



«АККРЕДИТТЕУ ЖӘНЕ РЕЙТИНГТИҢ  
ТӘУЕЛСІЗ АГЕНТТІГІ» КЕМ

НУ «НЕЗАВИСИМОЕ АГЕНТСТВО  
АККРЕДИТАЦИИ И РЕЙТИНГА»

INDEPENDENT AGENCY FOR  
ACCREDITATION AND RATING

# REPORT

about results of the External expert committee evaluation  
for compliance with the requirements of specialized accreditation standards of  
educational programs

0518000 – Accounting and auditing (for specific purposes)

0518033 – Economist and accountant

0516000 – Finance (for specific purposes)

051605 3 – Financial economist

0515000 – Management (for specific purposes and fields of application)

051501 3 – Manager

0513000 – Marketing (for specific purposes)

0513012 – Food products seller

0513042 – Commercial agent

051305 3 – Marketer

Almaty state business college SMMO

from May 14 to 16, 2019

**INDEPENDENT AGENCY FOR ACCREDITATION AND RATING  
SPECIALIZED ACCREDITATION**

*Addressed to  
Council for accreditation  
IAAR*



Независимое агентство  
аккредитации и рейтинга

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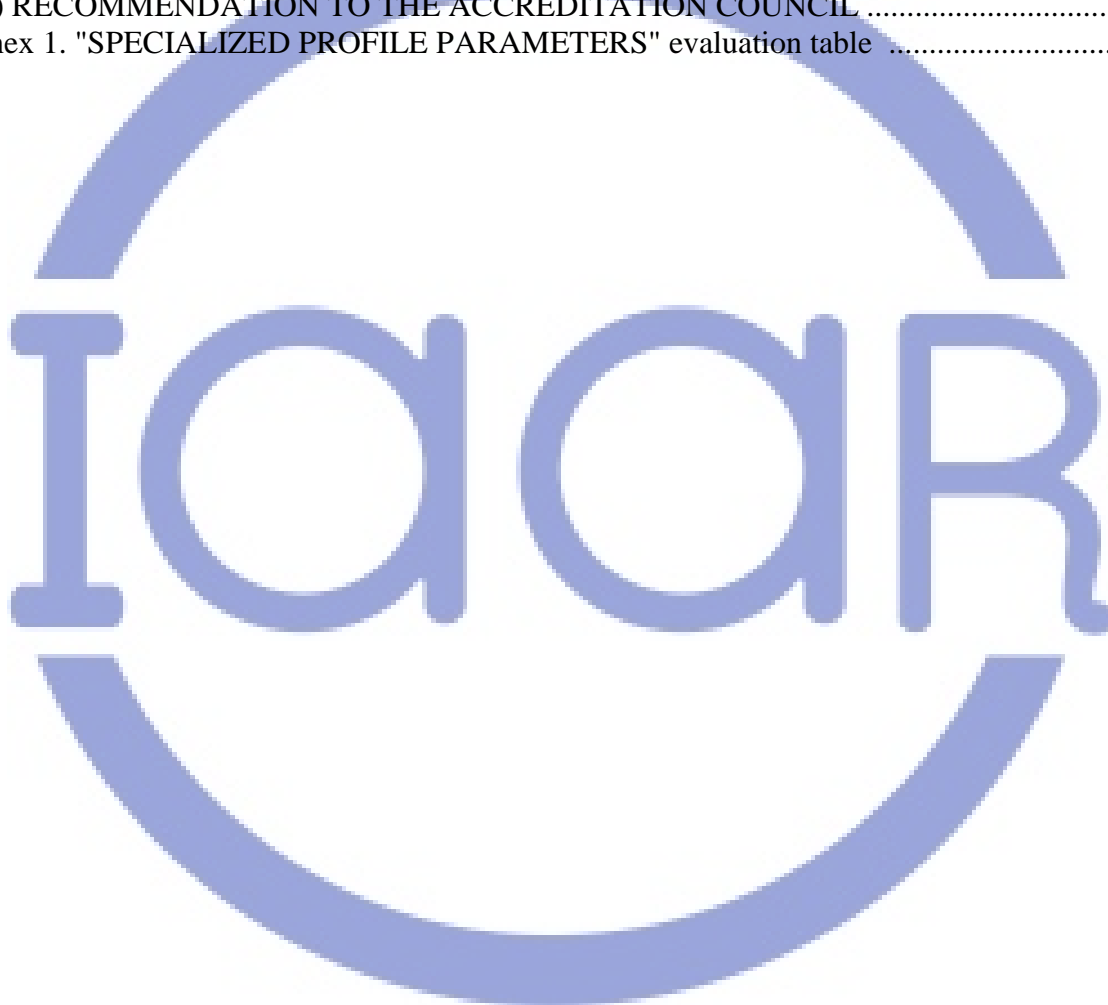
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## I. LIST OF SYMBOLS AND ABBREVIATIONS

AMS	Administrative and managerial staff
SCES	State Compulsory Educational Standard
SPESD	State program for education and science development of the Republic of Kazakhstan
DT	Dual training
DDEI	Disciplines determined by the educational institution taking into account the requirements of employers
Deputy director of AEU	Deputy director of administrative and economic unit
Deputy director for EW	Deputy director for educational work
IT Deputy	Deputy director for information technologies
Deputy director of AA	Deputy director for academic affairs
Deputy director for TPW	Deputy director for training and production work
ICT	Information and communication technologies
ETS	Engineering and teaching staff
Con.	Consultations
CS	Course schedule
SCC	Subject-cycled commissions
MES	Ministry of education and science
MC	Methodical council
IAAR	Independent agency for accreditation and rating
EA	Educational activity
GS	General subjects
EP	Educational program
GPS	General professional subjects
JT	Job training
PI	Professional internship
TC	Teachers council
WCS	Working curriculum
WP	Working program
SD	Special disciplines
SCC	Subject-cycled commissions
ASBC	Almaty state business college

## (II) INTRODUCTION

In accordance with the Order of Independent Agency of accreditation and rating No. 54-19 - OD dated 29.04.2009 Almaty state business College had carried out specialized accreditation of educational programs: 0518000 "Accounting and auditing" (qualification: 0518033 – Economist-accountant), 0516053 "Finance" (qualification: 0516053 – Financial economist), 0515000 "Management" (for specific purposes and fields of application) (qualification: 0515013 – Manager), 0513000 "Marketing" (for specific purposes) (qualifications: 0513012 – Food products seller; 0513042 – Commercial Agent, 051305 3 – Marketer). An external evaluation was conducted based on the IAAR standard.

The report of the External expert committee (the EEC) contains the conformance evaluation of College activities to the criteria of the IAAR standards, the recommendations of the EEC to further improvement of the College activities and profile settings activities in Almaty State Business College SMMO.

### **Members of the External expert committee:**

1. **Chairman of the Committee** - Nurzhanova Almagul Asyltayevna, Deputy Director for training and production in Pavlodar College of Technology (Pavlodar);
2. **Foreign expert** – Amrenova Manzila Mergenovna, Deputy Director for scientific and methodological work in Omsk Regional Multidisciplinary College, candidate of pedagogical sciences, associate professor (Omsk, Russian Federation);
3. **Expert** – Ualkhanov Baizhan Nurbayevich, Ph.D., Director of Pavlodar Agricultural Experimental Station (Pavlodar);
4. **Expert** – Koval Marina Leonidovna, Deputy Director for training and production work in College of Economics, technology and standardization of food production (Nur-Sultan);
5. **Expert** – Dauletbaeva Zhadyra Tleubaevna, Deputy Director for educational work in Almaty Economic College (Almaty region);
6. **Expert** – Bulat Nikolay Sergeyeovich, Deputy Director for IT in Kostanay College of Motor transport (Kostanay);
7. **Expert** - Sandybaeva Dinara Aidarovna, Head of Economic and Pedagogical department in North-Kazakhstan Vocational and Pedagogical College (Petropavlovsk);
8. **Observer from the Agency** – Bekenova Dinara Kairbekovna, Project Manager for accreditation of VET institutions of IAAR (Nur-Sultan);
9. **Employer** – Pilipenko Yuri Aleksandrovna, Chairman of the Board of Directors in the International Association of Goods and Services manufacturers "EXPOBEST" (Almaty);
10. **Student** – Togzhanov Serik Zhambyluly, 4th year Student of 1304000 "Computer science and software" course at Almaty State Polytechnic College (Almaty).

### III. INTRODUCTION TO THE EDUCATIONAL INSTITUTION

Almaty State Business College was created in 1950 by the Order of the Trade Ministry of the Kazakh SSR (No.1-134-a dated 10.06.1950) as Alma-Ata Technical School of Soviet trade. In 1951 extension department of the Moscow Institute of the Soviet trade branch has been opened on the basis of technical school for training of workers in public catering and trade of Central Asia and Kazakhstan. In 1992 according to the Order of RK Ministry of Education (No.179 dated 13.04.1992) Alma-Ata Technical School of Soviet trade was renamed into Almaty Commercial Technical School. In 1995 according to the Order of RK Ministry of Education and Science (No. 312 dated 11.12.1995) Almaty Commercial Technical School was renamed into Almaty Business College. "Marketing" and "Management" courses have opened.

In 2008, Almaty Business College was renamed to Almaty State Business College by the Order of Almaty city Akimat (No. 2/415 dated 11.12.1995).

The College has all the necessary constituent documents. State license to engage in educational activities under the programs of technical and vocational education is general, without limitation of validity. License issued: by the Department of economy and budget planning of Almaty Akimat (AA-5 series No. 0059617 dated 22.09.2008), Order No. 106-w/n dated 22.09.2008, Annex for the right of T&E operations AA-5 series No. 0094743. In 2017, the College passed the state certification and confirmed the right to conduct E&T operations in technical and vocational education on the basis of the Order of Almaty department of Education control No. 125 dated 10.04.2017.

The total number is 1455 people including one cluster with 798 students.

The College educational process is organized on the basis of legal acts, provides the introduction of innovative learning technologies in the educational process. Today the College provides training in the state and Russian languages. Scientific and methodical councils of eight subject-cycled commissions work to improve the quality of educational process and increase of pedagogical skills.

The total number of students for 2018-2019 academic year in the context of accredited specialties is presented in Table 1.

Table 1. Students

Form of training	Total	0518000 "Accounting and auditing"	0516000 - Finance	0515000 – Management (for specific purposes and fields of application)	0513000 - Marketing (for specific purposes)
Full-time course	724	416	38	245	25
Part-time course	74	42		32	
Total	798	458	38	277	25

The educational process in the College is carried out at training building. The building is designed for 806 seats for the first shift. Total area is 4348,2 sq. m., usable area is 3025,9 sq. m. There are 42 classrooms, a library with a reading room for 24 seats. Training building, sports hall, medical room, events hall, cafe in-process control.

Organizational structure of the College is annually reviewed and approved by the College Director in order to optimize the College's mission, goals, objectives completion and its development strategy, staffing.

The main social partners of the College are Dialogue LLP, Centersoft group of companies, EXSolCom LLP, 1C:Franchising Vaniev, Alatau regional Tax department, Eurasian Bank JSC, Almaty kitap LLP, Almaty kilem LLP, Dastarkhan LLP, Yubileynyi LLP, AlmaStor LLP, ADK shopping center, Uchet.kz - accounting and tax accounting in Kazakhstan.

#### **IV. THE PRECEDING PROCEDURE FOR ACCREDITATION**

State municipal state enterprise "Almaty State Business College" has passed the procedure of specialized accreditation of VET institutions for the first time.



## V. DESCRIPTION OF EXTERNAL EXPERT COMMITTEE'S VISIT

The visit of External expert committee in Almaty State Business College was organized in accordance with the program agreed in advance with the College Director and approved by the Director of Independent Agency of accreditation and rating.

The College held a kick-off meeting to coordinate the work of the External expert committee, where they appointed the powers between the committee members, revised the visit schedule, agreed in the choice of examination methods.

