



INDEPENDENT AGENCY FOR
ACCREDITATION AND RATING

REPORT

**OF THE EXTERNAL EXPERT COMMITTEE (EEC)
AGAINST THE RESULTS OF THE SPECIALIZED
ACCREDITATION**

OF THE EDUCATIONAL PROGRAMS

5B090200 - TOURISM

5B091200 - CATERING AND HOSPITALITY

5B050700 - MANAGEMENT

6M0050700 - MANAGEMENT

**THE KAZAKH UNIVERSITY OF TECHNOLOGY AND
BUSINESS**

10 May - 12 May, 2017

Astana 2017

INDEPENDENT AGENCY FOR ACCREDITATION AND RATING
External Expert Committee

To
The Council for
Accreditation IAAR



Independent agency for
accreditation and rating

REPORT

OF THE EXTERNAL EXPERT COMMITTEE (EEC)
AGAINST THE RESULTS OF THE SPECIALIZED ACCREDITATION
OF THE EDUCATIONAL PROGRAMS
5B090200 - TOURISM
5B091200 - CATERING AND HOSPITALITY
5B050700 - MANAGEMENT
6M0050700 - MANAGEMENT

THE KAZAKH UNIVERSITY OF TECHNOLOGY AND BUSINESS

10 May - 12 May, 2017

Astana, 2017

According to the Order No. 29-17-OD of the Independent Agency for Accreditation and Rating as of April 23, 2017, an External Expert Committee has conducted assessment to verify if the educational programs conform to the standards of specialized accreditation of the NAAR, at the Kazakh University of Technology and Business since May 10 to May 12, 2017 across the following clusters:

Cluster 1:

5B090200 - Tourism

5B091200 - Catering and Hospitality

5B050700 - Management;

6M050700 - Management.

Cluster 2:

5B051000 - State and Local Administration;

6M051000 - State and Local Administration;

5B050800 - Accounting and Auditing;

6M050600 - Economics.

Cluster 3:

5B073100 - Life Safety and Environment Protection;

5B060800 - Ecology;

5B072100 - Chemical Technology of Organic Substances;

6M072100 - Chemical Technology Of Organic Substances.

The Report of the External Expert Committee (EEC) contains the assessment of the submitted educational programs conformity to the IAAR criteria, the EEC recommendations for further improvement of educational programs and profile parameters of the educational programs of the Kazakh University of Technology and Business.

The EEC Composition:

1. **Chairman** of the **Committee** – Arystanbayeva Saule Sabyrovna, Doctor of Sc. Economics., Professor, NARXOZ University (Almaty city);

2. **Foreign expert** – Vanyushkina Vera Vladimirovna, Candidate of Sc.Economics, expert of the The National Guild of Experts in Higher Education, FSBEI of Higher Education Rostov State University of Economics (RSUE);

3. **Expert** – Ivleva Nadezhda Vladimirovna, Candidate of Pedagogical Sciences, Associate Professor of the Kazakh National University named after Abay (Almaty city);

4. **Expert** – Zakirova Dilnara Ikramkhanovna, Doctor of Philosophy, the Turan University (Almaty city);

5. **Expert** – Akybayeva Gulvira Sovetbekovna, Candidate of Sc. Economics, the Karaganda State University named after Ye.A. Buketov (Karaganda city);

6. **Expert** – Ziyadin SayabekTattibekuly, Doctor of Sc. Economics, Associate Professor, Kazakh University of Economics, Finance and International Trade (Astana city);

7. **Expert** – Aldungarova Aliya Kairatovna, Doctor of Philosophy, Associate Professor, the Pavlodar State University named after S.Toraigyrov (Pavoldar city);

8. **Expert** – Duisembiyev Marat Zholdasbekovich, Candidate of Chemical Sciences, Associate Professor, the Eurasian National University named after L. N.Gumilyov (Astana city);

9. **Agency Observer** – Kanapiyanov Timur Yerbolatovich, International Projects and the IAAR Public Relations Lead (Astana city);

10. **Employer** – Ilyasova Tattym Aibasovna, Organizational Management and QMS Unit Lead of the KazakhProjectStroi Company;

11. **Student** – Samanova Madina Bolatbekovna, 1st year Master's student in 6M050700-Management, the Kazakh University of Economics, Finance and International Trade (Astana city);

12. **Student** – Beisekov Daniyar Kuanyshpekovich, 2nd Master's program in 6M050600-Economics, the Kazakh Agrotechnical University named after Saken Seifullin (Astana city);

13. **Student** – Ashimova Balgyn Aidanovna, 2nd year Master's program 6M060800-Ecology, the Eurasian National University named after L. N.Gumilyov (Astana city).

CONTENT

1	Introducing the Kazakh University of Technology and Business	4
2	General evaluation of educational programs	7
3	THE EEC VISIT	8
4	COMPLIANCE TO THE SPECIALIZED ACCREDITATION STANDARDS	9
4.1	"Educational Program Management" Standard	9
4.2	"Development and Approval of Educational program" Standard	12
4.3	"Student-Centered Training, Teaching and Student Evaluation" Standard	15
4.4	"Students" Standard	16
4.5	"Academic Teaching Staff" Standard	20
4.6	"Educational Resources and Student Support Systems" Standard	22
4.7	"Information Management and Reporting" Standard	24
4.8	"Public Awareness" Standard	25
4.9	"Standards Across Individual Specialties" Standard	26
	RECOMMENDATIONS FOR THE UNIVERSITY	28
	PARAMETERS OF THE SPECIALIZED PROFILE	30

1 Introducing the Kazakh University of Technology and Business

The Kazakh University of Technology and Business JSC was established on June 12, 2003 on the basis of the Almaty University of Technology and Business affiliate in Astana.

Since 2003-2004 academic year acts as an independent higher education institution, named as Akmola University of Technology and Business.

On March 26, 2008 it was renamed into Kazakh University of Technology and Business (hereinafter the KazUTB), which is the only specialized higher education institution in Astana and Akmola region to train competitive staff for the food, light, petrochemical, and hospitality industries.

The University implements the educational activities under the state license for the right to conduct educational activities No. KZ29LAA00008797 as of 19.04.2017 on 17 specialties of higher education and 5 Master's degree specialties.

The KazUTB conducts its research activities on the basis of the Certificate of Accreditation as a subject of scientific and/or scientific and technical activity (MK No.003978, as of 9 April 2014), issued by the Education and Science Control Committee. The certificate was granted to participate in the contests related to scientific, research and technological activities covered by the state budget of the Republic of Kazakhstan;

Since 2011, the quality management system ISO 9001: 2008 has been implemented based on certification of "KazCert" ST. RK. A unified information management system has been established at the University; innovative technologies and active teaching methods are used in the educational process, including distance learning technology. There is a system of internal quality control of education and the ATS qualitative composition.

The KazUTB academic activity is aimed at training personnel for the light, food and oil sectors, services and information technologies.

The major outcomes of the academic activity have received an external evaluation in the following bodies:

1. In April 2016, the University successfully passed institutional accreditation in the Independent Kazakh Agency for Quality Assurance in Education (IKAQAE) for 3 years (the date of issue of the certificate is 07.06.2016).

2. The University has got State Certification for the right to implement educational activities for a period of 5 years (order No. 821 from the Ministry of Education and Science of the Republic of Kazakhstan as of 06.05.05 2015);

3. The University participates in the annual national rating of universities carried out by the Independent Kazakh Agency for Quality Assurance in Education and the Independent Agency for Accreditation and Rating. In 2015, the KazUTB was ranked 14th (<http://nkaoko.kz/rejting-vuzov/rejting-vuzov-kazakhstan-2015/natsionalnyj-rejting-luchshikh-tehnicheskikh-vuzov-kazakhstan>) among 16 technical universities and 36th among 40 universities in the total rating (http://www.iaar.kz/docstation/com_docstation/110/rejting_naar_2015_kazpravda_101_ot_02.06.15.pdf);

4. Since 2013, 5B091200 Catering and Hospitality program has been ranked the 2-nd among educational programs under the area (<http://nkaoko.kz/rejting-obrazovatelnykh-programm/rejting-programm-2015/rejting-programm-bakalavriata/rejting-po-napravleniyu-uslugi/item/6573>).

5. In 2011, the University has got the project in municipal architecture approved and commenced construction activities of an educational campus, located south of the Korgalzhyn highway in Astana. Construction of the facilities is set into 4 stages - the academic and administrative building, the hostel, the academic building no. 2, as well as the building with a library, an assembly hall, a cafe-canteen, and a sports hall. To date, the construction of the educational and administrative building, the academic building has been completed and an area

of 24457,4 m² has been put into operation;

6. The University is working hard on the implementation of the Activity Plan within framework of the State Program for Development of Education of the Republic of Kazakhstan for 2011 - 2020 years (Phase 1), providing operational reporting to the MES RK.

7. The University academic and research activities have been marked with Recognition Letters from the Astana city akimat, collaborating enterprises, as well as for students' active participation in city events;

8. The teachers of the University contribute significantly to education development. Three members of the Kazakh Union of Designers are the academic teaching staff (Ye. Asylkhanov, S.Sagintayeva, A. Kalikulova), 2 members of the Union of Artists of the USSR, RK, member of the Sculpture Association of Canada, Honorary member of the Academy of Arts of Russia (Ye. Asylkhanov, A. Bayarlin), full member of the National Design Academy, cultural luminary (Ye. Asylkhanov), 2 full members of the International Informatization Academy (B.T. Yermagambet B.T. Nurmukhambetova).

For the achievements in the science area of the Republic of Kazakhstan, breastplates of the MES RK: Honored Education Employee of the RK - Tumenov S.N., Tankibayeva M.Kh., Dugalova G.N.; Holder of Educational Excellence Award of the Republic of Kazakhstan - Dzhandarbekova D.; Honorary Certificate of the MES RK - Tankibayeva M.Kh., Dugalova G.N., Zharmaganbetova G.M.

9. A number of teachers are members of the expert research group of the Science Committee of the MES RK, in particular: Dugalova G.N., Doctor Sc.Economics, Professor, Kerimkul S.E, Doctor Sc.Economics, Professor, Nurgalyeva A.Sh., Candidate of Sc.Economics, Professor.

Over the last 3 years, a number of university professors have won the state grant called "The Best Teacher of the University".

At the university, in the period under review, a number of changes have occurred related to the change in the Development Strategy, which resulted in the change in the Quality Policy. The current in-house regulations have been amended; new provisions on the organization of the educational process in the programs of higher and postgraduate education have been developed.

Currently, the KazUTB has established international relations with leading foreign and national universities in line with various directions of international cooperation in education and science. In order to establish international cooperation in the education and science, 26 contracts have been drawn up and signed.

Based on the results of the competition for grant financing of research activities of the MES RK, the University has been successful in securing 5 grants (the amount of financing is 15 500 000 KZT) for the period 2015-2017. In 2017, the University entered into an agreement with the Foundation of the First President for the development and tailoring of clothes for children with disabilities (the amount of funding is 7 000 000 KZT).

The University infrastructure comprises of academic facilities consisting of three blocks - 2 academic and 1 administrative, training and production facilities, a dormitory for 280 students. The total area of the University buildings and facilities is 25816.2 m² according to the available technical certificates. All the buildings of the University correspond to health-based exposure limits, fire safety requirements and the requirements of the state compulsory standards of the specialties taught.

The construction of a new dormitory for 650 students has been commenced. The scheduled completion date is the end of 2017.

