



INDEPENDENT AGENCY FOR
ACCREDITATION AND RATING

Addressed to the
IAAR Accreditation Council

REPORT

**OF THE EXTERNAL EXPERT COMMISSION (EEC)
ABOUT THE RESULTS OF THE SPECIALIZED
ACCREDITATION
OF THE EDUCATIONAL PROGRAMS
5B010300 – PEDAGOGY AND PSYCHOLOGY
5B050300/6M050300 – PSYCHOLOGY
5B011700/6M011700 – KAZAKH LANGUAGE AND
LITERATURE
“KAINAR” ACADEMY INSTITUTION**

From June 27 until June 29, 2016

Almaty 2016

In accordance with the order № 30-16-ОД dated June 16, 2016 of the Independent Accrediting and Rating Agency in the period from June 27, until June 29, 2016 the external expert commission has conducted the compliance assessment of the “Kainar” Academy to the standards for institutional accreditation of the IAAR.

The report of the external expert commission (EEC) contains the compliance assessment of the activities of the “Kainar” Academy to the criteria of the IAAR, also the recommendations of the EEC on the further improvements and parameter of the Academy’ profile.

Members of the EEC

1. Chairman of the commission – Toybayev Adlet Zhunisovich, cand. ped. sciences, Kazakh state women pedagogical university (Almaty)
2. Foreign expert – Sokolova Yelena Yevgenyevna, cand. econ. sciences, associate professor, National Aviation University (Kiyev, Ukraine);
3. Expert – Pogrebitskaya Marina Vladimirovna, cand. ped. sciences, associate professor, Kozybayev North-Kazakh state university;
4. Expert – Movkebayeva Zulfiua Akhmetvaliyevna, Dr. ped. sc., professor of Abai KazNPU (Almaty);
5. Expert – Nossiyeva Nazym Kazhimuratovna, cand. phil. Sc., associate professor of the S.Seifulin Kazakh agrotechnical university (Astana);
6. Expert – Aubakirova Zhanar Yachiyayevna, Dr. econ. Sc., professor of al-Farabi Kazakh National University (Almaty);
7. Expert – Sauranbay Sandugash, PhD, Сауранбай Сандугаш Бабагаликызы, доктор PhD, a chartered practicing surveyor and member of the Almaty Regional Association of Surveyors, associate professor University "Narkhoz" (Almaty);
8. Expert – Omarova Ayman Bekmuratovna, Dr. jur. Sc., professor of al-Farabi Kazakh National university (Almaty);
9. Expert – Aringazina Sholpan Baikadiyevna, cand. phil. Sc., KIMEP (Almaty);
10. Employer – Medetbekova Aysulu Temirgaliyevna, director of the lyceum school № 28 named after Manshuk Mametova, Medeu district of Almaty;
11. Student – Nadirova Bella Kamalovna, student of the third academic year on specialty “Finance”, Kazakh Automobile and Highway University named after L.B. Goncharov (Almaty);
12. Supervisor of the Agency – Kanapyanov Timur Yerbolatovich, Manager of International Projects and Public Relations, IAAR (Astana).

Independent agency for
accreditation and rating

CONTENT

1. PRESENTATION OF THE “KAINAR” ACADEMY	4
2. GENERAL ASSESSMENT OF THE EDUCATIONAL PROGRAMS.....	5
3. EEC VISIT DESCRIPTION.....	6
4. COMPLIANCE WITH THE STANDARDS FOR SPECIALIZED ACCREDITATION.....	8
4.1. Standard “Management of the educational program”	8
4.2. Standard “Development and approval of the educational programs”.....	9
4.3. Standard “Student-centered learning, teaching and assessment”.....	11
4.4. Standard “Students”.....	13
4.5 Standard “Teaching staff and teaching efficiency”.....	16
4.6 Standard “Learning resources and student support system”.....	18
4.7 Standard “Information management”.....	20
4.8 Standard “Public informing”.....	21
4.9. Standard “Standards for individual specialties”.....	22
5. RECOMMENDATIONS TO THE UNIVERSITY.....	24
6. PARAMETERS OF THE SPECIALIZED PROFILE (5B050300 – PSYCHOLOGY, 6M050300 – PSYCHOLOGY).....	25
7. PARAMETERS OF THE SPECIALIZED PROFILE (5B010300 – PEDAGOGY AND PSYCHOLOGY, 5B011700 – KAZAKH LANGUAGE AND LITERATURE, 6M011700 – KAZAKH LANGUAGE AND LITERATURE).....	35

Independent agency for
accreditation and rating

1. PRESENTATION OF THE “KAINAR” ACADEMY

The educational institution “Kainar” University is established in 1991 as a comprehensive higher educational institution of the social and humanitarian orientation and became one of the first higher educational institutions of a new type, based on commercial platform in the independent Kazakhstan.

In 2014 the “Kainar” University was reorganized in “Kainar” Academy. The Academy operates on the basis of the Charter, registered in the Ministry for Justice of the Republic of Kazakhstan, dated October 29, 2014.

The Academy provides education according to state license № 14018609 operating on the right on conducting educational activity, issued by the Committee for Control on Education and Science of MES RK dated December 10, 2014.

The Academy has implemented 11 educational bachelor programs and 6 educational master programs. In 2015 the “Kainar” Academy successfully passed the state certification.

The contingent of students is 1396 students, among them 237 students on the part-time form of learning. The contingent of master program students is 156.

The employment rate in 2015 on the full-time form of learning was 85 %, under master program students was 94 %.

The structure of the Academy includes vice-rectors (for academic affairs, scientific and methodical work, for external relations and social work; for economic and financial issues; for educational work), departments (informational and technical support, organization of educational process, financial, administrative and maintenance issues, marketing and employment), chairs (for languages and journalism; pedagogy, psychology and social disciplines; history of Kazakhstan and law; economics and business), scientific and pedagogical library, magazine edition staff, Committee for matters concerning young persons.

According to the data of the Academy the educational process is provided through the teaching staff: 59 teachers, among them 51 are full-time teachers. The teacher’s rate with academic degrees across the university amounts to 67 %.

The infrastructure of the Academy includes the educational-laboratory and administrative building, the sport complex, the student residential house with the total area according to the available technical specification of 8359,4 m². All university buildings are according to sanitary regulation, fire safety requirements and requirements of the State compulsory standards of the realized specialties.

In 2010 the “Kainar” University joined the signatories of the Magna Charta Universitatum.

Independent agency for
accreditation and rating

2. GENERAL ASSESSMENT OF THE EDUCATIONAL PROGRAMS

The “Kainar” Academy institution implements the educational activity on 5B050300 – “Psychology”, 6M050300 – “Psychology”, 5B011700 – “Kazakh language and literature”, 6M011700 – “Kazakh language and literature” according to the state license № 0137484, issued by the Committee for Control on Education and Science of the MES of the RK dated April 06, 2011.

The preparation of specialists on the educational programs 5B050300 – “Psychology” is implemented since 1991; 6M050300 – “Psychology” – since 2006. The graduate chair is the chair for pedagogy, psychology and social disciplines. The mode of study: full-time, part-time, the language of instruction is Kazakh and Russian. Regardless the license for the educational activity on specialty 5B010300 – “Pedagogy and psychology” (the state license № 0137484, issued by the Committee for Education and Science of the MES of the RK dated April 06, 2011), at the present time has been lacking the admission to this specialty.

The preparation of specialists on the educational programs 5B011700 – “Kazakh language and literature: is implemented since 1991, 6M011700 – “Kazakh language and literature” since 2008. The graduate chair is the chair for languages and journalism.

The content of the educational programs which has been accredited includes the learning of the cycles of general educational, basic and major disciplines, passing the professional practice on the relevant specialties.

