REPORT

of External expert committee
on the External expert committee evaluation results
for compliance with the requirements of institutional accreditation standards
Almaty State Business College SMMO
from May 14 to 16, 2019

INDEPENDENT AGENCY FOR ACCREDITATION AND RATING

INSTITUTIONAL ACCREDITATION

State Municipal Management Organization

ALMATY STATE BUSINESS COLLEGE

Addressed to

Council for accreditation

IAAR

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LIST OF SYMBOLS AND ABBREVIATIONS

- ICT - information and communication technologies;
- IAAR – Independent Accreditation Agency Rating;
- EP - educational programs
- RK – Republic of Kazakhstan
- MES – Ministry of education and science of the Republic of Kazakhstan;
- SSGCE - State Standard of General Compulsory Education;
- QMS – management and quality system
- VTE - Vocational and technical education
- SCC – Subject-cycled commission
- MTB – material and technical base
- SC - standard curriculum
- WC – working curriculum
- TCS – typical course of study
- WCS – working course of study
- CS – course schedule
- TP – training package
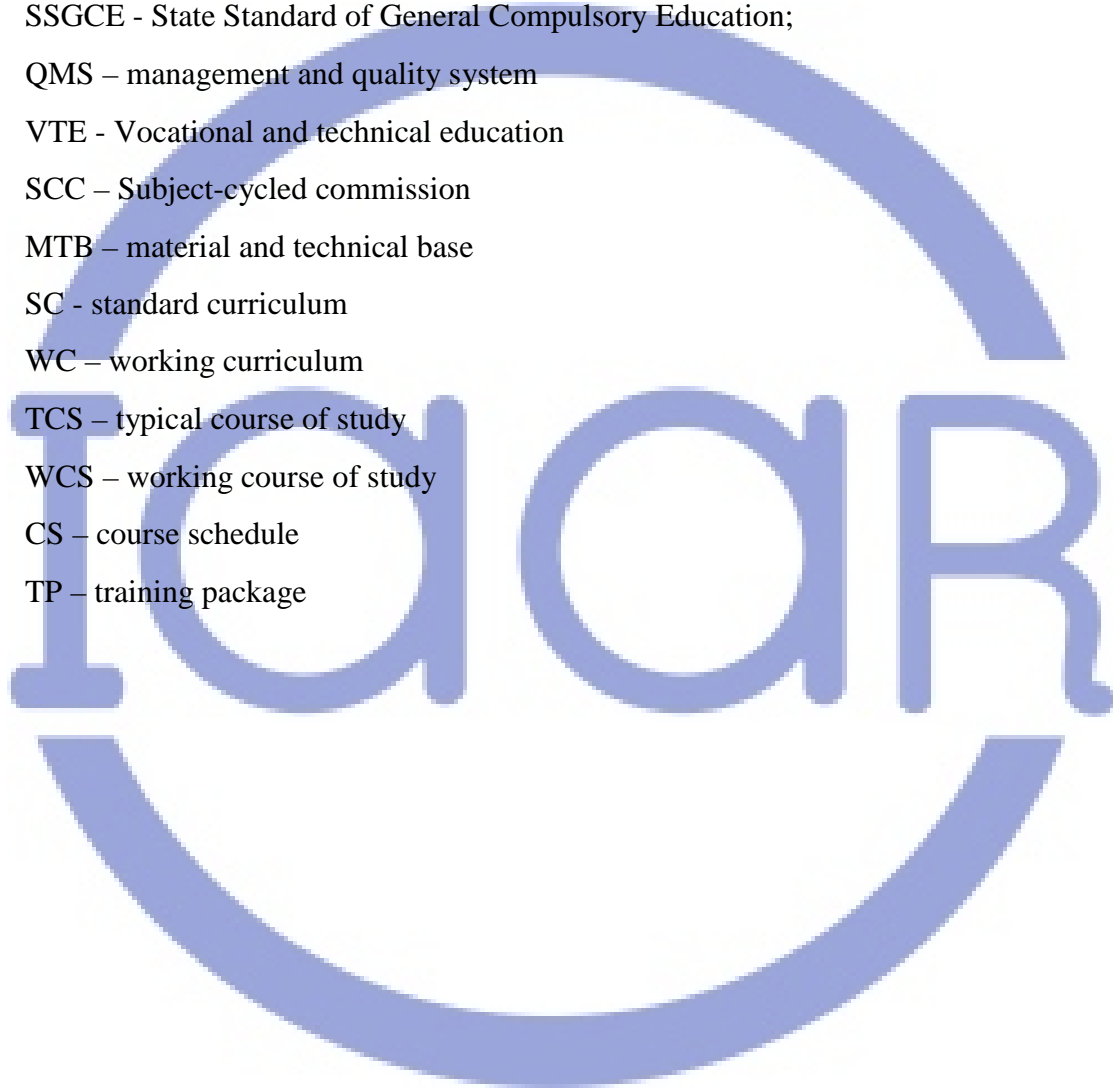
INTRODUCTION

In accordance with the order of Independent Agency of Accreditation and Rating No. 54-19-OD dated 29.04.2019 External expert committee has conducted the evaluation of compliance of activities and implementation of educational programs in Almaty State Business College to the standards of institutional accreditation of IAAR during the period from May 14 to 16, 2019.

The report of the External expert committee contains the conformance evaluation of College activities to the IAAR standards criteria, the recommendations of the External expert committee 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, PhD, 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 Sergeyevich, 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).

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 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 in 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 of people is 1,455.

The College educational process is organized on the basis of legal acts, provides the introduction to innovative learning technologies in the educational process. Today the College provides training in the state and Russian languages. Scientific and methodical councils of 8 subject-cycled commissions work to improve the quality of educational process and increase of pedagogical skills.

The educational process in the College is carried out at training building. The building is equipped with 806 seats for 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.

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

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.

The efficiency system for ensuring high-quality of education and improving educational activities is confirmed by the following facts.

Republican Academic Methodical Association on the following courses: 0513000 – Marketing (for specific purposes); 0515000 – Management (for specific purposes and fields of application); 1226000 – Technology and production of the Food enterprises; 1119000 – Refrigerating and compressor machines and installations.

As a positive side of the College's activities can be noted cooperation with potential employers, identifying their views on the quality of educational services; databases of students' practical trainings; an electronic library with access to library resources; Academic Methodical Association on all courses. A positive trend of the institution can be the College's work on international cooperation, which is one of the leading lines in the institution's business.

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.

The EEC meeting with the target groups were held in accordance with the updated visit program in compliance with the established time 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 Admission commission, College methodologists, heads of departments and heads of the SCC, teachers, students, graduates, employers and parents of students. Interviews with students and teachers of the College in classrooms, graduates and employers were held during the visit in addition to working with target groups.

285 people have taken part in the meeting

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

Category of participants	*Q-ty*
Director	1
Deputy Director	5
Heads of departments/subdepartments	12
Methodist	2
Chief accountant	1
The Head of Administrative and economic unit	1
Human resources inspector	1
Teachers	69
Employees	6
Students	66
Graduates	53
Social partners	17
Parents of students	51
Total	**285**

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, 8 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.

Members of the EEC 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 karzhy credit zhuyesi. Nesiyeler: zhiktelui, tagaiyndaluy, koldanylu 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 together 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 "Materyaldyk kundylyktardyn buhgalteriyadagy esebin bilu". Serikulova A.T. held this subject. 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 lesson structure. The Committee attended the class with Group 2FIN B on "Taxes and taxation" subject. The lesson topic was "Excises". Aldungarova G. E. taught this subject. 24 students attended the lesson, 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 College self-report were confirmed during the EEC visit. 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 EEC work, 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 institutional accreditation standards.

A detailed analysis of the compliance of the College's activities with the Institutional accreditation standards of the IAAR allowed the EEC to make the following conclusions in the context of standards within the framework of the College visit program.