To organize the educational process, the University is sufficiently equipped with training and laboratory facilities, modern technology in classrooms, and lecture halls.

The University library is located in the academic building and in the dormitory. The area size of the reading rooms is 313 9 square meters with the total number of seats - 120.

The overall volume of the library stock together with electronic publications is 319 726 copies, 135 156 copies in Kazakh, which is 42.2%.

The library strives to meet the requirements set for a modern university. First and

foremost, it is the focus on informatization of education, based on the wide introduction and use of new information technologies. Since 2010, a program for computerising library processes, called Librarianship ver. 4.0 has been implemented in the library.

In order to assist in providing access to national and foreign library stock, the following agreements have been signed:

- the agreement (No.39 as of 05.01.2016) for the use of RIEL (the Republican Inter-university Electronic Library) resources - <http://www.rmeb.kz/> - the unified database that incorporates electronic resources of the Kazakh universities and the capability to use the resources of digital libraries of the RIEL other participants;

- the agreement (No. 1 as of 05.01.2017) on library and information services for users of the Kazakh University of Technology and Business with the Astana branch of the Republican Scientific and Technical Library - <http://astana.rntb.kz;>

- the agreement on cooperation (as of 01.04.2015) with the Almaty Technological University - <http://www.atu.kz/>.

- the agreement (No. 22/1 as of 25.01.2014) with the Association of Libraries of Higher Education Institutions.

The scholarly library of the KazUTB University has established long-term cooperation with such Russian publishing houses as "Vysshaya Shkola", "Lan", publishing center "Academia", Kazakh publishing houses "Bastau", "Nur-Print", "Foliant", "NurPress", "Economics", book-selling organizations "Book Center Erudit", "IP Isabekova Ph.Kh.", "IP Zhamatova G.Sh.", "IP Nur-Zaman", "Dame" LLP, "Master PO" LLP of Astana, university publishing houses "Kazakh University" KazNU, the institution of "KazUEF&MT", "Association of Higher Educational Institutions of the RK" OYuL. Also, the library stock is supplemented by publications of book authors through signing contracts with them. The library's stock is replenished every year due to educational, methodical publications, monographs of the KazUTB teachers.

The number of information and library resources used to organize the learning process is sufficient and they meet the requirements of each educational program implemented.

A number of information systems based on the corporate network of KazUTB successfully operate at the University:

- Platonus - the automated information management system for the educational process;
- AIS Portal of Distance Learning KazUT-Moodle;
- Electronic Library AIS.

All of the above-mentioned information systems use MySQL electronic database.

For the next two years, the University plans to develop a corporate information portal. It should become a prototype of the Electronic University AIS, whose tasks will cover the integration of all structural units of the University into one single information environment.

The University has an official website of KazUTB (www.kazutb.kz) with pages in Kazakh, in Russian and in English, containing academic, methodological, educational, and administrative information necessary for students and other Internet users, with reference to the automation system to manage the 'Platonus' educational process and the Distant Learning Portal 'Moodle', which has its own address on the Internet. The portal is fully integrated with the Platonus system.

2 General evaluation of educational programs

Educational activities under the programs 5B090200-Tourism, 5B091200-Catering and Hospitality, 5B050700-Management, 6M050700-Management are carried out in accordance with the state license № KZ29LAA00008797 as of 19.04.2017 as of 17.09.2013, issued by the Control Committee in Education and Science under the Ministry of Education and Science of the Republic of Kazakhstan.

In line with the classifier of specialties, the EP graduates are awarded an academic Bachelor degree in the services area in the specialties 5B090200-Tourism, 5B091200-Catering and Hospitality; Bachelor academic degree in Economics and Business in the specialty 5B050700-Management; Master's academic degree in Economic Science in the specialty 6M050700 – Management.

The scope and content of the educational programs is developed taking into account modern achievements of science and technology, as well as production requirements. The Catalog of Elective Subjects (CES) and working curricula are updated on an annual basis.

Evaluation of educational achievements and the level of students' attainment is conducted through a score-rating system. State-of-the-art educational technologies are used to ensure the required quality of training specialists. The qualified ATS are responsible for the major educational processes. Educational programs are planned, managed and implemented in line with the University's forward-looking development plans Specialists in the program 5B090200-Tourism, 5B091200-Catering and Hospitality, 5B050700-Management, 6M050700-Management are trained in Kazakh and Russian languages. For the EP to be accredited, particular academic subjects of the CES are taught in English.

The educational programs 5B090200-Tourism, 5B091200-Catering and Hospitality, 5B050700-Management, 6M050700-Management have the following positive aspects:

- the development plan of educational programs to be discussed in public with of all stakeholder representatives, ensuring its coherence with national development priorities and the KazUTB Strategic Development Plan;
- ensuring the compliance of the academic teaching staff with the qualification requirements, the level and specific features of the educational program;
- a learning environment has been created that reflects the specific features of educational programs, which includes: customized interactive resources (accessible during extra-curricular time as well), including learning materials and assignments, ensuring the options for trial self-assessment of student knowledge through remote access to the portal (site) of the University, etc.;
- the scope and content is aimed at the practice-oriented training of students;
- collaboration with typical employers during the educational process, employer surveys to identify their views on the educational services quality;
- automation of knowledge control and recording of students' learning achievements;
- electronic library with unlimited access to library resources;
- availability and completeness of the educational-methodological complex for all subjects of educational programs.

3 THE EEC VISIT

The EEC as carried out its activities based on the Program of the Expert Committee Visit under the specialized accreditation of educational programs in the Kazakh University of Technology and Business in the period from May 10 to May 12, 2017.

A kick-off meeting was held in order to coordinate the activities of the EEC. During the meeting, responsibilities were distributed among the members of the Committee, a schedule of the visit was clarified, and a consensus in selecting methods of examination was reached.

The EEC meetings with the target groups were held in accordance with the Program of the visit, in line with the established time interval. The University has ensured the presence of all persons specified in the Program.

To get unbiased information on the educational programs quality and the entire infrastructure of the university, to clarify the scope of the self-evaluation report, meetings were held with the Rector, Vice-Rector by business lines, Deans, Heads of Units (accounting, library, the Admission Board), Heads of Departments (the Educational-methodical Department, the HR Department, the Legal Affairs Department, the Testing Department, the Registrar's Office, the Department of Science and Innovation, the Department of Hardware and Software, the Administrative and Economic Department), Heads of Faculties, teachers, students, graduates, and employers. A total of 126 people took part in the meetings (Table 1).

Table 1 - Information on employees and students who participated in meetings with the EEC IAAR

Category of participants	Number
Rector	1
Pro-Rectors	2
Deans	2
Heads of Departments	3
Directors of Units and Departments	12
Teachers	31
Students	42
Undergraduates	11
Graduates	15
Employers	7
Total	126

The EEC has carried out a visual inspection of the University infrastructure:

- educational and scientific laboratories, specialized classrooms, computer labs, a library, a reading room, a Dean's Office, a Gallery, the Committee for Youth Affairs, an the Department of Academic and Methodological Affairs, the Registrar's Office, the HR Department, etc.
- the documents of the departments that implement the accredited educational programs have been studied;
- the Departments and practice facilities under the accredited EPs in Standard Insurance JSC, Akhbutina LLP, Akmolatourist LLP, Institute of Coal Chemistry and Technology LLP were visited.

The EEC members attended training sessions on the accredited educational programs, including theoretical classes in the University classrooms.

The events as part of the visit of the EEC IAAR facilitated the detailed familiarization of experts with the University's educational infrastructure, material and technical resources, academic teaching staff, employees, students, employer representatives, and graduates. This enables the EEC IAAR members to conduct an independent assessment of the data as reported

by the self-evaluation reports on the educational programs of the Academy, the criteria for specialized accreditation standards.

Everything necessary was provided to perform the EEC work; an access to all required information resources was organized.

As part of the program, the recommendations on improving the University's activities, developed by the EEC following the evaluation results have been presented at a Leadership Meeting on May 12, 2017.

4 COMPLIANCE TO THE SPECIALIZED ACCREDITATION STANDARDS

4.1 "Educational Program Management" Standard

Accredited educational programs are developed in line with the standard curricula, consistent with the University mission and the labor market demand. The educational programs are developed in accordance with the Strategic Development Plan of the Kazakh University of Technology and Business for 2015-2020, regulatory documents that govern the implementation of educational programs: The Law of the Republic of Kazakhstan On Education, the State Compulsory Education Standard, the Guidelines for the Organization of the Educational Process on Credit Learning Technology, the Model Rules for the Conduct of the Current Monitoring of Academic Progress, intermediate and final student certification, and internal documents.

The common goal of the accredited programs is to provide conditions for obtaining adequate, high-quality professional education, as well as professional competence in Management, Tourism, Catering and Hospitality, in order to form a national model of multi-level continuous education, in line with external regulatory documents related to education.

The EP is implemented by the department to turn out graduates in accordance with the following tasks:

- improving the quality of education subjects to the requirements of national and world standards, the Bologna Convention;
- completing a social order for the development and formation of students' personality;
- strengthening the innovative element in education, organization and conduct of research activities in the services sector.

The educational process planning is represented by a structure of interrelated documents (standard curricula, the CES, individual student curricula, working curricula) and a set of various types of academic and methodological documentation. Every year, the Catalogs of Elective Subjects are developed in order to implement the educational program. They provide a description of a subject under the optional course with brief content, pre- and post-requisites, competences in line with the Dublin descriptors. The ECS is available for students in hard and soft copy (in AIS Platonus, in Deans Offices, and in the library). On the University's website (www.kazutb.kz), the CESs for accredited EPs are not presented in full. The structure and scope of the curriculum are in line with the State Educational Standards and the Standard Curriculum. The subject programs are developed at an appropriate scientific and methodical level.

The educational programs are implemented depending on the objectives and Development Plans of the department that is turning out graduates. These plans are drawn up in accordance with the University Strategy.

The EP planning, developing, approving, amending, and further improving procedure corresponds to the legal documents regulating the implementation of educational programs and is available to all participants of the business process - ATS, employers, and the personnel.

When developing the EP Development Plan stakeholder representatives are involved: students, ATS and employers; generally, these are well-known specialists - large companies and enterprises whose profile corresponds to the areas of training.

At the department's meetings, changes, proposals and amendments to the academic and methodological documents of the EP are made. The Committee notes the close interaction of the

departments turning out graduates with employers as to organizing practices, thesis design, reviewing, professional guidance work, and the distribution of graduates.

The EP Development Plans are drawn up based on the studying the experience of leading Kazakh universities in service-specialists training, taking into account the analysis of the EP functioning, the actual positioning of the institution.

At the departments that turn out graduates on the accredited EPs perform the applied research activities. The research findings are not adequately reflected when creating educational pathways and in the development of new subjects.

Considerable importance is attributed to the development of students individual learning pathways. Content, scope, logic of creating an individual learning pathway of a student is based on a well-designed modular and educational program in the specialty, taking into account the level of the educational cycle. The departments, Deans Offices, the Department of Academic and Educational Affairs monitor the EP implementation.

The specific features and uniqueness of these programs are aimed at the practical application of knowledge, innovative techniques and technologies in the practical activities of future professionals, at self-improving and learning throughout life in the select specialty.

In the best interests of employers and extensive professional training, learning pathways and corresponding elective subjects were introduced at all educational levels, which reflect the current needs of the labor market in specialists with knowledge and skills in the relevant professional area.

Under the EP code 5B090200 - Tourism, the learning pathways for the following specialties are offered: "Organization of Tour Operator and Travel Agency Services", "Tourist Services Management and Implementation".