The accredited EP 5B050300 – “Psychology”, 6M050300 – “Psychology”, 5B011700 – “Kazakh language and literature”, 6M011700 – “Kazakh language and literature” have the following positive aspects:

- Goals which are relevant to the mission of the university and meet the needs of its consumers;
- Content of the educational programs are compliant the general provisions of the national development priorities, strategic development goal and mission of the Academy;
- Curricula and the relevant methodical support;
- Cooperation with the employers during the educational process;
- Orientation of the content on the formation of the practice-oriented preparation of learners;
- Functioning of the e-library;
- Free Wi-Fi availability;
- Availability and completeness of the educational-methodical complex on all disciplines of the educational programs.

accreditation and rating

3. EEC VISIT DESCRIPTION

The visit of the external expert commission to the “Kainar” Academy was organized in accordance with the program which was conformed from the head of the EEC (Appendix 1), and approved from the rector of the Academy. For the purpose of the work coordination of the EEC has been held the kick-off meeting, where the commission member was divided of authorities, the visit schedule was clarified, and consensus about the expert view approaches was created. For the obtaining of the objective information on the university activity assessment the members of the EEC have used such methods, as visual inspection, observation, interviewing of staff from several divisions, teaching staff, students, alumni and employers, interviewing of the academic teaching staff and students. Meetings of the EEC with the task groups are held in accordance with the clarified visit schedule, within the fixed time. On the part of the “Kainar” Academy team was provided the presence of all persons who are noted in the visit program.

Data about the staff and students, who are participate in the meetings with the EEC of the IAAR

Participants' groups	Number
President	1
Vice-rector	5
Heads of chairs	4
Heads of departments	7
Teachers	26
Students, graduate students	26
Alumni	27
Employers	13
In total	109

The experts have visited the psychological (training) center (room 311), curriculum office (room 313), the chair for pedagogy, psychology and social disciplines, computer and multimedia classes, center for innovative and information technologies, language laboratory, video studio, library, health room, sport halls, student residential house, open classes on the discipline “Criminalistics”, “Master class of the professional communication”. The EEC members have visited the practice bases on the accrediting programs: the city court of Almaty, the school-baccalaureate by the “Kainar” Academy, the Academy for sport and tourism, the State institution “Gymnasium No. 35”, the kindergarden “Miras”, the LLP “Aquilon”, the LLP “JAF Partners”, the football club “Karat”.

In accordance with the accreditation procedure was held the questionnaire of 18 teachers, 32 students, among them the graduate students, junior and senior students. For the purpose of the information assurance what is presented in the Self-study report, from the external expert was requested and analyzed the work documentation of the university, in particular, the Strategic development plan of the “Kainar” Academy for 2015-2020, the educational and methodical work plan for 2015-2016, work plans of chairs, the Concept of the educational work of the “Kainar” Academy for 2015-2020, the catalogues of elective disciplines, Regulation on the chair, curricula for baccalaureate and master’s programs, job descriptions, protocols of Scientific Council, EMCD, syllabi, etc. Additionally, the experts have studied the internet positioning of the university through the official site [www.http://kainar-edu.kz/](http://kainar-edu.kz/).

In the framework of the planned program the recommendations on the improvement of the activity of the university developed of the EEC on the expert view result was presented at the meeting with the administration on June 29, 2016. The “Kainar” University, The “Kainar” University which is the legal predecessor of the “Kainar” Academy since October, 2016, was established as a comprehensive higher educational institution of the social and humanitarian orientation, and became one of the first higher educational institutions, based on the commercial

platform. The first assessment was on the specialties “International relations”, “International economic relations”, “International Law”, which educational programs were developed on the basis of the programs of the MGIMO and became as a basis for the state standard of the RK.

At the “Kainar” University was opened the first master’ program, and the alumni of the university have receives the diploma No. 1-12.

For the realization of the strategy of the “Kainar” Academy on the integration in the world education space were signed agreements on the cooperation and memoranda of understanding on the mutual cooperation with following international universities of the near and far abroad: the Private educational institution of higher education “Regional institute of business and management”, Higher French School ESA3-PARIS, Reading University, Centre for Euro-Asian studies (Great Britain), Kelantan University in Kuala-Lumpur, Malaysia, “Valahia” uNiversity (Targovice, Roumania), “Havre” University and Le Havre (France), SEDIMES Institute Paris XII (France), University for Technologies (Sidney, Australia), Institute for international economic relations (Russia), Altai State University (Russia), National Chengchi University (Taiwan), Ankara University и Uludag University (Turkey), Institute for Management of Canada (MIC, Montreal, Canada), International University of Kyrgyzstan (Bishkek, Kyrgyz Republic), Kyrgyz-Russian Slavic University (Bishkek, Kyrgyz Republic).

The scientific-research work of the Academy in the period from 2011 until 2016 was conducted on 24 scientific programs that include the solving of economical, ecological, social and humanitarian, educational, juridical and other actual problems of the republic. Among them one program is fundamental, one is international and 22 are applied programs. The scientific-research activity of the Academy is conducting at 4 chairs, in 2 SRI, 3 scientific centres and scientific laboratory for criminalistics. From April, 2000 to April 2003 at the university acted a Dissertation Council for candidate dissertation protection on the specialty 07.00.02 – Native history (History of the Republic of Kazakhstan). In the Council were protected 24 candidate dissertations.

For the implementing of the objectives of the Academy in terms of activation of the education and scientific-research activity there are the laboratory for criminalistics, IC Accounting, multimedia and languages classes, radio and video studio “Jas Kainar”, Psychological centre, Institute for Kazakh history and civilization, Institute for economic studies, The results of the scientific-research and scientific-methodical work of the teaching staff of the Academy regularly published in the journals “Bulletin of the “Kainar” University” (since 1997) and “Kazakh civilization” (since 2000).

For the realization of the State program of development and functioning of languages in the Republic of Kazakhstan in the Academy was developed the step-by-step plan of measures on the transferring to the trilingual education. For the high achievements in the scientific-research, scientific-publishing activities were awarded with the title “The best university’ teacher” the teachers of the Academy: D-r for Economics, professor Saparbayev A.D., D-r for Psychology, professor Perlenbetov M.A., candidate for pedagogical sciences, professor Sametova F.T., candidate for economic sciences, assistant professor Abdibekov S.U.

The EEC members have visited the learning session on the educational program 5B050300 – “Psychology” on the discipline “Professional skills and ethics of a psychologist” (practical session, senior teacher Loginova M.N., second academic year, Russian group).

4. COMPLIANCE WITH THE STANDARDS FOR SPECIALIZED ACCREDITATION

4.1. Standard “Management of the educational program”

The realization of the educational programs 5B050300 – “Psychology”, 5B010300 – “Pedagogy and psychology”, 6M050300 – “Psychology”, 5B011700 – “Kazakh language and literature”, 6M011700 – “Kazakh language and literature” are conducted in compliance with the mission, vision and priorities of the Academy.

The developed interuniversity education quality system of the “Kainar” Academy is provided with the necessary legislative materials (posted on the university portal www.kainar-edu.kz and are on free access). The graduate chairs “Pedagogy, psychology and social disciplines” and “Languages and journalism” carry out planning, realization and control on the educational programs 5B050300 – “Psychology”, 6M050300 – “Psychology”, 5B011700 – “Kazakh language and literature”, 6M011700 – “Kazakh language and literature”. The admission on the specialty 5B010300 – “Pedagogy and psychology” in the Academy at the present time is away.

At the chairs are defined common goals and content of the accredited educational programs. *At the same time the commission noted that at the chairs “Pedagogy, psychology and social disciplines” and “Languages and journalism” are not developed the development plans of the educational programs on the accredited specialties. Accordingly on this EP are the transparency and awareness of interest persons about the content of plans of its development and forming processes not fully.*

Be the realization of the educational programs is conducted the necessary activity on collection and analysis of the statistical data on contingent of students and graduates, available resources, staff, scientific and international activity etc. *At the same time in the process of the EP management are not taking into the study results of changes in the internal and external environment.*

The management of the educational programs in accordance with the development plans is carried out through the planning system that involved plans on directions, chairs’ plans, individual plans of the teaching academic staff.

The coordination of plans’ execution and actualization, control providing of plans’ execution and achievements of goals at the Academy are conducted in form of reporting meetings, internal checks. The efficiency of the plans’ execution is a basis for the assessment of the activities of the administration and differential payment.

