

INDEPENDENT AGENCY FOR ACCREDITATION AND RATING
External expert Commission

Addressed:
the Council for Accreditation
of the IAAR
(Independent Agency for accreditation and rating)



**Independent agency for
accreditation and rating**

REPORT
OF THE EXTERNAL EXPERT COMMISSION (EEC)
ABOUT THE RESULTS OF THE SPECIALIZED ACCREDITATION
OF
5B091200 "RESTAURANT BUSINESS AND HOTEL BUSINESS"
5B090200 "TOURISM"
5B012300 "SOCIAL PEDAGOGY AND SELF-KNOWLEDGE",
5B012000 "TECHNICAL EDUCATION" EDUCATIONAL PROGRAMS
"SHOKAN UALIKHANOV KOKSHETAU STATE UNIVERSITY"

from December, 8 till December, 10, 2015

Astana, 2015

In accordance with the order of the Independent Agency for Accreditation and Rating Order No. 35-15 -od dated December 4, 2015 External Expert Committee at Shokan Ualikhanov Kokshetau State University from December, 8 till December, 10 2015 conducted the conformity evaluation of educational programs with standards of the IAAR specialized accreditation. The report of the External Expert Commission (EEC) includes an assessment of the educational programmes of educational institution in accordance with the IAAR criteria, the recommendations of the EEC for further improvement of educational programs and profile settings of educational programs at Shokan Ualikhanov Kokshetau State University.

The structure of the External Expert Commission:

1. The Chairman of the Commission – Shunkeyev Kuanyshebek Shunkeyevich, Doctor of Physics and Mathematics, Zhubanov Aktobe regional University (Aktobe);
2. Foreign expert - Ibatullin Rinat Rivkatovich, Doctor of Physics and Mathematics, Associate Professor, Kazan Federal University, expert of the “Guild of experts” (Russia, Kazan);
3. Expert Gusmanova Farida Ravilevna, Doctor of Physics and Mathematics, Associate Professor, Al-Farabi Kazakh national University (Almaty);
4. Expert Gazizova Aigul Idrisovna, Doctor of Biological Sciences, Professor, S. Seifullin Kazakh agrotechnical University (Astana);
5. Expert Ivleva Nadezhda Vladimirovna, Candidate of Pedagogic Sciences, Associate Professor. Abai Kazakh National University (Almaty);
6. Expert Abenova Yelena Anatolyevna, Candidate of Pedagogic Sciences, Associate Professor, T. Ryskulov New University of Economics (Almaty);
7. Expert Burganova Roza Ildarovna,
6. Expert Abenova Yelena Anatolyevna, Candidate of Pedagogic Sciences, Associate Professor, Kazakh University of Economics, Finance and International Trade (Astana);
8. Agency Observer - Mukhtarova Inara Alkenovna, the project Manager of institutional and specialized accreditation of the IAAR (Astana);
9. Employer – Dondagulova Zhanna Serikovna, Deputy Director of State Institution “Department of education of Kokshetau (Kokshetau);
10. Student Batayev Sabit, 1st-year-master student of the Department “Mathematics”, L. Gumilev Eurasian National University.

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1. PRESENTATION OF SHOKAN UALIKHANOV KOKSHETAU STATE UNIVERSITY AND ITS EDUCATIONAL PROGRAMS

Kokchetav pedagogical Institute was opened on July, 25 in 1962 by the Decree No. 563 of the Council of Ministers of The Kazakh Soviet Socialist Republic. The candidate of historical Sciences Gorokhvodatskiy I. S. was appointed Rector of the Institute. Kokchetav pedagogical Institute was named after the first Kazakh scientist-educator Chokan Chingizovich Valikhanov by the Decree of the Council of Ministers of Kazakh SSR No. 241 on March 29, 1965.

By the order of the Ministry of education of the Republic of Kazakhstan dated May, 23 1996 No. 143 Ch.Ch.Valikhanov Kokshetau pedagogical Institute was subject to liquidation and on its base was founded a new UNIVERSITY, Sh. Ualikhanov Kokshetau University including an agricultural Institute and the branch of Karaganda Polytechnic Institute. The first rector of the University was doctor of physical and mathematical Sciences, Professor Abai Ahmetkaliyevich Aitmukhambetov.

In 2001 according to the Decree of the Government of the Republic of Kazakhstan Sh. Ualikhanov Kokshetau University was renamed to the Republican state enterprise "Shokan Ualikhanov Kokshetau state university". According to the Decree of the government of the Republic of Kazakhstan dated 28 April 2012, No. 544 the Republican state enterprise "Shokan Ualikhanov Kokshetau state university" of the Ministry of education and science of the Republic of Kazakhstan was reorganized into Republican state enterprise with the right of economic management "Sh. Ualikhanov Kokshetau state university" of the Ministry of education and science of the Republic of Kazakhstan.

According to the results of the national institutional accreditation in 2013 the University was accredited for a period of five years. According to the results of the specialized accreditation 16 educational programs were accredited for a period of five years.

In the ranking conducted by the Center of Bologna process and academic mobility of MES of RK in 2014 two specialties of Sh Ualikhanov KSU took the 3rd place: 5B091200 – Restaurant and hotel business.

In 2015, Sh. Ualikhanov Kokshetau state University became a member of the European Association and the Eurasian Association of universities.

Today Sh. Ualikhanov Kokshetau state University is a leader in the regional market of educational services. In 2013 it successfully passed the state certification, in 2012 - recertification for compliance with international standards of ISO 9001-2008, confirming the high level of teaching, educational, personnel, financial and other processes of the University.

For aspiration to achieve high quality of products (services) in accordance with European standards Sh. Ualikhanov KSU was awarded the International prize "EUROPEAN QUALITY".

In 2009 within the program "Leaders of XXI century" Sh.Ualikhanov KSU was awarded the international prize "Millennium" for effective use in the

professional field of today's advanced technologies, the development and implementation of extraordinary and progressive solutions. In September 2010 the Great Charter (the Bologna Declaration) was signed.

At present the University carries out teaching programs for 53 Bachelor's degree specialties: full-time, evening and part-time studies, 28 Master's specialties and 4 specialties of Doctoral studies.

Over 300 teachers work at 23 departments. Among them – 22 Doctors of Sciences, 14 professors, 77 Candidates of Sciences, 52 associate professors, 34 grant holders “Best University teacher of the Republic of Kazakhstan”, which indicates high professionalism of the teaching staff and inexhaustible creative energy.

To strengthen research activities and expand the range of applied problems new science labs and an Institution are opened: Eurasian center for sustainable development NOOSPHERE, named after Vernadsky, laboratory of nuclear magnetic resonance (NMR) spectroscopy, laboratory of wind turbines from composite materials, Scientific research Institute of the region, research laboratory of agricultural innovations, laboratory of linguistics.

The infrastructure of the University consists of four modern academic buildings, equipped with the latest computers, linguistic multimedia classrooms. Annually the library Fund is replenished with more than 700 thousand copies of books.

The mission of the University is to create a scientific and educational environment by Sh. Ualikhanov Kokshetau state University, which contributes to teaching highly qualified specialists that are popular in the labor market of the Northern region of Kazakhstan and the country as a whole, possessing values, knowledge and competencies in accordance with the current needs of society.

Activity of University is carried out in accordance with the state license with the right of rendering educational services (No. 12019134 from December 11, 2012) issued by MES of RK.

The highest collegiate authority of the University is the Academic Council, which acts on the basis of the Charter and Provisions about the Academic Council.

Academic policy of Sh. Ualikhanov KSU in the field of quality is aimed at compliance with the international accreditation, the priorities of industrial-innovative development of Kazakhstan, innovative approaches to the content formation of educational programs of specialties. Policy in the field of quality is focused on meeting the needs of employers for highly skilled, competitive and sought-after specialists; continuous improvement of quality of educational activity on the basis of introduction of innovative educational technologies; conducting competitive scientific research in accordance with the strategic objectives of regional development; ensuring integration into the international educational space through the implementation of academic mobility, development of "double diplomas" programs, involving the joint work of leading international experts, using instruments of international accreditation.

Educational activities at the University are organized on a three-level system of teaching: Bachelor – Master – PhD. Admission is carried out on the basis of state educational grants and on a contractual basis. The University takes leading positions among higher educational institutions of the Republic by the number of holders of the state grant "Mangilik El-Industry".

Material and technical base of the University includes 5 reading rooms, Museum of biology, University laboratories, Scientific and Research Laboratories (SRL) and Educational and Research Laboratory (ERL), a sports and recreation centers, gyms, "Arasan" health and recreation resort, workshops, canteens, dormitories. A special pride of the team are sports and health camp "Tulpar" located in Zerenda area of Akmola region, comfortable "Student's house", health and recreation resort "Arasan". In order to develop students' practical skills an educational scientific and production complex "Elite" is built.