5. Compliance with institutional accreditation standards

5.1 "Vision, mission and strategy" standard

- *Technical and vocational education institutions demonstrates the development of the mission, vision and strategy based on the analysis of the real positioning of educational institutions and their focus on meeting the needs of the state, interested parties and students*
- *The technical and vocational education institutions should demonstrate the individuality and uniqueness of the mission and strategy*
- *The technical and vocational education institution should ensure the adequacy of the mission, vision, strategy, available resources (including financial, information, personnel, material and technical base), the needs of the labor market and educational policy of the Republic of Kazakhstan*
- *The technical and vocational education institution should involve representatives of interested parties, including students, teachers and employers for developing the mission, vision, strategy*
- *The technical and vocational education institution demonstrates the transparency of the processes for developing the mission, vision, strategy*
- *The technical and vocational education institution provides interested parties with information about the content of the mission and the strategy and processes of their formation*
- *The technical and vocational education institution should determine the mechanisms for development and regular review of the mission, vision, strategy and monitoring of their implementation*
- *Vision, mission and strategies must be harmonized*
- *The technical and vocational education institution carries out the processes of strategic, tactical and operational planning and resource allocation in accordance with the vision and mission*
- *The technical and vocational education institution systematically collects, accumulates and analyzes information about its activities and conducts self-assessment in all areas, based on the development and implementation of measurement processes, analysis to assess the strategy implementation success of the VET institutions strategy through indicators such as "performance" and "efficiency"*
- *It should develop specific documents on its individual areas of activity and processes on the basis of the technical and vocational education institution strategy.*

Almaty State Business College has developed and approved a Strategy for the College development. It is focused on sustainable development and growth of competitiveness of educational services. The mission, goals and objectives of the College, which are part of the development strategy, were discussed and approved at the Teachers council meeting. The College pays sufficient attention to the development of ways to support the mission, goals and objectives. Basic documents for implementation of

the College goals and objectives are as follows: Strategic plan of the College, Operating plan of the Teachers council; Operating plan of the Research and methodical council; Educational work plan, Internal regulations of the College. All of them are approved annually at the first meeting of the Teachers council.

The measures efficiency is evaluated through continuous analysis of the goals and plans at various levels.

Experts made certain of the College strategic goals conformity, the adequacy of the mission, vision, strategy to available resources: financial, information, personnel and material and technical base.

The College ensures awareness of interested parties and transparency of the main strategic documents: public discussion with representatives of all interested parties, discussion at meetings of collegial bodies and publishing on the website, stands.

Information about the College activities is available on the local network and the Internet. There are College's *official web site*: http://ambk.kz/.**,** personal blog of the Director, where website users can read news and also get the necessary information about college, educational process, student life, etc. *However, members of the EEC note* that the information on the website does not fully reflect the College activities.

As wishes, it should be noted that it is expedient to continue work on specifying the mission, clarifying the vision: bringing a more specific form of description to how the College wants to see itself by a certain date, when it will realize its mission. It is desirable that the College involve more representatives of interested party groups in establishing the mission, vision and strategy.

The policy and priorities of the College development allowed to take a certain place in the field of education for training of middle-level specialists that meet the requirements of the labor market.

The survey of teachers showed that the College mission is reflected in the curriculum (more than 100% rated excellent and good), evaluation procedures (100% rated excellent and good), innovative programs (100% rated excellent and good). Evaluation of teachers' involvement in the process of managerial and strategic decision-making shows a high result – 100%.

The survey of students conducted during the visit of the IAAR EEC showed that the vast majority of students 97.1% are fully satisfied with the level of implementation of these rules and strategies of EP.

Strengths are:

- adequacy of the mission and strategy to the available resources, needs of the labor market and educational policy of Kazakhstan;

- involvement of teachers in the process of adopting management and strategic decisions;

- awareness of interested parties about the mission and strategy, and processes of their formation.

The Committee recommends to:

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- continue to work on further improvement of the strategy with the participation of employers and social partners;

- finalize the model of the graduate of educational programs in accordance with the College mission.

- improve and develop mechanisms for planning and evaluating the satisfaction analysis and mechanisms for addressing the shortcomings found in the analysis process.

The institutional profile of the College according to this standard contains 4 strong, 7 satisfactory positions.

5.2 "Management and administration" standard

- *Management of the VET institutions should include:*
- *activity management through processes*
- *planning, development and continuous improvement mechanisms*
- *risk assessments and identification of ways to mitigate these risks*
- *monitoring, including the establishment of reporting processes*
- *analysis of identified inconsistencies, implementation of the developed corrective and preventive actions*
- *changes effectiveness analysis*
- *evaluation of the performance and effectiveness of the units and their interaction*
- *The VET institution must ensure that its structure is consistent with the development strategy of the VET institution*
- *The VET institution must ensure the availability of documents on the organizational structure and governance of the VET institution*
- *All major business processes must be documented in the VET institution*
- *The VET institution should demonstrate a clear definition of those responsible for business processes, simple allocation of staff duties, the division of functions of collective bodies*
- *The VET institution should ensure that there is a system of information and feedback*
- *The VET institution should establish the frequency, forms and methods of evaluation of collegial bodies and structural units, senior management activities*
- *The VET institution should ensure the management of the educational process through the management of individual educational programs*
- *The VET institution must demonstrate the successful functioning of the internal quality assurance system of the VET institution*
- *An important factor is the availability of certified quality management system and its continuous improvement*
- *An important factor is the availability of information systems and databases, the use of the Internet for information, the availability of portal and/or Internet site*
- *An important factor is the participation of interested parties (employers, teachers, students) in the collective management bodies*
- *The VET institution must demonstrate mechanisms for the resolution of conflicts of interest and relationships through availability of information on compliance/violations and the availability of system feedback, review of management bodies, the effective operation of disciplinary bodies and the motivational system*
- *The VET institution must measure the satisfaction level of teachers, staff, and students and demonstrate evidence of deficiencies detected in the framework of the measurement process*
- *The VET institution must demonstrate evidence of openness and accessibility of managers and administration to students, teachers, parents (blogs on the website, the official hours of reception on personal matters, e-mail communication, etc.).*

The College management system is aimed at the mission, vision and strategy implementation. College management is carried out in accordance with the RK Educational Law (with amendments and additions as of 13.02.2012), legal documents of the Ministry of education, the College Charter and internal

regulations (Regulations on educational process organization, "Regulations on the Board of regents", "Regulations on professional practices", etc.). The management efficiency is ensured by a transparent multi-stage system of planning, monitoring and reporting. The organizational structure and management system of the College operates quite effectively, allows to solve all the problems facing the College. The College builds its activities on democratic principles, leadership, management decision-making based on the analysis of reliable data on its activities and involvement of all employees in the management process.

The expert group notes the flexibility of the organizational structure, allowing the College to respond quickly to changes in the external environment and maintain a high rate of modernization of various activities.

The College developed and approved job descriptions for employees of all categories. The bodies of collective management are: the Board of regents, the Teachers council, the Methodical Council. The collegial management bodies involve the parents (legal representatives), pedagogical workers (teachers, masters of inservice training), the students, the college management, employers in their works. The self-government body is the Student council. In order to implement the Action plan for the implementation of the RK Education and science development program for 2016-2019, approved by the Government of the Republic of Kazakhstan dated 25.04.2016 No. 243, in particular updating the content of the VET taking into account the requests of industrial and innovative development of the country and providing methodological assistance, changes were made to the Order of the Ministry of Education and science of the Republic of Kazakhstan dated 03.10.2008 No. 552 "On educational and methodical associations of the VET institutions". According to the clause 40 of Order No. 572 dated 23.09.2016 the Almaty State Business College is established as Republican Academic Methodological Association in the following specialties: 0513000 Marketing (for specific purposes); 0515000 – Management (for specific purposes and fields of application); 1226000 – Technology and production of the Food enterprises; 1119000 – Refrigerating and compressor machines and installations. The main purpose of the Association is the development and coordination of educational, educational-methodical and scientific-methodical work in the VET institutions, updating the content of educational process, development and review of educational literature and teaching materials, training package, translation of the experience of Kasipkor Holding.