Meetings of the EEC with the target groups were held in accordance with the updated visit program in compliance with the established period. Almaty State Business College staff has provided the presence of all persons specified in the program of the visit.

Meetings with following bodies were held to obtain objective information about the quality of educational programs and the entire infrastructure of the College, to clarify the content of self-assessment reports: with the Director, Deputy Director for academic affairs, Deputy Director for educational work, Deputy Director for educational and industrial work, Head of Educational line, Deputy Director of Administrative and economic unit, chief accountant, Head of HR, psychologist, nurse, head of the library, Executive Secretary of the Selection committee, College methodologists, heads of departments and heads of the SCC, teachers, students, graduates, employers and parents of students. 147 students on the accredited specialties have attended in the meetings

### **Information about employees and students who took part in the meetings of the IAAR EEC**

Category of participants	Q-ty
Head	1
Deputy head	6
Head for educational affairs	1
Heads of structural units	11
Chief accountant	1
Deputy Director of administrative and economic unit	1
Human resources inspector	1
College Methodist	2
Lawyer	1
Nurse	1
Head of the library	1
Teachers	27
Psychologist	1
Students	26
Graduates	25
Employers	17
Parents of students	24
<b>Total</b>	<b>147</b>

The EEC had conducted visual inspection of the College infrastructure: classrooms, computer classes, library, reading room, laboratories, gym, hostel, medical center.

The EEC checked also the training documentation of the subject-cycled commissions, departments implementing accredited educational programs. They visited the training practice bases of accredited educational programs.

The experts had visited the training practice bases of social partners - EXSolCom LLP, where administrator Y.K. Sergiyenko has met the EEC members, presented the company's



business, told about cooperation with the College, providing jobs to students of the College for practice trainings. At the time of the visit, eight students of "Accounting and Auditing" course had practice training there. The experts read the program of practice, journals and books of safety. They had conversation with the trainees and the heads about the practical training, working conditions, working hours and satisfaction of students of practice arrangement. According to the results of discussions, the members of the EEC came to the conclusion that students and mentors are satisfied. During the visit of the EEC, students worked in 1C accounting program jointly with an experienced accountant.

The experts also visited Alatau regional Tax Committee where they met a graduate of accredited educational institution - Rakhimova Rauan Rakhimovna who is the head of the division and the mentor for interns. She notes a good training level of students. During the visit, the experts met with the College interns. The experts visited Almaty Kilem LLP, Almaty kitap LLP, ADK shopping center for checking students of "Management" and "Marketing" courses. They met with the heads who noted disciplined and responsible approach of students.

The EEC members visited the training classes of accredited educational programs as "Finance and Credit" course with the teacher - Zhaksylyk A. and Group 2 Men A. The class topic was "KR kartzhy credit zhuyesi. Nesiyeler: zhiktelui, tagaiyndaluy, koldanu ayasy". During the lesson, the teacher used multimedia equipment and critical thinking techniques. Teaching and planning documentation have working curriculum, course schedule, lesson plans.

They attended the class with Group 2 Men B (2nd year) on "Management of the organization" subject. The class topic was "Motivation and its concept". There were 24 students, one student was absent. This course was conducted by the teacher of special subjects of the second category - Toleu E. S.. The teacher used the GLLIL technique during the lesson. The students responded in English. The class topic corresponds to course schedule. The lesson plan was followed during the lesson. The class was for studying new material, students jointly with the teacher analyzed new material, asked questions, actively answered questions of teachers and their group-mates. The class has reached its goal.

They visited the class with Group 2 Accounting B (2nd year) on "Financial accounting" subject. The class topic was "Materialdyk kundylyktardyn buhgalteriyalyk esebin bilu". This subject was held by Serikulova A.T. There were 21 students out of 25 students. The teacher has all curriculum-planning documentation of the lesson (book, WC, CS, lesson plans). The lesson type was practical. The lesson type corresponded to the structure of the lesson. The Committee attended the class with Group 2FIN B on "Taxes and taxation" subject. The lesson topic was "Excises". This subject was taught by Aldungarova G. E. The lesson was attended by 24 students, one student was absent. The lesson type is binary and it was conducted jointly with the employer. The lesson was practice-oriented. The teacher could build the structure of the lesson properly. She has educational planning documentation (book, WS, CS time plan).

The analysis of attendance indicates a high-quality teaching staff, a sufficient high level of theoretical training. Teachers use a variety of modern learning technologies.

Educational programs meet the licensing and qualification requirements. The rules prescribed by law and described in the self-report of the College were confirmed during the visit of the EEC. The content of educational programs and educational technologies meet the standards, is adapted to the needs of employers and periodically updated in accordance with changing conditions.

All conditions were created for the work of the EEC, access to all necessary information resources was organized.

As part of the planned program, recommendations for improving the College activities developed by the EEC on the results of the examination were presented at a meeting with the

College management.

The activities planned during the visit allowed the members of the IAAR EEC to conduct an independent evaluation of conformity of the data set out in the College's self-assessment reports with the criteria of specialized accreditation standards.



## VI. COMPLIANCE WITH THE SPECIALIZED ACCREDITATION STANDARDS

### 6.1. "Educational program management» standard

#### 5.1. "Educational program management" standard

Educational programs (EP) on the following courses: 0516000 – "Finance" (for specific purposes), 0518000 – "Accounting and auditing" (for specific purposes), 0515000 - "Management (for specific purposes and fields of application)", 0513000 "Marketing" (for specific purposes) are implemented on the basis of systematic, purposeful and effective implementation of their goals and development plan.

The objectives of educational programs are:

- establishing the students' basic and professional competences;
- improving the quality of vocational education in accordance with the state policy in Vocational Educational and Training (VET).

Personnel, material, technical and information resources of the College meet the conditions of training of qualified VET specialists with modern competencies for high-tech production and ensure the effective implementation of educational programs.

Social partners of the College are actively involved in establishing the students' professional competencies: make proposals to improve working curriculum, update the content of academic subjects/modules, give master classes, etc. As a result of this joint activity, students receive practice-oriented skills, which contributes to their competitiveness.

Academic studies are aimed at establishing the skills by performing competence-oriented tasks, which activates the educational activity of the student, gives a deeper understanding of the educational material, develops systemic thinking, cognitive activity.

The transparency of Educational programs development plans establishment, change and implementation is provided by informing of related parties on the College website, having discussion at the meetings of the subject-cycled commissions, the scientific and methodological council.

All participants of educational process are involved in EP management: teaching staff; members of the Board of regents, parents (as agreed); students.

Differentiation of functional responsibilities allows to achieve an effective organization of work, implementation of the strategic goal and implementation of the EP tasks.

EP management consists of highly qualified staff with extensive experience, open and accessible to discuss issues relating to parties interested in good implementation of the EP.

College Director, his deputies and heads of the departments accept students and their parents daily during working hours, which has a positive effect in implementation of educational programs. Students and related parties can get full information about their progress at any time.

Representatives of the administration and curators, psychologist held parent meetings, meetings with students concerning educational activities, individual conversations with students and their parents concerning personal issues about schedule of the educational process, their progress.

The head of the department, psychologist, group curators, masters of industrial training and teachers are in constant interaction with students.

Execution and control are designed to streamline the interaction of participants in the management of the educational process, to coordinate their activities, to provide for the responsibility of specific persons for the execution. To this end, an internal control plan is drawn up.

Management of educational programs are carried out in stages and includes planning, execution, monitoring and analysis of the achieved results.

Proposals to revise and amend the plan for the development of educational programs are discussed

at the meetings of the subject-cycled commission.

Changes in educational programs development plans are made by the decision of the Teachers council, with the participation of representatives of social partners and all related parties. The College director approves the developed normative documentation.

The implementation of the EP development plan and its effectiveness is monitored through the forms and content of result monitoring.

During each academic year, heads of departments monitor all aspects of the development of educational programs:

- monitoring of the results of students educational activities with the results of interim certification, course work, final certification;
- monitoring of students' participation in subject Olympiads, competitions of professional skills, WorldSkills Kazakhstan, research activities;
- monitoring of graduates employment;
- monitoring of educational and methodical work and achievements of teachers;
- annual report on the educational service implementation.

Reporting materials on the EP development plans implementation are considered at all levels of the management structure (at meetings of subject-cycled commissions, Teachers councils).

Monitoring and analysis of changes allows us to determine the dynamics in the activities and implementation of plans and to assess the effectiveness and efficiency of all departments and their interaction.

The following information is concentrated and analyzed at the branch level: data on attendance, the results of the current, intermediate and final certification of students, presentation of coursework, passing professional practices.

The monitoring is carried out by means of a survey, which makes it possible to carry out a qualitative analysis, diagnose and predict the adaptation period of freshmen.

The College is constantly monitors the implementation of the EP in various areas of activity. During the year, the normative documents are studied, programs and identification of compliance of educational and methodological support with the requirements of SCES are analyzed at the meetings of subject-cycled commissions. The state of educational and methodical complexes of subjects and components included in its structure is analyzed: working curriculum, course and time plans, control and measuring materials, etc.

Monitoring and analysis of the participation of teachers and students in research and project activities, monitoring and analysis of the results of modern teaching technologies use in the educational process, analyzes the indicators of current and intermediate progress of students. All received information is analyzed, the results are considered at the SCC meetings and reflected in the annual report.

Quality management of education is carried out based on the results of educational monitoring performed by methods of external and internal assessment of the quality of education. External evaluation of the quality of education includes licensing of educational programs, certification and accreditation of the College.

Constant diagnosis on the parameters of students' satisfaction with the social and cultural environment of the College creates an opportunity to timely correct the problems associated with the adaptation period of freshmen and allows you to determine the trajectory of development of each student, taking into account its individual characteristics.

Psychologist is responsible for direct monitoring of student's adaptation and for the quality of research procedures.

Students are controlled during the current control of knowledge in the classroom, certification of the subjects studied, intermediate control sections of knowledge, test and

examination session, passing all kinds of practice. The results of all these types of control give predictions about how students adapt to the conditions of the College and how they develop further training. Students who have fully completed the curriculum are admitted to the final certification, which sets the level of their training in this course.

The main control objective of the quality system of expert's preparation is identification of weaknesses of the EP implementation and definition of positive aspects to improve its quality. Control of the training quality system is based on employers' assessment of the level of professional and socio-personal competence of students. It is carried out in the process of practical training and the results of the final certification.

The EP assessment also includes students' views on the quality of teaching. Thus, they can act as experts assessing the quality of educational services, the processes of the life cycle of training.

Analysis of education quality management reveals the shortcomings and weaknesses of the educational process and take appropriate corrective action to identify areas of improvement of the EP quality.

Transparency and accessibility of informing students, employees and all related parties about the College strategic planning, the results of educational activities of students and their achievements, the management system of educational programs is carried out through the College website.

The informing systems provide operational information and feedback through the media group in Whatsapp messenger.

The availability of informing and feedback system focused on students, employees and related parties provides transparency and accessibility to discuss all areas of EP implementation and the changes made to it.

To provide feedback in the College there is a box of trust where students and everyone can leave their feedback, comments and suggestions.

Monitoring the implementation of educational programs identifies and assesses potential risks through the analysis of the external and internal environment, using SWOT-analysis procedures.

During the visit, the collected data indicate that the vast majority of students (100 %) are fully satisfied with informing about courses and educational programs. However, the vast majority of teachers believe that the mission and strategy of the College is successfully reflected in the training programs and evaluation procedures (a total average of 100%). 100% of teachers said that they can successfully use their own strategies in the learning process. At the same time, 100% of the surveyed students are satisfied with the overall quality of curricula and teaching methods in general.

The EEC had got more familiar with the educational infrastructure of the College, material, technical and information and methodological resources by holding meetings, talks and interviews with the Director, Deputy Director, heads of departments, chairmen of cycled commissions, employees of structural units, students, teaching staff, representatives of employers' organizations and graduates and making a survey of students and teachers.

