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;

15.2.5.6 structured information in the context of disciplines. For example, presentation materials, videos, lecture notes, compulsory and additional literature, practical tasks, etc. ;

15.2.5.7 the availability of scientific databases and electronic scientific journals;

15.2.5.8 the availability of electronic versions of new journals;

15.2.5.9 plagiarism expertise of research work results, graduation papers, dissertations;

15.2.5.10 free access to educational online resources,

15.2.5.11 free WI-FI throughout the territory of the institution.

15.2.6 The university is obliged to ensure the copyright compliance when publishing educational and methodical materials in open access

15.2.7 An important factor is to use open educational resource including massive online open courses in the learning process.

15.2.8 Teaching equipment and programs used to master educational programs should be similarly used in the relevant sectors .

15.2.9 The university is obliged to ensure the compliance with the safety requirements in the learning process.

15.2.10 The university is obliged to create the conditions to involve the students in research activities, including the integration of its labor intensity.

15.2.11 The university is obliged to determine the degree of implementation of information technology in the learning process of the educational program, monitor the use of innovative technologies development by the faculty, including ICT-based.

15.2.12 The university is obliged to support external and internal academic mobility programs.

15.2.13 The University is obliged to create conditions for students with special needs.

## **16 Standard «Information management and reporting»**

### **16.1 General provisions**

16.1.1 The University is obliged to demonstrate decision taking policy based on facts.

16.1.2 The University is obliged to provide measurability, reliability, accuracy, timeliness and completeness of the information.

16.1.3 The university must use different methods of data collection and analysis.

16.1.4 Quality assessment of information management is based on:

16.1.4.1 analysis of methods and forms, data collection analysis;

16.1.4.2 analysis of decisions taken by colleagues and administration;

16.1.4.3 analysis of information systems and programs which are used in University with the aim of information management;

16.1.4.4 analysis of information resources of educational organization;

16.1.4.5 analysis of interviews and questionnaires of students, teachers and others.

### **16.2 Evaluation Criteria**

16.2.1 The University is obliged to introduce the processes of information management, including data collection and analysis.

16.2.2 The University is obliged to ensure the functioning of data collection, analysis and management of information through the use of modern information and communication technologies and programs.

16.2.3 Data collection, analysis and management should be used to improve the internal quality assurance system.

16.2.4 The University is obliged to carry out the system of regular reporting.

16.2.5 The University is obliged to carry out the assessment in the context of activities and generate reports.

16.2.6 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.

16.2.7 The University is obliged to introduce the implementation of various forms and methods of processing, evaluation and data analysis.

16.2.8 The University ensures timeliness, accuracy, completeness of information and its protection.

16.2.9 The University is obliged to demonstrate the opportunity to check the data and use of information from alternative sources

16.2.10 The University is obliged to demonstrate the mechanism of communication with the students, employees and others, including the existence of mechanisms to resolve conflicts of interest and relations.

16.2.11 The University is obliged to evaluate the effectiveness and efficiency of the institution and educational program implementation, as well as identify the opportunities for quality improvement.

16.2.12 Information collected and analyzed by different educational institutions is obliged to include:

16.2.12.1 Key performance indicators

16.2.12.2 Dynamics of students' contingent in the context of forms and types

16.2.12.3 the level of students' performance, achievements and expulsion;

16.2.12.4 the level of students' satisfaction with the EP;

16.2.12.5 Availability of educational resources and support system for students

16.2.12.6 The employment and career development of graduates.

16.2.13 The University is obliged to analyze data to identify and predict possible risks.

16.2.14 Students, employees and teachers must confirm their consent to personal data processing.

16.2.15 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.

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## 17 Standard «Public informing»

17.1 General provisions

17.1.1 The University is obliged to demonstrate the policy of public informing about its activities, conditions and specificities of EP implementation.

17.1.2 The university is obliged to follow the principles of transparency, openness, involvement of students, teachers, employers and others in EP realization, initiative, constant development and adaptation to the changing conditions.

17.1.3 Assessment of this standard is based on:

17.1.3.1 analysis of internal documents regulating principles of public relations;

17.1.3.2 analysis of publications on the activities and the implementation of the educational program



17.1.3.3 University information resources analysis;

17.1.3.4 interviews and questionnaires of the students, teaching staff and others.

## **17.2 Evaluation criteria**

17.2.1 The University is obliged to publish information about its activities and EP implementation. The information must be clear, precise, objective, relevant and available.