According to the available business processes, the responsible persons are approved from among the teaching staff and administrative and managerial staff. They have the procedure of providing resources and information necessary to maintain these processes and their monitoring, to measure and analyze these processes, and to take measures necessary to achieve the planned results.

College management is carried out by the unity of sustainable relationships between structural units. Annual plans of structural units are discussed and approved at the teachers, educational and me-

thodical councils and approved by the College Director. The SCC work plans are discussed and approved by the Deputy Director for scientific and methodological works in accordance with the Rules on the SCC activities. The Center for the partnership development operates to create a rational educational environment in the College and work in close connection with the practice bases. The College and its structural unit's activities are based on strategic and annual planning, regulated by the College Charter, the Rules of internal labor regulations, orders, administrative ordinances of the Director. The College staff structure is determined by the Typical staff of the technical and vocational, post-secondary education institutions approved by the Government of the Republic of Kazakhstan dated 30.01.2008, No.77.

The College has a system of collegiate leadership on the basis of the Teachers council. The members of the Teachers council and the work plan approved by the Order of the Director. The regulation on the Board of regents is being developed. *However, experts* note the insufficient level of work to attract employers to participate in the collegial bodies and assist in the employment of graduates.

The College has 8 subject-cycled commissions: "Management and marketing", the SCC of social sciences, "Accounting and Finance", the SCC of language arts, the SCC of the natural and mathematical sciences, the SCC of physical education and BMT, the SCC of technological subjects. The subject - cycled commissions operate on the basis of regulations about the Subject - cycled commissions activities approved by the College Director.

The College has created a scheme for allocation of functional responsibilities between different levels of management, heads of departments and performers. One of the management methods is the method of involving teachers studying in management, which involves the creation of College collective management structures authorized to make decisions on certain areas of activity.

Maintaining a normal psychological climate, the approval of corporate culture is one of the priority areas of work for the director. This can come out during the interests accomodation of both the College and its employees.

A positive result of this activity can be considered the absence of collective and individual labor disputes, the normal functioning of all units that support the educational process and the absence of conflicts between the teaching staff and students.

Normative documents of the College indicate the existence of long-term, medium-term and short-term planning systems, the results of which are recorded, discussed collectively and distributed to interested parties, the team.

One of the main evaluation forms of the units is their annual reports, containing a comprehensive self-assessment of activities.

The main forms and methods of evaluation of College collegial bodies and structural units along with reports of department heads on implementation of work plans are statements about results of inter-

nal and external audits, survey of students, teachers and College staff in order to identify satisfaction with the quality of education and working conditions in the College.

To determine the satisfaction level of students and staff, the College holds meetings with the Director, deputies, various forms of survey; meetings with teams annually; there are schedules of receptions of the College management and deputies on personal issues. They have surveys and sociological surveys of teachers, staff and students, the results of which are analyzed at the meetings of the Teachers council, analyzed the satisfaction level of the team with educational resources.

The College monitors and systematizes information on the results of examinations, state certification and other activities, which is reflected in the semi-annual and annual reports.

The College has formed an optimal system of management and identification of responsible persons. Allocation of responsibilities between managers covers all the main activities of the College and allows to successfully implement its development strategy.

According to the results of an anonymous survey in the framework of the EEC, 100% of teachers are fully satisfied with participation in management decision-making, 98.3% of teachers are satisfied with the availability of management to teachers. The surveyed students showed complete satisfaction with the level of availability and responsiveness of the College management - 99%, as well as the ratio of departments – 100%.

Strengths are:

- availability of documents on the College organizational structure and management;

- clear definition of those responsible for business processes;

- openness and accessibility of managers and administration to students, teachers and parents.

The EEC recommends:

- the College administration to systematize the monitoring, analysis of the teaching staff, staff and students satisfaction with the involvement of social and psychological service;

- to analyze the revealed discrepancies and to make corrective and preventive actions;

- to modernize the infrastructure of the College imitating the real production environment in accordance with modern technological requirements, employers' demands, WorldSkills standards.

The College institutional profile according to this standard contains 7 strong, 11 satisfactory positions and 3 positions need to be improved.

5.3 "Educational programs" standard

- *The VET institution must provide evidence of the participation of the teaching staff and employers in development and management of educational programs, ensuring their quality*
- *The VET institution should determine the content, volume, logic of the academic subjects study*
- *The VET institution should demonstrate the impact of subjects on students' basic and professional competen-*

cies, skills and knowledge

- *The VET institution have to demonstrate the logic of drawing up curricula and training programs*
- *The list and content of subjects should be available to students. Subjects should comprehensively cover all relevant issues*
- *The educational program structure should provide for various activities, the content of which should contribute to the development of professional competencies of students, taking into account their personal features*
- *The VET institution should provide equal opportunities to students, including regardless of the language of instruction*
- *An important factor is the updatability of educational programs aimed at the development of professional skills, taking into account the interests of employers*
- *Educational equipment and software used for the educational programs should be similar to those used in the relevant industries and meet the requirements of safety in operation*
- *The VET institution has to demonstrate the effectiveness of its educational program resources*
- *The VET institution should attract practitioners and determine the proportion of subjects taught by them to implement educational programs*
- *The VET institution should provide objectivity of assessment of knowledge and level of basic and professional competences of students, transparency and adequacy of tools and mechanisms of their assessment*
- *The VET institution should provide a mechanism for internal quality assessment and examination of educational programs, as well as feedback for their improvement*
- *The VET institution should ensure 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*
- *An important factor is the introduction and effectiveness of active teaching methods and innovative teaching methods*
- *The VET institution should ensure the availability and effective functioning of individual assistance and students counseling about the educational process*

The educational programs is realized for formation of professional competence of future graduates that meet the qualification framework and meet the needs of the labor market. The College educational programs are implemented in accordance with the regulations, including working curriculum, course schedule and training package. The EP contents are considered at the SCC and the Methodological council meetings. They are previously discussed at the Methodical meetings and agreed with students and employers. The EP structure provides for various activities of students and logically consistent in content and scope of subjects. Educational programs are updated taking into account the interests and wishes of employers.

The structure and content of educational programs are determined by the state educational standards of technical and vocational education, standard curricula and standard educational programs in the field.

Compliance of curriculum to production requirements is achieved via the system of comments, recommendations, and opinion of employers constantly included in the Teachers council, as well as those employers and social partners who are part of Methodical Councils for specific courses, as reflected in the protocols of the Teachers Council. In addition, the interaction is established in relations with graduates who give suggestions for improving educational programs, material support, teaching methods, etc. The Commission notes that the monitoring of the EP quality allows to detect the main changes in recent years in the educational and methodical complexes of subjects. The classes use problem lectures focused on research problems; thesis presentation of the material, accompanied by the preparation

of reference notes and diagrams, which are the basis for independent work; the study of material in blocks; advanced training; wide use of handouts with tasks, etc.

The introduction of innovative learning technologies in the educational process and the participation of students in regional and international seminars and practical conferences, form the personal development of students, their creativity and special competence. The development of interactive methods of teaching using multimedia equipment is relevant in teaching staff activities.

Consultations and optional classes are aimed at providing individual abilities and requests of students. The student from the proposed list of subjects selects optional courses depending on the specifics of each profession. So, "Business club", "Successful Manager", "Weightlifting" were included in the training plans. The peculiarity of this institution is the project "Electronic session". The testing center was created to monitor the educational process through electronic testing in order to improve its quality and efficiency. Examination materials fully cover all curriculum content considered at the SCC meeting. College students can have course schedule, presentations and training package.

The College practices attracting practitioners to guest classes (master classes, lectures, business games). Experts note that the College invited well-known chief Barista, sommelier, managing partners, marketers, operating Director of LLP "Prorest".

The main document regulating their activities is the employment agreement. *At the same time,* it should be noted that employers are not very active in formation and coordination of educational programs. Working curricula is developed annually at the beginning of the academic year, after approval of standard curricula and programs by the order of the RK MES. Employers are invited to the the cyclic methodical commission meeting, where the Deputy Director for educational work offers for consideration of standard curricula and programs on specialties, for discussion and suggestions of the remarks. Working curriculum is agreed at the SCC meeting and then approved by the Teachers council.