During the interview with the administrative staff of the College, the staff had information about definition of processes and mechanisms of development and continuous improvement, and the effectiveness of work at the unit level. The reporting and implementation of the educational programs include results of engineering and teaching staff in the educational, methodical areas and in the organization of practical training.

The College official website contains public special feedback forms in which any related parties can write a message in the form of wishes or recommendations.

Analysis of "The educational program management" standard can show success of the educational program that is determined primarily based on a systematic, targeted and effective

implementation of the goals and EP development plan, which, accordingly, should be as transparent as possible, accessible to all related parties. Summing up, it can be noted that the business processes in the College is implemented at a good level. At the same time, it is necessary to develop a mechanism for eliminating shortcomings if they are found to improve feedback in the process of measuring the degree of the teaching staff, staff and students' satisfaction.

**Strengths are:**

- the EP development plan, its focus on meeting the needs of the state, related parties and students;
- the VET ensures the adequacy of the EP development plan to available resources, the needs of the labor market and educational policy of Kazakhstan;
- attraction of representatives of related parties, including students, teaching staff and employers to the formation of the EP development plan;
- the VET institution demonstrates transparency of the EP development plan formation. VET institution provides related parties with information about the content of the EP development plan and its formation;
- the EP development plan passes public discussion with representatives of all related parties on the basis of offers and amendments made by the authorized collegial body of the VET institution to the project;
- The EP management demonstrates evidence of transparency of the educational program management system

**In order to develop and improve the activities of the College for the implementation of accredited educational programs, the IAAR EEC recommends to:**

- provide mechanisms for systematic study and analysis of teachers, staff, students' satisfaction and demonstration of deficiency elimination (development of analytical reports based on the survey; consideration and reflection of this issue in the minutes of the workshops);
- improve the mechanisms for identifying risk assessment, ways to reduce them and regular analysis of the effectiveness of measurements in the EP management.

**The EEC notes that the special profile of the College in accordance with this standard consists of 7 strong and 14 satisfactory positions and 1 position needs to be improved.**

***6.2. "Specifics of the educational program" standard***

The activities of students were analyzed to form a model of a graduate in the following courses: 0516000 – "Finance" (for specific purposes), 0518000 – "Accounting and auditing" (for specific purposes), 0515000 - "Management" (for specific purposes and fields of application), 0513000 "Marketing" (for specific purposes), on the basis of which we have identified the most significant requirements of the profession to graduates in each particular specialty. As a result, models of graduates in accredited specialties are created based on the competence approach.

Three groups of competencies are identified in the structure of the competence: general education; basic; professional.

The model of a graduate successfully passes through a confirmation of compliance with the requirements of the graduate labor market according to the following criteria:

- positive feedback and evaluation of employers on the results of all types of professional practice;
- positive results of the final certification;
- positive feedback from employers on the results of the final certification;
- monitoring of employment of graduates, as well as their professional achievements.

The results of the monitoring conducted on employment from 2015 to 2018 showed that every year the percentage of employment of College graduates is growing. As for 0516000

"Finance", if employment in 2015-2016 academic year amounted to 55%, in 2017-2018 academic year amounted to 67% (increased to 12%), 0515000 - Management (for specific purposes and fields of application) in 2015-2016 academic year amounted to 56 %, and in 2017-2018 academic year - 83% (increased to 27%)

According to employers, graduates of the educational program successfully perform their professional duties in the post-graduate period. Many of the graduates of the educational program received higher education and head production sites and enterprises:

- Mahatova Zhanar Tanirbergenkyzy - chief accountant, financial director of Komek 1 LLP;
- Eleusizova Klara Syrlybaevna - Chief accountant at Children's rehabilitation center;
- Pazyl Aydar - head of unit at JSC "Alfa-Bank";
- Erdembekov Nurzhan - entrepreneur, a private business;
- Chudova Lida Viktorovna - Manager of Meesub LLP, etc.

The teaching staff and employers are involved in the development of educational programs and ensuring their quality.

The following ensure the participation of employers in educational processes that promote the acquisition of professional competences by students:

- conclusion of social partnership agreements with the provision of places for practical training;
- conducting surveys among the heads of the practice bases for establishing the professional competencies;
- participation in professional training assessment and in the final certification of graduates.

The annual participation of employers in the final certification, assessment of the level of professional training and qualification gives enterprises the opportunity to replenish the staff of graduates.

Educational process on educational programs is carried out based on working curriculum.

The deadlines for professional practice in the context of all courses are set during development of working curriculum in consultation with employers.

The subjects determined by the educational institution are selected taking into account the recommendations of employers, the characteristics of the course and allow graduates to adapt more easily in their future professional activities.

The working curriculum provides an optimal sequence of studying subjects based on their continuity, rational uniform distribution of training time in semesters.

Working curriculum and working academic programs are drawn up in accordance with the Standard curriculum and standard academic programs approved by the orders of the MES No.72 dated 22.01 2016, No.553 dated 31.10.2017.

Teachers in accordance with the Standard curriculum of the course and the working curriculum draw up working curricula for academic subjects. Training programs approved by the Deputy Director for academic affairs after consideration at the meeting of the subject-cycled commission.

According to the work program a course schedule is drawn up, which is considered at the meeting of the subject-cycled commission and approved by the Deputy Director for academic affairs.

The level of competence and employment of graduates assess the effectiveness and the main result of all aspects of the educational programs. Therefore, the content of educational programs and their development are close to the conditions of professional activity and allow students to prepare for solving professional problems.

Industrial training, professional practice, laboratory, practical training of general and special subjects in general make up 40% of the total training time of the educational program.

One of the types that contribute to the development of basic and professional competencies is the independent work of students.

The college has organized and methodically directed independent work of students, the purpose of which is to involve students in independent cognitive activity under the guidance and control of teachers. Independent work of students allows to attract students to creative activity and contributes to the creation of interest in the chosen profession and mastering its features.

The main organizational forms of research work of students are: elements of research activities in term papers; performance of tasks during the passage of training and practical training; conducting training sessions with elements of part-search method; conducting subject Olympiads and competitions; participation of students in scientific conferences. Students take an active part in various scientific and practical, social and political and cultural events of the College, in the region and the country by winning prizes.

The College holds the following activities in order to develop the intellectual skills and abilities of students: intellectual and educational activities, scientific and practical conferences, competitions of professional skills, and weeks of cyclic commissions.

The achievements of students are monitored in order to obtain the information necessary to monitor the dynamics of the results of educational activities of students and individual progress in personal development.

Students' participation in Olympiads, conferences, contests, competitions and other events is monitored.

The level of knowledge and skills of students is assessed throughout the educational process through the current monitoring of progress, intermediate and final certification of students on the basis of the MES Order No. 125 dated March 18, 2008 (with additions and changes).

Methods such as individual and frontal oral survey, individual written survey on cards, independent work, control work, dictations and thematic testing are used for the current control of knowledge in the classroom.

Certification of students is carried out once a month. Certification identifies students with whom teachers need to be engaged systematically in additional classes, helps students in a timely manner to tune in to improve their results by the end of the semester. Certification allows teachers to analyze the results of their work and identify students who need to pay more attention.

Topics of coursework are considered at meetings of subject-cycled commissions, the topics are distributed by order of the College.

Interim certification is carried out at the end of each semester, the form of control are tests and exams

Exams are held as part of the final certification. The final certification takes place according to the approved schedule. The results of attestation commissions' work according to the professions reflected in the reports of the Chairpersons.

One of the most active and close to the requirements of the labor market methods of training is modular competence approach.

Module-competence approach allows to assign advanced level qualifications to students at the end of the second and third years and to assign the qualification of a mid-level specialist at the end of the fourth year. Thus, graduates at the end of College have experience (in the framework of professional practice) in three qualifications, thereby increasing the likelihood of their employment.

The College teaching staff uses modern teaching technologies and teaching methods, such as technology of cooperation, critical thinking, games, information and communication, modular, integrated, interactive, research, health saving, problematic and developing.

The effectiveness and efficiency of innovation and the use of active learning methods are



determined by the results of the interim and final certification.

Based on the feedback and recommendations of the heads of professional practices and chairmen of the Certification commission, who are representatives of enterprises - social partners, the need of employers for the development of specific professional skills is studied and determined.

The proposed information is considered at the meetings of subject-cycled commissions, teachers and scientific-methodical councils. The relevance and modernity of the academic subjects is ensured by the close cooperation of teachers and social partners.

The College provides effective functioning of individual assistance and students counseling on the educational process.

There are various clubs and groups in order to create conditions for the disclosure of the personal potential of students.

The College has developed a system of support for students in their educational and extracurricular activities. These are information and library resources, the system of educational work, medical service, social and psychological service, provision of hostels, food, and organization of practice.

Social and psychological service of the College, group leaders and representatives of the administration are available and ready to provide support to students who are in a difficult situation.

The College pays special attention to the social protection of students.

The College has developed and operates regulations that determine the order of all stages of training of students, from admission to graduation.

In order to protect the rights of students and staff, the College provides measures to identify and address the causes and conditions of corruption. As follows:

- "box of trust" for appeals, students and employees to the administration;
- interviews and surveys of students by group advisors;
- publishing of the list of normative legal documents operating in the VET system, including information on public services on the website and stands of the College;
- curatorial for clarification of rights and responsibilities of students, measures of counteraction of corruption;
- free access to the Director, his deputies.

The EP management provides an opportunity to pass professional practice to students in accredited courses.

Industrial training and skills training sessions are held in training laboratories. Each laboratory has a passport, safety and health instructions, logs introductory and primary instruction.

Professional practice is conducted in accordance with the legislative acts of the Republic of Kazakhstan: the Educational law, "Labor code", as well as on the basis of legal documents of the Ministry of education and science of the Republic of Kazakhstan: Rules of organization and conduct of professional practice and rules of definition of organizations as bases of practice (No. 107 dated January 29, 2016), the State obligatory standard of technical and professional education of the Republic of Kazakhstan, approved by the Government of the Republic of Kazakhstan dated 23.08.2012 No.1080, model curricula, regulations on professional practice and the schedule of the educational process.

The main purpose of professional practice is to consolidate, deepen and systematize the knowledge of students obtained in the process of theoretical training, instilling the necessary practical skills in their chosen specialty, as well as their involvement in future employment.

In order to conduct professional practices, tripartite agreements have been concluded with enterprises and organizations defined as bases of practices. The range of social partners is expanding every year.

The list of database practices in the specialties:

"Accounting and auditing" - Department of state revenue in Almaty, Department of Treasury under the Ministry of Finance, JSC "ATF Bank", Chamber of entrepreneurs of Almaty, Group of companies "Centersoft", JSC "QAZAQ BANK", LLP "NTB TechnoProm", JSC "Eurasian Bank"; «Finance» - LLP "EXPOBEST", Group of companies "CenterSoft" JSC, "QAZAQ BANKI", LLP "NTB TekhnoProm", JSC "Eurasian Bank»;

"Management" (for specific purposes and fields of application) - LLP "Almaty Kitap", LLP "Almaty Kilem", LLP "AlmaStore", LLP "EXPOBEST", LLP "Tat soft service", LLP "NTB TechnoProm»;

Marketing (for specific purposes) - LLP "EXPOBEST", LLP "AlmaStore", etc.

The contracts concluded by the College with enterprises and organizations that are the bases of practice, guarantee to ensure the passage of all types of professional (industrial) practice, conditions of safe work in the workplace, forms of control over the safe work, stipulate the duties and responsibilities of the parties.

During the period of industrial training and professional practice, students are provided with workplaces, personal protective equipment and special clothing, in accordance with the requirements of safety and labor protection.

During the practice, students keep diaries of professional practice, the form of which meets the requirements.

Masters of industrial training and teachers of special subjects appointed by the Order of the College Director control the passage of professional practice.

The quality of program implementation by students is checked by managers from the production and from the College in the course of practice.