Under the EP code 5B091200 - Catering and Hospitality, the learning pathways for the following specialties are offered: Catering and Hospitality, Management and Servicing in Catering and Hospitality.

Under the EP code 5B050700 - Management, the learning pathways for the following specialties are offered: Innovation Management, Management in the Sectors.

Under the EP code 6M050700 - Management, the learning pathways for the following specialties are offered: Modern Aspects of Management, Scientific Research Management in the profile direction, Organization and Enterprise Management, Innovation Management in the scientific and pedagogical direction.

To ensure quality education and improve the rate of students' satisfaction with educational services, the departments update the scope of educational programs considering employer opinions. Upon the employer requests, changes are made to the Catalogs of Elective Subjects on Bachelor and Master's programs.

The educational-methodological complex developed by the ATS in Russian, Kazakh and English languages within the EP subjects are transferred for examination to employers in order to verify the correspondence of the thematic plan to the specific features of practical activity. All the EPs are provided with the review reports from employers.

The key development indicators of the accredited EPs are structured according to the types and directions of activity and contain administrative, academic, methodological, scientific, educational, economic, marketing, and career-oriented types of which constitute a basis for planning, development and ongoing improvement. However, the target numerical indicators are not clearly defined in the EP Development Plans.

Moreover, the University has not sufficiently displayed the specific features and uniqueness of the Development Plans of the EPs to be accredited and the national development priority coherence.

The educational programs are governed according to the Concept of Development of the Student-oriented Academic Policy, documented provisions "On the Development of Modular Educational Programs", "On the Curriculum Development", "About the Catalog of Elective Subjects", "On the Development of Teaching Materials by Specialties and Subjects", "On Prerequisites", "On the Academic Mobility of Students, Academic Teaching Staff and Employees",

"On Engaging Foreign Specialists", "On the Order of Organization and Implementation of Joint Educational Programs with Other Universities, Including Foreign Universities" etc. The EP Development Plan implementation is tracked and adjusted on a regular basis within the University and the Department. During the EP implementation, the statistics data on the enrollment and graduates, the available resources, staffing of the research and international activities, and other areas are collected and analyzed, particularly, on the areas for which the rate of achieving target results is monitored. The Department carries out a compulsory analysis of the achievements of the set goals for the ongoing improvement of its activities.

There is an efficient feedback system aimed at students, employees and stakeholders. The system comprises of regular meetings of the Rector with the team, the holding of Faculty Councils with the engagement of Top Management, the functioning of self-government bodies and the institute of mentorship and counselling, the availability of the Rector's blog on the University's website.

Information technologies are being actively introduced into the management activities, : an educational portal and an information site operate in three languages, an information system for supporting the educational process based on the Platonus AIS credit technology.

Quality assurance activities as to the educational process, conducted at various levels, are recorded in the form of notes, acts, certificates, reports and discussed at the meetings of the Department, Educational and Methodological Councils, Academic Board of the university. Yet, the system of analysis and evaluation of key assurance indicators for the development of preventive and corrective measures is poorly presented.

The Committee notes the close interaction of the departments turning out graduates with employers as to organizing practices, thesis design, reviewing, professional guidance work, and the distribution of graduates.

Alongside with that, according to the analysis of planning educational activities, the risk assessment and defining ways to mitigate these risks is not properly carried out, and the analysis of the change effectiveness is insufficient.

In this regard, it is necessary to strengthen risk assessment activities and identify ways to mitigate them, regularly monitor change effectiveness.

The equipment and facilities enable to conduct the educational process at the level corresponding to the higher education requirements under the state standards.

A major factor is the availability of information systems, the use of the Internet for information sharing, the site containing information on the University activities. That said, it should be noted that not all processes are automated, which needs to be refined.

The University collects, accumulates and analyzes information on the implementation of accredited EPs and conducts a self-evaluation in all areas, based on the development and implementation of measurement processes, analysis to assess the success of implementing the EP Development Strategy through such indicators, as performance and efficiency, develops and revises the EP Development Plan. However, the use of the system for collecting and analyzing statistics on enrollment and graduates, available resources, staffing, research and international activities, etc. under the educational programs management is not implemented in full capacity. For efficient EP management and heavy use in the EP management processes of statistics collection and analysis system as to enrollment, graduates, available resources, staffing, research and international activities, and other areas it is required to design information system satisfying the needs of the University that enables obtaining the necessary systematic data on all types of resources used (depending on the enrollment and graduates, available resources, staffing, research and international activities and other areas). Also, need to introduce electronic, modern software for the collection and analysis of statistical data in the context of the following main areas of the EP management.

The University has introduced an automated information system Platonus, which enables improving the collection structure and analysis of statistics on the enrollment, graduates, staffing, available resources, research and international activities and other areas.

The continuity of the educational program scope at various levels and the continuity of the Bachelor's and Master's programs is traced.

Due to a steady position in the educational services market, the qualified ATS of the accredited educational programs, the University confirms its effectiveness by the results of the annual National Rating of the Universities of the Republic of Kazakhstan. At the same time, the University shall take into account the possibility of a systemic risk associated with demographic factors, i.e. the threat of deterioration of the demographic situation in the country (a decrease in the number of applicants associated with a decline in the birth rate in the late 90's); Also, the other threat is a growing popularity of studying abroad, which may entail a reduction in the number of students enrolled in the accredited EP.

The EP strengths are:

- Ongoing analysis of the EP functioning, aimed at satisfying the needs of the state, stakeholders and students;
- Alignment of educational programs development with directions of national policy in the area of education, science and innovative development;
- educational programs Development Plans fit into the available resources;
- extensive involvement of stakeholders in the EP development.

For further development and improvement of the university activities as to the implementation of the accredited educational programs, the EEC IAAR **recommends:**

- approach the EP Development Planning in such a way that the specific features and uniqueness, related to the university position in the educational market of the region, were more clearly highlighted;
- pay significant attention to systematic self-examination in all areas to evaluate the success of implementing the EP Development Strategy through such indicators as performance and efficiency;
- to adjust the functioning of the internal Quality Assurance system of the EP, including its design, management and monitoring, improvement, decision-making based on facts;
- in the EP management process it is necessary to develop a system for assessing risks and identifying ways to mitigate them;
- identify and analyze non-conformities, develop corrective and preventive actions on a regular basis;
- analyze the effectiveness of the occurring changes in a consistent manner.

Under the Educational program Management Standard, the accredited EPs have 21 satisfactory positions, 6 need to be improved.

4.2 "Development and Approval of Educational program" Standard

The EP objectives provide a balance of a graduate's personal development, the development of its professional competence, moral and ethical values, social adaptation ability, high competitiveness. The common goal of the accredited programs is to provide conditions for obtaining appropriate, high-quality professional education, as well as professional competence in Management, Tourism, Catering and Hospitality, in order to form a national model of multi-level continuous education, in line with external regulatory documents related to education. The objective of the EP 6M050700-Management is to train managers who carry out management activities across the entire range of functions of the managerial process that have certain professional competencies, which represent a complex of knowledge and skills for conducting managerial activities and scientific research skills. The accredited EPs are distinguished by the two areas of training for each EP, created on the basis of national development priorities, the University Strategic Development Plan, and employer recommendations.

The EPs are developed annually considering the changes in the requirements of the MES RK, updates to the SCES RK and Standard Curricula, as well as labor market interests. Training in these programs is focused both on the needs of the Republic of Kazakhstan and on the international economy demand, in general.

The department to turn out graduates together with employers, in line with the requirements for the expected learning outcomes, develop the graduate's professional competencies for each educational program and design a qualification model. This model provides for all the competencies of the graduate by type of activity. Based on the qualifications model, the department develops a competency matrix in which graduate competences under the educational program are horizontally listed, and the list of subjects that form the competences is provided vertically. Based on the competence matrix, the department turning out graduates develops a Catalog of Elective Subjects and modular educational programs for each specialty.

The Department develops modular educational programs for the entire duration of training. After that the programs to be reviewed by employers, analyzed by the Scientific and Methodological Council of the Faculty, and agreed upon by the Scientific and Methodological Council of the University, and then to be approved by the Academic Board.

The list of subjects offered for all levels of training is, primarily, available in the Platonus AIS, where in the relevant sections the WC for the academic year, training materials and manuals by subjects and modules are posted.

The department turning out graduates 'Management and tourism' actively engages employer representatives in the CES development. Employers take an active part in the work of scientific and methodological workshops, round tables, conferences of the departments. They are invited for joint lecture sessions, excursions. Employers directly supervise the industrial practical training. For instance, the CEO of Akmolatourist JSC, Korolkov V.A. takes an active part in developing the Department EP; the CEO of Karaotkel JSC, Orazbay Ye. and others The Department invites prospective employers to review the curricula and introduces courses, which are necessary for the employment and quality professional experience of graduates.

Representatives of organizations and enterprises are engaged on the final attestation of graduates, presenting thesis. Employer representatives that are usually engaged in the development and implementation of the EP are employers whose activities correspond to the vocational training of graduates: Akmolatourist JSC, Kazakhtsan Temir Zholy NC JSC, KAENCOM LLP (Karaganda city), Astana Enterprise Board SE, Arman-tour LLP, Dom Priyemov RK (Saltanat Sarayy, House of Ministries), Karaotkel RSE DPA RK, Hotel Complex 'RIXOS' Astana, Department of Industry and Tourism of the RK, Astana, Duman SC, Ramazan LLP (Aktobe), Kazakhmys Corporation LLP (Zhezkazgan), TTSTelecom LLP, Gidravlik StroydorMash LLP, PulsPlus LLP, Otauservis LLP, Kaysar-2012 LLP, Shahrstan-A LLP, AmirKazStroy LLP, ZherGer LLP, PMTDevelopment LLP, Assorti-Astana LLP, Respublika Coffee LLP, Novy Mir LLP, 7 MAXtrevel LLP, PandatrevelAstana LLP, Helios LLP, Ortalyk Zher LLP, ASKO Insurance Company LLP " and etc.

Increased competition in education, consumer requirement strengthening as to the quality of educational services resulted in the targeting the department's activities towards the consumer, as a key principle in the organization of the educational process. The Department defines its objectives and sets tasks depending on the consumer requirements.

The educational process is arranged based on the implementation of the principle of the EP focus on the students' personal needs, the unleashing its potential and training of a socially active person. The freedom of selecting subjects is realized by providing the student with a Catalog of Elective Subjects in choosing the course pathway. In line with the Catalog of Elective Subjects, which contains a list of all modules of the optional element, specifying the purpose of the study, the summary and anticipated outcomes of the study, the standard EP curriculum. A student together with Advisor shall define its learning pathway and enter the selected subjects in his/her individual curriculum. The subjects shall be distributed throughout the terms in a logical sequence, taking into account the observance of prerequisites and post-requisites. The Dean of the Faculty of Economics approves the individual curriculum of the student every year; it contains a list of subjects and the number of credits.

The various types of knowledge assessment included in the EMC enable to evaluate the effectiveness of mastering the learning professional competencies.

Equal opportunities for students are ensured by the completeness of the academic,

methodological, organizational, educational, and information support of the educational process in three languages: Kazakh, Russian and English. Gender equality principle applies to all students. Equal access to academic, research and educational activities is provided.