The University has an access to the catalogs of the Republican Interuniversity electronic library, Kazakh National electronic library and international databases: "SpringerLink", "Thomson Reuters", "ELSEVIER", "POLPREDcom", "RGB", etc.

The University is striving to use information technologies: Automated Information System (AIS) "Platonus", electronic document management system, website, etc. The official website of the University www.kgu.kz functions in 3 languages: Kazakh, Russian, and English. The Strategy, mission, information about education process, international programs, the results of accreditation and ranking of educational programs and other important information is posted on the website.

2. GENERAL EVALUATION OF EDUCATIONAL PROGRAMS

The development plan of the Educational Program and objectives are compiled with the involvement of all stakeholders based on the analysis of the external and internal environment, monitoring satisfaction of students and higher education teaching staff. The development plan and objectives to ensure transparency and accessibility undergo collegial discussion and are posted on the website for all stakeholders.

The aims of the EP correspond to the interests of consumers of educational services and adequately ensure the expected level of professional development of graduates in accordance with the development plan of the educational programs of specialties. Educational Programs (EP) provide opportunities for periodic updating of the content of programmes, creating individual educational trajectories. The description of the results of preparation is detailed and enables to diagnose their achievement. The amount of time allotted for the development of programs and their components, is sufficient to obtain the claimed results. The form and content of monitoring the results of mastering the programmes are close to the conditions

of professional activity, and give a chance to evaluate the preparedness of students to solve professional problems

Republican state enterprise with the right of economic management “Sh. Ualikhanov Kokshetau state University” functions on the basis of the State license with the right of rendering educational services: No. 12019134 of 11 December 2012 issued by the MES of the RK. Educational programs 5B011600 – Geography (state license No. 12019134 (Appendix No. 004), issued 20.11.13. by the Committee on control in education and science of Ministry of education and science of the Republic of Kazakhstan, 6M060700 - Biology (state license series No. 12019134, (Appendix No. 002 dated 11.12.12), 5B 012300 Social pedagogy and self-knowledge (state license No. 12019134 issued 11.12.2012), 5B012000 – Professional training state license No. 12019134 issued 11.12.2012) issued by the Committee for control in education and science of the MES of the RK), are realized in accordance with the State program of education development of the RK for 2011-2020, the State obligatory standards of education of RK, Strategic plan for the development of Sh.Ualikhanov KSU in 2014-2018 (25 September 2014).

The content of the curricula is developed by taking into account modern achievements of science and technology and production requirements. Annually the catalogue of elective disciplines (CED) and curricula are updated.

Evaluation of educational achievements and the level of preparation of students and candidates for a master's degree is provided through the use of point-rating system. Quality assurance of specialists' preparation is carried out with application of modern educational technologies. The performer of the basic educational processes is a highly qualified teaching staff. Planning, management and implementation of educational programs is carried out in accordance with the Strategic plan of Sh. Ualikhanov KSU development for 2014-2018.

Educational programs 5B090200 - Tourism, 5B091200 Restaurant and hotel business, 5B012300 - Social pedagogy and self-knowledge, 5B012000 - Professional education have the following benefits:

development plan of educational programs undergoes a public discussion with representatives of all stakeholders, the individuality and uniqueness of the educational programs development plan, its consistency with national development priorities and the development strategy of educational institution;

- ensuring compliance with higher education teaching staff requirements, the level and specifics of the educational program;
- creating a learning environment that reflects the specificity of educational programs, which includes personalized, interactive resources (with access outside the classroom), including tutorial materials and assignments, etc.;
- organization of educational process based on credit education technology;
- content orientation on the formation of practice-oriented students' training;
- cooperation with typical employers in the educational process, a survey of employers to identify their views about the quality of educational services;
- automation of knowledge control and recording students' educational achievements;

- functioning of electronic library with unlimited access to library resources;
- availability of free WI-FI;
- availability of teaching materials in all disciplines of educational programs;
- high level of information support of the educational process.

3. DESCRIPTION OF THE EXTERNAL EXPERT COMMISSION VISIT

The visit of the external expert Commission of Sh. Ualikhanov Kokshetau state University was held in accordance with the programme previously agreed with the Chairman of the EEC (Appendix) and approved by the Rector of the University.

For the purpose of coordinating the work of the EEC on 8 December, 2015 an orientational meeting was held, during which powers were distributed between the members of the Commission, the schedule of the visit was clarified, an agreement was reached in the selection of expert evaluation methods.

EEC meetings with target groups were held in accordance with the program of the visit, in compliance with the established time period. The staff of Sh. Ualikhanov Kokshetau state University ensured the presence of all the persons mentioned in the program of the visit.

During the visit, in addition to the focus groups, were held conferences with students, undergraduates and lecturers of the University, alumni and employers.

Information about the staff and students, participated in meetings with EEC of IAAR

Category of participants	Quantity
Rector	1
Vice-rectors	4
Deans	4
Heads of chairs	7
Office managers	17
Lecturers	102
Students	101
Master and doctoral students	29
Graduates	34
Employers	29
In total	328

EEC members attended classes for accredited educational programs:

1. Educational program 5B012300 "Social pedagogy and self-knowledge":
 - 1) seminar on discipline "Planning social work (4th course, teacher A.V. Batyan) (Room 318, building No.1);
 - 2) lecture on the discipline "Methodology and methods of psychological and pedagogical research" (4th course, senior teacher B.A. Akhmetova) (Room 318, building No. 1);
2. Educational program 5B012000 "Professional training":

1) practicals on discipline "technology Materialdata de boiynsha workshop (Kiiz)" (2nd year, senior teacher Sahay B.) (RM. 218a, building №4).

2) practical lesson on discipline "A workshop on materials processing technology" (2nd course, teacher B.E. Shalginbayeva) (Room 218a, building No. 4).

3. Educational program 5B090200 "Tourism": 1) "Professional Russian language" (lecture) (2nd course, lecturer L.R. Ziyazyieva, Room 135, main building);

2) "Physical geography of continents and oceans" (lecture) (1st course, senior lecturer I.G. Plachinta, Room 803, main building);

3) "Tourism policy" (practicals) (3rd course, teacher A.M. Ibrayeva, Room 613, main building);

4. Educational program 5B091200 - Restaurant and hotel business: 1) "Restaurant business and its planning" (practicals) (2nd year, senior teacher, G.T. Shakirova, Room 621);

2) Theory and practice of restaurant keeping (4th year, teacher A.Zh. Aliyeva, Room 214).

During the excursion, members of the EEC have been informed about the material and technical base, visited the museum, library, classrooms, specialized classrooms, computer classrooms, educational media center, the House of students, chairs, offices, canteen, sports center.

Activities planned during the visit of the EEC IAAR contributed to further awareness of the experts with the educational infrastructure of the University, material and technical resources, teaching staff, representatives of employers' organizations, students and graduates. This allowed the IAAR members of the EEC to conduct an independent assessment of compliance of the data contained in the self-evaluation reports of the University educational programs with the criteria and standards of specialized accreditation.

As a part of the planned program recommendations, for improving the activities of the University, developed by the EEC according to the results of the expert review, were presented at a meeting with the management team on 4December, 2015.

4. Compliance with the standards of specialized accreditation

4.1. Standard "Management of educational program"

Strategic planning of educational programs development 5B091200 "Restaurant and hotel business", 5B090200 "Tourism", 5B012300 "Social pedagogy and self-knowledge", 5B012000 "Professional education" is based on the Strategic development plan of Sh. Ualikhanov KSU for 2014-2018 and Policy in the field of quality published on the official website.

Tasks of the chairs of accredited educational programs "Geography, ecology and tourism" and "Fine arts, drawing and design", "Social and age-dependent pedagogy" are to carry out training through the development of innovative

scientific-educational environment, competent highly qualified, multilingual specialists with fundamental and applied knowledge in the field of tourism and hospitality, social pedagogy, self-knowledge and professional training, capable of self-realization, including in newer areas of knowledge, the most important fields of professional activity and public life; ready to solve problems in new and innovative professional and real-life situations, taking into account social and ethical responsibility for decisions.

The activities of the chairs are in full compliance with the legislation of the Republic of Kazakhstan in the sphere of education. They are organized in accordance with goals and objectives and strategic plan of the University development and seek to carry them out. Educational process is realized in line and in accordance with the world educational system, and the proof is the signing of the Bologna agreement, the transition to the credit education technology, as well as the signing of cooperation agreements with foreign Universities (University of L'Aquila - Italy, University of Natural Sciences – Tartu, Estonia, etc.), Russian Universities (Omsk state pedagogical University, Ufa State University, P.A. Stolypin Federal state financed institution of higher education (Omsk, Russian Federation) and Kazakhstani Universities (S.Seifullin Kazakh Agro Technical University, Al-Farabi Kazakh national University, Innovative University of Eurasia, Pavlodar, Abai Kazakh national Pedagogical University, etc.).