At the end of the practice, students perform trial qualification work at the enterprise. Heads of practical training from enterprises give a feedback about the level of professional competencies acquired during the practice and compliance with labor discipline.

Practice managers make a written report, which reflects the implementation of the practice program, the quality of the practical training organization by the enterprise, the specific participation of the practice manager in its organization and conduct. All aspects of the practical training organization and conduct is controlled and analyzed by the Deputy Director for training and production work.

Analyzing the work on "Specificity of the educational program" standard, it can be noted that the professional training of qualified specialists depends on the quality of educational programs that meet the qualification framework of educational levels and the requirements of the labor market.

Practitioners, representatives of enterprises, organizations and other structures are involved in the examination of curricula, participate in the implementation of the educational program, both at the stage of development of training courses, and in the process of formation of subject competencies, i.e. give lectures, and conduct round tables, master classes, and seminars.

Implementation of accredited educational programs is provided by various types of training sessions: theoretical, practical, seminar, optional, professional practice, course work. Various activities are aimed at the development of professional competencies of students.

In the process of developing educational programs, the College adheres to the goal to ensure the continuity of their content, takes into account the logic of the academic relation of subjects, their consistency and continuity.

The survey of students conducted during the IAAR EEC visit showed that

- availability and responsiveness of management is estimated as high – 98.6%;
- availability for consultation on personal problems is 94.3%;

- the level of satisfaction with the educational resources of the College – 97.1%.

The EEC notes that the educational institution on this standard pays special attention to the following items:

- the VET institution demonstrates the developed models of the EP graduate, including knowledge, skills, basic and professional competence, personal qualities;

- The VET institution provides evidence of the participation of the teaching staff and employers in development of the EP, ensuring its quality

- the VET institution determines the content, volume, logic of the academic subjects relation, as well as the impact of subjects, industrial training and professional practice on establishing the basic and professional competencies of graduates;

- the EP management demonstrates the presence of professional context in the content of academic subjects;

- the EP management demonstrates an effective balance between theoretical and practice-oriented subjects;

- an important factor is the updatability of educational programs taking into account the interests of employers;

- management creates conditions for effective development of the EP;

- the EP management proves the existence of a system for monitoring the students achievements;

- the EP conducts diagnostics of knowledge and skills trained at the beginning of studying the academic subjects;

The EP management provides an opportunity for students to pass industrial training and professional practice in their specialty/qualification and monitor the satisfaction of students, heads of enterprises where they had practical training.

**In order to develop and improve the activities of the College for the implementation of accredited educational programs, the IAAR EEC recommends to:**

- continue work on expanding the list of modern software used in the educational process;
- continue the implementation of ETS experience in the educational process who passed professional courses in CLIL Methodology for teaching of special subjects on the accredited courses;

- bring into line the members of the final state Commission based on existing LSI in the field of education;

**The EEC notes that the special profile of the College in accordance with this standard consists of 7 strong and 16 satisfactory positions and 1 position needs to be improved.**

### ***6.3. "Teaching staff and teaching efficiency" standard***

Personnel policy in the College is carried out in accordance with the main priorities of the College development Strategy and correspond to current trends in the field of human resources.

In the conditions of constantly accelerating process of knowledge update in all spheres of education, establishing an effective system for qualitative teaching staff members is one of the priorities of the College. The College is based on the fact that the teaching staff is the main resource of the educational process, so the staff potential of the College must meet the qualification requirements for the licensing of educational activities and ensure that teachers have full knowledge and possess modern teaching methods, the necessary skills and experience for the effective organization of the educational process.

The main indicators characterizing the teaching staff are as follows: availability of scientific and pedagogical experience, category, activity in scientific and methodical and research work, etc.

Recruitment of teaching staff in accordance with the established requirements, analysis of quantitative and qualitative composition of teaching staff, monitoring and evaluation of teaching activity are the objects of constant attention from the College management. The College implements the personnel policy in accordance with the main priorities of the College strategy.

The main task of the College is to educate a moral, initiative, independent, active member of society with positive citizenship.

The College administration constantly monitors the assessment of the teachers and masters of industrial training qualification, which is the core of the certification procedure and is considered today as a very significant by all participants in the educational process.

Criteria of level and quality of teachers are not only qualification and age structure of pedagogical shots, but also their involvement in scientific work, first in the form of publications, participation in Republican and international conferences. Quantitative and qualitative composition of teaching staff:

No.	The course name	Total	Including:		Qualitative composition					
			staff	combining	higher category	former category	second category	no category	masters	%
1	0518000 "Accounting and auditing"	2016-2017	65	10	22	15	15	21	23	49%
		2017-2018	65	8	27	13	10	23	22	55%
		2018-2019	69	6	28	14	11	22	24	56%
2	0516000 "Finance"	2016-2017	38	6	14	7	10	13	13	48%
		2017-2018	37	5	11	7	10	14	12	43%
		2018-2019	40	4	13	9	6	16	14	50%
3	0515000 "Management" (for specific purposes and fields of application)	2016-2017	41	8	18	6	10	15	15	49%
		2017-2018	44	6	18	8	9	15	13	52%
		2018-2019	46	3	20	8	9	12	17	61%
4	0513000 "Marketing" (for specific purposes)	2016-2017	9	1	4	1	1	4	5	50%
		2017-2018	9	1	4	1	1	4	5	50%
		2018-2019	16	2	7	3	1	7	8	55%

Admission to vacant positions is carried out with the notification of the authorized body in the field of labor and social relations – the Almay district Employment Center in Almaty. Information on the availability of vacant positions is submitted to the media and posted on the College's Internet resource.

Recruitment of new employees is carried out through an interview with the College management, during which documents are considered for compliance with the qualification requirements and determines the level of professional training of the employee necessary to perform the prescribed duties.

The College employees are hired according to the employment contract of the Republic of Kazakhstan dated November 23, 2015 No.414-V "On labor" (as amended on 06.04.2016), the contract indicating the position and salary will be made with all employees in two copies.

The procedure for employees admission and its documentation is carried out in strict accordance with the requirements of the "Labor code of the Republic of Kazakhstan" dated 23.11.15 No. 414-V, as well as such regulatory documents as: "Personnel management" procedure, Internal regulations, Collective agreement. Teachers can read the current personnel procedures in HR.

Teaching experience and the average age of teaching staff:

The course name	Academic years	Teaching experience			The average age of the teaching staff		
		Up to 5 years	5-15 years	> 15 years	Up to 35 years	35-50 years old	> 50 years
Cluster I							
0518000 "Accounting and auditing"	2016-2017	16	21	38	18	35	22
	2017-2018	17	20	36	18	35	20
	2018-2019	16	23	36	19	36	20
0516000 "Finance"	2016-2017	10	18	16	16	18	10
	2017-2018	12	14	16	15	15	12
	2018-2019	11	16	17	14	21	9
0515000 "Management" (for specific purposes and fields of application)	2016-2017	7	17	25	12	27	10
	2017-2018	9	15	26	10	19	11
	2018-2019	7	14	28	9	28	12
0513000 "Marketing" (for specific purposes)	2016-2017	0	4	6	2	3	5
	2017-2018	1	4	5	2	3	5
	2018-2019	1	6	11	2	11	5
	2017-2018	3	8	11	7	10	5
	2018-2019	2	5	14	5	12	4

Employees are resigned by the application with the reason for resignation. The analysis showed that most employees are dismissed due to change of residence, family circumstances, and

health reasons. At the same time, annually no more than 5% of teaching staff leaves that shows insignificant outflow of staff. The office work is conducted in two languages (Kazakh, Russian).

In order to improve the efficiency and evaluation of the teacher, various types of incentives are provided. The teacher is provided with financial assistance if necessary.

The Curriculum office and Methodical Council (MC) of the College carry out quality control of educational and methodical support of the educational process.

The curriculum office carries out continuous monitoring of security of structural divisions with educational and methodical materials for creation of educational programs, educational and methodical complexes of disciplines, etc.

The development of common requirements for teaching staff to develop educational and methodological support of specialties, equipped with all legal, methodological documents in the field of education is discussed at the MC meetings. The release of the MES legal documents, updated standard training programs of the Republican Academic Methodical Association are constantly monitored.

Equipping the SCC with normative documents of the MES, educational and methodical materials of the Republican Academic Methodological Association allows to inform the teaching staff about the modern requirements for teaching, taking into account the features of the modern educational process in the College, the directions of restructuring the technical and vocational education system and focus on their application in their professional activities. Exchange of information on educational and methodical work between the SCC and the heads of departments of the College is carried out through communication, mutual opposition reports, cooperation in working groups in the development of common educational and methodological issues, sending documents – legal acts, SCES, SC, orders, orders and statements.

Members of the Administrative and managerial staff (AMS) are involved in the work of the Teachers Council and Methodical Council. Recruitment, appointment and transfer of AMS are carried out in accordance with the norms of the current Labor code of the Republic of Kazakhstan according to the Orders of the Director. The personnel management system involves the consolidation of functional responsibilities through job descriptions. The AMS works in accordance with the requirements of legal acts in the field of education of the Republic of Kazakhstan, the rules of educational institutions that implement educational programs of technical and vocational education. The functional responsibilities of the AMS are given in relevant regulations about units and job descriptions, rationally distributed among managers, and there is no duplication of functions.

The average annual pedagogical load of Teaching staff is established by College independently, proceeding from the total volume of educational work and the established staff, within annual norm of working hours and is approved by the Order of the College Director. Teaching load is distributed according to the profile of education and qualification of teachers council.

Much attention is paid to ensuring proper recognition and remuneration of the teaching staff. Various types of incentives are used in order to strengthen the moral interest of employees in improving the efficiency and quality of work, for achieving high results, long and flawless work and other achievements in the College operation: declaration of gratitude with the entry in the workbook, awarding certificates, departmental insignia, representation to the title of the best in the profession, apply cash awards, timed to public holidays, anniversaries, employees who have reached retirement age.

The Curriculum office work is aimed at assisting the teaching staff in improving teaching skills. The curriculum office conducts annual accounting and control of professional development of teachers to develop professional skills and ensure compliance of teaching staff to qualification

requirements,

Teachers are sent to various training centers, seminars, workshops, trainings, webinars.

Professional courses:

The course name	Academic year			
	2016-2017	2017-2018	2018-2019	Total
0518000 "Accounting and auditing"	5	4	1	10
0516000 "Finance"	4	1	2	7
0515000 "Management" (for specific purposes and fields of application)	4	4	4	12
0513000 "Marketing" (for specific purposes)	1	0	1	2

The analysis of this table shows that every year teachers and masters of industrial training have professional courses according to the schedule.

Much attention is paid to training, retraining, internship outside the region in the educational centers, universities, and research centers of the CIS and abroad. In terms of integration with the world educational space, the College management pays attention to the study and implementation of international experience in the field of education.

Teachers of special disciplines were trained in the near and far abroad: Germany, Japan, France, UK, Malaysia, Bulgaria, Finland, Moscow, Hungary.

Assessment of professional competence of teachers is carried out by passing regular teacher's periodic certification once every five years, according to the Order of the MES as "Rules of certification of teachers, approved by the MES No. 83 dated 27.01. 2016".

Every year, the curriculum office draws up a schedule for the SCC with open lessons, master classes, training seminars and extracurricular activities.

The College has all the conditions for creative work of teachers. According to the decision of the curriculum office, experienced teachers, using new innovative technologies, spread their experience at the city and national levels. Mutual attendance of classes in each structural unit is carried out in accordance with the approved schedules. The College conducts intensive work and carries out targeted actions for the development of young teachers and the formation of the personnel reserve.

"School of young teachers" operates in the College in order to create conditions for successful adaptation and educational and methodological support of young teachers, improve their professional skills, disclose individual pedagogical abilities, and establish the need for continuous self-development and self-improvement of young teachers. The school's work is annually discussed and analyzed at the Methodical Council of the College.