When implementing the EP, the department turning out graduates widely cooperates with other universities - partner universities in order to organize research internships, lectures of foreign professors, conduct joint research and expand academic mobility. Joint activities together with partners of near and far abroad are carried out: Middlesex University (United Kingdom); the European Institute of Design (IED) (Italy); the Technical University of Applied Sciences (Germany); Chemnitz Technische Universität (Germany); the University of Piraeus (Greece); the Academy of Finance and Business Vistula (Poland); the Higher School of Tourism and Ecology (Poland); the University of Agro-Business and Regional Development (Bulgaria); the University of Food Technologies (Bulgaria); the Hitit University (Turkey); the Aydin University (Turkey); the Istanbul European Institute (Turkey); the Keimyung University (South Korea). Also, with the universities of the Russian Federation - the Moscow Institute of Economics, Politics and Law, the Moscow State University of Technology and Management named after K.G. Razumovsky, the Russian State University of Oil and Gas named after I.M. Gubkin, the Saint - Petersburg State Technological Institute (Technical University) and the Omsk State University named after F.M. Dostoevsky.

The knowledge, skills, and competencies of graduates are monitored during the final attestation of students. The following forms of final state assessment are envisaged: state examination (oral or written), computer-based testing, comprehensive examination; presentation of the graduation thesis. The prevailing method of the summative assessment is the oral examination. The summative assessment at the Bachelor's level is carried out by the testing center, using the database of test tasks. When the evaluation mark is 'unsatisfactory' under the summative assessment, the final grade for the subjects is not calculated. The student shall study during the summer term, as not having mastered the subject. State attestation commissions are established, which carry out their activities, guided by the "Standard Rules for Conducting Current Monitoring of Academic Progress, Intermediate and Final State Attestation of Students in Higher Education Institutions" (Order No. 125 of the MES RK).

Each student has an access to the personal account in the educational process management system Platonus; access to the electronic library is provided.

The decision on the introduction of active teaching methods, monitoring the impact of implementing innovations in the learning process on the results of training is carried out by the collegial bodies of the Educational and Methodological Management Affairs at the appropriate levels (department, faculty, university) based on the EP teachers proposals.

Tasks under the IWS are included in the EMCS, which in turn, in the form of syllabuses shall be posted in the electronic library of the university and are accessible to students. Types of individual work of students, their workload in hours, the form and time of assessment are regulated in the relevant sections of the syllabus (working curriculum) for each subject.

Controlling the effectiveness of the Quality Assurance System is carried out through internal audits, methodological support inspection, and evaluation of activities and consideration of issues at the boards.

The Department teachers are familiarized with innovative methods of teaching in the advanced training courses, at the Young Teacher School, at the methodological workshops, master classes and during open classes of their colleagues, the experience shall be analyzed and applied in their own activities. Thus, the most frequently used innovative methods of teaching in Bachelor and Master's programs: problem-based lecture; discovery learning conversation; educational discussion, methods and techniques for the development of critical thinking, gaming technologies.

Strengths:

- development of educational programs, considering employer requirements and the labor market needs, the scientific traditions of the university, aimed at developing the professional skills of students;

- the close interaction of the departments turning out graduates with employers as to organizing practices, thesis design, reviewing, professional guidance, and the distribution of graduates.

- providing students with the opportunity to have industrial practical training in the specialty at the relevant specialization enterprises after each training course;

- availability of the department branch on the basis of Akmolaturist JSC.

For further development and improvement of the university activities as to the implementation of the accredited educational programs, the EEC IAAR **recommends:**

- more accurately define the specifics of training for each educational program;

- to supplement the developed competence models of the graduate with professional competencies considering specific nature of the EP and labor market demand;

- as part of the EP scope continuity, it is recommended to commence activities on the opening of a Master's program in "Tourism", "Catering and Hospitality";

- to continue activities on the harmonization of the scope of academic programs with similar academic programs of leading foreign and Kazakh educational institutions.

- consider the possibility of forming joint educational programs with foreign educational institutions within the cluster;

- to supplement the EP scope with research elements, to introduce the ATS research findings into the educational process.

According to the "Development and Approval of Educational Program" standard, the accredited EPs have 18 satisfactory positions and 3 positions need to be improved.

4.3 "Student-Centered Training, Teaching and Student Evaluation" Standard

Student-centered training provides for organization of specific student training, which is to the maximum extent focused on their personality traits and the specific features of personal understanding of the world. Within this framework, not only knowledge is transferred and the skills are developed, but also the focus of the cognitive interests of students, life plans, value orientations, personal potential of the subjects of the educational process of the university are developed.

Teachers of the Management and Tourism Department see the training value of student-centered learning in the verification of the uniqueness of the student's personality, especially within the conditions of level-based education.

To ensure students harmonious development, taking into account their intellectual development and individual characteristics, when implementing student-centered educational programs, the needs of students are considered. This affects the requirements for both training, in general, and for teaching activities.

In order to adapt the students to the KazUTB educational environment, the Guidebook that contains systematized information on the internal regulations, organizational and procedural norms of the educational process is constantly updated. The document contains brief information about the University and its departments, the order of the educational process management, the system for monitoring and evaluating knowledge, the rights and duties, the elimination of academic debts, the rules for transferring and re-admission of students.

The advisors promote student interests in the course of training and defining the individual learning pathways.

Individual characteristics, needs and cultural experience of students are taken into account in various aspects of research and educational activities: in choosing elective courses; when selecting the company for industrial practical training; in determining the topic of the thesis; in selecting a thesis supervisor; when students are engaged in research work (research projects and scientific projects of the department).

The Department carries out the necessary activities on training students to write a graduation paper: the topics of the graduation projects are approved, according to which students can choose a topic based on their interests and work profile. Topics of the graduation papers differ in their importance, correspond to the course of reforms held, and are revised on an annual

basis. According to the curriculum, before presenting a graduation paper, students have pre-graduation practice (internship), where they collect materials for writing their theses.

Final assessment of undergraduates of the Management EP is carried out within the terms provided by the academic calendar and curricula of specialties as a comprehensive exam and presenting Master's Degree thesis. The comprehensive examination includes subjects of the major cycle for Master's degree EP.

A set of topics for Master's theses is developed by the department that will turn out graduates and is approved by the university's Academic Board every year. Candidate for a Master's degree is given the right to propose its own topic of the master's thesis if there is a justification of its relevance and expediency or a request of the enterprise, organization, institution. The topic of the Master's thesis and the Supervisor are assigned based on the order of the Rector of the University within two months after the candidate admission. A topic of the Master's thesis and the implementation plan shall be specified in the Individual Activity Plan. The Individual Activity Plan of the undergraduate shall be drawn up for the entire period of study. The Department has developed the "Regulations for the preparation of the Master's thesis".

The feedback principle is implemented, sociological surveys and monitoring of the social well-being of students and ATS are conducted. Also, there are following feedback forms: Rector's blog, pages in social networks.

Before the examination, the Dean's Office provides a technology for conducting the exam by an independent Teacher and fair assessment. Only those students who have a particular rating are permitted to pass the exam. When calculating the permission rating, grades of current control and midterm examination are necessarily taken into account. Evaluation of the student training is carried out in accordance with the assessment tool funds developed for the subjects.

The EP strengths are:

- Students training assessment is carried out in line with providing equal opportunities for students, regardless of the language of teaching in the development of an individual learning pathway, developed for the subjects by the funds of assessment tools.
- availability of a system for monitoring the progress of the student along the educational pathway and student achievements;
- fair evaluating the knowledge and degree of students professional competence development, transparency and adequacy of criteria, tools and mechanisms for their evaluation.

For further development and improvement of the University activities as to the implementation of the accredited educational programs, the EEC IAAR **recommends:**

- widely introduce and effectively use active and innovative teaching methods;
- organize the ATS activities to create their own developments in the area of teaching the academic subjects;
- to revise and strengthen a feedback system on the use of various methods of training and knowledge assessment.
- provide better conditions for inclusive training.

According to the "Student-centered Education, Teaching and Academic Performance Assessment" standard, the accredited educational programs have 1 strong and 7 satisfactory positions and 4 need to be improved.

4.4 "Students" Standard

The policy of setting student headcount is to admit the students prepared for the training in the University, who consciously have selected the specialty, provided that the necessary number of points according to the results of the UNT and CT is achieved, as well as specialists for obtaining a second higher education based on the interview. Conditions and rules of admission for applicants are available on the KazUTB site.

In accordance with the results of the UNT and CT, applicants, on a competitive basis, have the opportunity to become holders of a state scholarship, a Rector's grant. Scholarships and discounts (from 5 to 30%) are provided on the basis of the analysis of documents submitted by the entrant and is performed in line with the Provision on granting privileges for tuition at the

Kazakh University of Technology and Business JSC. Students-activists, students from low-income and / or big families are eligible for various types of discounts. The KazUTB students apply for a presidential scholarship.

The student headcount by the specified specialties: full-time, part-time forms of education is developed depending on the secondary school in Astana and nearby regions, college graduates, graduates from the CIS countries, holders of higher education degree, and those wishing to get a second higher education. The number of students across the accredited EPs is presented in Tables 2, 3.

Table 2 - Bachelor's Degree program student headcount

Academic year	Mode of study	Total students	Studying in Kazakh language	Students with scholarship
5B050700 - Management				
as of 01.09.2014	Full-time	36	18	-
as of 01.09.2015	Full-time	63	27	-
as of 01.09.2016	Full-time	100	42	-
5B090200 - Tourism				
as of 01.09.2014	Full-time	62	44	-
as of 01.09.2015	Full-time	49	36	-
as of 01.09.2016	Full-time	51	34	-
5B091200 - Catering and Hospitality				
as of 01.09.2014	Full-time	114	52	15
as of 01.09.2015	Full-time	114	56	5
as of 01.09.2016	Full-time	148	56	10

Table 3 - Master's program student headcount

Academic year	Total students	1 year	2 year
6M051000 Management			
as of 01.09.2014	24	18	-
as of 01.09.2015	34	28	6
as of 01.09.2016	26	17	9

Upward trend is observed in the Catering and Hospitality specialty. For instance, in 2016 there is a noticeable increase in the headcount of this specialty, as the specialty is available only in this institution within Astana, and also because scholarships are to this program are allocated every year. On the Management specialty, there is also a noticeable increase in the student headcount. Thus, the headcount for this specialty as of 01.09.2016 compared to the same period last year increased by 1.5 times. On the Tourism specialty, there is a small decrease in the headcount in comparison with 2014, due to the growing competition of Astana universities, which turn out students in this specialty.

The KazUTB to impose equal retirements for all entrants in accordance with the regulatory documents of the MES RK. Advisors assist students in adapting to the environment. A Guidebook has been published, which is also available on the university's website.

A system of internal monitoring of the knowledge quality is not widely used at the University, it is necessary to conduct surveys and monitoring more often.

Special attention is paid to the research activities of students. So, lecturers conduct classes with elements of research, help in organizing the activities of the student scientific circle of the Department, as well as in various contests and Olympiads. For instance, there is a student scientific circle Zhas Koshbashy in the Management and Tourism department. It was established as a result of the merger of two scientific circles Zhas Manager and Zhas Tourist. The structure of the Zhas Koshbashy circle is represented by 15 students, however anyone can participate in the meetings. One of the active members of this circle is Seitzhan A.B., the owner of the presidential scholarship in 2015-2016 academic year. She takes an active part in scientific conferences, is a member of the debating club Ak Orda, and takes an active part in the movement of volunteers EXPO-2017. Circle meetings are held every month. The achievement of the Circle is participation in the IX Republican Student Olympiad, which took place on April 13-15, 2016 in Almaty Technological University, where the students have been awarded the 3rd place. In May 2016, students and undergraduates of the accredited EPs Management, Tourism and Catering and Hospitality actively participated in the XVIII Republican Scientific and Practical Conference "New Century - New Technologies", which was held in the KazUTB. The outcomes have been published in the conference information package. Moreover, Master's program students are interested in participating in conferences of the near-abroad countries.