The EP guide analyzes the market demand for educational services. Annually in the city and the University fairs of graduates are organized, negotiations with principals of schools, colleges, City Department of education of Kokshetau and the Department of education of Akmola oblast, the Department of ecology in Akmola oblast, “Burabay” state national nature park, “Kokshetau” state national nature park, the Committee for state sanitary epidemiological surveillance of Ministry of Healthcare of the RK on employment of graduates. The analysis of the region's demand forecast for specialists with higher education for the next five years and consistently high graduate employment (90 % or more) indicate the need for further training of specialists in these fields. This allows for effective and efficient use of the available resources: staff, material and technical base, information resources, established partnerships with the organizations mentioned above.

Chairs of the accredited educational programs carry out: the analysis of data obtained during a systematic survey identifying the needs of the labour market in education and natural science taking into account the provisions of the State program of education development of the RK for 2011-2020; actual positioning of educational programs with the involvement of, and in accordance with the needs of key stakeholders – students, master students, parents, employers, partners and the public. Plans for the development of educational programs are systematically reviewed as part of the discussion reports about the activities of these chairs on the management of educational programmes that is reflected in the documents of the chairs. Discussion of plans for the development of EP are of a public nature, as meeting with various stakeholders was held in accordance with the schedule. Educational process of students and master students is carried out in classrooms

and laboratories, specialized classrooms, reading and sports halls, computer classes with Internet access, networked PCs and research laboratories (laboratory for EP of Hotel and restaurant business (HRB), creative workshops for professional training).

Classrooms are equipped with special furniture, computer equipment, traditional and multimedia-interactive whiteboards, visual stands. The training area that is used in the educational process, fully meets the sanitary and fire regulations, regulatory indicators established by (State Compulsory Educational Standard) SCES of the RK, and ensures implementation of all kinds of theoretical and practical training of students. Educational process is provided on 100% with teaching materials available in the electronic format and placed in the system Platonus. In general, the provision of educational programs with information resources and library complies with licensing requirements, development of the resource base and updatable library fund is carried out in accordance with the requirements of SCES of the RK approved by the Decree of the government of the Republic of Kazakhstan No. 1080 of 23 August 2012.

The Chairs of “Geography, ecology and tourism” and “Fine arts, drawing and design”, “Social and age-dependent pedagogy” systematically monitor students’ studying in order to ensure the quality of education, in the framework of internal quality assurance. Monitoring involves following: students’ attending their classes; students doing their tasks and independent work; students passing the current, midterm and final control; the implementation of students' individual plan. Principals and stakeholders are informed about the results of monitoring, including by posting information on the official website of the University, in accordance with implemented, introduced and kept up to date with the help of documented procedures for the quality management system of the University.

The transparency of the system of management of educational programmes is provided through: the availability of information on all activities of the University to stakeholders on the University website; the functioning of the feedback system; the participation of the staff and students in collegial Boards of the University; formation of a database of regulatory documentation and its availability for the teaching staff and students; the introduction of information systems that support implementation of educational programs; the functioning of the quality management system, ensuring transparency of planning processes and reporting. The management of educational programs is available for interaction with the students, teaching staff and employers through personal visits, e-mail, etc.)

Evaluation of effectiveness of the implementation of the strategy, policy and objectives are carried out by universities with the involvement of employers and consumers. SWOT-analysis is conducted for each educational program, the results of which form the basis for improvement of the activity.

EEC of the IAAR having conducted meetings, conversations and interviews with the Rector, Vice-rectors, deans, heads of departments, managers and employees of structural divisions, students, faculty members, representatives of organizations of employers and graduates, as well as having organized surveys of

students and teaching staff, detailed familiarization of experts with the educational infrastructure of the University, material, technical and methodological resources, as well as the required documents notes the following.

The strong points of the EP are:

- focus of the educational programs on meeting the needs of the state, stakeholders and students;
- the transparency and verifiability of management processes implementation and development of educational programs through activities;
- availability of information systems accompanying the educational process of accredited educational programs, published quality assurance policy;

The weak points of the EP are:

- inadequate processes of EP public discussion with representatives of all stakeholders, with the aim of making changes and proposals in the current EP plan;
- representativeness of the members from stakeholder groups in decisions on management of the educational program;
- the development plan of EP is not fully consistent with available resources, particularly financial and human.

In order to further develop and improve the activities of the University for implementation of the accredited educational programs EEC of the NAAR **recommends** that:

- to specify the representatives of stakeholder groups in decisions on management of the educational program;
- in the framework of the quality management system it is necessary to assess risks, develop a risk management procedure, to identify ways to reduce these risks

The accredited educational programs have 11strong, 21 satisfactory and 1 involving the improvement of its position based on the Standard “Management of an educational program”

4.2. Standard “Development and approval of educational programs”

The University developed a procedure for the approval, periodic review (the review) and monitoring of educational programs and documents regulating this process.

Approval of the educational program includes the following stages: development and discussion of educational programs, implementation review of the educational programme, the revision of the educational program for incorporating suggestions and comments from employers and other stakeholders, discussing the educational program, a recommendation for approval, approval procedure.

The source documents for the development of modular curricula are SCES, Curriculum of the specialty and Curriculum of the compulsory disciplines, as well as the national qualifications framework and professional standards (if available).

Modular educational programme, ensuring the implementation of individual educational trajectories of students, developed by the Chair “Geography, ecology and tourism” and the Chair “Fine arts, drawing and design”, the Chair “Social pedagogy and self-knowledge”. The basis of modular curricula is based on the developed University model of graduate for each educational program.

At the preparatory stage the teaching staff and the head of the Chair identify the main requirements for the content of the disciplines from the module and competences that are necessary to form, taking into account the Dublin descriptors, identify interdisciplinary connections for the formation of the module and competencies, coordinating with professional and/or industry standards, requirements of the labour market and employers to future specialists. The teaching staff informs the head of the Chair of their ideas concerning the modules in accordance with the goals and objectives of the disciplines indicating the learning outcomes of the module, volume and duration.

The Head of the Chair coordinates the content of the module educational programs with the employer in order to adjust the educational programs taking into consideration their proposals. The Chair defines and uses various forms of interaction (including the use of questionnaires and direct participation of representatives of employers at the meeting of the Chair, with typical representatives of employers) which ensures representativeness of involved employers. Agreed with the employer, the content of the educational program is considered and approved at the meetings of the Chair and the faculty.

Educational programs are approved by the Rector based on the decision of the Academic Council after approval by the Educational and Methodological Board.

To provide educational programs with relevant educational content the list of specialized, elective and practice-oriented disciplines and modules, practical trainings of the University is systematically revised and completed. The results of scientific research carried out by the staff of the Chair are considered to be the basis of the implemented elective courses.

To ensure the realization of individual educational trajectories of students an individual education plan is developed, which is based on the regulatory requirements (“The Curriculum of the specialties”, “The State Compulsory Educational Standard”, etc.), local normative acts of the University (documented procedure of the Quality Management System), standard curriculum, catalogue of elective courses, credit system of the Republic of Kazakhstan and ECTS.

Procedures for assessing the quality of educational programs within the Quality Management System are defined and documented at the University. Evaluation of the quality of the educational programs is based on the analysis of curricula, catalogue of elective courses, schedules, individual plans of students,

internal normative documents regulating the implementation of educational programs, surveys of students and employers.

The University has the periodicity, forms and methods of assessing the quality of the educational program. There are people at the Chairs who are responsible for the execution of these procedures within the Quality Management System.

Educational programs are in the process of annual monitoring of quality of implementation at chairs' meetings with the participation of students and employers.

The Staff of the Department, with the aim of harmonizing the content of curricula with similar educational programs of leading foreign and Kazakhstani universities, carry out identification and analysis of such institutions and educational programs. According to the results of such activities, the University concludes an agreement with higher educational institutions of distant foreign and neighbouring countries.

Cooperation agreements at the Chairs of “Social and age-dependent pedagogy”, “Fine arts, drawing and design”

No	Specialty	Total	Distant foreign countries	Neighbouring countries	The Republic of Kazakhstan
1	5B012300	30	10	6	14
2	5B 012000	9		2	7
3	5B091200	17	8	4	5
4	5B090200	17	8	4	5

The Chair of “Fine arts, drawing and design” has developed close cooperation with Abai Kazakh national Pedagogical University, M. Auezov South Kazakh State University, S.Toraighyrov Pavlodar State University; with foreign universities: Omsk state pedagogical University, Omsk state Institute of service through participation in various academic and artistic events of international level – symposiums, competitions, exhibitions.

The Chair of “Geography, ecology and tourism” attracts representatives from local professional institutions to take part in realization of educational programs, and there is a corresponding confirmation (Z.T. Aubakirova, Master of Economics, Director of “Astori” restaurant complex. However, the number of involved representatives of the Kazakhstani research organizations is not large.