The schedule of educational process and class schedule is made on the basis of working curricula.

Training equipment and software are purchased for each academic year in accordance with the requests for each specialty.

Despite the above, *experts note* that the College needs to intensify its efforts to attract employers-practitioners to conduct classes. The survey of students conducted during the visit of the IAAR EEC showed that the level of accessibility and responsiveness of the management is estimated as high, satisfaction with the College educational resources is more than 100%, and students demonstrated a high level of satisfaction with the quality of the College educational services: relations with departments 100%, availability of academic counseling 99%, the level of availability of library resources 99%, the overall quality of training programs 100%.

Strengths are:

- effective functioning of individual assistance and students counseling on the educational process;

- different types of activities, the contents of which shall promote the development of students professional competences based on their personal features.

The Committee 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);

- bring plans for the development of educational programs in line with the College strategic plan (in particular the timing of the activities);

- involve in developing educational programs and ensure their quality for employers and interested parties;

- update the control and measuring materials on the basis of educational standards that determine the planned educational results

- bring the structure of the final state commission into compliance on the basis of the clause 24, Order No. 125 dated 14.06.2018. Standard rules for current control of intermediate and final certification of students in the VET institutions

The College institutional profile according to this standard contains 4 strong and 11 satisfactory positions, 3 positions need to be improved.

5.4 "Teaching staff and teaching efficiency" standard

- *The VET institution should ensure compliance of the teaching staff with the qualification requirements and the specifics of the educational program*
- *The VET institution should demonstrate the recruitment on the basis of the educational programs analysis*
- *The VET institution should demonstrate the availability of information about teaching staff to the public*
- *The VET institution should demonstrate compliance with the principle of management accessibility and transparency of all personnel procedures*
- *The VET institution should monitor the teaching staff activities, assess the teachers competence, assess the quality of teaching*
- *The workload of the teacher should include various activities*
- *The VET institution should demonstrate evidence that teachers complete all kinds of scheduled load*
- *The VET institution should demonstrate the availability of training, professional and personal development for the teaching staff and administrative and managerial personnel*
- *The VET institution should provide targeted actions for the development of young teachers and the formation of a personnel reserve*
- *The VET institution should monitor the teaching staff satisfaction*
- *The VET institution should demonstrate the involvement of teaching staff in practical activities*
- *The VET institution should demonstrate the IT competence of teaching staff members, the use of innovative methods and forms of training*
- *An important factor is the community involvement of teaching staff*

Almaty State Business College establishes teaching staff in the process of implementing the personnel policy, developed in accordance with the qualification requirements and responsibilities of teachers and meets modern requirements.

According to the staffing table, the total number of teaching staff for the 2018-2019 academic year was 94 people, including 84 full-time teachers, which is 85%, 10 part-time. Teachers of the highest, first category – 54 (58%), which corresponds to the licensing requirements for the activities of the organization implementing educational programs of technical and vocational education. 11 teachers are on parental leave. The staff is constantly replenished with young promising teachers. Lecturers and skilled specialists of enterprises are engaged in collective works in the period of the qualifying examination on the assignment of discharge and the final assessment of the College students.

The teaching staff of the higher College of culture consists of 27 people with an academic master's degree, 40 teachers of the highest category, 14 teachers of the first category, which is 58% of the teachers. The share of teachers with the highest qualification category is 40 people, that is 43% of the total number of teachers, the share of those with the first qualification category is 14 people, that is 15% of the total number of teachers and 11 people - 2 category.

Highest	Initial	Second	Without category
40	14	11	29
43%	15%	12%	30%

All teachers have higher basic education corresponding to the taught subject.

The team is annually replenished with young specialists. The number of undergraduates is increasing.

The teaching staff quantity and quality is determined by the normative indicators of the full-time teachers ratio to the total number of their qualification categories and titles in accordance with the Order of the Minister of education and science of the Republic of Kazakhstan No. 391 dated June 17, 2015 "On approval of qualification requirements for educational activities, and the list of documents confirming compliance with them" (as amended on 11.03.2016).

The College teachers are trained according to the "Perspective plan of the College teachers training" with the use of various organizational forms: courses in the center of advanced training and retrain-

ing. The frequency of training is consistent with applicable law. At the beginning of the academic year, a long-term plan and schedule of professional development are drawn up, an order is issued to send teachers to courses that correspond to the specifics of the taught subject.

Professional development of teaching staff

Academic year	General education of teachers	Passed courses of professional qualifications	in %
2016-2017	106	65	61%
2017-2018	97	47	48%
2018-2019	94	48	51%

Analysis of the teaching staff quality showed a positive trend in the growth of the professional level of teachers.

The main purpose is to provide management and coordination of the educational process, methodological and professional activities of the teaching staff.

The scientific component of the educational process is important for improving the quality of training.

Scientific and methodological developments of teachers are reflected in the educational and methodical works published in various publications of the city.

It should be noted that the College management, heads of departments, personnel and educational apparatus is working to improve the organization of personnel and educational work, selection and placement of personnel, strengthening subject, creating a healthy moral and psychological climate in the team.

The College uses the following forms of professional development: short-term (at least 72 hours) thematic, problem seminars, training seminars. Professional development is financed by the budget. Experts note the existence of motivation system for the teaching staff, stimulating the effective achievement of goals. Scientific and teaching staff is formed by training masters of science in master's programs of the leading higher educational institutions in Kazakhstan. The College has a rating system.

"School of young teacher" operates to support young teachers in the College. The task of the "School of the young teacher" are such issues as: familiarization with the requirements for the preparation of planning documentation (educational and working programs, calendar and thematic plans, journals of theoretical training, lesson plans, work plans, passport office); demonstration of creative work of experienced teachers of the College; conversation about some of the recommendations on the technique

and methodology of the modern lesson; methods of using information and communication technologies in theoretical training classes; organization and conduct of professional practice.

Classes in the school for young teachers are held in the form of a round table, seminars, workshops, consultations, as well as visits to the lessons of experienced teachers, followed by analysis and discussion; individual work of an experienced teacher with the young in terms of solving the difficulties in the preparation, organization and conduct of various forms and types of classes.

High level of professional competence of teachers ensures the representation of the College in various activities of the Education department, Almaty city administration, the Republican scientific and methodical center of technical and vocational education development, etc. The College management pays great attention to the practical activities of teachers in the field of their specialization, by involving them in the development of practice-oriented, teaching AIDS; improvement of the educational complex.

At the same time, experts note the need to monitor the professional activities of teachers, including the assessment of professional competence.

In general, the analysis of the College teaching staff activities indicates the desire of the team to improve the quality of the College.

A survey of teaching staff conducted in the course of the visit of the IAAR EEC showed that the College fully provide innovation teachnologies in teaching; most teachers are satisfied with the level of management feedback (100%), it is noted that there is no unsatisfied teaching staff with the management support to their research activities.

Strengths are:

- various activities in the teacher's workload;

- mechanisms to stimulate professional and personal development of teachers and employees;

- recruitment based on the analysis of educational programs needs;

- the community involvement of the teaching staff.

The Committee recommends to:

- the College management to ensure accessibility of the teaching staff and its achievements on its website;

- introduce more innovative technologies and interactive teaching methods, forms of training with conducting personal blog;

- increase the number of teachers - practitioners with experience in real production.

The College institutional profile according to this standard contains 4 strong and 8 satisfactory positions, 1 position need to be improved.

5.5 "Students" standard

- *The VET institution should demonstrate the policy of training load formation and the transparency of its procedures*
- *The VET institution should provide 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*
- *An important factor is the possibility of professional certification of students during the learning process*
- *An important factor is the availability of support for gifted students*
- *The VET institution should make the maximum effort to provide graduates with employment and maintain communication with graduates*
- *An important factor is the monitoring of employment and professional activity of graduates*
- *The VET institution should create a mechanism for monitoring students satisfaction with the VET institutions activities*
- *The VET institution should demonstrate the feedback system, including the rapid presentation of information on the results of students assessment*

Students load in the Almaty State Business College is based on the demand of regional employers. However, the format of training implies their successful application in any region of the country.