The public student life is widely developing in the KazUTB. There is a Committee for Youth Affairs at the University. It provides counselling to applicants, carries out information flow, organizes various events, and coordinates the activities of various departments, a debating club and other public associations.

All Master's program students in line with the SCES of Post-Graduate Education (August 23, 2012 No. 1080, p. 82) have a foreign scientific internship in such universities as the Omsk State University named after F.M. Dostoevsky, the Xinjiang University in Urumqi and others.

The University is intensifying its policy in the international relations. So, under the framework of academic mobility, a student of the Tourism specialty, Kozhakhmet A.Ye. has studied in the period 29.09.2014 - 31.01.2015 in Warsaw at the VISTULA Academy of Business and Finance; student of the Tourism specialty, Shaimuratov M.K. has studied at the University of Cankry Karatekin in the period 09.02.2015 - 27.06. 2015. Third year students in Management and Catering and Hospitality specialties, Adilov G. and Murat A. have been sent to study for 6 terms in Poland and Hungary, respectively.

Graduates are employed based on the employer solicitation, contracts. Job fairs are held at the University on an annual basis. The enterprise representatives make presentations of their enterprises, and preliminarily negotiate the employment of graduates. A number of students are trained in line with enterprise orders. In order to provide practical, pedagogical and industrial training facilities, agreements are signed with the industry leading enterprises.

Information on the graduates' employment of the accredited EPs is presented in Table 4.

Table 4 - Rate of graduates employment

Specialty	2013-2014			2014-2015			2015-2016		
	graduation	employed	employment %	graduation	employed	employment %	graduation	employed	employment %
5B090200 - Tourism	21	9	42,8	20	12	60	18	11	61,1
5B091200 - Catering and Hospitality	45	19	42,2	39	29	74,3	36	28	77,7
5B050700 -	0	0	0	0	0	0	80	63	78,7

Management										
6M050700 Management	-	21	17	80,9	20	13	65,0	28	24	85,7

Employers are represented by such companies as King Hotel LLP, Diplomat Hotel, RIXOS Hotel, Karakotkel RSE APA RK, Akmolatourist LLP, Na Kryshe restaurant, State Institution "Astana Department of Public Utilities, Atameken RPE, Zhilstroyberbank JSC, etc.

Through the CYA, the students are able to communicate to share and express their opinions. Based on the CYA students meet with the university management. In addition, the Committee carries out an information flow between different departments, units and students. To share information and opinions, the groups were established in various social networks. In addition, the CYA is engaged in the implementation of the Academic Honesty Policy. The activists have shot a patriotic clip Adal Bol (The Future without Bribes). This movement works on a voluntary basis and carries out agitation and explanatory activities within the framework of academic honesty among students and undergraduates.

In the course of the meeting with students and undergraduates of accredited educational programs it was established that:

- the percentage of students involved in research and counselling is not high enough and needs to be intensified;
- a low percentage of external and internal mobility for students;
- low student awareness about the mechanism for supporting talented students;
- It is necessary to create a structure that would monitor graduates employment.

59 people took part in the survey. Out of them 10,2% - Candidates for Master's degree, 89,8% - students. The questionnaire survey of the students, conducted during the visit of the IAAR EEC, showed that:

- 89,8% are satisfied with training methods in general;
- 93,2% are satisfied with academic workload and student requirements, as well as with the existing University resources;
- 89,8 % are satisfied with the quality of training.

In general, students are satisfied with the academic workload, student requirements, conducted tests and exams, the relationship between a student and a teacher. Difficulties prompted questions about health services for students, classrooms and classrooms for large groups, provision of restrooms, available scientific laboratories, and provision of a dormitory.

The EP strengths are:

- providing graduates with documents confirming the received qualification, including the learning outcomes achieved, as well as the context, content and status of the education received and evidence of its completion.

For further development and improvement of the University activities as to the implementation of the accredited educational programs, the EEC IAAR **recommends:**

- envisage a special program of adaptation and support for foreign students.
- consider the possibility of conducting professional certification of students on the educational programs of the cluster;
- to intensify the activities aimed at assisting both by the administration and by the students, the external and internal mobility for students on the educational programs of the cluster;
- to intensify research activities of the students under this cluster;
- improve the information flow for students;
- to strengthen the measures aimed at graduates employability, systematic monitoring of employability of graduates, development of their career and increasing the performance of the Graduate Associations.
- to improve the effectiveness of monitoring student academic achievements.

According to the "Students" standard, the accredited educational programs have 1 strong, 10 satisfactory positions and 5 of them need to be improved.

4.5 "Academic Teaching Staff" Standard

Scientific and pedagogical staff implement the Bachelor's degree EPs. Normally, they have a basic education corresponding to the profile of the subject taught and systematically engage in scientific and (or) scientific and methodological activities.

Training in the Bachelor's specialties is carried out by experienced teachers, Professors, Candidates of Sciences, who have a long track record of teaching at the University.

The HR policy, being one of the strategic priorities for the University development, is aimed at providing qualification requirements for implementation of educational programs, preserving professional potential of the academic teaching staff, creating conditions for increasing professional motivation and career development of teachers, creating a favorable moral and psychological climate in the team.

Table 5 - ATS headcount at the Management and Tourism department

ATS headcount	2013-2014	2014-2015	2015-2016	2015-2016 in % to	
				2013-2014	2014-2015
Total headcount, inc.	31	25	18	58,1	72,0
Doctor of Sc.Economics, Professor	4	4	3	75,0	75,0
Candidate of Sc.Economics, Associate Professor	13	7	8	61,5	114,3
PhD Doctor	1	1	-	-	-
Holder of Master's Degree, Sr.Lecturers	12	12	5	41,7	41,7
Holder of Master's Degree, Lecturers	1	1	2	200	200

The headcount decrease in 2015-2016 academic year against the decrease in 2013-2014 academic year is 41,9% against the decrease in 2014-2015 academic year - by 38% is due to the separation of the Business-technology department and the establishment of two departments "Management and Tourism" and "Economics, Accounting and Audit".

The Committee has identified that, in general, the qualification of the teachers department, their quantitative and qualitative composition correspond to the areas of training of students, meet the licensing requirements, and indicate the staffing of the educational activities of the university.

The department ATS complete advanced training courses every year. In 2015, most of the teachers of the department have completed the advanced training courses in Quality Management that was conducted by the Astana Business Association, as well as short-term training for the Business-Counselor Project for Entrepreneurs, organized by the Ministry of National Economy of the Republic of Kazakhstan and the National Chamber of Entrepreneurs of the Republic of Kazakhstan "Atameken" under the Business Road Map 2020; advanced training courses organized by the Scientific Methodical Center ZIAT: Peculiarities of promoting the image of a tourist company; advanced training courses organized by Springer.

On March, 11-18, 2017, Kurmankulova N.Zh. has completed the advanced training courses in Poland (Jozefow-Warsaw) in: Strategic and Innovative Management of the Social Aspect.

In October 2016, the department initiated the scientific and practical workshop on innovative technologies. They visited a village Arnasay (Akmol. region), which represents a modern innovative site. All the students, undergraduates and teachers of the Economics Department took part in the workshops.

The department employees participate in the scientific and methodological conferences and workshops. A number of teachers (Akhmetova G.B., Abzhalelova L.A/, Tulegenova K.T., Amangaliyeva M.M.) have taken a scientific internship in Tourism Management, organized by the Cankyry Karatekin University and the Commonwealth Agency under the Prime Minister of the RK, Cankiri, Turkey.

As part of the teachers academic mobility, holder of Master's degree, Mukatova R.A. in the period 08.04.2017 - 19.04.2017 has read lectures in Business Tourism in Budapest (Hungary), the University of BudapestMetropolitan.

In December 2016, the lecturers of the department Yardyakova I.V., Kurmankulova N.Zh. have participated in the workshop Building an Intra-University System for Evaluation of the Quality of Education.

All members of the department conduct research and scientific activities, which results in the development of textbooks and teaching aids, participation in scientific and practical conferences; publication of scientific articles in the national and foreign journals, in particular, in those that have an impact factor. For instance, the teacher, Karbetova Z.R. has four publications with an impact factor, Kurmankulova N.Zh. - 2 publications, Mizambekova Zh.K., - 1 publication, Yardyakova I. V. - 1.

In 2016, 5 teachers from the department participated in the international scientific and practical conferences. Thirty-three scientific articles have been published in the national journals.

Nurgaliyeva A.Sh., Professor of the department supervises PhD students: Sadykova R.K., the topic - The Role of the Cluster Approach in the Development of Tourism in Northern Kazakhstan, Ray I.Yu. Model of the Effective Development of the Tourism Industry in Kazakhstan

Nurgaliyeva A.S., As. Professor, Ph.D, is a member of REMC - the Republican Educational and Methodological Council for Tourism.

In September 19-21, 2016, Nurgaliyeva A.Sh., Professor together with the Academy of Image Mastery, which is the base of the practical training of the department, participated in the organization and holding of the training workshop Management Standards in Tourism.

On October 8, 2016, the ATS of the Tourism Management department have organized and participated in the Congress of a separate industry.

On October 8, 2016, the Management and Tourism Department organized and conducted master-classes for tourist personnel recommended for participation in the "Recommended by EXPO - 2017" program together with the Academy of Image Mstery LLP.

Teachers of the department, Professor Karbetova Z.R. an Assistant Professor Kurmankulova N.Zh. have revised the textbook Management, that is applied by the Bachelor's degree students and undergraduates. Karbetova Z.R. has developed a textbook for undergraduates in Strategic Management, it is under publication currently. The textbook was successfully tested at the workshop sessions for undergraduates.

All educational and methodical complex developed by the department ATS is posted on the university web site.

All the data on the ATS information availability, documents on professional development, scientific achievements, information on personal development is specified in the Portfolio of all members of the department.

There is a permanent working group at the university that is aimed at improving the criteria for assessing the ATS performance in the areas of activity, drawing up proposals on the amount of the allowance for the official wages of the academic teaching staff.

Thus, based on the performance results during the academic year, the level of variable part of teacher's wage for the next academic year is calculated for all areas of activity. This methodology contributes to increase the responsibility of teachers in performance of their

functional duties, stimulates growing of professional qualification.

Based on the results of the advanced training, internships, courses, teachers introduce acquired knowledge into the educational process, which contributes to improvement of the quality of teaching, the use of innovative technologies in conducting classes taking into account production needs in the training of qualified personnel, as well as share their new experience with teachers and students.

Introduction of the Platonus AIS in the KazUTB contributed to increasing the educational process transparency rate: maintaining an electronic journal that provides ongoing access to information on academic performance facilitates monitoring of implementation of individual curriculum of students, automates preparation of statements and transcripts, as well as all forms of administrative reporting.

Experts note that the University ensures the completeness and good fit of individual planning of the ATS activities, monitoring the effectiveness and efficiency of individual plans. Pedagogical workload comprises of academic, educational and methodological, research and educational activities, which is planned for one academic year. Pedagogical workload is specified in the 'Teacher's Individual Activity Plan', 'Accounting of Teacher's Activities and Student Attendance' journals, which include a list of activities, deadlines and status reports.