The College has conducted research activities through the Republican educational and methodical Association since 1991 in order to integrate science and education, improve educational and methodical work, introduce new technologies, and ensure the training of teachers.

The main purpose of the Academic Methodical Association is the development and coordination of educational, educational-methodical and scientific-methodical work in VET institutions, updating the content of educational process, development and review of educational programs, textbooks and teaching, teaching materials.

The College teachers are also working on the publication of educational literature and other most common types of methodological developments.

An indicator of the successful implementation of the methodological work is the results of the participation of students and teachers in urban and intra-competitions.

The College teachers take part in the educational process, conduct open classes, participate in seminars, coaching, conferences, social and sports life of the College.

The scientific project of the History teacher, Oralbaeva A. B, "National liberation movement of the 19th century on the Kazakhstan territory" took 2 place in city competition of projects "Turan-Umiti -2018" (History section), the project of Kalibek Nazerke took "Novelty of research topic" nomination, the head is Toksunbaeva M.B., Kosuakova A., took "The scientific project's accuracy" nomination, the head is Mazhitova A. N. (linguistics section).

Teacher of special disciplines Kovaleva N.A. jointly with JSC "Orleu" prepared a video tutorial for publishing on the Republican educational channel "Orleu".

Teachers Oralbaeva A.B., Zhaksylyk E., Ingaybekova G.A., Chazhabaeva D.D. participated in the national competition of video tutorials of "Orleu" JSC - "Panorama of pedagogical ideas".

Teaching materials of the teacher of special disciplines, Ardisan U. A., was placed on the national website - USTAZ tilegi.

During the reporting period, the EP teachers published their articles in various magazines, collections of urban, national levels.

The College management pays great attention to the health of the teaching staff, promotion of healthy lifestyles. The College organizes Health Day. The curriculum office developed "Regulations on the rating assessment of the teaching activities quality" Rating assessment is a form of monitoring the results of all activities of the teacher and the cycle (quantitative assessment of both individual types of work performed by the teacher, and the overall assessment of his/her work during the semester); reflects the executive and labor discipline, qualification, professionalism and performance. The results of the rating assessments are analyzed annually at the end of the academic year and given at the last Teachers council. Evaluation rating system is introduced in the College to assess the activities of teachers. The regulation "On the rating system of performance evaluation" reflects the methodological recommendations for the evaluation of activities in the main areas.

Each year, the best teachers with the highest number of scores are determined by the results of the rating evaluation.

In recent years, special attention has been paid to the development of communication for the EP teachers (College website, translation of documents into electronic format), as well as transparency, accessibility and predictability of actions of managers, collegiality of managerial decision-making, democracy and ethics in resolving labor conflicts.

The teaching staff and employees have favorable working conditions, which is reflected in the corresponding equipment of the working places in offices according to the sanitary standards and requirements of the modern technical equipment of the educational and work process.

In pursuance of the Educational Law of the Republic of Kazakhstan and the Order of the acting Minister of education and science of the Republic of Kazakhstan dated January 8, 2016 No. 9 "On approval of the Rules of pedagogical ethics", the College approved the Rules of pedagogical ethics and Code of honor, which are guided by teachers and follow the requirements of professional ethics. These rules are a set of General principles and norms of pedagogical ethics and honor, the texts of the Rules and the Code are posted on the College website, in the curriculum office and included in the folders of cycled commissions

The survey of teaching staff conducted during the IAAR EEC visit showed that:



- the entire teaching staff is satisfied with the content of the educational program, the use of their own methods in the learning process, the availability of teacher guidance and feedback;
- 91.6% of teachers believe that the management and administration of the College fully accept criticism and are satisfied with the support of the College and its management in research initiatives;
- 100% of respondents are satisfied with master classes and reading topics with the participation of practitioners;
- 98.3% believe that teachers from other educational institutions are rarely invited to the training process;
- 78% are satisfied with the balance of the academic load for semesters;
- sometimes low discipline of students (55.1%);
- 11.9% sometimes faced with the overcrowding of groups;
- 35.6% sometimes face unavailability of necessary books in the library;
- 23.7% sometimes face a lack of technical means in the classroom.

The survey of students conducted during the IAAR EEC visit showed that students are fully satisfied:

- student-teacher relationship – 84.3 %;
- objectivity and fairness of teachers – 74,3%;
- presentation of the material by the teacher in an interesting form – 67,1%;
- the relevance of the taught material 72.9%;
- teacher knows teaching material 75.7%.

Analyzing the work on "Teaching staff and the effectiveness of teaching" standard, it can be noted that a high representation of teaching skills is determined by the constant level of training and visiting various schools and creative classes. Despite the high rate of teachers' qualification, it is necessary to strengthen the state and foreign languages study process to bring into compliance with the specifics of educational programs. The College has created a favorable psychological climate, conditions for the development of creative and intellectual potential, professional development, while the management needs to motivate the teaching staff to constantly apply innovative technologies in the educational process.

Availability and awareness about the teaching staff is a strong indicator of the College.

The analysis of conversations with the teaching staff revealed that all employees are involved in the life of society through festivals, events and tailgate parties.

The EEC notes that the educational institution on this standard pays special attention to the following items:

- the EP management demonstrates compliance of personnel potential of pedagogical collective to specifics of educational programs;
- the VET institution should demonstrate the availability of information about teaching staff to the public
- the workload of the teacher should include various activities; The EP management demonstrates evidence of teachers performing all types of planned load;
- monitoring the satisfaction of the teaching staff;
- the teaching staff is actively involved in the life of society.

**In order to develop and improve the activities of the College for the implementation of accredited educational programs, the IAAR EEC recommends to:**

- provide for the possibility of increasing the share of practitioners for the EP implementation and determine the share of their subjects;
- provide an opportunity for traineeships by teachers of special disciplines in the courses such as "Marketing" and "Management" in organizations to study modern trends and trends in

modern marketing and management;

- continue the implementation and evaluation of active teaching methods and innovative teaching methods to expand the mechanisms of stimulating professional and personal development of the ETS.

**The EEC notes that the special profile of the College in accordance with this standard consists of 4 strong and 5 satisfactory positions and 2 positions need to be improved.**

#### **6.4. "Students" standard**

The policy for College training load establishing is developed in accordance with the Educational Law of the Republic of Kazakhstan, the State program for the RK education development for 2016-2019, the Standard rules of the VET organizations, Decree of the Government No. 499 dated May 17, 2013, the Standard rules of the current control of progress, intermediate and final certification of students, approved by the Order of the MES of Kazakhstan dated March 18, 2008 No. 125, the Order of the MES of Kazakhstan dated 20.01.2015 No. 19 "On approval of the Rules of transfer and restoration of students by types of educational institutions", No. 116 dated February 7, 2008 "On approval of Rules of appointment, payment and size of government scholarships studying in educational institutions", Decree No. 93 of the MES of Kazakhstan dated 28.01.2016 "On approval of standard forms of educational service contracts and the standard contract for professional practice", State Compulsory Educational Standard - The roadmap development for three language education for 2015-2020, the Order No. 677 of the MES of Kazakhstan dated 04.12.2015 "On approval of Rules of travel privileges giving through payment of compensation to students on the basis of State educational order in educational institutions, implementing educational programs", the Order No. 357 of the MES of Kazakhstan dated 2.01.2015, Order No. 397 of the MES of Kazakhstan dated 07.08.2017, the Order No. 396 of the MES of Kazakhstan dated 07.08.2017, Order No. 506 of the acting Minister of education and science of Kazakhstan dated 24.10.2007, etc.

One of the main goals of the educational program of the College is career guidance. Analyzing social, pedagogical and psychological experience in carrying out career guidance work, a system of professional orientation was created to assist applicants in the correct choice of profession in the College.

At the beginning of each academic year, a working group is created for career guidance. One of the main ways to improve the efficiency of career guidance is the College website: [www.ambk.kz](http://www.ambk.kz), [instagram.com/agbk.ambk.asbc.official](https://www.instagram.com/agbk.ambk.asbc.official), [facebook.com/@agbk.ambk.ambk.official](https://www.facebook.com/@agbk.ambk.ambk.official), [vk.com/almatystatebusinesscollege](https://vk.com/almatystatebusinesscollege), information on: [www.ambk.kz](https://www.ambk.kz), [instagram.com/agbk.ambk.asbc.official](https://www.instagram.com/agbk.ambk.asbc.official), [facebook.com/@agbk.ambk.ambk.official](https://www.facebook.com/@agbk.ambk.ambk.official), [vk.com/almatystatebusinesscollege](https://vk.com/almatystatebusinesscollege), official page in [www.ambk.kz](https://www.ambk.kz), [instagram.com/agbk.ambk.asbc.official](https://www.instagram.com/agbk.ambk.asbc.official), [facebook.com/@agbk.ambk.ambk.official](https://www.facebook.com/@agbk.ambk.ambk.official), [vk.com/almatystatebusinesscollege](https://vk.com/almatystatebusinesscollege), information which is constantly updated.

These social networks contain a full description of the features of all specialties and qualifications, rules and painted requirements for admission to the College.

Vocational guidance activities are carried out in the College on a systematic basis: "Open day", "Course day", "Best in profession" competition, round tables, master classes, meetings with students of schools and their parents to choose future profession and place of study.

Admission to the College is made at an open meeting of the selection committee for educational programs. Almaty department of education annually allocates grants for the training of middle-level specialists based on letters from employers about the needs of College specialists in enterprises.

The student is dismissed from the College in following cases: according to students application, violation of clause 2.2.6 of the Contracts for educational services, violation of the Internal regulations of the College, missing classes without a valid reason, transfer to another educational institution.

All information about the activities of cultural and leisure, sports, educational orientation,

plans for thematic weeks, colorful posters of events, schedule of sports sections and clubs, schedule of educational process, the order and timing of the session, the requirements and results of the final certification are placed on special information stands in the educational building and on the College website.

**Students load on the EP in the context of 3 years :**

<b>Academic year</b>	<b>Total</b>	<b>Full-time course</b>	<b>Part-time course</b>	<b>In state language</b>
<b>0518000 "Accounting and auditing"</b>				
2016-2017	497	478	19	296
2017-2018	454	437	17	255
2018-2019	449	421	28	255
<b>0516000 "Finance"</b>				
2016-2017	98	98	-	48
2017-2018	81	81	-	33
2018-2019		48	-	33
<b>0515000 "Management" (for specific purposes and fields of application)</b>				
2016-2017	389	359	30	100
2017-2018	330	306	24	154
2018-2019	278	252	26	127
<b>0513000 "Marketing" (for specific purposes)</b>				
2016-2017	62	62	-	-
2017-2018	32	26	6	-
2018-2019	24	24	-	-

The College website has information about educational programs, the schedule of the educational process, class schedules, legal documents for the current, intermediate and final control of students' knowledge, etc.

The College carries out systematic work to preserve the contingent of students.

There is a system of social support for the period of education of orphans and children left without parental care and under guardianship.

The organization of educational process within one academic year is carried out based on the schedule of educational work, which indicates the calendar of educational and extracurricular activities during the school year, indicating the days of rest (holidays and holidays) and the period of practice. The mission, goal and objectives of the College in accordance with the "Strategic development plan of the College for 2018-2023" – is to assist students in the implementation of their abilities, in choosing ways to achieve this goal, in mastering all practical skills.

In order to ensure customer satisfaction with the quality of educational services, there are a library, a sports hall, a student dining room, a medical office for the provision of pre-medical care, training and production workshops that provide modern innovative learning technologies. The equipment in these premises is regularly replaced in accordance with the modern realities and capabilities of the College.

The plan of curator's educational work is approved for the academic year in the areas of activity. The EP students are actively involved in the social life of the College. The College is working on all priority areas of College educational activities: civil-patriotic and legal education, spiritual, moral and aesthetic education, political and legal culture, culture of international communication, sports and environmental education, family education, student council.