In order to form students load, the admission of students is carried out on the basis of Resolution No. 130 of January 19, 2012 (as amended) and the Government Resolution No. 919 "Program for the development of productive employment and mass entrepreneurship for 2017-2021" of December 29, 2016

Graduates of secondary schools in Almaty and the region form the student's load of full-time and part-time forms. The College is systematically working on professional adaptation. "Open day" and other events are held for school graduates.

Table 7 in the context of specialties over the years 2016-2019

Academic year	Study form	Total number of students	Students of State educational scholarship	Students of Program for the development of productive employment and mass entrepreneurship for 2017-2021	Students on the paid basis
2016-2017	Full time	583	375	-	208
	Part time	5	-	-	5
2017-2018	Full time	414	200	100	115

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	Part time	7	-		7
	Full time	487	275	125	87
2018-2019	Part time	9			9

The training part forms the academic group in the field, language training. Each academic group is assigned an identification code consisting of the alphabetic abbreviation of the course name, on the basis of class, year and serial number of the group. The number indicating the year changes during the entire period of training.

Adaptation of students includes orientation week, introductory lesson on the system of knowledge assessment, the rules of translation and calculation of evaluation, familiarization with the departments, regulations and the College Charter, the code of corporate culture and the College hobby groups and student organizations of self-government, the working schedule of the library, user instructions, reading rooms and subscription, electronic information search system. Academic groups are formed on the basis of the Order of the College director (No. 78 dated 02.09.2017).

The College has a system of internal monitoring of the knowledge quality, systematically conducts a survey of students. Financial incentives that improves the quality of knowledge is scholarships to excellent students.

The EP students load is formed from groups in which training is conducted in the state, Russian languages on full-time and part-time courses. Academic groups are filled in accordance with the Standard rules of technical and vocational education institutions, approved by the Government of the Republic of Kazakhstan dated May 17, 2013, No. 499.

Table 6 Load

		Quantity of students	
Academic year	Total number of students	Full-time (as of	Part-time (as of

		01.10.)	01.10.)
2016-2017	1881	1801	80
2017-2018	1711	1630	81
2018-2019	1629	1530	99

The College provides students with all the conditions necessary for the effective development of the selected educational program in accordance with their interests and needs, providing appropriate resources (library, consulting, information, etc.). At the same time, the College controls the quality of development of educational programs by students according to the established criteria and provides constant monitoring and improvement of educational services. Special attention is paid to the formation of future specialists, both professionally and personally.

Much attention is paid to student science, it is the Olympics, scientific conferences of intra, regional, national and international scale. The results of the students achievements are reported on the different kind of conferences.

Many students participate in Amateur art, showing their talents in dance, music, singing and theatrical performances. A special action plan has been developed for the work and support of gifted students in the College.

The College pays special attention to its graduates. The College constantly improves the mechanism of constructive interaction of Students council with the College administration through the participation of the Students council representatives in the activities of Advisory bodies, in the preparation of documents relating to strategic decisions for the College, the problems of student life. In addition, graduate students annually participate in the "Job fairs" held by the College, the Center for the development of youth initiatives, the Office of entrepreneurship, the Department of employment and social programs.

We discuss about graduates employment with the heads of enterprises and departments dealing with employment and social security. The head of department deals with the employment of graduates. The employment is controlled by group leaders, who periodically provide information about the place of work and employment to the Practical training division.

The College works in close connection with the State institution "Department of employment, social programs and registration of acts". Employment and professional activity of graduates is monitored by means of a survey, telephone calls, providing certificates from the place of work or study.

Employment of graduates

Academic year	Graduated (people)	Employed		Entered in universities (people)	Military service (people)	Maternity leave (pers.)	Total employed	
		Q-ty	%				(people)	%
2015-2016	507	248	49	131	2	3	384	76
2016-2017	491	366	75	99	8	1	474	96
2017-2018	493	395	80	20	1	1	417	84

A database is formed for all graduates including the following information: the name, address of the company to which the graduate is assigned, as well as the intended position. Employment is monitored on the basis of the collection and analysis of supporting certificates from the place of work.

"Open days" and consultations are organized for students' parents in order to prevent offenses and other problems with them.

The College is actively working to support gifted students. In particular, attraction to research activities, participation in competitions, Olympiads, festivals, clubs and sections.

Table 1. The number of students involved in the hobby groups and sections is:

2016-2017 academic year	2017-2018 academic year	2018-2019 academic year
655	778	820

The survey results indicate that the vast majority of students (98.1%) are satisfied with the level of the EP strategies execution, the overall quality of curricula and teaching methods in general. 92,9% students are satisfied with the quality of services provided in libraries, reading rooms, existing educational resources, the availability of computer classes, Internet resources, the fairness of College exams and attestation.

Strengths are:

- the opportunity for students to have practical training in the specialty and monitor the satisfaction of students, managers of enterprises – places of practice and work;

- availability of the feedback system, which includes the rapid presentation of information on the results of the students' knowledge assessment.

The Committee recommends to:

- activate and systematize the activities of associations of College graduates in order to improve educational programs;

- use the website for the organization of effective employment (to develop a tab to publish vacancies by employers)

- expand the independence of the student organization through participation in the Teachers council and other governing bodies.

The College institutional profile according to this standard contains 1 strong position and 5 satisfactory positions, 2 positions need to be improved.

5.6 "Finance" standard

- *The VET institution should demonstrate the consistency of the development strategy and management of financial flows in the VET institution*
- *The VET institution should demonstrate the VET institution budget planning, short-term and medium-term plans*
- *The VET institution should demonstrate the existence of formalized financial management policy: statement of cash flows, statement of changes in equity*
- *The VET institution should demonstrate the existence of an internal audit system and the results of regular external, independent audit*
- *The VET management should prove the financial stability and viability of the educational institution*
- *The VET institution should have a mechanism to assess the adequacy of financial provision of different types of activities*
- *The VET institution should ensure transparency of budget allocation and its efficiency*
- *The VET institution should have an effective mechanism of financial statements*

The College has an independent balance sheet, Bank account, form of ownership – state. The College is financed from the national and local budgets.

The financial management policy is reflected in the College accounting policy, which is formed on the basis of the principles of business continuity, consistency, accrual and other principles provided

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by the accounting system. Accounting is carried out in 1C Accounting according to international financial reporting standards (IFRS). In the field of financial and tax accounting, internal control and auditing, the College is guided by the Law "On accounting", the Tax Code of the Republic of Kazakhstan, the Labor Code of the Republic of Kazakhstan, the Civil Code of the Republic of Kazakhstan, the Educational law, the College Charter, accounting standards, guidelines for the accounting system, orders, College orders and other regulations.

The financial statements of the College include the balance sheet, statement of cash flow, income statement and Declaration of corporate income tax and is provided at the end of the financial year to the State revenue unit of the Republic of Kazakhstan.

The College budget has been developed and approved for the effective use of financial resources and implementation of the development strategy. The funds are distributed and the tangible assets are formed in accordance with the College strategic development plan. The activities envisaged in the plan are aimed at improving the economic efficiency of the College and providing the necessary financial and material resources. The College shows annual increase in funds allocated for the replenishment of material and financial assets that provide conditions for high-quality education.

The College financial activities are aimed at the effective allocation of financial and material resources to provide high-quality services in the field of vocational education in accordance with the College mission and strategic plan.

The mechanism of strategy and management of financial resources coordination includes:
  - establishing the draft cash budget for 5 years, 3 years and 1 year
  - cost estimates for various activities
  - pricing policy based on the education market
  - selection of accounting policy
  - accounting, control and analysis of financial resources
  - preparation of reporting data
  - internal audit.

Financial income:

Name of indicators	2016	2017	2018
Income from basic education activities, including:	683314	611498	662305
State educational order	603026	522405	591377
Paid educational services	80288	89093	70928
Income from non-core activities	6968	9514	9715

Income from the main educational activities for the training of specialists in the state educational grant are formed at the expense of financial revenues from the National budget. Income from basic educational activities for the training of specialists on a fee basis is formed by the provision of services on a fee basis.