The questionnaire survey of the ATS conducted during the visit of the IAAR EEC, showed that:

- The University provides the ATS with opportunities to use innovations in teaching: very good - 42,6%; good– 53,7%; bad- 3,7%;
- The ATS satisfies the content and scope of the educational program: very good and good – 96,3%;
- 29,6% of the ATS very well appreciate the support of the University and its leadership in its research activities: 59,3% - good and 9,3% - relatively bad;
- 9,3% of the ATS is not satisfied with the academic mobility;
- 11,1% of the ATS find it difficult to combine teaching with scientific research.

The EP strengths are:

- appropriateness of individual planning of the ATS activities, monitoring the effectiveness and efficiency of individual plans;
- the ATS engagement in the social life;
- assessing the teachers competence.

The EP weaknesses are:

- non-transparent incentive system for the ATS;
- insufficient activity of the ATS of the accredited EPS in research and counselling;
- insufficient level of the ATS academic mobility, involvement of the best foreign and Kazakh teachers for joint scientific research.

For further development and improvement of the University activities as to the implementation of the accredited educational programs, the EEC IAAR **recommends:**

- to ensure transparency, objectivity and evidence of implementation of the HR policy at the University;
- to consider ways to increase the level of the ATS academic mobility under the EP;
- to facilitate the involvement of foreign teachers, well-known scientists and public figures to conduct joint research with the ATS of the EP cluster;
- to intensify the participation of teachers in research and counselling;
- to provide an opportunity for the ATS to learn foreign languages in order to participate in international training and internship programs in top foreign universities.

According to the Standard "Academic Teaching Staff" accredited educational programs have 13 satisfactory positions and 5 need to be improved.

4.6 "Educational Resources and Student Support Systems" Standard

When conducting educational activities Management and Tourism Department is guided by regulatory documents that govern mandatory regulatory requirements for facilities and

equipment, educational and laboratory base of the educational institution.

The department infrastructure comprises of 2 classrooms, an auxiliary storage room for inventory. The educational and practical base of the department is located in Akmolatourist JSC.

The analysis showed that the design of the objective-spatial environment of the classrooms meets the requirements for the facilities and equipment of higher education institutions.

There is an inventory for practical and training sessions, in particular, kitchen utensils, cutlery, tablecloths, uniform for waiters that is required for the Catering and Hospitality specialty.

There is a tourist and climbing equipment for the Tourism specialty: backpacks, tents, small mats, sleeping bags, road tables, safety equipment, mechanical carbines.

A total of 612 inventory items worth more than KZT 550 k have been purchased.

The resource elements of the "Management" specialty educational process are computers, interactive boards, a projector, and special classrooms.

The students of the accredited EPs study in the main building (2,937.5 m²). The total training area employed fully conforms to the standard regulations, sanitary and fire safety standards. There are certificates issued by the Sanitary and Epidemiological, and Fire Fighting Services.

In addition, teaching and learning resources are available for all specialties in the department, and a department library has been set up containing the most advanced and up-to-date teaching and learning publications.

A student can, at any time, contact the group Supervisor, the Adviser, the Head of the Department, the Dean's Office, the Registration Department, via corporate mail to the addresses posted on the Platonus AIS, which also lists the phone numbers of specialists from the Registration Department, the DAES, and Deans of the Faculties.

Upon inquiry, a student can receive an answer depending on the nature of the question, either directly on the spot, or by submitting an application with response to the time specified in the regulatory documents.

The official website www.kazutb.kz provides access to academic, methodological and educational, and administrative information necessary for students, with pages containing links to Platonus AIS, represented more as an automated information system for managing the educational process.

The university's educational programs are sensitive to the requests of prospective employers. In this regard, the primary objective is to build cooperation between the University and employers, to organize sustainable feedback, to engage employers in the educational process. Organization of a system of liaising with employers by training areas incorporates a number of activities:

- holding various workshops, conferences, meetings, round tables engaging specialists from business and the public sector;
- conducting practical classes, organization of industrial placement and pre-graduation practical training based on the department's branch in Akmolatourist JSC.

Book availability in 3 specialties of the Department of Management and Tourism for 2015-2016 academic year is presented in Table 6.

Table 6 – Book availability for the accredited EPs for 2015-2016 academic year

	Specialty code	specialty	Student headcount	Book availability	Book availability, number of copies.
1	5B050700	Management	102	905	175778
2	5B090200	Tourism	54	668	7599
3	5B091200	Catering	148	994	

		and Hospitality			20720
--	--	--------------------	--	--	-------

During the EEC visit, data on the library collection specified in the self-evaluation report have not been confirmed. The Committee has identified an insufficient number of seats in the reading room. The Library Head did not confirm the specified number of electronic textbooks and other publications.

The University has a corporate computer network designed to unite academic buildings into a single information space and provide access to information resources of the University and the Internet.

The questioning of students which was carried out during the EEC IAAR visit has shown that:

- library resource availability is 88,2%;
- existing educational resources of the university - 89,8%;
- availability and accessibility of computer classes and Internet resources - 81,4%.

The EP strengths are:

- доступность объектов социальной сферы университета;
- effectiveness of student support services, the work of the Committee for Youth Affairs;
- free access to educational Internet resources, the operation of free WI-FI throughout the educational organization.

The EP weaknesses are:

- insufficient number of computer classrooms, multimedia, language and scientific-methodical labs;
- inadequate level of final projects examination for plagiarism.

For further development and improvement of the University activities as to the implementation of the accredited educational programs, the EEC IAAR **recommends:**

- to strengthen technological support of students and the ATS in line with the programs (for instance, on-line training, modeling, databases, data analysis programs);
- increase the collection of educational-methodical and scientific literature for general, basic and major subjects in hard and soft copies;
- equip a sufficient number of computer classrooms, multimedia, language and scientific-methodical labs;
- ensure access to scientific databases, electronic scientific journals.

According to the "Educational Resources and Student Support Systems" Standard, accredited educational programs have the following indicators: 2 strong positions, 12 satisfactory positions, and 5 need to be improved.

4.7 "Information Management and Reporting" Standard

Automated information system Platonus (AIS Platonus) is used as instrument to collect and analyze information at the KazUTB. Data integration by means of Platonus AIS provides information designed for operational and strategic management of the university.

Most of the current systems for the automation of educational process allow to automate only certain sections of educational process, for example, only storage of student personal cards, development of statements for a Certificate, HR accounting, etc. In this regard, the advantage of Platonus AIS is that it covers all these interrelated processes.

There is a complete base of students across all levels and forms of training, ATS and other employees, united in groups of users with individual rights, with differentiation of access to information resources, in the Platonus AIS.

The educational process participants communicate through sending personal messages, chats and forums. The system of personal messages, by its format, is close to email, it is intended exclusively for users of the system. Incoming and outgoing messages from each user are displayed on its work page.

The process of information creation in the Platonus AIS consists of separate operations performed by the participants of the process, each of them is an automated data processing related to one or another type of activity of the institution. Getting an integrated result that is valuable for making managerial decisions depends on the effective fitness to work, as well as timely data entry by all participants of the process.

Properties and characteristics of the information collected and processed are identified depending on the University mission and are aimed at finding the most effective methods, and ways to improve the quality of educational and related services provided, as well as raising the level of social conditions for employees and students.

Experts highlight, that the Minutes of the department meetings, the annual reports have the records on the analysis of the EP objectives achievement, and also the ways of the educational program performance improvement. The departments administrative documents are stored in line with the requirements of the nomenclature of affairs.

In general, the EEC notes that the University is utilizing information systems, information and communication technologies, and software for proper information management.

The EEC IAAR having held the meetings, discussions and interviewed the Rector, Vice Rectors, Deans, Heads of Departments, Heads and the staff of structural units, students, academic teaching staff, employer representatives, and graduates; having questioned the students, academic teaching staff and detailed familiarization of experts with educational infrastructure of university, material, information and methodical resources, and also necessary documents noted the following.

The EP strengths are:

- information management processes have been introduced, including collection and analysis.

The EP weaknesses are:

- inadequate level of information analysis in order to identify and forecast risks.

For further development and improvement of the University activities as to the implementation of the accredited educational programs, the EEC IAAR **recommends:**

- to provide for information analyzing option in order to identify and forecast risks.
- to indicate the information on interaction, under the EP, with scientific organizations and educational institutions implementing similar educational programs;
- expand colabortion with national and foreign partner-universities as to horizontal and vertical mobility of ATS and students.

According to the "Information Management" Standard the accredited educational programs have 13 satisfactory positions and 1 position needs to be improved.

4.8 "Public Awareness" Standard

Thr KazUTB is the only university in the region that specializes in training competitive personnel in the food, light, petrochemical and hospitality industries, for this reason the issue of image and information about the activities of the University is quite relevant.

Also, Management and Tourism department is the only one in the region specializing in the training of Bachelor's degree students in Catering and Hospitality, Bachelor's degree students in Economics and Business in the Management specialty.

In this regard, informing the public on the department activities, its specialties, achievements and plans is posted, primarily, on the University's website

Applicants and Master's program students can get answers to all the questions related to the educational resources. The website of the University operates in three languages.

The rate of information satisfaction with the University activities and the specific features and progress of the implementation of educational programs is evaluated on an annual basis through questionnaires, surveys, feedback, and also through the Rector's blog.

The information is submitted with the signatures of the Head of the Unit and the supervising Pro-Rector in at least three language versions: Kazakh, Russian and English.

The Department's leadership employs various way to disseminate information: the

University website, meetings with business representatives, round tables with Tourism and Service Enterprises Managers, the Department open doors

Every year, the Department ATS raise awareness among school leavers and college graduates in Astana and Akmola region as to the issues of selecting specialties of the Management and Tourism department. For this purpose, admission brochures in three languages on the "Tourism", "Catering and Hospitality", "Management" specialties, indicating the specific features of educational programs are used.

All stakeholders have the opportunity to make an appointment with the President-Rector. There is an option to address operational issues to Vice-Rectors and Heads of Departments in the working mode without an appointment. In addition, anyone have the opportunity to apply in person to the President-Rector through his blog on the University's website. This indicates leadership availability and its commitment in giving feedback to the team.

The EEC IAAR having held the meetings, discussions and interviewed the Rector, Vice Rectors, Deans, Heads of Departments, Heads and the staff of structural units, students, academic teaching staff, employer representatives, and graduates; having questioned the students, academic teaching staff and detailed familiarization of experts with educational infrastructure of university, material, information and methodical resources, and also necessary documents noted the following.

The EP strengths are:

- availability of unbiased information on University activities, in general, and on the of educational programs implementation.

For further development and improvement of the University activities as to the implementation of the accredited educational programs, the EEC IAAR **recommends:**

- to apply various ways to disseminate information, including information networks to inform the general public and stakeholders.

- extensively provide an unbiased information on the ATS, finalize the ATS personal pages;

- to ensure ease of navigation on the University web-site in general.

According to the "Public awareness" Standard the accredited educational programs have 1 strong, 7 satisfactory positions.

4.9 "Standards Across Individual Specialties" Standard

Organizing educational activities on the educational programs of the "Management and Tourism" department: 5B090200 - Tourism, 5B091200 - Catering and Hospitality, 5B050700 - Management and 6M050700 - Management specialties are governed in line with current requirements for training highly qualified personnel.

The Dublin Descriptors are a description of the level of knowledge, learned behaviors, skills and competencies acquired by students upon the completion of the educational program of each level of higher and postgraduate education. They depend on the educational outcomes, competencies formed, and the total number of credit ECTS units.