To organize the work experience internship the University concluded agreements with “Zholymbet” LLP, “Kokshetau” hotel, “Plaza” hotel, “Samruk” restaurant, “Syr-Sulu” LLP, Department of tourism of Akmola oblast, Department of education of Akmola oblast.

To improve practical skills of students the Chair of “Geography, ecology and tourism” concluded an agreement on the establishment of a branch of the Chair together with restaurant and hotel complex “Samruk”, “Astori”.

The centers of internship for students of the educational program 5B012300 – “Social pedagogy and self-knowledge” are the following pre-school educational institutions of Kokshetau and Akmola oblast: school №1, school №2, school № 5, school №6, school №11, school № 12.

Joint educational programs with foreign higher education institutions today are under development.

During the meeting with students of educational programs 5B012300 “Social pedagogy and self-knowledge”, 5B012000 – “Professional education”, 5B091200 “Restaurant and Hotel Business”, 5B090200 “Tourism”, it has been found out that not all students have a clear idea about the ways and forms of involvement in work on the development of educational programs.

A survey of students conducted during the visit of the IAAR, showed that:

- the availability and responsiveness of the University authorities is high – 89,5%;
- the availability of academic counseling is high – 89,5%;
- the level of satisfaction with the overall quality of the educational programs is 89.5%.

EEC of the IAAR conducted meetings, conversations and interviews with the Rector, Vice-rectors, deans, heads of departments, managers and employees of structural divisions, students, chair members, representatives of organizations from employers’ side and graduates, as well as by surveys of students and faculty, detailed familiarization of experts with the educational infrastructure of the University, material-technical and methodological resources, as well as the required documents notes the following.

The strong points of the EP are:

- procedures for the quality assessment of the EP, forms and methods of assessing its quality are defined and documented;
- requirements for the EP, depending on their nature and forms of learning that clearly defines the purposes of the EP are specified;
- availability of models of the graduate;
- the qualification obtained on completion of the EP (in accordance with the professional standards of the industry (tourism and hospitality) is clearly stated, which corresponds to a certain level of the National Quality System;
- availability of the list of disciplines and the content of educational programmes to students;
- a system of monitoring the progress of students in educational trajectories and their achievements.

The weak points of the EP are:

- the lack of harmonisation of the EP content with similar educational programs of leading foreign and Kazakhstani educational institutions;
- the achievements of modern science in the field taught are not fully introduced in the content of academic disciplines, professional context is poorly traced;
- the lack of joint educational programs with foreign educational institutions.

In order to further develop and improve the activities of the University for implementation of the accredited educational programs EEC of the NAAR **recommends** that:

- work on harmonization of the EP content with similar educational programs of leading foreign and Kazakhstani educational institutions should be strengthened;
- development of multilingual EP should be intensified;
- work on the organization of EP external examination should be carried out;
- development and updating of educational programs students' participation should be intensified;
- implementation of the educational program of the Kazakh scientific-research institutions should be extended.

According to the Standard “Development and approval of educational programs” the accredited educational programs have 16 strong, 11 satisfactory, and 3 assuming a better position.

4.3. Standard “Student-centred learning, teaching and assessment”

The University authorities of educational programmes provide students, regardless of language of their studying, with equal opportunities on the formation of individual educational trajectory. Individual educational trajectory is reflected in the modular educational programs and individual educational plans where along with General education, basic compulsory disciplines there are elective courses and internships aimed at ensuring professional competences. Elective courses are selected by students themselves and recorded in AIS “Platonus”.

Recording of individual characteristics, needs and cultural experience of students is carried out in various aspects of scientific and educational activity: when choosing elective courses; internship centers; when settling upon the theme of the graduation thesis; when choosing a supervisor of the thesis; participation of students in research work (research student projects and research projects of the Chair).

Educational and Methodological Board supervises educational and methodical work of the Chair. According to the annual plan at the meetings of the Board there is a discussion on the problems of improving the quality of teaching with the use of active learning methods and innovative technologies. There used the following active methods in the teaching process: business game, integrative methods, case studies, research methods, design methods, information and

communication technologies, psychological trainings, art technologies, etc. A key approach to the implementation of competence-oriented educational program is the combination of educational and research activity of students.

The teaching staff of the Chair actively participates in introduction of innovations, techniques and technologies of education, including the process of carrying out research projects, and conducting research in the field of methodology of teaching disciplines.

To assess the level of students' satisfaction with quality of educational services, development of the feedback with students, the University regularly conducts internal and external sociological research. On a regular basis the University conducts a survey of the teaching staff, staff personnel and students about the quality of the educational process. The Chair conducts surveys of students, summarizes the data and uses it to improve the implementation of educational programs. Also, the feedback forms are: virtual reception, which includes the Rector's blog, blogs of deans of the faculty; pages in social networks ("Vkontakte", "Facebook"), for QMS Standard of University 5.01-2014 Process of control and measurement of knowledge, abilities and skills of students.

Monitoring of preparing independent work by students is carried out with the help of the current, intermediate and final control. Current control of students' knowledge is carried out in the framework of the grade-rating system of evaluation, the current control is carried out at all types of classroom studies (lectures, seminars, practical classes) and extracurricular classes. Current control of students' progress is carried out by the teacher in the classroom according to the schedule in accordance with the syllabus. Students and all people involved are compulsorily informed about the results of the current, intermediate and final control, including the use of information and communication technologies.

Assessment of the level of students' satisfaction with places and organization of internship is conducted not only during orientational but also reporting conference on the results of internship.

Monitoring students' progress according to their educational trajectory is complex and carried out at different stages of the educational process. The results of monitoring are recorded in AIS "Platonus" in the relevant sections. Adequacy of evaluating students' knowledge is regulated by the Criteria for assessment, which are developed by the lecturer prior to the certification, coordinated with the Head of the Chair and brought to the attention of students.

The mechanism of assessing knowledge is reflected in the University documents: "State Compulsory Educational Standard of the Republic of Kazakhstan 5.03.006 -2006 "Control and assessment of knowledge in higher educational institutions", "Rules of educational process organization based on credit education technology dated 20.04.2011 № 152", "Regulations on educational process organization based on credit education technology in L.N. Gumilyev Eurasian National University", "Regulations on monitoring and evaluation of students' educational achievements".

Assessment of students' preparation is carried out in accordance with the funds of assessment means developed for disciplines.

Rating of students' progress

Course	Absolute average performance					
	2012-2013		2013-2014		2014-2015	
	Great point average	Quality indicator, %	Great point average	Quality indicator, %	Great point average	Quality indicator, %
5B012300 "Social pedagogy and self-knowledge"						
1 course	83	86	86	87	85	83
2 course	85	86	87	88	87	89
3 course	87	91	87	88	87	95
4 course	No students	No students	89	96	89	93
5B012000 "Professional education"						
1 course	2,84	88,5			3,36	89,4
2 course	3,3	91,5	3,18	90,9		-
3 course	-	-	3,15	90	3,42	100
4 course	3,35	100			3,31	100
5B091200 "Hotel and Restaurant business"						
2013-14	97	100	98	100	98	100
2014-15	100	100	100	100	100	100
5B090200 "Tourism"						
2012-13	94	100	93	100	94	100
2013-14	94	100	97	100	94	100
2014-15	100	100	100	100	100	100

Rating employers' satisfaction with the level of students' development of competences is carried out by conducting surveys and questionnaires, as well as by the characterization of a student who undertakes an internship in the organization.

Based on the results of monitoring, decisions are made, concerning the further development of educational programmes, extension activities of the Chair on the engagement and formation of the contingent, the development of a unified educational space and the development of joint educational programs with foreign educational institutions.

EEC of the IAAR having conducted meetings, conversations and interviews with the Rector, Vice-rectors, Deans, Heads of Chairs, managers and employees of structural divisions, students, teaching staff, representatives from organizations of employers and graduates, as well as surveys of students and teaching staff, detailed familiarization of experts with the educational infrastructure of the University,

material, technical and methodological resources, as well as the required documents, *notes* the following.

The strong points of the EP are:

- ensuring equal opportunities for students regardless of language of education on the formation of individual educational trajectories;
- monitoring students' satisfaction, business leaders – places of internship and employers;
- the existence and effective functioning of objective and accurate assessment of knowledge, skills and qualities acquired by students, the availability of collegiate enquiry of results;

The weak points of the EP are:

- insufficient monitoring of students' independent work and the mechanism for adequate evaluation of the results;
- research and project introductions into the EP by teaching staff in the sphere of methodology of teaching disciplines of the EP.
- insufficient development, implementation and effective use of active and innovative teaching methods;

In order to further develop and improve the activities of the University for implementation of the accredited educational programs EEC of the NAAR **recommends:**

- to ensure systematic development, introduction and effective use of active and innovative teaching methods;
- research and introduction by the teaching staff their own projects into the EP in methodology of teaching disciplines of the EP

According to the Standard “Student-centered learning, teaching and rating of progress” of the accredited educational program there is 3 strong and 9 satisfactory positions.