A special place in the spiritual, moral and family education is the "Otbasym" project (from 2016). Trainings such as "Women's destiny" are conducted in order to prevent negative effects on the education of girls and transfer of positive experience to the older generation. The initiators of "Otbasym" project is the College Director, Kasymova Gulfairuz Kabdenova and Secretary of the National Commission for women affairs and family-demographic policy under the President of Kazakhstan, the founder of the Center of National Values "Otbasym" Syzdykova Sholpan Viktorovna.

The program was developed and provided by the first "Institute of family of Kazakhstan and Central Asia". The following topics are held according to the "Otbasym" project: "Formation of human character", "Self-estimation", "Development of potential, talents and leadership qualities", "Finance. Budget management", "Fashion and style, Image", "Preparation for marriage".

The educational work of the College coordinates the process of comprehensive development of students in the educational process of humanization, human relations and personal atmosphere, contributes to the creation of an objective point of view, and provides social and psychological assistance to students.

In order to provide social and psychological assistance to the categories of socially unprotected students (children under the supervision of guardians, disabled children, orphans, children from large families, low-income families, students with deviant behavior), work plans have been drawn up and all the necessary activities are carried out. Students deprived of their parents study on a state educational grant and receive a monthly scholarship: food, accommodation and transportation costs. Travel compensation is paid twice a year. Also, these students are provided with free accommodation in the hostel on their own.

Student council is represented by the Committee for Matters Concerning Young Persons, the Group president council and self-government in groups, College activists who are active in College public affairs.

The College provides coaching programs for students on professional and personal growth – preparation for professional selection in organizations and enterprises, tips on writing resumes (seminars and trainings are conducted by professional consultants).

The EP students take part in national and city events and show good results. Copies of diplomas, and orders confirm high results at competitions, participation in public life of College and all other achievements.

The College takes certain measures to support gifted students. Talented students actively attracted to scientific work, to collaborative projects, to participate in community events, contests. The College has:

No.	Hobby groups	No.	Sports clubs
1	"Mangilik El"	1	Football (boys, girls)
2	Club of the Funny and Inventive	2	Basketball (boys, girls)
3	"Dombra"	3	Volleyball (boys, girls)
4	"Vocal"	4	Chess, doiby

5	"Young technician"	5	Health team (hostel)
6	"Young programmer"	6	Togyzkumalak
7	"Young writer"	7	Kazak wrestling
8	How do you like Kazakh?	8	Table tennis
9	"Lovers of Russian literature"	9	Armsterling
10	"Young historian"	10	Track and field
11	"Young chemist"		
12	"Operator-moviemaker"		
13	"Young financier"		
14	"Zhas economist"		
15	"English club"		
16	"Entertaining grammar"		
17	"Young businessman"		
18	"Robotics"		
19	"Programmers"		
20	"Computer graphics", "Crystal pixel"		
21	"Computer and we"		

**Subject groups:**

	<b>Name of group</b>	<b>Team leader</b>
<b>Cluster I</b>		
	"Accountant"	Aitpaeva N. M. Gagarin O. B.
	"Financier"	Aldunarova G. E. Kovaleva N. A.
	"Successful manager"	Zhaksylyk E. Toleu E.
	"Business club"	Ermeke T. S.

Knowledge control is carried out periodically and regularly. Daily attendance and progress of students in each group is monitored. Information is collected and analyzed by the team leader. Forms of intermediate control are used: examination, coursework, tests and exams. The final certification of students is carried out in accordance with the Standard rules of the current monitoring of progress, intermediate and final certification of students, approved by the Order of the Minister of education and science of the Republic of Kazakhstan dated March 18, 2008 No.

125.

An important factor is the possibility of professional certification of students during the learning process. Each year, the College students graduate groups conducted professional qualifications assessment.

Analysis of the professional qualifications assessment results showed 100% certification of students. The result of the professional qualifications assessment is to obtain a certificate after successful exams.

One of the important activities of the College is to study the market demand, the needs of employers. Information on available vacancies is posted and distributed through the websites: hh.kz, nur.kz, rabota.kz; individual applications from specialized enterprises; applications of the Employment Center of Almaty; information posted on the website.

Visits are organized for the students of the College in various organizations and enterprises.

Employment and career development of graduates are monitored to maintain feedback from graduates to the College and prepare reports for the supervising authorities.

**Information on employment of graduates in the context of 3 years:**

Name of course, qualification	2015-2016 academic year			2016-2017 academic year			2017-2018 academic year		
	total	employed	%	total	employed	%	total	employed	%
<b>Cluster I</b>									
0518000 "Accounting and auditing"	170	108	63%	172	120	70%	161	128	79 %
0518033 "Economist-accountant"									
0516000 "Finance"	27	15	55%	24	16	66%	31	21	67%
0516053 "Financial economist"									
0515000 "Management" (for specific purposes and fields of application)	80	45	56%	126	93	73%	104	87	83%
0515013 "Manager"									
0513000 "Marketing" (for specific purposes)	25	6	24%	25	19	76%	25	20	80%
0513053 "Marketer"									

Employment of graduates is also carried out during the professional practice at the vacant positions in Almaty enterprises and companies.

Graduates of the College are provided a questionnaire with questions about their job satisfaction, according to the results of the response analysis adjustments are made to the content of the working

programs on special subjects in order to fully satisfy the needs of employers.

According to the "Students" standard, it can be noted that the result of high-quality EP and professional training of a qualified professional is employment. Within the framework of the EP, the employment processes in the College are implemented based on contracts with social partners about training practices of different orientation on their production base, followed by employment at the leading companies. Most graduate students receive job offers during their internship. In general, work with students is carried out at the appropriate methodological and practical level.

The survey of students conducted during the IAAR EEC visit showed that

- 90% are fully satisfied with the promotion of the educational environment of collegiality, mutual respect, support of educational materials in the learning process, the quality of teaching;
- 82.9% are fully satisfied with the availability of personal counselling;
- 82.9% are fully satisfied with the fairness of examinations and certification;
- 88.6% are fully satisfied with the explanation before entering the rules and strategy of the educational program (specialty);
- 74.3% are fully satisfied with the academic load/requirements for the student;
- 91.4% are fully satisfied with the timely assessment of students.

The EEC notes that the educational institution on this standard pays special attention to the following items:

- the EP management demonstrates policy of students of the EP and transparency of its procedures;
- the EP creates a mechanism to monitor the satisfaction of students with the activities of the VET as a whole and services in particular;

**In order to develop and improve the activities of the College for the implementation of accredited educational programs, the IAAR EEC recommends to:**

- expand the activities to improve the language and communication skills of students in accordance with the model developed in the College graduate;
- find the possibility of professional certification of students;
- develop a mechanism to encourage students to self-education outside the main program.

The EEC notes that the specialized profile of the College according to this standard contains 1 strong, 9 satisfactory positions.

#### **6.5. "Resources used in the implementation of educational programs" standard**

Currently, ASBC has a modern material and technical base with a total area of 4348.2 sq.m. Educational facilities, laboratories, computer classes, reading room comply with sanitary and epidemiological norms and requirements. Conditions of the production environment meet the requirements of the Order of the Minister of education and science of the Republic of Kazakhstan dated March 7, 2012 No. 97 "On approval of standards of the VET institutions equipment and furniture".

The material, technical and information base of ASBC is constantly developing, regularly replaced as part of the modernization of the educational process and the basis for the acquisition of basic and professional competence by students.

The College has a developed material base. The College has one two-storey building. The building is designed for 806 seats for 1 shift. Total area is 4348,2 sq. m., usable area is 3025,9 sq. m. There are 42 classrooms, a library with a reading room for 24 seats. Training building, conference room, sports hall, medical room, events hall, cafe in-process control.

The College has eight computer classes equipped with modern computers connected to the Internet. The number of seats in them meet the needs of the educational process and educational activities of the teaching staff and College students.

The management updates the ICT base annually. Anti-virus program

"KasperskyEndpointSecurity" program PhotoshopCorelDRAWGraphicssuite 2017 edu.lic, Embarcadero RAD Studio XE5, CiscoPacketTraser, 3D MaxStudio, 1C accounting "Educational version", TurboPascal, MS Office, AdobeDreamWeaver, NotePad ++ , etc are installed. Every year the outdated computer equipment is replaced. Acquisition of computer and multimedia equipment is carried out taking into account the needs of the educational process, which meet the requirements of the state standard. Depending on the quantity and price the method of procurement is determined and published on the public procurement portal - goszakup.gov.kz by the decision of the Director.

**Computer and multimedia equipment:**

No.	Name	2016	2017	2018
1.	Computer equipment	253	253	296
2.	Interactive whiteboard	15	15	15
3.	Multimedia projector	27	27	27
4.	LED TV	2	2	2

Maintenance and repair of computers, office equipment is carried out within a year by the technician programmer who belongs to structural division of the Deputy Director for information technologies. Activity of technician is specified in job descriptions.

As part of the Informatization strategy, an agreement was signed between Kazakhtelecom JSC and College to provide Internet service ID Net. The network is organized according to the topology of the "Optics" type, the local network is served through the switch. All computer classes are connected to the Internet, which allows teachers and students to work on a PC.

The event hall is 212, 4 sq. m., 200 seats, is equipped with professional music equipment, where College events are held.

Sports hall with an area of 507.5 sq. m., which hosts physical education classes, where there is a modern sports equipment for gymnastics, athletics, tennis, multi-functional fitness equipment, exercise bike, mini football, basketball and volleyball courts. Safety and labor protection rules are strictly observed. The sports hall is equipped with supply and exhaust ventilation. There is a summer sports complex - 325 sq. m, 5 multifunctional simulator are established in the street.

Medical care of students and College staff is carried out by a medical center. The College works with health centers such as LLP "Makiza", Asmed-2, "Merey" medical centers.

The library is located on the 1st floor of the College. The total area of the library is 134,1 sq. meters including a reading room - 81.2 sq.m (1 room) and book depository – 52.9 sq. m. The number of seats in the reading room – 24. The library is equipped with eight computers connected to a local network with Internet access, 1 printer (3 in 1 – printer, scanner, copier). Readers have the opportunity to work with information on electronic media, use electronic textbooks and software. The library has 295 copies of electronic publications. Library e-mail: agbkbiblioteka@mail.ru.

The College provides each student with educational and methodical literature, textbooks, fiction and reference books and periodicals necessary for the implementation of the educational process in all disciplines of the professional educational program in accordance with the requirements of state educational standards.

The total book fund of the College library is 66108 copies: educational and methodical, reference, fiction, educational literature in all specialties, including the state language -26200.

Over the past three years, there has been a steady trend in the use of ICT in the educational process by College teachers. It can be noted that the level of ICT use by teachers of the College in



the educational and training process has increased in the period from 2016 to 2019.

The level of TSE with the use of information and communication technology allows diversifying the educational process and improving the quality of education. The students have the opportunity to apply acquired skills when passing professional practice based on production.

It is practiced to conduct annual sociological surveys of students for their satisfaction with the level of material, technical and information security of the educational process to improve the resource base,. The results of the survey indicate a wide involvement of computer, language, multimedia, laboratory equipment in the EP implementation and high satisfaction of students with the intensity of the use of educational technical means.

The effectiveness of the information resources use for educational process and the introduction of multimedia technologies have an active influence on establishing the information culture of teachers and students. In recent years, multimedia classrooms designed for training sessions, are equipped with electronic resources, which gives sample opportunity to change the methodological approaches to students and significantly expand their ability to use modern information resources, as one of the main criteria for the training of highly qualified specialists in demand in the labor market.

The College has automation of the educational process. An electronic portal system has been developed:

- electronic journals, where teachers daily make notes about the progress and attendance of students;
- diaries, where students get information about their marks;
- grade books - analogues of paper garde books;
- electronic testing, the results of which are automatically synchronized with the electronic journal and grade book;
- automated schedule of classes. Both teachers and College students have access to it;
- at the end of the academic period, the system issues reports, such as the examination sheet, the final sheet, the rating of teachers, students, etc.;
- corporate chat for both teachers and students, etc.