The management of the educational programs is conducted through the management of the module educational programs, training schedule on the basis of curricula and individual educational path of students. *However, the experts note the absence of unique requirements for execution of general documents.*

The transparency of the management system of the educational programs is provided through the information availability on general directions of the university’ activity for interested persons on the web-site of the university, functioning of the feedback system, participation of the teaching academic staff and students in the collegial bodies of the university, database creation of the normative documentation and its availability for the ATS and students, implementation of information systems that support the realization of the educational programs, etc. The administration of the educational programs is available for the interaction with students, ATS and employers through the personal reception, e-mail, etc.

For the efficiency assessment of the EP development are used internal and external checks, during which are identified irregularities which are corrected through the realization of corrective actions. Then, the administration of the accredited EP conducts periodically the measurement of the satisfaction level of needs of the ATS, personnel and students.

Accordingly in the reporting documents are not presented the results of the data analysis and correction of irregularities that are identified by the process of the measurement.

The questionnaire of the ATS that carried out by the EEC visit are shown that the involvement of the ATS in the process of the making managerial and strategic decisions is very good – 11,1 % and good – 67,7 %, at once 22.2 % of the ATS are not involved in this process.

The commission recommends:

- To develop the development plans of the EP on the accredited specialties under the involvement of representatives of interested persons on the basis of the development strategy of the university;
- To detect and analyze risks for realization of the educational programs, to organize the activity on the realization of the EP under its consideration;
- To document all general business processes, that regulate the realization of the EP.

On the standard “Management of the educational programs” the educational programs on the specialties “5B050300 – Psychology” and “6M050300 – Psychology” have 4 satisfactory positions and 23 suggest improvements.

On the standard “Management of the educational programs” the educational programs on specialties “5B011700 – Kazakh language and literature”, “6M011700 – Kazakh language and literature”, “5B010300 – Pedagogy and psychology” have 3 satisfactory positions, 20 suggest improvements and 4 positions are unsatisfactory.

4.2. Standard “Development and approval of the educational programs”

The development and management of the educational programs “5B050300 – Psychology”, “6M050300 – Psychology”, “5B010300 – Pedagogy and psychology”, “5B011700 – Kazakh language and literature”, “6M011700 – Kazakh language and literature” are carried out on the basis of the TC of specialties, approved by the order of the MES of the RK №3 43 dated 13.08.2013, “On approval of organizational Rules of educational process on credit technology” (the Order of Minister of education and science of the Republic of Kazakhstan dated April 20, 2011, № 152, as amended dated 02.06.2014, № 198).

The general goal of the educational programs consists of the preparation of specialists who have necessary competences and are available to realize it in the professional activity. The accredited EP are developed in compliance with the SECS and are in accordance with the mission of the university. *At the same time the expert commission notes that at the university is not established the procedure of the periodic reviewing and monitoring of the educational programs.*

The planning of the educational process is presented through the structure of interrelated documents (TC, CED, curricula, individual teaching plans of students, curricula for specialties) and through the various kinds of the teaching and methodical documentation. The approved TMCD are stored in the print and electronic versions at the chairs and in the library.

For the realization of the EP are developed the catalogues of elective disciplines, where are described the disciplines of the chosen component including the brief content, pre- and postrequisites. The CED is available for students as paper-based and electronic media. The consequence of the studying of disciplines is based on the system of pre- and postrequisites. *Therefore, the members of the EEC note that the content of elective disciplines required the timely updating in accordance with the results of the actual scientific and research works and for realization the continuous, logical and consequent mastering the professional competences.*

The structure and content of the work curricula as related to general educational. Basic and major disciplines meet the SECS of specialties. *Therefore, the commission notes that regardless of the fact, that the specialty “5D010300 – Pedagogy and psychology” is in the group of specialties “Education” and is a pedagogical specialty, practically all modules in the CED for this specialty include the disciplines of psychological nature, which are related to the social*

sciences. In the work curricula on the specialty “5B010300 – Pedagogy and psychology” is presented one module of major disciplines of pedagogical nature: «The module of professional qualifications», consists of disciplines: 1. History of pedagogy, 2. Psychological and pedagogical science in Kazakhstan, 3. History of pedagogy in Kazakhstan.

In the university are developed the models of graduates on each educational program, that are presented in general description of objectives, requirements to personal and professional competences, which should be master a graduate. Therefore, this models are developed without the specificity of specialty. Then, to the commission was presented absolutely identical are the graduate models descriptions on two different specialties: “5B050300 – Psychology” and “5B010300 – Pedagogy and psychology”.

In the EP “5B011700 – Kazakh language and literature” in accordance with the wishes of employers are introduces the following elective courses: «The literature process in the independent years” (gymnasium №139, Almaty); «Issues of psychologism in the literature works” (General school №141, Almaty); “Representatives of the Alash literature” (General school №108, Almaty), etc. On the offers of employers are introduced in the educational programs “5B050300 – Psychology” and “6M050300 – Psychology” the following elective disciplines of interdisciplinary nature: «Contemporary and actual problems of medical psychology”, “Psychological control and self-regulation in sport”, “Psychophysiological fundamentals of individual development”, etc. Additionally the experts note that on the accredited EP the participation of the employers in this process is not proved as documented (there are not records by checking in the protocol of the chair).

The content, form and terms of teaching, production and professional practices are developed in accordance with the requirements of SECS. The quality assessment of the educational programs are conducted on the analysis of curricula, catalogue of elective courses, schedules, individual plans of students, internal normative documents, that regulated the realization of the educational programs, questionnaires of students and employers.

The tasks of the self-study of students are included in the TMCD, which in turn are put on the e-library of the university and are available to students. The kinds of the self-study of students, their workload in hours, form and terms of control are regulated in the relevant sections of the syllabus on each discipline.

The teachers of the chair are made familiar with the innovative teaching methods at the qualification upgrading courses, methodical seminars, master classes and by visiting of open classes of colleagues, the experience should be analysed and applied by own activity. The teachers of the accredited EP use various forms of active learning. At the same time, the commission notes the necessarily of the upgrading of the technical facilities of the academy.

The chairs cooperate with the national and foreign universities: N. Arabayev Kyrgyz state university, Balasagyn Kyrgyz National university, Academy for Technologies, KazSWPU, University Turan, etc. At the same time, the experts note that this cooperation is extended of the scientific internships of master’ students, and participation in the conferences.

The chair “Pedagogy, psychology and social disciplines” cooperates with following employers, as LLP RichCity, Kazakh psychological society, IP NAPK, International school Miras, LLP Medical Park, and the chair “Languages and journalism” together with the A.Baytursynov Institute for Language Studies, M.O.Auezov Institute for Literature ar Art, the schools №84,141,123,108, etc.

During the meeting with students of the educational programs 5B050300 – “Psychology”, 6M050300 – “Psychology”, 5B011700 – “Kazakh language and literature”, 6M011700 – “Kazakh language and literature” it is established that not all students have clear vision about the kinds and forms of their involvement into the activity for the development of the educational programs. The meeting with students on the specialty 5B010300 – “Pedagogy and psychology” was not available for lack of admission (in all academic years) at the academy on this specialty.

The questionnaire of students that is conducted during the visit of the EEC has shown, that:

- the level of availability and responsiveness of the administration of the university is evaluated as high (59,4 %);
- the availability for the academic counseling is evaluated as high (75 %);
- the high level of satisfaction with the quality of the educational programs - 27,8%.

The commission recommends:

- to upgrade the content of the elective disciplines in accordance with the results of the actual scientific and research works;
 - to improve the activity for the providing of the academic interrelation of disciplines on various levels of education (baccalaureate, magistracy) for the supporting of the content continuity of the educational program;
- to activate the work on the harmonization of the content of the educational programs with the similar educational programs of leading foreign and national educational organisations;
- to carry out the work on the development of joint educational programs with the foreign educational organisations.

On the standard “Development and approval of the educational programs” on specialties “5B050300 – Psychology” and “6M050300 – Psychology” are 3 strong positions, 10 are satisfactory and 8 suggest improvements.