4.4. “Students” Standard

The University has formed a clear and transparent policy of forming the contingent of students and master students. During forming the contingent of students the University refers to the existing regulatory framework, Standard rules of admission to the educational institution realizing professional training programs of higher education (approved by Decree of the Government of the Republic of Kazakhstan from 19.01.2012 No.111, amended on 19.04.2012, №487). Formation students' contingent is carried out by placing the state educational order for training of scientific and pedagogical staff, as well as tuition at the expense of citizens and other sources.

Student contingent

Academic year	Form of study	Number of students	Number of grant awarded students	Number of students on a paid basis	Number of Kazakh-language students
5B012300 Social pedagogy and Self-knowledge					
2012/2013	Full-time	68	65	3	9
	Part-time	39	0	39	8
2013/2014	Full-time	83	74	9	10
	Part-time	44	0	44	10
2014/2015	Full-time	65	57	8	17
	Part-time	4	0	4	0
5B012000 «Professional training»					
2012/2013	Full-time	11	11	0	5
	Part-time	43	0	43	10
2013/2014	Full-time	14	13	1	5
	Part-time	9	1	8	4
2014/2015	Full-time	26	25	1	20
	Part-time	13	0	13	6
5B090200 «Tourism»					
2012/2013	Full-time	89	2	87	27
2013/2014	Full-time	69	4	65	23
2014/2015	Full-time	65	11	54	34
5B091200 «Restaurant and hotel business»					
2012/2013	Full-time	67	49	18	24
2013/2014	Full-time	68	51	17	27
2014/2015	Full-time	68	44	24	29

University site www.kgu.kz presents all the requirements describing student contingent movement.

There functions the system of student knowledge assessment at the University, there are held as well systematic student surveys.

The rector's office and various University commissions consist of representatives of the student body. Thus, the members of the Student Council are: Sadybekova Gulnaz – Tour-52, Antonova Viktoriya – Tour -52, Bulatova Zhuldyz – TourR-42, Makhmetova Elmira – RHB-41, Kamerbay Kamila – RHBR-42, Zhumabayeva Diana – TourR-32. The members of KVN are: Kusain Azamat – TourR-21, Sanov Adlet – TourR-21, Mumulmanbekov Yerkanat – RHB-22, Kaidar Bekzat – RHB-41. One of the members of the Student Council is Baytenova Maryam, a third-year student of “Social pedagogy and self-knowledge” specialty. One of the members of the Student Council is Zhanbolat Akerke, a first-year student of “Professional training” specialty.

Students enrolled in accredited educational programs participate actively in research work. The results of student research work are presented in diploma and course papers, published in the proceedings of scientific conferences.

Annual participation of students in international conferences (Near abroad countries, Lomonosov Moscow State University)

Number of student scientific publications (per year)

Educational programme	2013/2014	2014/2015	2015/2016
5B012300	-	4	8
5B012000			2
5B090200	-	5	13
5B091200	1	4	5

Number of students-exhibition participants and winners of competitions and Olympiads, 5B012000 «Professional training» specialty

Event status	2012/2013	2013/2014	2014/2015	2015/2016
Participation in creative activities	5	3	6	8
International events	5	3	5	2
Republican events	-	-	-	4
Regional events	-	-	1	1

There were elaborated "Regulations on academic mobility at Sh.Ualikhanov Kokshetau State University"

"Fine arts, drawing and design" department has a programme of academic mobility development "Vocational education in Kazakhstan". Statistics of student academic mobility are as follows:

2013-2014 academic year, semester 6, 2 cases of incoming academic mobility (Makhmetova A., Kenzhebayeva A. – Pavlodar State University named after S.Toraygyrov)

2014-2015 academic year, semester 6 – 2 cases of incoming academic mobility (Abay R., Yikilas A. - Pavlodar State University named after S.Toraygyrov)

2015-2016 academic year, semester 4 – 2 cases of outgoing academic mobility – (Karshyga A., Ilyasova S. – KazNPU, Almaty)

"Geography, ecology and tourism" department has a programme of academic mobility development with universities of Kazakhstan, Russian and Latvia:

in 2012-2013 4 students of 5B091200 “Restaurant and Hotel Business” specialty studied within the programme of academic mobility (Karaganda, Karaganda Economic University);

in 2013-2014 4 students of 5B091200 “Restaurant and Hotel Business” specialty studied in Latvia (the Baltic International Academy) within the programme of academic mobility and 2 students of the same specialty participated in the programme of internal academic mobility (Karaganda, Karaganda Economic University);

in 2014-2015 2 students of 5B091200 “Restaurant and Hotel Business” specialty and 2 students of 5B090200 “Tourism” specialty studied in Karaganda Economic University within the programme of academic mobility;

2 students of 5B091200 “Restaurant and Hotel Business” specialty studied within the programme of external academic mobility: 1 student – in Latvia (the Baltic International Academy) and 1 student – in Russia (Penza State University)

The decision to recognize the learning outcomes which were achieved at another university is made at a meeting of the department together with faculty advisors. The transcript containing a list of disciplines and the learning outcomes achieved at another university serves a basis for taking this decision.

At “Geography, ecology and tourism” department there functions “Travel Club” student scientific society at the meetings of which there are discussed students’ scientific reports concerning the problems of regional tourism development, perspective themes for graduation papers, there are held as well workshops which are conducted by professional experts. Research advisor of the student scientific society is candidate of Economics G.Y. Yerzhanova

At “Social and age pedagogy” Department there functions “Problems of bringing up in a modern family” student scientific society at the meetings of which there are discussed students’ scientific reports concerning innovative pedagogical technologies. Research advisor of the student scientific society is associate professor ZH.K.Mukatova.

At “Fine arts, drafting and designing” department there function 5 student societies”. Advisor of “Decorative arts” student society is S.S. Fazylova. Advisor of “Computer programmes” student society is K.Y. Sarsembayeva. Advisor of the sewing student circle is B.Zakhai, advisor of “Computer graphics” student society is L.Zh. Kozhabayeva, head of “Engraving on metal” student circle is N.N.Pogrebenko.

Employment of graduates is carried out on the basis of requests from employers. Employment of students is facilitated by the centre for career and employment. Employment of graduates of “Social pedagogy and self-knowledge” educational programme is 100 per cent.

In 2015 first bachelors graduated from the department (36 students got their Bachelor’s degree, 12 of them continue their study for the Master’s degree at Sh.Ualikhanov Kokshetau State University, at Turan-Astana University, at People’s Friendship University of Russia, at M.Akmullah Bashkir State

Pedagogical University, Al-Farabi Kazakh National University, at M.O.Auezov South Kazakhstan State University. All the other graduates are employed.

In 2014-2015 Master's students graduated from the department (in 2014 – 15 students, in 2015 – 17 students), who are all employed at present.

Graduate employment

Educational programme	2012-2013		2013-2014		2014-2015 (first graduates)	
	Number	Employed, %	Number	Employed, %	Number	Employed, %
	total	total	total	total	total	total
5B012300	-	-	57	100	15	100
5B012000	24	75	34	100	11	90
5B090200			21	69	25	78
5B091200	18	78	10	100	12	90

During the meeting with students of the following educational programmes: 5B012300 "Social pedagogy and self-knowledge", 5B012000 "Vocational training", 5B091200 "Restaurant and Hotel Business", 5B090200 "Tourism" it was found out that:

- the percentage of students involved in scientific and research work is not high enough;
- the percentage of internal and external academic mobility for students of 5B012300 "Social pedagogy and self-knowledge" specialty is low;
- students are not enough informed about the functioning of the support system for gifted students.

The questionnaire of students which was conducted during the visit of experts of the Independent Agency for Accreditation and Rating has demonstrated that:

91,4% are satisfied with the quality of teaching, 87,6% are satisfied with forms and methods of teaching, 95,2 % are satisfied with teacher-student relations; 2% are not satisfied with the quality of services delivered in libraries and reading halls.

After conducting meetings and interviews with the Rector, Vice Rectors, Deans, Heads of the departments, heads and employees of the administrative bodies, students, the teaching staff, employers and graduates, as well as after analyzing questionnaires of students and the teaching staff and getting introduced to the educational infrastructure, technical, methodical and information resources of the university, the experts of the Independent Agency for Accreditation and Rating underline the following.

Strong points of the educational programme are as follows:

- Educational programme supervisors demonstrate awareness of students' main roles (professional, social) based taking into account their learning outcomes;

- University administration demonstrates compliance with the issues of the Lisbon Recognition Convention when elaborating educational programmes;
- functioning of the student feedback system, including prompt presentation of students' academic achievements.
- educational programme supervisors demonstrate recognition of academic outcomes acquired during mobility programmes

Weak points of the educational programmes are as follows:

- demonstration of contingent formation policy from admission to graduation, transparency of procedures;
- absence of professional certification of students studying the courses within the accredited educational programmes;
- stimulating students to self-education and self-development beyond the scope of the educational programme;
- expansion of opportunities for internal and external academic mobility.