There is a stable tendency to increase the income of the enterprise. The structure of income is dominated by the results of core activities, and the share of income from non-core activities is a small part and is 2%.

The College income (thousand KZT)

Name of indicators	2016 (actual)	2017 (actual)	2018 (actual)
Total income:	690282	621012	672020
Income from basic educational activities, including:	683314	611498	662305
State educational order	603026	522405	591377
Paid educational services	80288	89093	70928
Income from non-core activities	6968	9514	9715

As can be seen in the graph, the dynamics of financial revenues for this period is positive, which indicates a stable flow of funds.

Every year the College allocates funds for the renewal, expansion of the material base. Funds are allocated for the purchase of computers and multipliers, software and equipment for classrooms in accordance with the plan for the re-equipment and introduction of new learning technologies.

The College provides transparency in budget allocation. The funds are allocated in accordance with the approved cost estimates, taking into account all activities provided for in the College development strategy - the dynamics of growth, the recruited load. The planned expenses are executed within the College income.

Expenses for the acquisition of fixed assets include the purchase of furniture, computer and equipment.

The expenses for the payment to students are presented in the form of scholarships, travel and compensation payments. All expenses for payment to students are reflected in the cost of educational services.

The experts noted that the analysis of the financial activities of the College indicates that the management of financial resources is provided through the analysis of cash flows, efficiency and risks of financial investments and the use of appropriate methods. The College financial condition is stable and con-

tributes to the further development of the College. However, *experts* note that the College is poorly established analysis of financial risks and mechanisms for their prevention.

Strengths are:

- availability of short-and medium-term plans;

- transparency in the planning of the College annual budget;

- rational methods of financial reporting.

The Committee recommends to:

- develop mechanisms to attract investments of regional leading enterprises to the College;

- expand forms outside the budget (commercial) activities

The College institutional profile according to this standard contains 4 strong, 3 satisfactory positions, and 1 position needs to be improved.

5.7 "Resources: material and information" standard

- *The VET institution must demonstrate the compliance of the infrastructure with the specifics of its activities. Classrooms, offices, laboratories, communication and computer equipment and other facilities must meet modern requirements*
- *The VET institution should assess the dynamics of material and technical resources and information development, the effectiveness of the evaluation results for adjustment in planning and budget allocation*
- ***The VET institution should have the learning environment, which includes:***
- *technological support of students and teaching staff in accordance with the programs (for example, online training, modeling in the classroom) and intelligent queries (databases, data analysis programs)*
- *academic accessibility: students have access to personalized interactive resources (also available in extracurricular time), as well as training materials and tasks, and the possibility of trial self-assessment of students' knowledge through remote access to the portal (website) of the VET institution*
- *academic advice: there are personalized interactive resources to help students plan and execute academic programs*
- *professional orientation – students have access to personalized interactive resources that assist in choosing and achieving career paths*
- *the required number of classrooms equipped with modern technical means of training: educational laboratories, modern training grounds, equipped with modern equipment, corresponding to the implemented educational programs, sanitary and epidemiological norms and requirements*
- *the required number of computer classes, reading rooms, multimedia and language laboratories, the number of seats in them*
- *book fund, including the fund of educational and methodical literature on paper and electronic media, periodicals in the context of languages of education*
- *free access to educational Internet resources;*
- *The VET institution should determine the level of IT introduction in the process, monitor the use and development of innovative teaching technologies by the teaching staff members, including on the basis of ICT*
- *The VET institution should demonstrate the availability of a web resource that reflects the mission, goals and objectives of the VET institution, the effectiveness of its use to improve the educational institution*
- *availability of adequate and objective information about the teaching staff on the portal (website) of the VET institution*
- *transparency of complaints handling information*
- *posting full objective information about the VET institution activity on its portal (website)*
- *posting external publications (quotes, links) about implementation of the mission, goals and objectives by the VET institution on the portal (site)*
- *use of information networks to inform the public and interested parties*
- *An important factor is the observance of copyright when posting educational and methodological materials in the public domain*

- *An important factor is to create conditions for the development and use of information and communication technologies by employees, teaching staff and students in the educational process and the VET institution activities.*

The College material and technical base is constantly improving to ensure the high-quality education of future professionals. The priority area in the educational policy of the College of economics, technology and standardization of food production is the constant improvement of conditions for the organization of the educational process and leisure of students. For this purpose, the material and technical base is developing through the purchase of equipment, educational literature.

The College carries out systematic work to create the most favorable conditions for high-quality services, as well as to create the necessary conditions for personal development and education of students.

The College has a modern material and technical base used for the organization of training and education of students. The College is located in 2-storey building (with a basement) and according to the regulatory standards, it has the appropriate material, technical and social and educational base. 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 meet sanitary and epidemiological standards and requirements. The Assembly hall (area 212, 4 m) has 200 seats, it is decorated luxury historic paintings, national ornament, a music system, where we have our national and city events at a high level.

The educational building and the hostel have outdoor lighting around the territory perimeter and 24-hour external and internal video surveillance of the premises, classrooms and corridors. For these purposes: 19 outdoor digital cameras with infrared radiation for night vision and internal 71 digital cameras and 16 analog are set in the educational building; 38 video cameras (27 internal and 11 external) are set in the hostel. The information is displayed on the monitors in the server and reception room.

The College has 8 computer classes equipped with modern computers connected to the Internet. Computer equipment is used both for technical support, learning process and special disciplines of "Computer science and software" course, also for the full use of information and communication technologies for educational purposes. The number of seats in them meet the needs of the educational process and educational activities of the teaching staff and College students. The ICT base is updated annually by the management. "KasperskyEndpointSecurity", Photoshop CorelDRAW Graphicssuite 2017 edu.lic, Embarcadero RAD Studio XE5, Cisco Packet Traser, 3D Max Studio, 1C accounting "Educational version", Turbo Pascal, MS Office, Adobe DreamWeawer, NotePad ++ softwares are installed. Every year the outdated computer equipment is replaced.

Computer rooms have local network to improve the efficiency of training and to exchange information, and also access to the Internet.

For nonresident students, the College has its own 4-storey hostel with an area of 3597.3 m.2 and is located on a fenced area of 0.8513 hectares. Students have the opportunity to relax in 96 living rooms furnished with Belarusian beds, desks, chairs, wardrobes and bedside rugs. The three training rooms have all the conditions for classes, and students can perform coursework, assignments, etc. in the computer class with 16 monitors with Internet connection. There is a gym equipped with all necessary sports equipment: fitness equipment, tennis tables, punching bag, weight machines, dumbbells, barbells and other sports equipment. Summer complex with an area of 520 m2 – mini football field, basketball and volleyball courts, horizontal bars, bars, rings, etc. are built on the territory of the hostel. 5 multifunctional exercise equipments are set.

The library works in accordance with the laws of the Republic of Kazakhstan, the College strategic plan, the resolutions and orders of the Government of the Republic of Kazakhstan, the decisions of the Ministry of Education, the College Charter, the regulations on the library approved by the College Director (the Educational law of the Republic of Kazakhstan dated July 27, 2007 No. 319-III, the Law of the Republic of Kazakhstan "On science" dated February 18, 2011 No. 407-IV, the Model rules of technical and professional organizations activities after secondary education dated September 11, 2013 No. 369, the Qualification requirements for licensing educational activities approved by the Government Decree of the Republic of Kazakhstan dated February 28, 2013 No.195 "On approval of rules for formation, use and preservation of the Library funds of state educational institutions". Order of the Minister of education and science of the Republic of Kazakhstan dated January 19, 2016 No. 44 registered in the Ministry of Justice of the Republic of Kazakhstan on February 15, 2016 No. 13070).