On the standard “Development and approval of the educational programs” on specialties “5B011700 – Kazakh language and literature”, “6M011700 –Kazakh language and literature”, “5B010300 – Pedagogy and psychology” 8 positions are satisfactory, 8 positions suggest improvements, and 5 positions are unsatisfactory.

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

The administration of the educational programs provides opportunities to students regardless teaching language, on the forming of the individual educational path:

- educational programs are realized in Kazakh and Russian languages,
- all interuniversity normative documents, work programs, CED, guide-book, syllabi, TMCD, are developed for student groups with Kazakh teaching language, and also with Russian teaching language.

The individual educational path is shown in the module educational programs, work learning and individual educational plans, where together with the general educational and basic disciplines of the compulsory component are the elective courses and various kinds of practices, which are focused on the supporting of professional competences.

The ATS of the chairs carry out the studies in the field of the teaching methods of a discipline. At the chairs are used presentations of the learning courses with use of multimedia projectors, etc. The ATS by the teaching activity uses the e-presentations, and also conducts business games and trainings on the disciplines of the EP. For example, Dr. psych. sciences, professor Perlenbetov M.A. systematically lectures on actual problems of Kazakh psychology and ethnic mindset, which are distinguished by innovative interpretation of the socio-humanitarian problems. Besides that, at the chair “Pedagogy, psychology and social disciplines” is created and worked the Institute of theoretical seminars under the supervision of leading teachers.

The monitoring of preparation and self-study of students is conducted through the current, midterm and final control. The current control of knowledge of students is carried out in the framework of grade-rating system, on all kinds of office hours (lectures, seminars, practical classes) and extracurricular classes. The current control is carried out through various forms of control: oral enquiry, review works, colloquium, individual home-assignment, discussions, debates, referrals, etc. The results of the current control are noted in journals for teacher (“Journal of recording and information about the class attendance by students”), and are brought to attention of students. The results of the boundary and final control are noted in the AIS “Platonus”.

The commission notes that by interviewing from experts the teaching academic staff and students was revealed the insufficient efficiency of the mechanism of the objective assessment of the learning results. At the Academy is prevailed the practice to evaluate the first and second boundary controls as addition of all during the discipline studying received marks, i.e. current control, etc.).

By the EEC interviewing students note that they take participation in the forming of own (individual) educational path, have an opportunity independent register to this elective courses, which meet its professional interests.

Student's assessment data

Specialty	2011-2012 acad.year				2012-2013 acad. year				2013-2014 acad. year				2014-2015 acad. year			
	Winter		Summer		Winter		Summer		Winter		Summer		Winter		Summer	
5B011700-Kazakh language and literature	100	43	100	50	98	51	100	64	100	90	100	92	100	71	100	70
5B050300-Psychology	96	69	97	73	95	65	98	78	100	92	99	86	97	71	86	84
5B01300-Pedagogy and psychology	99	84	96	85	99	96	95	94	100	95	94	92	97	70	86	82
6M011700-Kazakh language and literature	99	42	98	50	98	52	100	65	97	87	100	94	100	75	100	86
6M050300-Psychology	95	68	98	74	94	64	97	77	99	91	98	85	89	55	86	84

Results of the SAC and diploma works protection

Specialty	2011-2012 ac.year		2012-2013 ac.year		2013-2014 ac.year		2014-2015 ac.year	
	SAC	Graduate qualification work						
5B011700-Kazakh language and literature	89	89	90	88	92	94	90	88
5B050300-Psychology	84	86	85	86	88	88	92	92
6M011700-Kazakh language and literature	90	97	92	99	93	96	94	98
6M050300-Psychology	92	85	90	89	88	85	87	88

For the harmonious development of students taking into the intellectual development and individual peculiarities at the university are created various circles. So, at the chair "Pedagogy, psychology and social disciplines" for students on specialty 5B050300 – "Psychology" and 6M050300 – "Psychology" works the student circle "Film club" and "Master class for professional communication", where conducted meetings with scientific community of Kazakhstan and employers, round tables, debates and discussions, trainings, etc. At the chair "Languages and journalism" works the student circle "Philologer".

At the academy works the student government Kainar Union, Association of graduates, voluntary club, etc. The commission notes that the academy has not the necessary material and technical facilities for the providing of specific educational needs for students with disabilities. The psychological and pedagogical support is failed.

On the results of questionnaire of the ATS the level of the facilities development for students with various disabilities 16,7 % have evaluated as "relative bad".

The EEC NAAR conducting meetings, conversations and interviews with the rector, vice-rectors, heads of departments, managers and employees of structural divisions, students, academic teaching staff, representatives of organizations of employers and graduates, as well as by surveys of students and ATS, a detailed acquaintance of experts with the educational infrastructure of the university, material-technical and methodological resources, as well as the required documents notes the following.

The commission recommends:

- to provide the efficiency of the mechanism of the objective assessment of knowledge results, transparency of criteria and evaluation tools;
- to improve the monitoring system of students progress on the educational trajectory and achievements of students;
- to activate the work on ensuring conditions for inclusive education at the university, i.e. conducting of special measures on the providing of the "barrier-free" physical access and psychological and pedagogical support of students with disabilities.

On the standard "Student-centered learning, teaching and assessment" the educational programs 5B050300 – "Psychology" and 6M050300 – "Psychology" have 6 satisfactory positions and 6 suggest improvement.

On the standard "Student-centered learning, teaching and assessment" the educational programs on specialties 5B011700 – "Kazakh language and literature", 6M011700 – Kazakh language and literature", 5B010300 – Pedagogy and psychology" have 4 satisfactory positions, 7 suggest improvements, and 1 unsatisfactory position.

4.4. Standard "Students"

The policy of formation of a contingent of students is taking on an admission of well-skilled entrances, consciously chosen specialty and obtained the required number of points by results of UNT (for school leavers) and OT (for alumni of technical professional education) on a fee basis, and also for postgraduate education. The Academy provides for certain benefits to pay to those applicants who have previously studied at the "Kainar" College. In addition, according to the Academy's project "I am a student of Kainar" if the person has already been studying in Kainar, conducts the vocational work and as a result, "lead" with a few students, he will also be given discount on tuition fees.

Information on the rules and conditions of admission to bachelor degree, the list of necessary documents, programs of entrance examinations in the Kazakh and Russian languages, examination schedules, regulations, announcements, etc. are available on the official website of the Academy, information stands, etc. Information about admission can be obtained from consultants working in the admissions office and responsible for the vocational work. The list of specialties, deadline and benefits for coming to the "Kainar" Academy is published on the website and presented in the form of leaflets and booklets.

The contingent of students on educational programs is formed from the groups in which teaching is conducted in Kazakh and Russian languages on full-time, part-time and correspondence form. The Academy carries out the work on the collection and analysis of statistical data on contingent of students and graduates.

By forming of a contingent of students the academy is guided by the existing regulatory framework, Rules of admission in educational organizations, implementing professional training programs of higher education (approved by Decree of the Government of the Republic of Kazakhstan dated 19.01.2012, № 111, as amended on 19.04.2012, № 487).

Contingent of students

Specialties	Full-time				
	2011 - 2012	2012- 2013	2013- 2014	2014- 2015	2015- 2016
5B050300 - Psychology	60	97	59	63	135
5B010300 - Pedagogy and psychology	46	44	62	49	-
5B011700 - Kazakh language and literature	54	69	69	78	68
6M011700 - Kazakh language and literature	44	36	48	14	8
6M050300 - Psychology	53	32	20	36	43
Part-time (evening studies)					
5B050300 - Psychology	58	40	15	15	16
Part-time					
5B050300 – Psychology	143	96	82	40	41
5B010300 – Pedagogy and psychology	196	153	60	12	-
5B011700 – Kazakh language and literature	50	49	21	7	-

The organization of the educational process (definition of periods of theoretical training, the current, boundary and final control, periods of training and work practices, the final state certification) is carried out in accordance with normative materials of the MES RK, based on the academic calendar and schedule of the educational process.