In order to develop and improve educational programme realization at the university the Independent Agency for Accreditation and Rating **recommends** the following:

- to provide professional certification of the educational programmes which are being accredited;
- to engage students in scientific and research work more actively;
- to expand opportunities for internal and external academic mobility for students;
- to elaborate a plan of school-leaver attraction and stabilization of the student contingent

According to “Students” standard the educational programmes which are being accredited have 7 strong aspects, 8 satisfactory aspects and 3 aspect which are supposed to be improved.

4.5. “Teaching staff and efficiency of teaching” standard

Quantitative and qualitative composition of the teaching staff demonstrates the appropriate level of the personnel potential which is required for the educational program implementation and licensing of educational activities.

The personnel policy is reflected in the following documents:

The regulation on the formation of personnel reserve. QMS-2015; the Regulations on the competitive positions of the teaching staff at Sh.Ualikhanov Kokshetau State University, QMS-2015; the Regulations on the teaching staff attestation at Sh.Ualikhanov Kokshetau State University, QMS-2015; the Regulations on “Best teacher of Sh.Ualikhanov Kokshetau State University” competition, QMS-2015; Duty descriptions of an Associate Professor. QMS-2015; Duty description of a Professor. QMS-2015; Duty descriptions of a senior teacher. QMS-2015; Duty descriptions of a teacher. QMS-2014; Duty descriptions of Head of a Department.

QMS-2014. Standard qualification characteristics of positions of pedagogical workers and the persons equated to them (Order of Minister of Education and Science of the Republic of Kazakhstan dated July 13, 2009 № 338 with changes and additions dated June 6, 2011), Model rules of undergraduate and postgraduate educational organizations (Decree of the Government of the Republic of Kazakhstan dated 20.05.2013 No. 499), the Regulations on licensing educational activity № 452 dated 02.06.2007, the Regulations on certification of pedagogical workers No. 16 dated 22.01. 2010, the Regulations on competitive replacement of positions of the teaching staff and scientific employees of universities No. 635 dated 14.12. 2007. Personnel policy is governed by Resolutions of the Government of the Republic of Kazakhstan and complies with the University mission and policies.

Currently the number of teachers working at “Geography, ecology and tourism” department is 23, including 3 part-time teachers. At the department there work 7 Candidates of Sciences, acting associate professors, 9 senior teachers, 6 teachers (among whom there are 2 Masters of Biology, 5 Masters of Ecology, 2 Masters of Geography, 1 Master of Tourism, 3 Masters of Economics, 1 Master of History, 1 Master of Natural Sciences). The average age of the teaching staff is 44.

The number of teachers working at “Social and Age Pedagogics” department is 23, including 8 part-time teachers. The number of full-time teachers is 16, two of whom are Associate Professors and 7 senior teachers (including 6 Masters). There work 5 candidates of sciences. The average age of the teaching staff is 41. Orazbayeva G.O. studies for PhD Degree, pre defense took place on the 30th of June, 2015. The dates of defense are being arranged.

The number of teachers at “Arts, drafting and design” department makes 13, including 2 part-time teachers. Full-time teachers are 11 in number. There work 5 senior teachers, 7 teachers are Masters of Pedagogy and Psychology, 1 teacher is a Master of Design. 7 teachers of the department are members of various creative alliances, 2 teachers are members of Artists Community of the Republic of Kazakhstan, 1 is a member of Eurasian Designers Community, 2 are members of Artist association of the Republic of Kazakhstan. The average age is 47,8.

Information of the teaching staff qualification can be found on the educational site of the university. There are Regulations on incentives of the teaching staff, employers and students on the results of scientific publications, rating results, holiday premiums, “Best advisor”, “Best teacher” competitions.

University administration supports the scientific and research activity by means of training seminars and internships. A number of agreements and memorandums on cooperation are concluded with foreign universities.

Research results are implemented into educational process in the form of elective courses, methodical and educational complexes.

Department teachers improve their professional development through study for their Master’s degrees, taking postgraduate studies in the Russian Federation (Amzina A.O., Ziyazyeva L.R., Plachinta I.G.), participating in seminars and internship programmes in the leading universities of Kazakhstan and abroad.

Professional development of the teaching staff (certificate number)

Level of professional development	2012/2013	2013/2014	2014/2015	2015/2016
Tourism, Restaurant and Hotel Business				
Kazakhstan	2	4	7	
Near abroad			1	
Far abroad	3	3	1	
Social pedagogy and self-knowledge				
Kazakhstan	4	6	6	2
Near abroad	-	-	-	-
Far abroad	1	-	-	-
Professional training				
Kazakhstan	4	1	1	1
Near abroad	3	1	-	-
Far abroad	1	-	-	-

Results of scientific and research work are reflected in scientific publications, scientific journals, participation in different scientific conferences.

Number of scientific publications (per year)

	2012/2013	2013/2014	2014/2015	2015/2016
In international scientific journals Thomson Reuters Scopus		2	1	1
High rating journals (Russian Science Citation Index и др.)	2	2	4	
Journals recommended by the Committee on control in education and science of the Republic of Kazakhstan	7	5	3	2
Journals of near and far abroad	42	38	37	28
International conferences	31	25	28	30
Monographs	2	1	3	1
Educational textbooks	12	7	4	4
Electronic textbooks	1	1		
Total	97	81	80	67

The moral and psychological climate at the departments is stable and characterized by the creative approach to the fulfillment of duties. Labour discipline is at the appropriate level.

The University ensures the adequacy and completeness of individual planning of the work, performance monitoring and individual plan efficiency. The workload is reflected in teachers' individual plans which comprise educational, methodical and scientific work. The amount of the workload is calculated on the basis of working curricula of educational programmes according to Regulations on the organization of credit educational technology (Order № 152 of MES RK dated 20 April, 2011)

“Geography, ecology and tourism” department participates in the realization of “TEMPUS-IV” joint European project which is recommended by the European Commission Directorate-General for education and culture: ESHA 00276-2009 JP ETF "Creation of 4 High school hotel business". To ensure a new level of university education and science, the department teachers take annual courses for professional development within the framework of the joint project in Milan (Italy), Iasi (Romania), Alikante (Spain), Grenoble (France) and others.

The exchange of teachers and researchers takes place within the framework of the agreement concluded between Sh.Ualikhanov Kokshetau State University and leading universities of Kazakhstan and Russia. In 2013-2014 PhD, professor of Lomonosov Moscow State University A.Y.Aleksandrova delivered a course of lectures on the discipline “World tourism market: contemporary state and prospects of development”. Professor of Brunel University (the UK) Abraham Althonayan delivered lectures to the students of “Tourism” educational programme.

In 2014-2015 Doctor of Geography, professor of L.N. Gumilyov Eurasian National University O.B. Mazbayev was invited to read lectures to the students of 5B090200 “Tourism” specialty.

Educational programme supervisors support young teachers, who participate in different competitions such as “The best advisor”, “University best teacher”.

Educational programme teachers take an active part in social life, have publications in various periodicals and in university newspaper “Alau”, participate in international forums, summits and expositions.

The interview of the staff, which was conducted during the visit of the experts of the Independent Agency for Accreditation and Rating showed that:

- the University support the use of innovations in education by teachers: very well - 74,5%, well - 25,5%;
- 96,1% of teachers estimate the university support of their scientific and research work as high enough;
- 1% of teachers are not satisfied with academic mobility organization;
- 9.8 % of teachers are not satisfied with the food system, medical and other services at the university.

After conducting meetings and interviews with the Rector, Vice Rectors, Deans, Heads of the departments, heads and employees of the administrative

bodies, students, the teaching staff, employers and graduates, as well as after analyzing questionnaires of students and the teaching staff and getting introduced to the educational infrastructure, technical, methodical and information resources of the university, the experts of the IAAR underline the following.

The strong points of the educational programme are:

- active participation of the teaching staff in social life;
- University personnel policy, criteria for hiring, appointment and promotion are well elaborated;
- the adequacy of individual planning of work, performance monitoring and individual plan efficiency.

The weak points of the educational programme are:

- attraction of practitioners to the educational programme implementation of is not systematic;
- absence of mechanism for motivation of the teaching staff to constantly use innovation and information technologies in education;
- inadequate support of scientific and research work of the teaching staff, inadequate use of scientific and research outcomes in education;
- insufficient level of teachers' academic mobility;
- the slowdown in attracting foreign and domestic lecturers to conduct joint research in educational program implementation.

In order to develop and improve the University activity in the realization of the educational programmes which are being accredited the IAAR recommends the following:

- to attract more practitioners to the realization of the educational programmes;
- to develop the level of involvement of the teaching staff in the practical sphere;
- to use more opportunities for academic mobility of the teaching staff;
- to elaborate and implement the mechanism for teacher motivation to constantly use innovation and information technologies in education, to stimulate scientific and research work of the teaching staff.