17.2.2 The published information is obliged to include:

17.2.2.1 implemented program, with an indication of the expected learning outcomes for these programs,

17.2.2.2 assigned qualifications,

17.2.2.3 information about teaching, learning, assessment system,

17.2.2.4 information about the pass rate and the educational opportunities provided to students,

17.2.2.5 information about graduate employment opportunities.

17.2.3 EP administration should employ different means of information dissemination, including information networks for informing the public and others.

17.2.4 Public informing is obliged to provide support and clarification of national programs for the development of the country and the system of higher and postgraduate education.

17.2.5 The University is obliged to publish audited financial statements on its web-site.

17.2.6 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:

17.2.6.1 complete objective information about the specifics of the EP, including actual support systems, students' achievements and professional qualifications;

17.2.6.2 the availability of reliable and objective information about the teaching staff including teachers' personal pages;

17.2.6.3 information about collaboration with scientific/ consulting organizations as well as with educational institutions implementing similar EPs;

17.2.6.4 information and links to external resources concerning results of external evaluation procedures.

17.2.7 EP involvement in different external evaluation procedures including ratings and rankings is one of the key factors.

## **17. The procedure for making amendments and additions**

17.1 Amendments and additions are introduced into the present accreditation standard with the aim of its further improvement.

17.2 The Independent Agency of Accreditation and Rating (IAAR) introduce the amendments and additions.

17.3 In the case of initiation of changes and amendments to existing standards of education organizations, suggestions and comments are sent to the IAAR.

17.4 IAAR conducts expertise of the received proposals and comments for their validity and feasibility in accordance with established procedure.

17.5. Amendments and additions to the present accreditation standard are approved by the Director of IAAR in a new edition with changes or in a booklet-insert to the existing standard.

### Reference list

[1] Law of the Republic of Kazakhstan "On Education" dated July 27, 2007 № 319-III LRK.

[2] Law of the Republic of Kazakhstan "On Technical Regulation" dated November 9, 2004 № 603-II LRK.

[3] The Address of the President of the Republic of Kazakhstan N.Nazarbayev to the nation "Kazakhstan's way – 2050: common aim, common interests and common future". - Astana, January 17, 2014.

[4] The Address of the President of the Republic of Kazakhstan N.Nazarbayev to the nation "Nyrlы Zhоl – The Path to the Future". - Astana, November 11, 2014

[5] The strategic plan for development of the Republic of Kazakhstan until the year 2020, approved by the Decree of the President of the Republic of Kazakhstan dated February 1, 2010, № 922.

[6] The Decree of the President of the Republic of Kazakhstan dated December 7, 2010, № 1118 " State program of education development in the Republic of Kazakhstan for 2011-2020".

[7] The Resolution of the Government of the Republic of Kazakhstan dated August 23, 2012 № 1080 "On approval of the state educational standards of appropriate levels of education."

[8] The Order of the Minister of Education and Science on June 2, 2014 №198 « On introducing amendments and additions to the Order of the Minister of Education and Science of Kazakhstan from April 20, 2011 №152 «On approval of Rules of the organization of educational process on credit technology".

[9] Standards and Guidelines for Quality Assurance in the European Higher Education Area (Revised) (Approved at the Yerevan Conference of Ministers of Education in May 14-15, 2015).

[10] The ECTS Users' Guide (European Credit Transfer System). - Publications Office of the European Union in 2015, ISBN 978-92-79-43562-1 (Approved at the Yerevan Conference of Ministers of Education in May 14-15, 2015).

[11] The Order of the Minister of Industry and Trade of the Republic of Kazakhstan dated October 29, 2008 № 430 "On Approval of the accrediting documents in conformity assessment and standard forms of pre-accreditation, post-accreditation agreements."

[12] A joint order of the Minister of Labour and Social Protection of the Republic of Kazakhstan dated September 24, 2012 № 373-Ө-М and Minister of Education and Science of the Republic of Kazakhstan dated September 28, 2012 № 444. Registered in the Ministry of Justice of the Republic of Kazakhstan October 19, 2012 № 8022 "On approval of the National Qualifications Framework".

[13] Order of Acting Minister of Industry and New Technologies of the Republic of Kazakhstan dated December 28, 2012 № 495. Registered in the Ministry of Justice of the Republic of Kazakhstan February 4, 2013 № 8314 "On approval of Rules for the development, approval, registration, approval, verification, change, cancel, and the introduction of national standards, preliminary national standards, classifiers of technical and economic information, with the exception of military standards for goods (products), works and services of military and dual-purpose"

[14] Occupational standards of the Republic of Kazakhstan.