The curricula, time norms for teaching load of teachers, the schedule of educational process and calculation of the teaching load in departments, approved by the academic Council of the Academy. It is notes the availability of information materials for students. As a source for rapid receiving of the electronic educational-methodical complexes of disciplines, working curricula, information about the progress students use the AIS "Platonus" and educational portal www.kainar-edu.kz.

At the Academy are organized the scientific-research and project activities with students, allowing them to make presentations at scientific-theoretical conferences. So, in the 2013-2014 academic year the 2nd year students on the specialty 5B011700 – “Kazakh language and literature”, 6M011700 – “Kazakh language and literature” took part in Republican competitions of knowledge on Kazakh literature and received diplomas (3rd place), and in the 2014-2015 academic year 3^d year students are awarded by diplomas (1st place) at the Olympiade organized in al-Farabi KazNU among the universities of the Republic. The 3rd year student Akim A. on the nomination of the "New research direction" was awarded a diploma, and etc.

Students studying on the specialty 5B050300 – “Psychology” and 6M050300 – “Psychology” take an active part in the Republican student subject olympiads. For example, in 2015 Shatmanov M. taking part in the annual student competition on psychology in al-Farabi KazNU, was awarded a diploma for the most outstanding knowledge, student Sharanova K. awarded a diploma of III degree of the MES RK, Kuzmina Zarina was awarded with the II degree diploma of the MES RK, 7 students received certificates of participants of the annual student competition in psychology, held in al-Farabi KazNU, etc.

Students studying on the specialty 5B011700 – “Kazakh language and literature”, 6M011700 – “Kazakh language and literature”, participate actively in public life of Almaty.

They are winners of various competitions of urban, regional, and national levels. For example, student of the 4th academic year Bestenkulov A. took 1st place in the Republican aitys "Zheltoksan Zhebesy" (2013) and in the national traditional music competition on the theme "Zhuban Eli - Zhyr Alemi" - 3rd place, student of the 1st academic year Yercebecov E. was awarded the diploma of 1st degree for participation in the competition of patriotic songs, student of the 3rd year Zhazay K. got 3rd place in city competition "Expressive reading"(2014), the 3rd year student Kadyrzhan A. took 1st place and was awarded the first degree diploma in the competition "World of Auezov", which was organized by al-Farabi KazNU among the universities of the Republic, the student of 1st academic year Vadinova E. took 2nd place for expressive reading in the II urban festival "Melodies of spring" among young people of Almaty city and 3rd place in nomination "Poets", etc.

Students of all accredited specialties take an active part in various charity events, acting as the initiators of such actions. Thus, the students visited children's home № 2 of Almaty and Talgar and held a charity event. They regularly participate in the discussions in the TV program "Language", "Advertising on city streets", "Peculiarities of the customs and traditions of the Kazakh people", "Aitys" on the TV channel "Khabar". .

At the Academy is established the student council as the Committee for matters concerning young persons (CMCYP), each consists of students performing a great job in organizing various activities of an educational nature under the groups and the Academy as a whole. At the Academy actively works the club "KVN". The CMCYP works closely with district, city student organizations and actively participates in events such as "The city Day", "Ak Zhol" and others With the aim of ensuring the representation of students in higher administration bodies of the Academy the head of the CMCYP is introduced as member of the Academic Council. The administration of the Academy focuses on the annual monitoring of employment and direct feedback with the labour market.

Employment of the alumni

Graduate year	Number of alumni	% of employment	% Of employment on specialties	% of engaged to the magistracy	% of unemployment
5B050300 – “Psychology”					
2011	21	100%	26%	-	-
2012	24	93%	40%	7%	14%
2013	22	92%	45%	8%	15%
2014	28	93%	50%	10%	10%
2015	34	68%	51%	12%	11%
5B010300 – “Pedagogy and psychology”					
2011	21	100%	26%	-	-
2012	24	93%	40%	7%	14%
2013	22	92%	45%	8%	15%
2014	28	93%	50%	10%	10%
2015	44	91%	48%	12%	9%
5B011700 – “Kazakh language and literature”					
2011	32	100%	76%	3%	21% (child care)
2012	16	93%	49%	5%	7% (child care)
2013	18	92%	45%	5%	
2014	13	93%	50%	7%	
2015	20	90%	85%	-	15%

The Commission by interviews with students finds that within the framework of accredited EP is not carried out at the beginning of the academic year advices for 1st year students, where students would explain the questions of the organization of the current, boundary and final control of knowledge, of the summer semester, GPA calculation, etc.

The university takes an active part in the annual exhibition "Education and career", which main goal is the state and social support of graduates, satisfaction of manpower needs of enterprises and organizations of Almaty and Almaty region.

In the framework of cooperation with foreign universities conducted research internships. On the outgoing external academic mobility was left in the 2012-2013 academic year to the University of the Republic of Kyrgyzstan 8 postgraduate students, in the 2013-2014 academic year to the University of the Republic of Kyrgyzstan – 15 postgraduate students, in the 2014-2015 academic year at the Polish universities 19 postgraduate students.

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

- 65,5% completely satisfied with the overall quality of the training programs;
- 43.7% partially agree or completely disagree with the fact that the organization of education provides sufficient opportunity for sport and other leisure activities
- And 21.9% are partially or not fully met in high school rest rooms and classrooms, with classrooms for large groups.

The commission recommends:

- to provide an opportunity for internal and external mobility of students;
- to activate the work on employment of graduates in accordance with the received specialty;
- to establish cooperation with other educational organizations and national centres "European network of national information centres on academic recognition and mobility/National academic recognition information centres" for ensuring the comparable recognition of qualifications.

On the standard "Students" the educational programs on specialties 5B050300 - "Psychology", 6M050300 - "Psychology" have one strong position, 9 satisfactory positions, and 6 suggest improvements.

On the standard "Students" the educational programs on specialties 5B011700 – “Kazakh language and literature”, 6M011700 – “Kazakh language and literature”, 5B010300 – “Pedagogy and psychology” have 8 satisfactory positions, 7 suggest improvement, and one position is unsatisfactory.

Independent agency for 4.5 Standard “Teaching staff and teaching efficiency”

At the chair "Languages and journalism" that implements the EP 5B011700, 6M011700 – "Kazakh language and literature" the teaching academic staff have in total 18 people, among them 9 teachers serve the EP "Kazakh language and literature". Among them are 1 doctor of Philology, professor, 3 candidates of philological sciences, 1 candidate of pedagogical sciences, 1 PhD; 3 masters.

At the chair “Pedagogy, psychology and social disciplines” that implements the EP 5B050300 – “Psychology”, 5B010300 – “Pedagogy and psychology”, and 6M050300 – “Psychology”, the teaching academic staff have 16 people, among them 13 serve the EP “Psychology”, “Pedagogy and psychology”. Among them are 2 doctors of sciences, and 6 candidates of sciences.

Qualification of teachers, their qualitative and quantitative composition mainly correspond to the directions of preparation of bachelors and masters, meet licensing requirements.

However, the expert Commission notes that on the EP 5B050300 - "Psychology" and 6M050300 – “Psychology”, 1 teacher teaches subjects relating to different areas of scientific

fields: political sciences, philosophy, differential psychology of a person, etc. On the EP "Kazakh language and literature" one of the teachers of the department is carried out the discipline "Self-knowing" without the proper education and certificate.

The workload of the ATS on the accredited specialties includes educational, methodical, scientific, organizational and methodical work and professional competence. The average individual teaching load at the university is 750 hours, while heads of departments have the possibility of differential load distribution in the range of 750-800 hours.

However, the expert commission has established that individual plans of the teaching staff in the calculation of hours at the chair "Languages and journalism" included non-specific activities. So, in the individual plan from one teacher planned 100 hours for the circle management and 50 hours for reviews; by the other teacher is scheduled 40 hours for the preparation of teaching materials, etc.