According to “The teaching staff and efficiency of teaching” standard the educational programmes which are being accredited have 4 strong aspects, 15 satisfactory aspects and 3 aspect which are supposed to be improved.

4.6 “Educational resources and student support system”

During the visit the IAAR experts found out that the material and technical bases for educational process and realization of the university mission, goals and objectives is at an adequate level. The material and technical resources to render educational services of high quality are sufficient.

At the university as well as at the departments there are material, technical and information resources which ensure a high level of educational process organization.

Students study in educational building № 1 (“Tourism”, “Restaurant and Hotel Business”, “Social Pedagogy and self-knowledge” specialties), in educational building №4 (“Professional training” specialty), where there is a necessary number of classrooms, equipped by multimedia facilities. Classrooms № 135, № 701, № 702, № 621, №721A are often used in the process of learning.

Starting with 2012, for three years, “Social and age pedagogy” department has been carrying out an experiment “Higher school – secondary school” together with “Tandau” multi-discipline lyceum in the educational direction “Learning motivation development of educational process participants”. The results of the research work found their reflection in scientific publications, materials of round tables, in publication of the methodical recommendations on the theme.

Students of “Professional training” educational programme study in educational building №4, where there is a sufficient number of classrooms. In the process of learning the following equipped classrooms are used: № 122 (32 sq.m.)- a workshop for wood and metal artistic refinement, № 201a (10 sq.m.) - a workshop for wood and metal artistic refinement, № 211 (16 sq.m.)- a workshop for wood and metal artistic refinement, № 218a (36 sq.m. .) – a classroom for arts, crafts and sewing, № 218b (36 sq.m.) – a classroom for arts, crafts and sewing.

The total training area is fully consistent with the standard indicators, sanitary and fire service norms. There are sanitary epidemiological and fire service conclusions.

On the whole, the number of information resources used in the process of educational programme realization goes in accordance with the licensed requirements, the development of the resource base and library stock is carried out according to SCS of RK (State Compulsory Standard of Education) 5.03.010.2006) “Information resources and library stock”

Stock of educational and scientific literature

Code	Number of students	In Kazakh	In Russian
5B012300	64	537	6 922
5B012000	29	2917	2950
5B090200	47	2186	6861
5B091200	45	1833	6327

Students have access to learning materials and assignments through personalized information resources, which are also available in extracurricular time. AIS “Platonus” is a technological support for students and the teaching staff.

Students of 5B012300 “Social pedagogy and self-knowledge” educational programme take their training courses in the following educational institutions of Kokshetau and Akmola region: secondary school №1, secondary school № 2, secondary school №5, secondary school №6, secondary school №11, secondary school №12. As for students of 5B012000 “Professional training” educational

programme, they take their training in the following schools: secondary school №19, secondary school №21, secondary school №1, school-gymnasium № 3.

The interview of the students, which was conducted during the visit of the IAAR experts, showed that:

- availability of the library resources makes 99 %;
- availability of learning materials makes 98,1%;
- availability of computer classes and internet resources makes 96,2%.

After conducting meetings and interviews with the Rector, Vice Rectors, Deans, Heads of the departments, heads and employees of the administrative bodies, students, the teaching staff, employers and graduates, as well as after analyzing questionnaires of students and the teaching staff and getting introduced to the educational infrastructure, technical, methodical and information resources of the university, the experts of the IAAR underline the following:

The strong points of the educational programme are:

- modern science and education infrastructure;
- modern information and resource environment for the teaching staff and students;
- availability of library resources, special classrooms and social objects of the university;
- free access to educational internet resources, free WI-FI on the university area;
- copyright maintenance when publishing learning and teaching materials.

The weak points of the educational programme are:

- the process of interactive resource personification (with access outside the classroom) including learning materials and assignments; probe testing of student knowledge through remote access ought to be further improved;
- the number of educational, methodical and scientific literature in the state language is insufficient;
- the number of interactive academic consultations to help students plan and master the educational programme is insufficient;

4.7 “Information management and accounting” standard

There function processes of information management including information collection and analysis.

The maintenance of the mission, goals, objectives and evaluation of their efficiency is carried out according to documented procedures "Analysis by the University administration". According to these procedures, at the University there are collected and analyzed the data which help to assess performance, determine the implementation of the mission, goals and objectives as well as opportunities for continuous improvement of the services rendered.

In the management of the main processes (educational, methodical, scientific) the following administrative documents are referred to: decisions of the collegial management bodies (Academic Council, Scientific Council, Scientific and Technical Council, University Administration), the orders of Rector and the

Vice-rectors, documents concerning students' activity (staff orders, orders to students, undergraduates, doctoral students), planning, analytical, reporting, financial and accounting documents.

All the University bodies business correspondence is kept in accordance with the approved nomenclature. All documents are stored in archives, there is electronic business correspondence at the university. One gets acquainted with information in the electronic form via mailing in the local network.

The IAAR underlines that at the University there exist the internal informational and educational portal as well as the extensive corporate network which helps to get access to all the information resources from any computer and which makes it possible to train the future specialists and the teaching staff in a more efficient way.

The main information resource is the database "Platonus" which is a programme the functions of which are: to maintain the processes of student knowledge assessment within the rating system, to conduct examinations in the form of computer testing, to fill in the rating journal, to control student knowledge. Teachers fill in the electronic journal.

In 2015 the system of electronic business correspondence started functioning. Its main aims are: to solve different tasks on automatization of project management, including the work with all types of documents (orders, strategies, plans, business letters, instructions, applications), to control the discipline of execution, to stock all the documents in archives. Moreover, organization of working time and efficiency of its use are of great significance.

To bring the main library process to automatization and to create an electronic catalogue of the library stock there has been used "KABIS" automation library information system since 2012. It contains 90647 references and 3189 electronic resources to download. The computer park is constantly upgraded, new databases are acquired, the library stock is replenished with electronic publications and books.

There is an access to the following electronic resources on the website of the university library biblioteka.kgu.kz:

- KAZNEB – Kazakh National Electronic Library. The languages of use are Kazakh, Russian, English (agreement dated April, 20, 2012)

- RMEB – the Republican Interuniversity Electronic Library – the database comprising electronic resources of universities of Kazakhstan (agreement dated April, 05, 2011)

- Polpred. Polpred.com – an electronic database comprising mass media review (newspaper, publications, etc.)

- English sites – databases of such electronic resource companies as THOMSON REUTERS (agreement dated January, 06, 2012), Springerlink (agreement dated December, 06, 2011), Elseveir.

To ensure safety during the work with the information systems, data exchange between users and systems are carried out via HTTPS safety protocol.

The efficiency of educational programme realization is assessed by employees' references, applications for expansion of bases for student training, etc. One of the criteria for educational programme realization is successful training of students and further development of their career. Significant factors are preparation of professional specialists and percentage of their employment.

According to the work plan of "Geography, ecology and tourism", "Social and age pedagogy", "Arts, drafting and design" departments all the teachers attend each other's classes throughout the year to exchange experience. All peer classes are conducted according to the schedule and afterwards these are registered.

On the whole, the work of "Geography, ecology and tourism", "Social and age pedagogy", "Arts, drafting and design" departments is reflected in semi-annual and annual reports on academic and methodical work, in which there is analyzed individual work of each teacher on the following aspects: academic and methodical work, educational work, international cooperation, academic mobility, publishing scientific works.

To improve the quality of education, to develop educational programmes the level of student satisfaction is regularly monitored. The procedure of consent registration of personal data processing goes in accordance with documented procedures QMS of Sh.Ualikhanov Kokshetau State University.

The IAAR experts underline that the university makes use of modern information technologies, communication technologies and software to manage information adequately.

After conducting meetings and interviews with the Rector, Vice Rectors, Deans, Heads of the departments, heads and employees of the administrative bodies, students, the teaching staff, employers and graduates, as well as after analyzing questionnaires of students and the teaching staff and getting introduced to the educational infrastructure, technical, methodical and information resources of the university, the experts of the IAAR underline the following:

The strong points of the educational programme are:

- the use of information management, including data collection and analysis, the amount of information, the sources of information, frequency of its use and responsible people;
- the involvement of students, employees and teachers in the collection and analysis of information;
- decision-making within the framework of the educational programme is based on facts analysis, the collected information is used with the aim to improve quality of education;
- the amount, structure and type of the collected information go in accordance with the mission, strategy of the university.

The weak points of the educational programme are:

- the system of employment and career development of graduates is not clearly elaborated;

- the work on information analysis with the aim to identify and predict risks of realization and development of the educational programme is not systematized.

In order to develop and improve the University activity in the realization of the educational programmes which are being accredited the IAAR recommends the following:

- to track the process of employment and career development of graduates of the educational programs
- to systematize the analysis of information with the aim to identify and predict risks of educational programme implementation and development.

According to “Information management and accounting” standard the educational programmes which are being accredited have 12 strong aspects, 7 satisfactory aspects and 1 aspect which is recommended to be improved.