In addition to the electronic portal, corporate e-mail is introduced to allow all employees and teachers to have corporate e-mail, to conduct official correspondence without losing data, the College website is being developed, electronic document management is being developed, a system of user access control, group policy ActiveDirectory is being implemented; a file repository is being developed for storing and sharing working files between employees and teachers of the College.

The allocation of funds is carried out in accordance with the approved cost estimates for the current year. The cost estimates take into account the main directions of the College's development as set out in the College's development strategy and in the individual funding plan.

A place in the hostel is provided for nonresident students. Total area is 3597,3, living area is 2135,7. The built-up area is 1275,5, the building volume - 12204. The hostel was built in 1970, is located at: 57A Zhandosov street, Auezov disctric, Almaty. The hostel consists of 4 floors, 96 rooms housing 201 in place.

The hostel has a computer class with Internet connection on 16 monitors (39.3 per sq m).

In general, the material, information and library resources used for the educational process and education are sufficient to fulfill the stated mission, goals and objectives and meet the requirements of the educational program.

The survey of teaching staff conducted during the IAAR EEC visit showed that teachers never face:

- lack of classrooms – 67.8%;

- poor conditions for training in the classroom -79,7%;
- lack of Internet access – 76.3%;
- unavailability of necessary books in the library – 61%.

The survey of students conducted during the IAAR EEC visit showed that students are fully satisfied:

- availability of library resources – 90%;
- existing educational resources of the College – 90%.

Analyzing the work on "Resources used in the implementation of educational programs" standard, we can note the positive dynamics of the material and technical base growth in the College. Summing up the results, it can be noted that the success of educational programs could be realized to a greater extent with the replenishment of educational resources, book fund, educational and scientific literature in the specialty in the state and English languages.

The EEC notes that the educational institution on this standard pays special attention to the following items:

- the VET institution carries out an assessment of dynamics of material and technical resources and the EP information support development;
- free access to educational Internet resources;
- the EP management demonstrates the reflection of information characterizing the EP on the web resource

**In order to develop and improve the activities of the College for the implementation of accredited educational programs, the IAAR EEC recommends to:**

- continue work on replenishment of the library fund by replenishing modern educational literature, as well as reference literature in the context of specialties, including the state and English languages;
- replenish the library fund for accredited specialties with electronic educational literature;
- continue work on strengthening the material and technical base of the College;

**The EEC notes that the special profile of the College in accordance with this standard consists of 2 strong and 11 satisfactory positions and 2 positions need to be improved.**

#### **6.6. "Standards in the context of individual courses" standard**

The College has specialized classrooms designed to conduct training sessions and practice on EP course as 0515000 "Management" (for specific purposes and fields of application). Classrooms are equipped with modern technological equipment: computers, interactive equipment, and visual AIDS. Modern comfortable conditions for students and teachers have been created. These classrooms meet sanitary and epidemiological standards and requirements.

Classroom of "Stock exchange" in the specialties as 0518000 "Accounting and Auditing" and 0516000 "Finance" is designed for practical training in the subjects such as "Financial accounting", "Taxes and taxation", "Budget and budget system", "Budget accounting", etc. Equipping the classrooms meets the basic didactic principles of visibility, accessibility, scientific and meaningful production situations, which will help students to better master the knowledge, skills and abilities in their chosen specialty.

The "Stock exchange" room is intended for the formation of professional competencies, where the teachers conduct round tables, binary lessons, master classes, and practical lessons using various forms and methods of training, in special disciplines, with the invitation of specialists from production.

Teachers of the subject-cycled commission of "Accounting and Finance" participate in trainings on the Kazakhstan stock exchange KASE and based on the acquired knowledge conduct round

tables, trainings on special subjects among students.

Classroom for 0513000 "Marketing" (for specific purposes) course is designed for practical training in the subject such as "Marketing", "Marketing research", "International marketing", "Commodity", "Organization and technology of the industry", "Technical equipment of enterprises and labor protection". Comfortable and working conditions for students and teachers have been created.

Classrooms are equipped with professional stands, catalogs, technical training facilities, multimedia projector, computer, printer, equipment, models, and natural samples of goods. Conducting master classes of marketing practitioners.

Various technologies used in the learning process (independent work, individual tasks, etc.) contribute to the formation of the skills of making the right decision in future activities.

The College provides the study of majors, seeking to integrate the teaching of the discipline with the development of professional competencies of students. Students study in-depth topical issues in areas, in particular, food and light industry, as well as services and business, learn modern technology, taking into account the achievements of natural and technical sciences.

Heads of departments of the College are in constant contact with graduates. They request information about the employment of graduates, monitor their work and professional growth. Data on graduates are analyzed, systematized in order to further improve the educational process, the convergence of the educational process with the practical activities of institutions, improve the quality of training.

The College has business relations with many enterprises of food, management and business, public organizations, international cooperation with various countries. Our Gold social partners: the Department of state revenue, the Treasury Department under the Ministry of Finance, ATF Bank JSC, Chamber of entrepreneurs of Almaty, Group of companies "Centersoft" JSC, "QAZAQ BANKI", LLP "NTB Tekhnoprom", JSC "Eurasian Bank", LLP "Almaty Kitap", LLP "Almaty Kilem", LLP "AlmaStore", LLP "EXPOBEST".

The EEC notes that the educational institution on this standard pays special attention to the following items:

- the focus of the EP goals and results to get students specific skills in demand in the labor market;
- the EP management demonstrates that graduates of the program have practical skills and that these skills are really in demand in the market.

**In order to develop and improve the activities of the College for the implementation of accredited educational programs, the IAAR EEC recommends to:**

- consider the possibility of individual classes or entire disciplines in the enterprise;
- attract practitioners of "Marketing" course to study the experience in the field of e-marketing;
- to organize seminars, workshops with the use of new technologies and involvement of organizations working on new technologies;
- the EP management considers the possibility of involving a native English speaker in the learning process.

**The EEC notes that the specialized profile of the College according to this standard contains 1 strong, 2 satisfactory positions.**

## **VII. REVIEW OF STRENGTHS/ BEST PRACTICES FOR EACH STANDARD**

### **6.1. "Educational program management" standard**

- the College demonstrates the development of the EP development plan, its focus on meeting the needs of the state, related parties and students;
- the VET ensures the adequacy of the EP development plan to available resources, the needs of the labor market and educational policy of Kazakhstan;
- the College attracts representatives of related parties, including students, teaching staff and employers to the formation of the EP development plan;
- the VET institution demonstrates transparency of processes of the EP development plan formation. VET institution provides related parties with information about the content of the EP development plan and the processes of its formation;
- the EP development plan passes public discussion with representatives of all related parties on the basis of offers and amendments made by the authorized collegial body of the VET institution to the project;
- the EP management includes the management of activities through the process;
- the EP management evaluation of the performance and effectiveness of the units and their interaction
- the EP management demonstrates a clear definition of responsible parties for business processes, a clear allocation of job responsibilities of staff, differentiation of functions of collegial bodies involved in the EP implementation;
- The EP management demonstrates evidence of transparency of the educational program management system

### **6.2. "Specifics of the educational program" standard**

- the VET institution demonstrates the developed models of the EP graduate, including knowledge, skills, basic and professional competence, personal qualities;
- the VET institution provides evidence of the participation of the teaching staff and employers in development of the EP, ensuring its quality
- the VET institution determines the content, volume, logic of the academic subjects relation, as well as the impact of subjects, industrial training and professional practice on establishing the basic and professional competencies of graduates;
- the EP management demonstrates the presence of professional context in the content of academic subjects;
- the EP management demonstrates an effective balance between theoretical and practice-oriented subjects;
- an important factor is the updatability of educational programs taking into account the interests of employers;
- management creates conditions for effective development of the EP;
- the EP management proves the existence of a system for monitoring the students achievements;
- the EP conducts diagnostics of knowledge and skills trained at the beginning of studying the academic subjects;

The EP management provides an opportunity for students to pass industrial training and professional practice in their specialty/qualification and monitor the satisfaction of students, heads of enterprises where they had practical training.

### **6.3. "Teaching staff and teaching efficiency" standard**

- the EP management demonstrates compliance of personnel potential of pedagogical collective

to specifics of educational programs;

- the VET institution demonstrates the availability of information about teaching staff to the public
- the workload of the teacher includes various activities;
- the EP management demonstrates evidence of teachers performing all types of planned load;
- monitoring the satisfaction of the teaching staff;

#### **6.4. "Students" standard**

- the EP management demonstrates policy of students of the EP and transparency of its procedures;
- the EP creates a mechanism to monitor the satisfaction of students with the activities of the VET as a whole and services in particular;

#### **6.5. "Resources used in the implementation of educational programs" standard**

- the VET institution creates conditions for the development of applied skills of students and teaching staff in the disciplines studied and the possibility of implementing these skills in competitions and competitions or in any other way in practice;
- the VET institution carries out an assessment of dynamics of material and technical resources and the EP information support development;
- free access to educational Internet resources;
- the EP management demonstrates the reflection of information characterizing the EP on the web resource

#### **6.6 "Standards in the context of individual courses" standard**

- the focus of the EP goals and results to get students specific skills in demand in the labor market;
- the EP management demonstrates that graduates of the program have practical skills and that these skills are really in demand in the market.

### **(VIII) REVIEW OF QUALITY IMPROVEMENT RECOMMENDATIONS**

#### **6.1. "Educational program management" standard**

- Provide mechanisms for systematic study and analysis of teachers, staff, students' satisfaction and demonstration of deficiency elimination (development of analytical reports based on the survey; consideration and reflection of this issue in the minutes of the workshops);
- Improve the mechanisms for identifying risk assessment, ways to reduce them and regular analysis of the effectiveness of measurements in the EP management.

#### **6.2. "Specifics of the educational program" standard:**

- Continue work on expanding the list of modern software used in the educational process;
- Continue the implementation of ETS experience in the educational process who passed professional courses in CLIL Methodology for teaching of special subjects on the accredited courses.
- Bring into line the members of the final state Commission on the basis of existing LSI in the field of education;

#### **6.3. "Teaching staff and teaching efficiency" standard:**

- Provide for the possibility of increasing the share of practitioners for the EP implementation and determine the share of their subjects;
- Provide an opportunity for traineeships by teachers of special disciplines in the courses such as "Marketing" and "Management" in organizations to study modern trends and trends in modern marketing and management;

- Continue the implementation and evaluation of active teaching methods and innovative teaching methods to expand the mechanisms of stimulating professional and personal development of the ETS.

#### **6.4. "Students" standard**

- Expand the activities to improve the language and communication skills of students in accordance with the model developed in the College graduate;
- Find the possibility of professional certification of students;
- Develop a mechanism to encourage students to self-education outside the main program.

#### **6.5. "Resources used in the implementation of educational programs" standard**

- Continue work on replenishment of the library fund by replenishing modern educational literature, as well as reference literature in the context of specialties, including the state and English languages;
- Replenish the library fund for accredited specialties with electronic educational literature;
- Continue work on strengthening the material and technical base of the College;

#### **6.6. "Standards in the context of individual courses" standard**

- Consider the possibility of individual classes or entire disciplines in the enterprise;
- Attract practitioners of "Marketing" course to study the experience in the field of e-marketing;
- Organize seminars, workshops with the use of new technologies and involvement of organizations working on new technologies;
- the EP management considers the possibility of involving a native English speaker in the learning process.