Results of scientific works of teachers are published as monographs, collections of scientific works and materials of conferences, articles and theses in various scientific journals. The Commission notes that the dynamics of growth in the number of publications of the ATS in departments of "Pedagogy, psychology and social disciplines" and department of "Languages and journalism". Thus, the publication of articles on the EP "Kazakh language and literature" for the 2012-2013 academic year was comprised of 17 articles, in the 2013-2014 academic year – 30, in the 2014-2015 academic year – 46, in the 2015-2016 academic year - 60. In 2012-2016 the ATS of the graduate chairs published 11 articles in journals with impact factor. During the four years the ATS published 3 monographs, 19 study guides, 9 e-books.

The number of published articles on the EP 5B050300 - "Psychology", 5B010300 – "Pedagogy and psychology", and 6M050300 – "Psychology" in the 2012-2013 academic year was 30 articles, in the 2013-2014 academic year – 38, in the 2014-2015 academic year – 45, in the 2015-2016 academic year - 662. In 2012-2016 the ATS of the chair published 20 articles in journals with nonzero impact factor. In four years the ATS has published 5 monographs, and 10 methodical manuals, etc.

The ATS of the chair "Languages and journalism" participates in the scientific project "Modern Kazakh literary studies: traditions and innovations", head of the project is candidate for ped. sciences, associate professor Mukhtarova E.S. At the chair is performed the financed by the MES RK the scientific research "Vitality of the Kazakh language in foreign language environment", the scientific project manager is Uderbayev A.Zh., the total amount - 26301,1 thousand tenge.

The ATS of the chair "Pedagogy, psychology and social disciplines," implementing the EP on specialties 5B050300 – "Psychology", 5B010300 – "Pedagogy and psychology", and 6M050300 – "Psychology" carried out the initiative scientific projects and researches:

1. SRW on the theme "Noospheric education in the formation of a new man" (number of state registration 0111PK00430, scientific project manager - candidate of pedagogical sciences, associate professor Omarova S.B.)

2. SRW on the theme "Functional asymmetry of the brain as a general psychological problem" (number of state registration 0111PK00429, scientific project manager - doctor of psychological sciences, professor Perlenbetov M.A.)

3. SRW on the theme "Actual problems of education" (number of state registration 0111PK00086, scientific project manager - candidate of pedagogical sciences, associate professor Omarova S.B.)

5. SRW on the theme "НИП по теме "Testing and introduction in educational process of the elective course in the teaching process of a school "Internal force and the energy of a personality" (state registration number 0111PK000434, scientific project manager – candidate of psychological sciences, associate professor Yerkinbekova M.A.)

6. SRW on the theme "Study of peculiarities of the expression of emotional states" (state registration number 0115PK00318, project manager – candidate of psychological sciences, associate professor Fedorovich O.W.)

7. SRW on the theme “Psychological study of a personality in the contemporary society: social perception” (state registration number 0115PK01894, project manager – candidate of psychological sciences, associate professor Fedorovich O.W.).

The monitoring of the ATS activities is based on the rating of the ATS according to the procedure of attestation of the ATS, the survey of students, organization of mutual visiting of lessons. However, the expert commission notes that the monitoring of the ATS activities, a comprehensive assessment of the teaching quality is not conducted at the proper level.

The Academy has introduced a rating system of labor evaluation of the ATS, the results of which is differentiated payment. *However, teachers at the meetings with the experts noted dissatisfaction with this system because there are not enough clearly defined criteria and designed transparency of the activity.*

In order to improve the effectiveness and improving the learning process in accordance with the specifics of the educational program the ATS regularly attended the qualification upgrading courses. For example, teachers improve their skills in the Institute of improvement of professional skills at the al-Farabi Kazakh national university, at the JSC "SCQU "Orleu" - Republican Institute for development of leading and research-pedagogical staff of education system of Kazakhstan, in Kyrgyzstan. *However, the commission notes that this activity is mostly implemented on the own initiative of teachers and their own funds.*

Members of the EEC note a minor academic mobility of teaching staff and lack of joint research with foreign partners in implementing the EP, the weak involvement in the implementation of EP famous scientists, public and political figures.

The commission recommends:

- to monitor regularly the activities of the ATS for a systematic assessment of the competence of teachers and comprehensive evaluation of the quality of teaching;
- to ensure the completeness and adequacy of individual planning work of the ATS;
- to improve the system of stimulating professional and personal development of staff;
- to intensify the work on the organization of academic mobility of teaching staff and joint research with foreign partners in the implementation of the EP.

On the standard “The teaching staff and teaching efficiency” the educational programs on specialties 5B050300 – “Psychology” u 6M050300 – “Psychology” 4 positions are strong, 6 are satisfactory, and 8 suggest improvements.

On the standard “The teaching staff and teaching efficiency” the educational programs on specialties 5B011700 – “Kazakh language and literature”, 6M011700 – “Kazakh language and literature”, 5B010300 – “Pedagogy and psychology” 5 positions are satisfactory, 12 suggest improvements, and 1 position is unsatisfactory.

Independent agency for accreditation and rating

4.6 Standard “Learning resources and student support system”

The chairs "Pedagogy, psychology and social disciplines" and "Language and journalism" are arranged in classrooms equipped with computer equipment and office furniture. In the training process uses photo, video, audio materials, documentary and educational films to deepen and systematize the theoretical material studied in the cycle of majors disciplines of specialty, used visual materials: posters, tables, schemes.

The “Kainar” Academy has a student residential complex (SRC), sport halls, and library. It's created the necessary living conditions, and cultural environment. At the university operates a health center.

The library of the Academy with traditional and electronic catalogues, news bulletins, online resources, provides the necessary conditions for the conducting of independent educational and research work of students. Furthermore, students have free access to the collections, including to general and specialized literature, periodicals of humanitarian and cultural direction.

Fund of the teaching and scientific literature for all accredited specialties

№	Specialty	Normalized contingent		Fund in total	Teaching literature		Scientific literature		Per one student	
		kaz	rus		kaz	rus	kaz	rus	kaz	rus
1	5B010300 – Pedagogy and psychology	36,5	2	5490	5195	260	15	20	142	140
2	5B050300 – Psychology	19	123	20147	2172	16115	595	1265	145,6	141
3	6M4050300 – Psychology	26	17	6329	2820	2058	826	625	140	158
4	5B011700 – Kazakh language and literature	68		9860	7580	202	2008	70	145	-
5	6M011700 – Kazakh language and literature	11	-	1540	718	200	600	22	140	-

In the Academy's library is an electronic catalogue designed for a quick search of electronic version of the necessary literature and several educational study guides, teaching books. On the portal of the “Kainar” Academy are electronic versions of the syllabi, and each student has the opportunity to use them through your personal account (AIS "PLATONUS").

It's the access to the domestic, Russian and global databases: the Republican interuniversity electronic library (RIEL) www.rmeb.kz; Kazakh national electronic library (KazNEB) www.kazneb.kz; "Adilet" www.adilet.zan.kz; "Kitap" www.ikitap.kz; "Polpredcom" www.polpred.com; "RGB" www.rsl.ru; "Thomson Reuters"; "SpringerLink"; "ELSEVIER" www.sciencedirect.com. All electronic publications meet modern requirements, are posted on the Academy portal that allows to work in Internet and in corporate network.

The academic buildings are connected to Internet without traffic accounting at a local-area network via fiber optic cable, to improve the work in the system “Platonus”, respectively, increases Internet speed (16 Mbs (ADSL)).

The access of readers to the main information resources of the library is provided in the reading room of electronic resources, having 6 computers, in addition, access to electronic resources provided in the computer labs.

The commission recommends:

- to work on further improving the material-technical facilities;
- to increase the book fund of the library in areas of preparation of students.

On the standard “The learning resources and student support system” the educational programs on specialties 5B050300 – “Psychology” and 6M050300 – “Psychology” 3 positions are strong, 6 – satisfactory, and 10 suggest improvements.

On the standard “The learning resources and student support system” the educational programs on specialties 5B011700 – “Kazakh language and literature”, 6M011700 – “Kazakh language and literature”, 5B010300 – “Pedagogy and psychology” 3 positions are strong, 5 - satisfactory, 11 suggest improvements.