4.8 “Public relations” standard

Information about the University activities and realization of the educational programs is available on the official website of the University. The information support and coverage of the university life on the web-site is the function of the web-site board.

The information about “Geography, ecology and tourism”, “Social and age pedagogy”, “Arts, drafting and design” departments as well as the information about the educational programmes is presented on the external information resource which is the university site www.kgu.kz.

The objective information about specificities of the educational programmes includes student and teacher support systems (information and communication support, connected with publishing educational, methodical and scientific materials, social support, etc.). The most distinguished students are recommended to participate in different republican events, etc.

It is possible for interested parties to post complaints or proposals in the personal blog of University Rector, which may be found on the main page of the university site. In addition, the site contains information about heads of the departments, their e-mails via which anyone can ask a question and receive a detailed answer.

To measure the satisfaction level of students and teachers with the quality of information various questionnaires are conducted and then analyzed.

The analysis of the web-site content made it possible to state that:

- information on the website is not regularly updated and is not presented in the three languages (Kazakh, Russian, English);
- information on considering complaints is not transparent;

- there is no information concerning cooperation either with scientific/consulting organizations or educational institutions implementing the same educational programmes.

After conducting meetings and interviews with the Rector, Vice Rectors, Deans, Heads of the departments, heads and employees of the administrative bodies, students, the teaching staff, employers and graduates, as well as after analyzing questionnaires of students and the teaching staff and getting introduced to the educational infrastructure, technical, methodical and information resources of the university, the experts of the IAAR underline the following:

The strong points of the educational programme are:

- there is posted adequate, objective and actual information about university activities as well as about realization of the educational programmes on external information resources;
- there are different ways of information extension, including information networks for the public and the interested parties.

The weak points of the educational programme are:

- information on considering complaints of students and the teaching staff is not transparent, there is no virtual book of complaints for consumers on the website;
- information on the website is not regularly updated and is not presented in the three languages (Kazakh, Russian, English);
- there is no information concerning cooperation either with scientific/consulting organizations or educational institutions implementing the same educational programmes.

In order to develop and improve the University activity in the realization of the educational programmes which are being accredited the IAAR recommends the following:

- to update information on the university website regularly, considering all the languages (Kazakh, Russian, English);
- to consider possibilities for participation in ratings of the educational programmes.

According to “Public relations” standard the educational programmes which are being accredited have 5 strong aspects, 5 satisfactory aspects and 1 aspect which is recommended to be improved.

4.9. Standards for specialties

In accordance with the civil code of RK 08-2009 "Classifier of specialties of higher and postgraduate education of the Republic of Kazakhstan" approved by the Order of the Committee for technical regulation and Metrology of the Ministry of Industry and Trade of the Republic of Kazakhstan dated March 20, 2009 №131-od, 5B012300/6M012300 "Social pedagogy and self-knowledge" educational programme refers to the group "Education"; "Tourism", "Restaurant and hotel business" educational programmes belong to the group "Services"

In the process of study within 5B012300 "Social pedagogy and self-knowledge" educational programmes students are provided with actual knowledge in the fields of pedagogy, psychology, there are formed the skills of communication, analysis of personality and behavior, prevention and resolution of conflicts, etc. In the process of study within 5B090200 "Tourism" educational programmes students are provided with current knowledge in the fields of business, management, marketing, tourism, there are formed communication skills, psychology of relationships, etc. In the process of study within 5B091200 "Restaurant and Hotel Business" educational programs students are provided with current knowledge in the fields of business, management, marketing, catering and hotel services together with key competencies provided in international educational programmes.

Teaching is conducted on the basis of modern achievements in the world science and practise in the field of specialization. Different methods and technologies of teaching are made use of, they are: method of contextual learning, problem-based learning, development of critical thinking, the use of various trainings, business games, etc.

Different types of practical training are of great significance in realization of the educational programmes.

Types of practical training of students of 5B012300 "Social pedagogy and self-knowledge" department:

1. Educational practice (familiarization) – 1st year, 2nd semester
2. Educational practice (methods of educational work) – 2nd year, 4 semester
3. Pedagogic training (continuous) – 2nd year, 3^d -4th semesters
4. Educational practice (social and pedagogic) – 3^d year, 6th semester
- 5 Pedagogical training – 4th year, 8th semester
6. Pre-diploma practice – 4th year, 7th semester

5B012000 "Professional training" educational programme includes the following types of practical training:

1. Educational practice – 1st year (4 credits), 2nd year (2 credits)
2. Pedagogic training (continuous) – 2nd year, 3^d -4th semesters (4 credits)
3. Pedagogic training – 3^d year (4 credits)
4. Pedagogical training – 4th year (4 credits)
5. Pre-diploma practice 4th year, 8th semester (2 credits)

In the educational programmes a significant emphasis is laid on different types of practical training. Pedagogical practice within 5B012300 "Social pedagogy and self-knowledge" educational programme is conducted in the 1-3 years in the form of continuous practice and in the 4th year in the form of professional training. Within 5B090200 "Tourism" educational programme practical training is conducted in the form of educational training in the 1st year, in the form of pedagogic practice in the 2nd and 3rd years and in the form of

professional training in the 4th year. Within 5B091200 "Restaurant and Hotel Business" educational programme practice is held in the form of educational practice in the 1st year, in the form of pedagogical practice in the 2nd and 3rd years and in the form of professional practice in the 4th year.

University concluded agreements with a number of organizations: "Zholymbet" Ltd, "Kokshetau" hotel, "Plaza" hotel, "Samruk" hotel, "Syr-Sulu" Ltd, Akmola Department of Tourism, Akmola Department of education, "Taraztourist" Ltd, "Aliye Parusa" tourist agency (Ekibastuz), Museum of applied arts of archeology (Shymkent), "Miras" college, "Zhambyl association of tourism", "Meridian T" tourist firm, "NorDurdonalari" tourist firm (Tashkent), "Ecosan" international organization, "Ontustil" SEC, Akimat of Turkestan, "KyrqyzConcept" tourist firm (Bishkek), Information Resource Center of Ecotourism, "Edem" hotel complex.

In the reviews of employers there are underlined the following competencies which graduates of the educational programmes demonstrate: professional competencies (knowledge of basic courses of social pedagogy and self-knowledge, methods of their teaching, organization of teaching with the use of modern educational methods and technologies, skills of professional and interpersonal communication), well-developed social and personal competencies (graduates of the educational programmes are inclined to make utmost use of "Self-knowledge" discipline in educational work, striving for professional and personal development, communication skills, etc.)

The results of study within the educational programmes are as follows: formation of competencies required at the labour market, professional activity directed to psychological and pedagogical aspects of the educational process, personal, professional and social development of students which improves their socialization and form the general culture of the person.

After conducting meetings and interviews with the Rector, Vice Rectors, Deans, Heads of the departments, heads and employees of the administrative bodies, students, the teaching staff, employers and graduates, as well as after analyzing questionnaires of students and the teaching staff and getting introduced to the educational infrastructure, technical, methodical and information resources of the university, the experts of the IAAR underline the following:

The strong points of the educational programme are:

- students have access to modern and actual data in the field of their specialization both on print and electronic media;
- there is a necessary correlation of disciplines which form practical competencies.

The weak points of the educational programme are:

- in defining the educational programme trajectory achievements of the world science are not used to the full extent;
- the educational programme administration has an indistinct idea of how many graduates of the educational programmes are required at the labour market,

the examples of successful employment of graduates are not presented to the full extent.

In order to develop and improve the University activity in the realization of the educational programmes which are being accredited the IAAR recommends the following:

- in defining the educational programme trajectory achievements of the world science ought to be used to the full extent

According to “Standards for specialties” the educational programmes which are being accredited have 2 strong aspects and 5 satisfactory aspects.

RECOMMENDATIONS

Recommendations for specialized accreditation of the educational programmes belonging to the 2nd cluster: 5B012300 "Social pedagogy and self-knowledge", 5B012000 "Professional training", 5B091200 "Restaurant and hotel business", 5B090200 "Tourism":

- to intensify the work on harmonization of the curricula content with similar educational programs of leading foreign and Kazakhstani educational organizations as well as to pay more attention to the development of joint educational programs;

- to intensify the work on the development of multilingual educational programmes;

- to organize the work of the external expertise of the educational programmes;

- to make it possible for students to participate in educational programme implementation and development;

- to bring more representatives of research institutions of Kazakhstan to educational programme implementation;

- to provide professional certification of the educational programmes;

- to extend possibilities for internal and external mobility of both students and teachers;

- to introduce teachers' own researches in the field of methods of teaching into the curriculum of the educational programmes;

- taking into consideration the growing number of students studying in the state and the English languages to increase the number of the necessary educational, methodical and scientific literature on the disciplines of the educational programmes;

- to update information on the university site regularly in all the three languages: Russian, Kazakh and English.