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 8 computers connected to a local network with Internet access, one 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 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. The book fund of educational literature is 43096 copies

The RABIS software operates to create an electronic catalog in the library. "Cataloger" module allows to create and constantly update Electronic catalog, which includes the description of the literature. With "Search. Order" module students can independently and quickly find the necessary literature

on the electronic catalog. The students also can self-access to the Internet, the College website, use multimedia technologies, which greatly expand the potential of the library.

The website contains the information corresponding to Methodical recommendations for filling and maintenance of Internet resources of the educational institution, technical and professional post-secondary education. Information about the College in general, its divisions, courses, mission with the structure is posted and it gives an idea of the activities, events, achievements, the best employees. In addition, you can find regulations, standards of public services and also news feed on the website. The information presented on the website is aimed at a wide audience: applicants and parents, students, teachers, employees. The official website is available in two languages. There is a Director's blog for feedback, where everyone can leave a comment and get an answer.

Experts note that the College website needs serious improvement and modernization.
The results of the students' survey conducted during the visit of the IAAR EEC showed that more than 95.7% are satisfied with the availability of library resources, computer classes and Internet resources. Almost all respondents are fully satisfied with the educational materials support in the learning process.

Strengths are:
- compliance with the College infrastructure,
- transparency of complaints handling information

The Committee recommends to:
- develop personalized educational resources for the implementation of online learning, learning of innovative e-learning materials
- provide for the possibility to organize zones of wireless access to Internet resources
- improve the web resource (website) of the College in terms of posting adequate and objective information about the teaching staff, educational programs and activities of the organization;
- continue work on the development of electronic and teaching AIDS with the assignment of copyright;
- continue updating the material and technical base of the College, laboratories, educational restaurant with modern technological equipment corresponding to the infrastructure sheets of Worldskills standards
- fill up the book fund with educational, methodical and scientific literature in the state language.

The College institutional profile according to this standard contains 1 strong and 11 satisfactory positions, 5 positions need to be improved.

1 "Vision, mission and strategy" standard

- adequacy of the mission and strategy to the available resources, needs of the labor market and educational policy of Kazakhstan;

- involvement of teachers in the process of adopting management and strategic decisions;

- awareness of interested parties about the mission and strategy, and processes of their formation.

2 "Management and administration" standard

- availability of documents on the College organizational structure and management;

- clear definition of those responsible for business processes;

- openness and accessibility of managers and administration to students, teachers and parents.

3 "Educational programs" standard

- effective functioning of individual assistance and students counseling on the educational process;

- different types of activities, the contents of which shall promote the development of students professional competences based on their personal features.

4 "Teaching staff and teaching efficiency" standard

- various activities in the teacher's workload;

- mechanisms to stimulate professional and personal development of teachers and employees;

- recruitment based on the analysis of educational programs needs;

- the community involvement of the teaching staff.

5 "Students" standard

- the opportunity for students to have practical training in the specialty and monitor the satisfaction of students, managers of enterprises – places of practice and work;

- the feedback system for rapid presentation of information on the results of the students' knowledge assessment.

6 "Finance" standard

- short-and medium-term plans;

- transparency in the planning of the College annual budget;

- rational methods of financial reporting.

7 "Resources: material and information" standard

- compliance with the College infrastructure,

- transparency of complaints handling information

Overview of recommendations for the college development

1 "Vision, mission and strategy" standard

- continue to work on further improvement of the strategy with the participation of employers and social partners;

- finalize the model of the graduate of educational programs in accordance with the College mission.

- improve and develop mechanisms for planning and evaluating the satisfaction analysis and mechanisms for addressing the shortcomings found in the analysis process.

2 "Management and administration" standard

- the College administration with the involvement of social and psychological service to systematize the monitoring, analysis of the teaching staff, staff and students satisfaction;

- to analyze the revealed discrepancies and to make corrective and preventive actions;

- to modernize the infrastructure of the College imitating the real production environment in accordance with modern technological requirements, employers' demands, WorldSkills standards.

3 . "EDUCATIONAL PROGRAMS" 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);

- bring plans for the development of educational programs in line with the College strategic plan (in particular the timing of the activities);

- involve in developing educational programs on specialties and ensure their quality for employers and interested parties;

- update the control and measuring materials on the basis of educational standards that determine the planned educational results

- bring the structure of the final state commission into compliance on the basis of the clause 24, Order No. 125 dated 14.06.2018. Standard rules for current control of intermediate and final certification of students in the VET institutions

4 . "Teaching staff and teaching efficiency" standard

- the College management to ensure accessibility of the teaching staff and its achievements on its website;

- to introduce more innovative technologies and interactive teaching methods, forms of training with conducting personal blog;

- to increase the number of teachers - practitioners with experience in real production.

5 "Students" standard

- activate and systematize the activities of associations of College graduates in order to improve educational programs;

- use the website for the organization of effective employment (to develop a tab to publish vacancies by employers)

- expand the independence of the student organization through participation in the Teachers council and other governing bodies.

6. "Finance" standard

- develop mechanisms to attract investments of leading regional enterprises to the College;

- expand forms outside the budget (commercial) activities

7 . "Resources: material and information" standard

- develop personalized educational resources for the implementation of online learning, learning of innovative e-learning materials

- provide for the possibility to organize zones of wireless access to Internet resources

- improve the web resource (website) of the College in terms of posting adequate and objective information about the teaching staff, educational programs and activities;

- continue work on the development of electronic and teaching AIDS with the assignment of copyright;

- continue updating the material and technical base of the College, laboratories, educational restaurant with modern technological equipment corresponding to the infrastructure sheets of Worldskills standards

- fill up the book fund with educational, methodical and scientific literature in the state language.

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Conclusion of the Self-assessment Commission of the Almaty State Business College

Seq.no	Evaluation criteria	Educational institution position			
		Strong	Satisfactory	Need to be improved	Unsatisfactory
"Vision, mission and strategy" standard					
1	Technical and vocational education institutions demonstrates the development of the mission, vision and strategy based on the analysis of the real positioning of educational institutions and their focus on meeting the needs of the state, interested parties and students	+			
2	The technical and vocational education institutions demonstrates the individuality and uniqueness of the mission and strategy		+		
3	The technical and vocational education institution ensures the adequacy of the mission, vision, strategy, available resources (including financial, information, personnel, material and technical base), the needs of the labor market and educational policy of the Republic of Kazakhstan		+		
4	The technical and vocational education institution involves representatives of interested parties, including students, teachers and employers for developing the mission, vision, strategy		+		
5	The technical and vocational education institution demonstrates the transparency of the processes for developing the mission, vision, strategy	+			
6	The technical and vocational education institution provides interested parties with information about the content of the mission and the strategy and processes of their formation		+		
7	The technical and vocational education institution determines the mechanisms for development and regular review of the mission, vision, strategy and monitoring of their implementation		+		

8	Vision, mission and strategies must be harmonized.		+			
9	The technical and vocational education institution carries out the processes of strategic, tactical and operational planning and resource allocation in accordance with the vision and mission	+				
10	The technical and vocational education institution systematically collects, accumulates and analyzes information about its activities and conducts self-assessment in all areas, based on the development and implementation of measurement processes, analysis to assess the strategy implementation success of the strategy of the VET institutions through indicators such as "performance" and "efficiency"		+			
11	It develops specific documents on its individual areas of activity and processes on the basis of the technical and vocational education institution strategy.	+				
TOTAL		4	7			
"Management and administration" standard						
12	Management of the VET institutions includes:					
12.1	activity management through processes		+			
12.2	planning, development and continuous improvement mechanisms		+			
12.3	risk assessments and identification of ways to mitigate these risks		+			
12.4	monitoring, including the establishment of reporting processes	+				
12.5	analysis of identified inconsistencies, implementation of the developed corrective and preventive actions	+				
12.6	changes effectiveness analysis		+			
12.7	evaluation of the performance and effectiveness of the units and their interaction		+			
13	The VET institution ensures that its structure is consistent with the development strategy of the VET institution	+				
14	The VET institution ensures the availability of documents on the organizational structure and governance of the VET institution	+				
15	All major business processes are documented in the VET institution	+				