4.7 Standard “Information management”

At the Academy are introduced the following system for the collection, analysis and information management through the application of modern information and communication technologies and software:

- Information management through the official website of the university.
- Educational and methodical information management through the AIS “Platonus”.

The system provides the following possibilities: management of the academic calendar, the formation of individual plans, posting of teaching materials, formation of examination record lists, the current testing of students in the classroom.

The web-site and AIS “Platonus” provide the access to educational resources and support systems for students.

- LIS "TIRKEU" on the basis of which is formed an electronic database of personal records of applicants.
- Distance learning portal "Moodle". At the moment is carried out the collecting educational information for the distance learning system.
- Corporate email domain kainar-edu.kz. The experts note the uselessness of this corporate e-mail.
- Video portal “Distance learning service” for maintenance video communication between the university staff, video conferences.
- Library management information system, which includes the library's website, electronic catalogue in the system "KABIS", access to library resources: RIEL (Republican interuniversity electronic library of Kazakhstan), the database Web of Science Core Collection, Journal Citation Reports, Derwent Innovations Index, Medline, Conference Proceedings, license full-text database of electronic publications IPRbooks, the web portal "Literary portal".

The structure and volume of collected information, the sources, frequency, time slot, the responsible persons for the accuracy and timeliness stipulated in the internal regulatory documents. The security of information is ensured by: a clear allocation of roles and functions in the used IS; the presence of antivirus software; system administration; backup system on the server; an access restriction to individuals in the room with the servers; technical equipment of the premises with the servers for ensuring the safety.

The reporting system includes annual reports of the structural units, reports on SRW and SRWS, the financial reporting. The president's report on activities of the university and about the team's tasks for the upcoming academic year is presented annually at the enlarged meeting of the Academic Council.

The system of collection, analysis and information management of the “Kainar” Academy is used for quality ensuring of implementation the EP. For example the summarization of examination record lists, list of debtors, an electronic archive of reports of the session are used to analyze the results of the sessions and deciding on the improvement of the educational process.

However, the commission notes the lack of a systematic approach to the collection and analysis of internal and external documentation, lack of electronic document management. The university provides weak the use of modern information and communication technologies to manage information, as well as the timeliness and completeness of the information for decision-making for improvement.

The commission recommends the EP administration to enable analysis of information to identify and predict risks.

The mechanisms of communication with students, employees and other interested persons include: student surveys, meetings with administration, consideration of proposals at the faculty meetings, the rectorate and Academic Council of the university. Teachers and students are noted that the proposals and recommendations of stakeholders resonate in the decisions of the administration.

The system of information and feedback aimed at students and employees, and includes information boards at the departments, the official website of the university in three languages.

Experts recommend, to provide a document agreeing of students, employees and the teaching staff to the processing of personal data.

The students and the ATS, the employers involved in the processes of collection and analysis of information through questionnaires, interviewing, and making decisions based on them during the meetings of the departments, the TMC of departments, the TMC of the academy and the Academic Council of the academy.

The commission recommends:

- to develop a program of computerization of management activity and systems of collection and analysis of statistical data on the results of different activities.
- to ensure a more active application of modern information and communication technologies for information management.
- to provide a document agreeing of students, employees and the ATS to the processing of personal data.

On the standard “Information management” the educational programs on specialties 5B050300 – “Psychology” and 6M050300 – “Psychology”, 5B011700 – “Kazakh language and literature”, 6M011700 – “Kazakh language and literature”, 5B010300 – “Pedagogy and psychology” 3 positions are satisfactory, and 11 suggest improvements.

4.8 Standard “Public informing”

Information on the activities of the “Kainar” Academy and on the implementation of the EP is published on the university website, local and national media, social networks.

The official website of the university is present in social network Vkontakte (Kainar), Facebook (Kainar), instagram (<https://www.instagram.com/kainaruniversity/>), YouTube, and supported by the university administration.

On the website of the “Kainar” Academy is presented the general information about the university, the aims and objectives, the history of the university, the license for educational activity, list of specialties, information on the ATS of the academy. In the lower part of the site is a block of useful links, which includes links to automated information system "Platonus", the portal of distance learning "Moodle", TIS "TIRKEU", AIS "Bagalau", class schedules, sites, partner organizations, etc. The information posted on the website, is updated daily on a rolling basis. The statistical information is updated if necessary.

In order to clarify the state policy in the sphere of education the site contains only information about the action "Clean session", links to the website of the Department for youth policy. *The experts note that the ATS are not familiar with the new version of the State program of education development.*

The information about the ATS is hosted on the university's website in the section "ATS portal". Personal pages of teachers presented in the form of blogs and contain information about the position, experience, educational background, awards and prizes, and general information on publications and e-mail address. *The experts note the need for structuring teachers pages (for example, alphabetically, by specialty, etc.) and the implementation of search capabilities.*

The feedback on the website is realized in the form of a functioning blog of the rector <http://kgu.kz/main/ru/blog-rektora>. *In the blog there are no questions and answers.*

The expert commission notes that on the website there is no information about the expected learning outcomes on educational programs, qualifications awarded by each program, about teaching, learning, assessment procedures, information about the passing score and the educational opportunities provided to students, on employment opportunities of graduates, the CED and guide-book is unavailable. There is no information about interaction with research/consulting organizations and educational organizations, the final financial reporting.

According to the results of the survey with the usefulness of the website are fully satisfied 41% of students, in part – 53%.

The commission recommends:

- to raise public awareness about the results of activity of the academy.
- to inform the public, including the ATS and students, about the national development programs of the country and education.
- to provide a more structured approach to the development of the website:
 - 1) to develop a regulations on the site;
 - 2) to post the information about the structural subdivisions of the university;
 - 3) to order and extend the academic teaching staff catalogue;
 - 4) to post information about the expected learning outcomes for educational programs, qualifications awarded by each program, about the teaching, learning, assessment procedures, information about the passing score and the educational opportunities provided to students;
 - 5) to post information on possibilities of employment of graduates;
 - 6) to post information on cooperation with research/consulting organizations and educational institutions;
 - 7) to publish questions and answers in the blog of the rector.

On the standard “Public informing” the educational programs on specialties 5B050300 – “Psychology” and 6M050300 – “Psychology” 3 positions are satisfactory, and 5 positions suggest improvements.

On the standard “Public informing” the educational programs on specialties 5B011700 – “Kazakh language and literature”, 6M011700 – “Kazakh language and literature”, 5B010300 – “Pedagogy and psychology” 3 positions are satisfactory, and 5 suggest improvements.

4.9. Standard “Standards for individual specialties”

In accordance with the Civil code of the RK 08-2009 "Classifier of specialties of higher and postgraduate education of the Republic of Kazakhstan", approved by 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, OP 5B011700 – “Kazakh language and literature”, 6M011700 – “Kazakh language and literature”, 5B010300 – “Pedagogy and psychology” belong to the group "Education", and the EP 5B030500 – “Psychology”, and 6M050300 – “Psychology” - to the group of "Social, humanitarian sciences, economics, business and law, services".

The educational programs 5B030500 – “Psychology” and 6M050300 – “Psychology” are focused on preparation of highly qualified specialists-psychologists, with the knowledge and competencies demanded in the field of provision of psychological services and aims to meet the needs of Kazakh companies in professional experts. The compliance with the demands of the consumers is ensured by the involvement in the development and implementation of catalogues of elective disciplines, practical specialists of the respective fields of knowledge.

The teaching in the process of implementation of the EP 5B030500 – “Psychology” and 6M050300 – “Psychology” is carried out through the application of modern theoretical and practical knowledge in the field of specialization, as well as in the process of using active methods and techniques of teaching – training, problem-based learning, group work, project activity, etc. In teaching are used the necessary information and communication technologies – presentations, visualization of learning materials, the use of Internet search systems to perform practical tasks, etc.

The EP 5B030500 – “Psychology” and 6M050300 – “Psychology” includes a significant number of subjects, aimed at acquiring practical experience in the application of theoretical knowledge. Along with this, students improve their knowledge in the process of completing their practical training, participation in lectures and seminars of practical specialists, etc.