Training on the proposed academic programs, in term of both scope and educational technologies applied, is based on the use of modern and advanced teaching methods. For instance, much attention is paid to the technology of project activities; interactive methods of teaching, critical thinking strategies, case studies, role-playing and business games and trainings are used. Innovative methods are employed in the teaching of many disciplines, for example, in the "Management" specialty: Strategic Management, Time Management, Business Planning, Cross-Cultural Management, Project Management, Professional Management; etc.

Educational programs of the Master's program in specialties 6M050600 - Economics, 6M051000 - State and Local Administration include scientific research and experimental research practices during which the students of these specialties successfully completed a research internship at various universities near and far abroad. The student internship is conducted in accordance with the approved academic calendar in the scope established by the corresponding SCES. Depending on the areas of training, students have the three types of

practical training: industrial, pedagogical and research practical training. All types of practical training are implemented within the deadlines defined by the academic calendar and the individual work plan of the students.

Within the educational programs structure, industrial placement as one of the key elements in specialist professional training is an effective mechanism for transferring the acquired knowledge and skills from the theory into daily professional activity. Being a central core in the specialists training system, practical training facilitates students to understand the correctness of the implementation of their professional choice more deeply, to verify the assimilation of theoretical knowledge obtained in the education process, to identify professionally important qualities of the future specialty.

The department together with Practical Training and Employment Departments is working with enterprises, institutions and organizations (employers) on the issues of vocational training and graduates employment. With the purpose of labor market analysis, a database of graduates is being created, as well as the prospective employer and vacant positions information bank is being developed. The performance result is a rather high level of graduate employment of the department specialties.

The EEC IAAR having held the meetings, discussions and interviewed the Rector, Vice Rectors, Deans, Heads of Departments, Heads and the staff of structural units, students, academic teaching staff, employer representatives, and graduates; having questioned the students, academic teaching staff and detailed familiarization of experts with educational infrastructure of university, material, information and methodical resources, and also necessary documents noted the following.

The EP strengths are:

- availability of subjects within the EP aimed at getting students practical experience in applying theoretical knowledge;
- availability of subjects within the program that train innovative methods of teaching and education planning.

For further development and improvement of the University activities as to the implementation of the accredited educational programs, the EEC IAAR **recommends:**

- discuss the latest methodologies and education technologies for the EP cluster based on the present-day developments in the global science and practice in the field of specialization;
- increase the ATS publications in rating editions with a high impact factor.

According to the "Standards Across Individual Specialties" Standard the accredited educational programs in "Economics" and "Services" have 6 satisfactory positions.

RECOMMENDATIONS FOR THE UNIVERSITY

- approach the EP Development Planning in such a way that the specific features and uniqueness, related to the university position in the educational market of the region, were more clearly highlighted;
- pay significant attention to systematic self-examination in all areas to evaluate the success of implementing the EP Development Strategy through such indicators as performance and efficiency;
- establish and adjust the internal EP quality assurance system, including its design, control and monitoring, the improvement, decision-making based on the facts, and develop a system for assessing risks and identifying ways to mitigate these risks;
- identify and analyze inconsistencies, develop corrective and preventive measures on a regular basis, and systematically analyze the effectiveness of the changes;
- as part of the EP scope continuity, it is recommended to commence activities on the opening of a Master's program in "Tourism", "Catering and Hospitality";
- continue activities on the harmonization of the scope of academic programs with similar academic programs of leading foreign and Kazakh educational institutions.
- supplement the EP scope with research elements, introduce the ATS research results into the educational process, and intensify the research activities of students in this cluster;
- arrange the ATS activities in developing proprietary solutions related to the methods of teaching the academic subjects, widely introduce and effectively apply active and innovative teaching methods, and strengthen the feedback system on the use of various methods of teaching and knowledge assessment;
- provide better conditions for inclusive training.
- envisage a special program of adaptation and support for foreign students.
- consider the possibility of conducting professional certification of students on the educational programs of the cluster;
- intensify the activities aimed at assisting by the administration and by the students, the external and internal mobility for students on the educational programs of the cluster;
- improve the information flow for students;
- to strengthen the measures aimed at graduates employability, systematic monitoring of employability of graduates, development of their career and increasing the performance of the Graduate Associations.
- to improve the effectiveness of monitoring student academic achievements.
- to ensure transparency, objectivity and evidence of implementation of the HR policy at the University;
- facilitate the engagement of foreign teachers, well-known scientists and public figures to conduct joint research with the EP cluster ATS, increase the involvement of teachers in research and counselling;
- provide ATS with an opportunity to learn foreign languages in order to participate in international training and internship programs in top foreign universities.
- strengthen the technological support for students and ATS in line with the programs (for instance, on-line training, modeling, databases, data analysis programs), and also provide an access to scientific databases, electronic scientific journals;
- increase the collection of educational-methodical and scientific literature for general, basic and major subjects in hard and soft copies;
- equip a sufficient number of computer classrooms, multimedia, language and scientific-methodical labs;
- extensively provide an unbiased information on the ATS, finalize the ATS personal pages;

- ensure ease of navigation on the University web-site in general.
- increase the ATS publications in rating editions with a high impact factor.



PARAMETERS OF THE SPECIALIZED PROFILE

No.	No.	Evaluation Criteria	Position of the educational organization			
			Strong	Satisfactory	Assumes improvements	Unsatisfactory
Standard "Educational program management"						
1	1	The university should have a published quality assurance policy.		+		
2	2	The quality assurance policy should reflect communication between scientific researches, teaching and training.		+		
3	3	The university should demonstrate development of quality assurance culture.		+		
4	4	The quality assurance policy should also relate to any activity carried out by contractors and partners (outsourcing).		+		
5	5	The university demonstrates development of the EP development plan on the basis of analysis of EP operation, real positioning of the university and orientation of its activity on meeting requirements of the state, employers, interested persons and students.		+		
6	6	The university determines mechanisms of formation and regular revision of the educational program development plan and the monitoring of its implementation, assessment of learning goals achievement, correspondence to requirements of students, employers and society, acceptance of decisions aimed at continuous improvement of the educational program		+		
7	7	The university demonstrates transparency of the processes of formation of the EP development plan. The university provides information of interested persons about the contents of the EP development plan and processes of its formation.		+		
8	8	The university should involve representatives of groups of interested persons, including employers, students and ATS to formation of the EP development plan.		+		
9	9	The university should demonstrate identity and uniqueness of the EP development plan, its conformity to the national development priorities and the educational organization development strategy.			+	
10	10	The university should provide compliance of the educational program development plan and the available		+		

		resources (including financial, information resources, resources of the personnel, material and technical base).				
11	11	In the educational organization all main business processes regulating EP implementation should be documented.		+		
12	12	The university should demonstrate clear identification of persons responsible for business processes, unequivocal distribution of official duties of the personnel, differentiation of functions of collegial bodies participating in EP implementation.		+		
13	13	The university systematically analyzes the information on implementation of the educational program and performs self-investigation by all directions for evaluation of the success of implementation of the educational program development strategy through such indicators as "productivity" and "efficiency".			+	
14	14	The EP management should present evidences of the transparency of the educational program management system.		+		
15	15	The EP management should demonstrate successful operation of the internal EP quality assurance system including its design, management and monitoring, their improvement, decision-making based on facts.			+	
The administration of EP should include:						
16	16	activity management through processes;		+		
17	17	mechanisms of planning, development and continuous improvement;		+		
18	18	risks assessment and determination of methods of these risks mitigation;			+	
19	19	monitoring including creation of reporting processes allowing to determine dynamics in the activity and plans implementation;		+		
20	20	analysis of revealed discrepancies, implementation of developed corrective and preventive actions;			+	
21	21	analysis of the efficiency of changes;			+	
22	22	evaluation of productivity and efficiency of the activity of divisions and their interaction;		+		
23	23	interaction with employers.		+		
24	24	The university should provide participation of representatives of interested persons (employers, ATS, students) being a part of collegial educational program management bodies, as well as their representativeness at acceptance of decisions concerning educational program management.		+		
25	25	The EP management should provide measurement of the degree of satisfaction of the requirements of ATS, personnel and students and demonstrate evidences of elimination of deficiencies revealed within the measurement process.		+		

26	26	The EP management should demonstrate evidences of openness and availability for students, ATS, employers (official reception hours for private matters, communication by e-mail, etc.).		+		
27	27	The university should demonstrate availability of the communication channel by which any concerned person can present innovative proposals on EP activity improvement to the administration. The university should demonstrate examples of the analysis of these proposals and their implementation.		+		
Total by the standard			0	21	6	0
Standard "Educational program development and approval"						
28	1	The university should determine and document the educational program development and quality evaluation procedures, establish the educational program quality evaluation periodicity, forms and methods.		+		
29	2	The university should establish the order of periodic reviewing and monitoring of educational programs.		+		
30	3	The university should determine requirements to educational programs depending on their specifics, education level, as well as applied technologies, including remote technologies.		+		
31	4	The university should demonstrate availability of developed educational program graduate models, including knowledge, abilities, skills and professional competences.		+		
32	5	The university should demonstrate participation of ATS, employers and students in the educational programs development, provision of their quality, present evidences that the employers are typical representatives of employers.		+		
33	6	The university should provide external examination of the educational program and its approval by collegial bodies.		+		
34	7	The EP management should accurately determine OP goals.		+		
35	8	The EP management should demonstrate the logic of drawing up of the curricula and training programs, in particular reasons of inclusion of a particular discipline in the list of the curriculum, the reason of assignment of post- or prerequisite status.		+		
36	9	The EP management should provide correspondence of the name and contents of disciplines to actual development directions of studied area of science/society, etc.		+		
37	10	The university should determine the contents, volume, logic of creation of the individual educational path of the students.		+		
38	11	The EP management should demonstrate the continuity of the content of the educational program at various levels, including the logic of the academic interrelation		+		

		of disciplines, coherence and consistency.				
39	12	The EP management should provide annual revision of the contents of the curricula and training programs taking into account changes in the market, wishes of the employers, students and teachers.		+		
40	13	The EP management should demonstrate the influence of disciplines on formation of professional competence with the students.		+		
41	14	EP labor intensity should be accurately determined in Kazakhstan credits and ECTS.		+		
42	15	In the structure of the educational program it is necessary to provide various types of activity which contents should promote formation of the professional competence of the students.		+		
43	16	The university should demonstrate the efficiency of the professional internship organization and implementation.		+		
44	17	The university should provide compliance of the content of academic disciplines and planned learning outcomes. The list and the content of disciplines should be available for students.		+		
45	18	An important factor is harmonization of the content of educational programs with similar educational programs of leading foreign and Kazakhstan educational organizations.			+	
46	19	An important factor is availability of joint educational programs with foreign educational organizations.			+	
47	20	An important factor is cooperation and experience exchange with other educational organizations implementing similar educational programs.		+		
48	21	The EP management should provide availability of research elements in EP contents.			+	
Total by the standard			0	18	3	0
Standard "Student-oriented training, teaching and assessment of academic performance"						
49	1	The EP management should provide the students with equal opportunities, including regardless of language of instruction, concerning the formation of an individual educational program aimed at development of professional competence.	+			
50	2	The EP management should provide harmonious development of students taking into account intellectual development and individual characteristics.		+		
51	3	The EP management should provide introduction and efficiency of application of active and innovative methods of training.			+	
52	4	The EP management should provide availability of proprietary solutions in the area of the methodology of teaching of academic disciplines.			+	
53	5	The EP management should demonstrate availability of the feedback system for application of various methods of teaching and knowledge control.			+	