**"SETTINGS OF SPECIALIZED PROFILE»**

**Conclusion of the Commission on specialized accreditation**

**0518000 "Accounting and auditing" (qualification: 0518033 – Economist-accountant),  
051605 3 "Finance" (qualification: 0516053 – Financial economist), 05150003  
"Management" (for specific purposes and fields of application) (qualification: 0515013 –  
Manager), 0513000 "Marketing" (for specific purposes) (qualifications:  
0513012 – Food products seller; 0513042 – Commercial Agent, 0513053 – Marketer).**

Seq.no	Evaluation criteria	Educational institution position			
		Strong	Satisfactory	Suggests improvement	Unsatisfactory
<b>"Educational program management" standard</b>					
1	The VET institution demonstrates the development of the EP development plan, its focus on meeting the needs of the state, related parties and students;	+			
2	The VET institution ensures the adequacy of the EP development plan to available resources, the needs of the labor market and educational policy of Kazakhstan;	+			
3	- the VET institution attracts representatives of related parties, including students, teaching staff and employers to the formation of the EP development plan;		+		
4	The VET institution demonstrates transparency of processes of the EP development plan formation. The VET institution provides related parties with information about the content of the EP development plan and the processes of its formation;	+			
5	The VET institution determines the mechanisms for establishing and regular review of the EP development plan and monitoring its implementation.		+		
6	The VET institution systematically collects, accumulates and analyzes information about the EP implementation and conducts self-examination in all directions, develops and revises the EP development plan.		+		
7	The EP development plan passes public discussion with representatives of all related parties on the basis of offers and amendments made by the authorized collegial body of the VET institution to the project;		+		

8	The VET institutions demonstrates the degree of sustainability, efficiency, effectiveness, priority, transparency, responsibility, delegation of authority, differentiation and independence of the financing system.		+		
9	The EP management includes:				
9.1	activity management through processes	+			
9.2	planning, development and continuous improvement mechanisms		+		
9.3	monitoring, including the creation of reporting processes to determine the dynamics in the activities and implementation of plans	+			
9.4	changes effectiveness analysis		+		
9.5	evaluation of the performance and effectiveness of the units and their interaction		+		
10	All major business processes regulating the EP implementation are documented in the VET institution	+			
11	The VET institution demonstrates a clear definition of responsible parties for business processes, a clear allocation of job responsibilities of staff, differentiation of functions of collegial bodies involved in the EP implementation;		+		
12	The VET institution demonstrates the procedure for approval, periodic review (revision) and monitoring of educational programs and documents regulating this process		+		
13	The VET institution ensures the existence and effective functioning of the information and feedback system oriented to the students, employees and related parties.		+		
14	The EP management demonstrates the successful functioning of the EP quality assurance system, including its design, management and monitoring, their improvement, decision-making based on the facts		+		
15	The EP management demonstrates evidence of transparency of the educational program management system		+		
16	The VET institution demonstrates the presence and evidence of intensive use in the management of the EP system to collect and analyze the statistics		+		
17	The EP management measures the degree of satisfaction of teachers, staff, and students and demonstrate evidence of deficiencies detected in the framework of the measurement process			+	
18	The EP management demonstrates evidence of openness and accessibility to students, teaching staff, parents	+			
<b>TOTAL</b>		7	14	1	
<b>"Specifics of the educational program" standard</b>					
<b>Evaluation criteria: the content of the EP</b>					



19	The VET institution demonstrates the developed models of the EP graduate, including knowledge, skills, basic and professional competence, personal qualities		+		
20	The VET institution provides evidence of the participation of the teaching staff and employers in development of the EP, ensuring its quality		+		
21	The VET institution determines the content, volume, logic of the academic subjects relation, as well as the impact of subjects, industrial training and professional practice on establishing the basic and professional competencies of graduates;	+			
22	The EP management demonstrates the presence of professional context in the content of academic subjects;	+			
23	The EP management demonstrates an effective balance between theoretical and practice-oriented subjects;	+			
24	The list and content of subjects are available to students. Subjects should comprehensively cover all the issues and problems existing in the teaching field	+			
25	The educational program structure provides for various activities, the content of which should contribute to the development of professional competencies of students, taking into account their personal features		+		
26	An important factor is the updatability of educational programs taking into account the interests of employers;		+		
<b>Evaluation criteria: individualization of the EP</b>					
27	The EP management provides equal opportunities to students, including regardless of the language of instruction	+			
28	The EP management ensures the availability and effective functioning of individual assistance and students counseling about the educational process		+		
29	Management creates conditions for effective development of the EP;	+			
30	The EP management demonstrates the use of the benefits, individual characteristics, needs and cultural experience of students in the implementation of the EP		+		
31	The EP management demonstrates individual support for students during the EP implementation		+		
32	The EP management proves the existence of a system for monitoring the students achievements		+		
<b>Evaluation criteria: evaluation of students' results</b>					
33	The EP management ensures that an objective, accurate and comprehensive mechanism for assessment of learning outcomes is available and effectively functioning		+		

34	The EP management provides objectivity of assessment of study results and degree of basic and professional competences of students, transparency and adequacy of tools and mechanisms of their assessment		+		
35	The EP management ensures that the procedures for assessing the level of knowledge and skills of students are consistent with the planned learning outcomes and objectives of the program		+		
36	The EP management conducts diagnostics of knowledge and skills trained at the beginning of studying the academic subjects		+		
37	Processes and criteria for evaluating learning outcomes are transparent	+			
38	The EP management ensures the formation of students' skills to continue learning at the following educational levels		+		
<b>Evaluation criteria: teaching method</b>					
39	The EP management ensures the systematic development, implementation and effectiveness of active teaching methods and innovative teaching methods		+		
40	Student's independent work is monitored during the implementation of educational program		+		
41	The EP management provides an opportunity for students to pass industrial training and professional practice in their specialty/qualification and monitor the satisfaction of students, heads of enterprises where they had practical training.			+	
42	The EP management ensures the implementation of the results of practical achievements of teachers in the educational process		+		
<b>TOTAL</b>		7	16	1	
<b>"Teaching staff and teaching efficiency" standard</b>					
43	The EP management attracts practitioners and determine the proportion of subjects taught by them to implement educational programs			+	
44	The EP management motivates the teaching staff to constantly apply innovations in the educational process		+		
45	The EP management demonstrates compliance of personnel potential of pedagogical collective to specifics of educational programs	+			
46	The VET institution demonstrates the availability of information about teaching staff to the public		+		
47	The EP management monitors the teaching staff activities, assess the teachers competence, assess the quality of teaching		+		
48	The workload of the teacher includes various activities The EP management demonstrates evidence of teachers performing all types of planned load	+			

49	The EP management provides targeted actions for the development of young teachers	+			
50	The EP management demonstrates mechanisms to stimulate the professional and personal development of teachers and employees		+		
51	The EP management monitors the satisfaction of the teaching staff			+	
52	The EP management demonstrates the IT competence of teaching staff members, the use of innovative methods and forms of training		+		
53	An important factor is the community involvement of teaching staff	+			
<b>TOTAL</b>		4	5	2	
<b>"Students" standard</b>					
54	The EP management demonstrates policy of students of the EP and transparency of its procedures		+		
55	The EP management demonstrates awareness of the main roles (professional, social) of students based on the results of training		+		
56	An important factor is the possibility of professional certification of students during the learning process		+		
57	An important factor is the availability of support for gifted students	+			
58	The EP management makes the maximum effort to provide graduates with employment and maintain communication with graduates		+		
59	An important factor is the monitoring of employment and professional activity of graduates		+		
60	The EP management actively encourages students to self-education outside the main program (in the framework of extracurricular activities)		+		
61	The EP management provides an opportunity for learners to exchange and express opinions		+		
62	The EP management creates a mechanism to monitor the satisfaction of students with the activities of the VET as a whole and services in particular		+		
63	The EP management demonstrates the feedback system, including the rapid presentation of information on the results of students assessment		+		
<b>TOTAL</b>		1	9		
<b>"Resources used in the implementation of educational programs" standard</b>					
64	The EP management ensures the availability for students of the maximum possible amount of structured, organized information on subjects: for example, presentation materials, lecture notes, mandatory and additional literature, practical tasks, etc	+			

65	Educational equipment and software used for the educational programs are similar to those used in the relevant industries and meet the requirements of safety in operation		+		
66	The VET institution creates a learning environment that promotes the formation of basic and professional competencies and takes into account the individual needs and capabilities of students		+		
67	The VET institution creates conditions for the development of applied skills of students and teaching staff in the disciplines studied and the possibility of implementing these skills in competitions and competitions or in any other way in practice		+		
68	The VET institution carries out an assessment of dynamics of material and technical resources and the EP information support development;		+		
69	The VET organization has the EP learning environment, which includes:				
69.1	Technological support of students and teaching staff in accordance with the specifics of the educational program	+			
69.2	academic accessibility: students have access to personalized educational resources		+		
69.3	academic advice: there are personalized educational resources that help students			+	
69.4	professional orientation: students have access to personalized educational resources that assist in choosing and achieving career paths		+		
69.5	the required number of classrooms equipped with modern technical training facilities that meet sanitary and epidemiological standards and requirements		+		
69.6	the required number of computer classes, reading rooms, multimedia and language laboratories, the number of seats in them		+		
69.7	book fund, including the fund of educational and methodical literature on paper and electronic media, periodicals in the context of languages of education		+		
69.8	free access to educational Internet resources			+	
70	The EP management determines the degree of IT introduction in the EP process, monitor the use and development of innovative teaching technologies by the teaching staff, including on the basis of ICT		+		
71	The EP management demonstrates the reflection of information characterizing the EP on the web resource		+		
<b>TOTAL</b>		2	11	2	
<b>"Standards in the context of individual courses"</b>					
<b>Education</b>					

72	Educational programs in "Education", such as "Pre-school education and training", "Organization of educational work (by levels)", "Primary education", etc. must meet the following requirements:				
72.1	The EP management demonstrates that graduates of the program have practice-oriented knowledge in the field of psychology and skills in communication, analysis of personality and behavior, methods of conflict prevention and resolution, motivation of students				
72.2	The EP management demonstrates the literacy of graduates of information technology courses that meets the requirements of the educational sphere, the widespread use of information and communication technologies in educational institutions				
72.3	The EP management demonstrates the presence in the program of subjects that teach the educational process organization, innovative methods of teaching and training planning, including interactive teaching methods				
72.4	The EP management demonstrates that students have self-learning skills				
72.5	The EP management demonstrates that it has a clear, reasonable analysis and facts about what specialties (qualifications) and skills within certain specialties are in demand in the market, what is the approximate number of specialists required in the market for the taught specialty and give examples of successful employment of most of the graduates in the specialty (qualifications) in the first six months after completion of training				
<b>Social Sciences, services, economics, business and law</b>					
73	Educational programs in "Service, Economics and Management" and "Law", such as "Law enforcement", "Patenting", "Translation (for specific purposes)", "Tourism (for specific purposes)", "Catering", "Social work", "Marketing (for specific purposes)", "Finance (for specific purposes)", etc. must meet the following requirements: the EP management should guarantee access of students to the most modern and actual data (statistics, news, scientific results) in the field of specialization on paper (newspapers, collections of statistical data, textbooks) and electronic media			+	
74	EP in the areas of "Social sciences, economics and business" and "Law" also meets the following requirements:				
74.1	- the EP goals and results are oriented in students specific skills in demand in the labor market;		+		
74.2	the EP management demonstrates that graduates of the program have practical skills and that these skills are really in demand in the market.			+	



76.5	The EP should contribute to the enrichment of creative experience in different types of practice, characteristic of the specialty				
76.6	In order to familiarize students with the professional environment and relevant issues in the field of specialization, as well as to acquire skills on the basis of theoretical training, the EP should include disciplines and activities aimed at obtaining practical experience and skills in the specialty in general and core disciplines in particular, including:				
76.6.1	visit of enterprises in the field of specialization (museums, theaters, design offices, etc.)				
76.6.2	conduct individual classes or entire disciplines in the enterprise specialization				
76.6.3	workshops for solving practical problems relevant to enterprises in the field of specialization, etc.				
76.7	An important factor in the EP is the presence of a mechanism for peer review of creative examination works of students				
<b>TOTAL</b>		1	4		
<b>TOTAL IN GENERAL</b>		22	59	6	