№					
16	The VET institution demonstrates a clear definition of those responsible for business processes, simple allocation of staff duties, the division of functions of collective bodies		+		
17	The VET institution ensures that there is a system of information and feedback			+	
18	The VET institution establishes the frequency, forms and methods of evaluation of collegial bodies and structural units, senior management activities			+	
19	The VET institution ensures the management of the educational process through the management of individual educational programs		+		
20	The VET institution demonstrates the successful functioning of the internal quality assurance system of the VET institution	+			
21	An important factor is the availability of certified quality management system and its continuous improvement	+			
22	An important factor is the availability of information systems and databases, the use of the Internet for information, the availability of portal and/or Internet site		+		
23	An important factor is the participation of representatives of interested persons (employers, teachers, students) in the collective management bodies		+		
24	The VET institution demonstrates mechanisms for the resolution of conflicts of interest and relationships through availability of information on compliance/violations and the availability of system feedback, review of management bodies, the effective operation of disciplinary bodies and the motivational system		+		
25	The VET institution measures the satisfaction level of teachers, staff, and students and demonstrates evidence of deficiencies detected in the framework of the measurement process			+	

№					
26	The VET institution demonstrates evidence of openness and accessibility of managers and administration for students, teachers, parents (blogs on the website, the official hours of reception on personal matters, e-mail communication, etc.).		+		
TOTAL		7	11	3	

"EDUCATIONAL PROGRAMS" standard

№					
27	The VET institution provides evidence of the participation of the teaching staff and employers in development and management of educational programs, ensuring their quality		+		
28	The VET institution determines the content, volume, logic of the academic subjects study	+			
29	The VET institution demonstrates the impact of subjects on students' basic and professional competencies, skills and knowledge		+		
30	The VET institution demonstrates the logic of drawing up curricula and training programs	+			
31	The list and content of subjects is available to students. Subjects comprehensively cover all relevant issues		+		
32	The educational program structure provides for various activities, the content of which contributes to the development of professional competencies of students, taking into account their personal features		+		
33	The VET institution provides equal opportunities to students, including regardless of the language of instruction	+			
34	An important factor is the updatability of educational programs aimed at the development of professional skills, taking into account the interests of employers		+		
35	Educational equipment and software used for the educational programs is similar to those used in the relevant industries and meet the requirements of safety in operation		+		

36	The VET institution demonstrates the effectiveness of its educational program resources		+		
37	The VET institution attracts practitioners and determine the proportion of subjects taught by them to implement educational programs			+	
38	The VET institution provides objectivity of assessment of knowledge and degree of basic and professional competences of students, transparency and adequacy of tools and mechanisms of their assessment		+		
39	The VET institution provides a mechanism for internal quality assessment and examination of educational programs, as well as feedback for their improvement		+		
40	The VET institution 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	+			
41	An important factor is the introduction and effectiveness of active teaching methods and innovative teaching methods		+		
42	The VET institution ensures the availability and effective functioning of individual assistance and students counseling about the educational process		+		
TOTAL		4	11	1	
	"Teaching staff and teaching efficiency" standard				
43	The VET institution ensures compliance of the teaching staff with the qualification requirements and the specifics of the educational program	+			
44	The VET institution demonstrates the recruitment on the basis of the educational programs analysis		+		
45	The VET institution demonstrates the availability of information about teaching staff to the public		+		

№	Criteria				
46	The VET institution demonstrates compliance with the principle of management accessibility and transparency of all personnel procedures		+		
47	The VET institution monitors the teaching staff activities, assesses the teachers competence, assesses the quality of teaching		+		
48	The workload of the teacher includes various activities	+			
49	The VET institution demonstrates evidence that teachers complete all kinds of scheduled load	+			
50	The VET institution demonstrates the availability of training, professional and personal development for the teaching staff and administrative and managerial personnel		+		
51	The VET institution provides targeted actions for the development of young teachers and the formation of a personnel reserve		+		
52	The VET institution monitors the satisfaction of the teaching staff			+	
53	The VET institution demonstrates the involvement of teaching staff in practical activities		+		
54	The VET institution demonstrates the IT competence of teaching staff members, the use of innovative methods and forms of training		+		
55	An important factor is the community involvement of teaching staff	+			
TOTAL		4	8	1	
	"Students" standard				
56	The VET institution demonstrates the policy of training load formation and the transparency of its procedures		+		
57	The VET institution 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		+		

№		1	2	3	4
58	An important factor is the possibility of professional certification of students during the learning process			+	
59	An important factor is the availability of support for gifted students	+			
60	The VET institution makes the maximum effort to provide graduates with employment and maintain communication with graduates		+		
61	An important factor is the monitoring of employment and professional activity of graduates		+		
62	The VET institution creates a mechanism for monitoring the satisfaction of students with the VET institutions activities			+	
63	The VET institution demonstrates the feedback system for rapid presentation of information on the results of students assessment		+		
TOTAL		1	5	2	
	"FINANCE" standard				
64	The VET institution demonstrates the consistency of the development strategy and management of financial flows in the VET institution		+		
65	The VET institution demonstrates the VET institution budget planning, short-term and medium-term plans	+			
66	The VET institution demonstrates the existence of a formalized financial management policy: statement of cash flows, statement of changes in equity	+			
67	The VET institution demonstrates the existence of an internal audit system and the results of regular external, independent audit		+		
68	The VET management proves the financial stability and viability of the educational institution			+	
69	The VET institution has a mechanism to assess the adequacy of financial provision of different types of activities		+		
70	The VET institution ensures transparency of budget allocation and its efficiency	+			

№					
71	The VET institution has an effective mechanism of financial statements	+			
TOTAL		4	3	1	
	"Resources: material and information" standard				
72	The VET institution demonstrates the compliance of the infrastructure with the specifics of its activities. Classrooms, offices, laboratories, communication and computer equipment and other facilities meet modern requirements		+		
73	The VET institution assesses the dynamics of material and technical resources and information development, the effectiveness of the evaluation results for adjustment in planning and budget allocation		+		
74	The VET institution has the learning environment, which includes:				
74.1	technological support of students and teaching staff in accordance with the programs (for example, online training, modeling in the classroom) and intelligent queries (databases, data analysis programs)			+	
74.2	academic accessibility: students have access to personalized interactive resources (also available in extracurricular time), as well as training materials and tasks, and the possibility of trial self-assessment of students ' knowledge through remote access to the portal (website) of the VET institution		+		
74.3	academic advice: there are personalized interactive resources to help students plan and execute academic programs			+	
74.4	professional orientation: students have access to personalized interactive resources that assist in choosing and achieving career paths		+		

No.	Criteria					
74.5	the required number of classrooms equipped with modern technical means of training: educational laboratories, modern training grounds, equipped with modern equipment, corresponding to the implemented educational programs, sanitary and epidemiological norms and requirements		+			
74.6	the required number of computer classes, reading rooms, multimedia and language laboratories, the number of seats in them		+			
74.7	book fund, including the fund of educational and methodical literature on paper and electronic media, periodicals in the context of languages of education		+			
74.8	free access to educational Internet resources			+		
75	The VET institution determines the degree of IT introduction in the process, monitor the use and development of innovative teaching technologies by the teaching staff members, including on the basis of ICT		+			
76	The VET institution demonstrates the availability of a web resource that reflects the mission, goals and objectives of the VET institution, the effectiveness of its use to improve the educational institution					
76.1	availability of adequate and objective information about the teaching staff on the portal (website) of the VET institution		+			
76.2	transparency of complaints handling information		+			
76.3	posting full objective information about the VET institution activity on its portal (website)	+				
76.4	posting external publications (quotes, links) about implementation of the mission, goals and objectives by the VET institution on the portal (site)			+		
76.5	use of information networks to inform the public and interested parties		+			

77	An important factor is the observance of copyright when posting educational and methodological materials in the public domain			+	
78	An important factor is to create conditions for the development and use of information and communication technologies by employees, teaching staff and students in the educational process and the VET institution activities.		+		
TOTAL		1	11	5	
TOTAL IN GENERAL		25	57	13	