54	6	During implementation of the educational program the EP management should carry out the monitoring of the student's individual work and adequate evaluation of its results.		+		
55	7	The EP management should carry out the monitoring of the students' satisfaction with passing the professional internships.		+		
56	8	The EP management should demonstrate decision – making on the basis of the results of feedback with students and their satisfaction evaluation.		+		
57	9	The EP management should prove the availability of the system of monitoring of the student's progress by the educational path and achievements of the students.		+		
58	10	The EP management should provide availability and efficiency of the mechanism of objective evaluation of learning outcomes, collegial mechanism of appeal, transparency of evaluation criteria and tools.		+		
59	11	The EP management should provide correspondence of the procedures of evaluation of the students' knowledge level to planned learning outcomes and the program goals according to established evaluation criteria and methods.		+		
60	12	The EP management should provide conditions for inclusive education.			+	
Total by the standard			1	7	4	0
Standard "Students"						
61	1	The EP management should demonstrate the students' contingent formation policy of EP from entry to graduation and provide transparency of its procedures. The procedures regulating the life cycle of the students should be approved and published.		+		
62	2	The admission and enrolment to the educational program should be accompanied by the introduction course containing information on the educational organization and the specifics of the educational program.		+		
63	3	The EP management should provide implementation of the special program of adaptation and support for foreign students.			+	
64	4	The EP management should demonstrate compliance of its actions to the Lisbon Recognition Convention.		+		
65	5	The university should cooperate with other educational organizations and national centers "European network of national information centers for academic recognition and mobility / National Academic Information Centers of Recognition" for the purpose of ensuring comparable recognition of qualifications.		+		
66	6	The EP management should demonstrate availability and efficiency of the mechanism of recognition of results of the academic mobility of students, as well as the results of additional, formal and informal training.		+		

67	7	The EP management should demonstrate efficiency of the monitoring of academic achievements of students.			+	
68	8	The EP management should demonstrate understanding of the main roles (professional, social roles) of students proceeding from learning outcomes.		+		
69	9	The EP management should promote professional certification of the students.			+	
70	10	The EP management should provide attraction of the students to scientific-research work and consulting.			+	
71	11	The university and the EP management should provide possibility for external and internal mobility of the students, as well as render them assistance in receiving external educational grants.		+		
72	12	The university should provide the graduates with documents confirming a received qualification, including reached learning outcomes, as well as the context, contents and status of received education and the certificate of its completion.	+			
73	13	The EP management should provide measures for employment of the graduates, systematic monitoring of the employment of graduates, development of their career and increase of overall performance of associations of graduates.			+	
74	14	The EP management should provide students with possibility for exchange and expression of opinions – for example, by means of the Internet forum, student's organizations.		+		
75	15	The EP management should demonstrate operation of the system of feedback and support of students, including operative presentation of information on the results of students' knowledge assessment.		+		
76	16	The EP management should demonstrate availability and efficiency of the mechanism of support for gifted students.		+		
Total by the standard			1	10	5	0
Standard "Academic-teaching staff"						
77	1	The University should have the objective and transparent personnel policy including employment, professional growth and development of the personnel, providing professional competence of the whole staff.			+	
78	2	The EP management should demonstrate compliance of staff potential of ATS to the development strategy of the University, qualifying requirements, level and specifics of the educational program and recruitment on the basis of recruitment system.		+		
79	3	The EP management should demonstrate understanding of responsibility for its employees and provision of favorable working conditions for them.		+		
80	4	The EP management should demonstrate change of the teacher's role in connection with transition to the student-oriented training.			+	

81	5	The University should demonstrate availability to the public of data on ATS, including ATS catalogues, placement of questionnaires on the University site.		+		
82	6	The EP management should provide monitoring of activity of ATS, systematic assessment of teachers' competence, complex assessment of teaching quality, including assessment of satisfaction of teachers and students.		+		
83	7	The EP management should provide completeness and adequacy of individual planning of the work of ATS by all types of activity, monitoring of productivity and efficiency of individual plans, demonstrate evidences of performance of all types of the planned load by teachers.		+		
84	8	The EP management should demonstrate support of research activity of ATS, provision of communication between scientific researches and training.			+	
85	9	The EP management should demonstrate availability of the system of qualification improvement, professional development and personal development of ATS and the administrative and managerial personnel, as well as compliance of qualification improvement, professional development and personal development of ATS to the strategy of development.		+		
86	10	The EP management should involve specialists possessing experience in the relevant branch, as well as known scientists, public figures and politicians.			+	
87	11	The EP management should provide purposeful actions on professional development of young teachers.		+		
88	12	The EP management should provide availability of the system of promotion of professional and personal development of teachers and employees.		+		
89	13	The EP management should provide monitoring of satisfaction of ATS.		+		
90	14	The EP management should demonstrate involvement of ATS in practical activities in the area of specialization on a constant basis.			+	
91	15	The EP management should demonstrate IT competence of ATS, the conditions of motivation of ATS for application of innovative methods and forms of education, information and communication technologies in the educational process.		+		
92	16	An important factor is development of the academic mobility of teachers, involvement of best foreign and domestic teachers, holding of joint researches.		+		
93	17	An important factor is participation of ATS in the society's life (role of ATS in the system of education, development of science, region, creation of cultural environment, participation in exhibitions, creative competitions, charity programs, etc.).		+		
94	18	The EP management demonstrates compliance of priorities of the consulting, research work implemented by ATS of EP to actual problems of economy, development priorities of the state, national policy in the		+		

		area of education, science and innovative development.				
Total by the standard			0	13	5	0
Standard "Educational resources and students support systems"						
95	1	The University should demonstrate sufficiency of material, financial and human resources.	+			
96	2	The University should demonstrate efficiency of support services for students and availability of support procedures.	+			
97	3	The University should reveal needs in the support of various groups and categories of students.		+		
98	4	The University should provide availability and efficient operation of the system of information and feedback focused on students, employees and interested persons.		+		
99	5	The University should demonstrate efficiency of the regular analysis of sufficiency of resources and systems of students support, including competence of involved personnel.		+		
		<i>At the University the educational environment reflecting specifics of educational programs should be created which includes:</i>				
100	6	technological support of students and ATS according to the programs (for example, online training, modeling, databases, data analysis programs);			+	
101	7	personified interactive resources (with access during non-academic hours as well), including academic materials and tasks, provision of possibility of practice self-evaluation of students' knowledge through remote access to the portal (site) of the University;		+		
102	8	interactive academic consultations with the view of rendering assistance to students during educational programs planning and assimilation, including by using personified interactive resources;		+		
103	9	professional orientation, rendering assistance in selecting achieving career ways;		+		
104	10	necessary number of auditoriums equipped with modern technical teaching aids: academic and scientific laboratories, modern academic and training areas, technology parks equipped with modern equipment, corresponding to implemented educational programs, sanitary-epidemiological norms and requirements;		+		
105	11	necessary number of computer classrooms, reading rooms, multimedia, language and scientific-methodological offices, number of seats in them;			+	
106	12	book stock, including the stock of academic, methodological and scientific literature on general educational, basic and major disciplines on paper and electronic carriers, periodicals in the languages of instruction;			+	
107	13	structured information in the context of disciplines. For example, presentation materials, video materials, summaries of lectures, obligatory and additional		+		

		literature, practical tasks, etc.;				
108	14	availability of scientific databases, electronic scientific magazines and their affordability;			+	
109	15	availability of electronic versions of published magazines;			+	
110	16	examination of results of scientific and research works, theses, dissertations for plagiarism;		+		
111	17	free access to educational Internet resources, operation of free WI-FI over the entire territory of the educational establishment.		+		
112	18	The EP management should provide observation of author's rights when placing academic literature and academic and methodological provision for open access.		+		
113	19	The academic equipment and software should correspond to modern requirements.		+		
Total by the standard			2	12	5	0
Standard "Information Management "						
114	1	The University should provide operation of the system of collection, analysis and management of information on the basis of application of modern information and communication technologies and software.		+		
115	2	The University determines the volume and structure of periodically updated information and persons responsible for reliability and timeliness according to the development strategy of the University.		+		
116	3	The University provides timeliness, reliability, completeness of information and its safety.		+		
117	4	The EP management should demonstrate adoption of administrative decisions on the basis of the analysis of facts.		+		
118	5	The system of collection, analysis and management of information should be used for EP implementation quality provision.		+		
		Information collected and analyzed by educational establishments should consider:				
119	6	dynamics of the contingent of students in the context of forms and types;		+		
120	7	academic progress level, achievements of students and dismissals;		+		
121	8	satisfaction of students with EP implementation and training quality at the University;		+		
122	9	availability of educational resources and support systems for students;		+		
123	10	employment and career advancement of graduates.		+		
124	11	The EP management should provide the possibility of information analysis for the purpose of identification and forecasting of risks.			+	
125	12	The University should provide availability and efficient operation of the system of information and feedback		+		

		focused on students, employees and interested persons.				
126	13	Students, employees and ATS should document the consent to processing of personal information.		+		
127	14	An important factor is involvement of students, employees and ATS in the processes of information collection and analysis, as well as decision-making on their basis.		+		
Total by the standard			0	13	1	0
Standard " Information of the public"						
128	1	The University should publish information on its activity in general and implementation of the educational programs. The information specified should be clear, accurate, objective, actual and available.		+		
129	2	The EP management should use various methods of information distribution, including information networks for informing the general public and interested persons.		+		
		The University should demonstrate reflection of information characterizing the University in general and in the context of the educational programs on the web-resource, efficiency of its use for improvement of the educational process having the following characteristics:				
130	3	placement of complete objective information on the specifics of the educational programs, including operating systems of support, educational outcomes and professional qualifications conferred;		+		
131	4	availability of adequate and objective information on ATS, including personal accounts of ATS;		+		
132	5	transparency of information on consideration of complaints, including availability of the virtual book of complaints for consumers;		+		
133	6	placement of information on interaction with scientific/consulting organizations and educational establishments implementing similar educational programs;		+		
134	7	placement of information and links to external resources according to the results of external assessment procedures.	+			
135	8	An important factor is participation of EP in various procedures of external assessment, including in ratings and ranging.		+		
Total by the standard			1	7	0	0
"Standards in the context of separate specialties"						
ECONOMY, SERVICES						
<i>Educational programs by the directions "Economy", "Services" should meet the following requirements</i>						
136	1	The EP management should demonstrate that the teaching within the program is implemented on the basis of modern achievements of world science and practice in the area of specialization, as well as with use of modern and advanced methods of teaching;		+		

137	2	The EP management should ensure the students' access to the most contemporary and actual data (statistics, news, scientific results) in the area of specialization on paper (newspapers, collections of statistical data, textbooks) and electronic carriers;		+		
138	3	The purposes and, correspondingly, learning outcomes should be aimed at acquisition of certain skills demanded at the labor market with the students;		+		
139	4	The EP management should demonstrate that the program graduates possess these skills and these skills are really demanded in the market;		+		
140	5	The EP should include considerable number of disciplines and activities aimed at the students' acquisition of practical experience in application of theoretical knowledge, such as work experience internship, trainings passed at enterprises, participation in lectures and seminars of practicing experts, etc.;		+		
141	6	The EP management should demonstrate the analysis of the labor market and provide the examples of successful employment of the graduates.		+		
Total by the standard			0	6	0	0
GRAND TOTAL			5	107	29	0