At the chair "Pedagogy, psychology and social disciplines" was created and is working the Institute of theoretical seminars under the guidance of leading teachers. They are in a psychological (training) center (room 311), instructional equipment which is in the methodical

room of the psychological center (room 313). Participation of students in these seminars with invitation of leading practical specialists contributes to the level of their professional competence, certification, motivation to further professional activities.

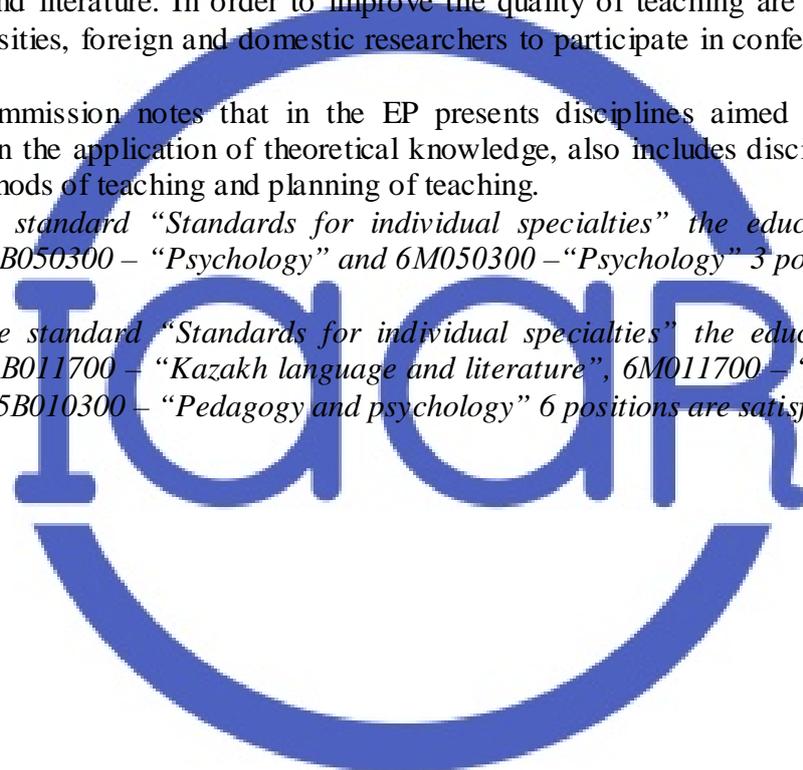
In the process of development of educational programs 5B010300 – “Pedagogy and psychology”, 5B011700 – “Kazakh language and literature”, 6M011700 – “Kazakh language and literature”, students are provided the necessary knowledge in the field of psychology, pedagogy, formed skills of communication, analysis of personality and behavior, prevention and resolution of conflicts, etc. in accordance with the core competencies presented in the modular educational programs.

In the process of implementation of the accredited EP from the group "Education" in the departments organizes roundtables, scientific and methodical seminars to discuss topical issues of education, the situation in the Republic and in the world on general questions of psychology, languages and literature. In order to improve the quality of teaching are invited lecturers from other universities, foreign and domestic researchers to participate in conferences, debates, round tables, etc.

The commission notes that in the EP presents disciplines aimed at acquiring practical experience in the application of theoretical knowledge, also includes disciplines, where training modern methods of teaching and planning of teaching.

On the standard “Standards for individual specialties” the educational programs on specialties 5B050300 – “Psychology” and 6M050300 – “Psychology” 3 positions are strong, 3 - satisfactory.

On the standard “Standards for individual specialties” the educational programs on specialties 5B011700 – “Kazakh language and literature”, 6M011700 – “Kazakh language and literature”, 5B010300 – “Pedagogy and psychology” 6 positions are satisfactory.



Independent agency for
accreditation and rating

5. RECOMMENDATIONS TO THE UNIVERSITY

The recommendations on the specialized accreditation of the educational program “5B010300 – Pedagogy and psychology”, “5B050300 – Psychology”, “6M050300 – Psychology”, 5B011700 – Kazakh language and literature”, 6M011799 – Kazakh language and literature”:

1. On the basis of the university development strategy should be developed the development plans of the EP on accredited specialties with the involvement of the representatives of the interested parties.

2. To identify and analyze potential risks for the implementation of educational programs and organize the implementation of the EP based on their records.

3. To upgrade the content of elective disciplines in accordance with the results of actual scientific and research works.

4. To improve the activity on the providing of academic interrelation of disciplines on different levels of education (baccalaureate and magostracy) for complying with the continuity of the educational program content at different levels.

5. To activate the work on harmonization the content of educational programs with the similar educational programs of leading foreign and national organizations of education.

6. To conduct the work on creation of joint educational programs with foreign educational organizations.

7. To ensure the effectiveness of the mechanism of objective assessment of learning outcomes, transparency of criteria and evaluation tools.

8. To improve the system of monitoring the progress of the student on the educational trajectories and achievements of students.

9. To strengthen activities for providing conditions for inclusive education at the university.

10. To provide the opportunity for external and internal mobility of students.

11. To intensify the activities on employment of graduates in accordance with the received specialty.

12. To ensure comparable recognition of qualifications to establish cooperation with other educational organizations and national centres "European Network of National Information Centres on Academic Recognition and Mobility/National Academic Recognition Information Centres".

13. To monitor regularly the activities of the ATS for a systematic assessment of the competence of teachers and comprehensive evaluation of the teaching quality.

14. To ensure the completeness and adequacy of individual planning work of the ATS.

15. To improve the system of stimulating the professional and personal development of the ATS.

16. To intensify the work on the organization of academic mobility of teaching staff and joint research with foreign partners in the implementation of the EP.

17. To work on further improvement the material-technical facilities.

18. To increase the book fund of the library on training directions of students.

19. To develop a program of computerization the management activity and systems of collection and analysis of statistical data on the results of different activities.

20. To provide a more active use of modern information and communication technologies for information managements.

21. To ensure a document agreeing of students, employees and ATS to the processing of personal data.

22. To raise public awareness about the results of activity of the Academy.

23. To ensure the public informing, among them the ATS and students, about the national programs of development of the country and education.

24. To ensure a more structured approach to the site design.

6. PARAMETERS OF THE SPECIALIZED PROFILE (5B050300 – PSYCHOLOGY, 6M050300 – PSYCHOLOGY)

№	№	Evaluation Criteria	Position of the educational organization			
			Strong	Satisfactory	Needs improving	Unsatisfactory
Standard “Educational Program Management”						
1	1	The HEI must have a published quality assurance policy.			+	
2	2	The policy of quality assurance ought to reflect the relation between research, teaching and learning.			+	
3	3	The HEI must demonstrate the development of a quality assurance culture.			+	
4	4	Quality assurance policy should also refer to any activity, conducted by the partners (outsourcing).			+	
5	5	The university demonstrates development of EP based on the analysis of its performance, real-positioning of HEI and its narrowness to meet the needs of the state, employers, stakeholders and students.			+	
6	6	The HEI determines mechanisms of formation and regular review of the EP’s development plan, and monitoring of their implementation, assessment of the achievement of learning objectives, meeting the needs of students, employers and society, decision-making, aimed at continuous improvement of the educational program.			+	
7	7	The HEI must demonstrate the transparency of the processes of formation of the EP’s development plan. The HEI provides the awareness of stakeholders on the content of the mission and strategy and processes of their formation.			+	
8	8	The institution must involve representatives of stakeholder groups, including students, academic staff and employers in the formation of the EP’s development plan.		+		
9	9	The university must demonstrate individuality and uniqueness of EP’s development plan, its consistency with national development priorities and development strategy of the EO.			+	
10	10	The HEI must ensure compliance of the EP’s development plan with available resources (including financial, information, human resources, material and			+	

		technical base).				
11	11	In the EO all major business processes governing the implementation of the EP should be documented.			+	
12	12	The HEI must demonstrate an accurate designation of those responsible for business processes, a clear allocation of staff duties, and delimitation of responsibilities of collegial bodies that participated in the EP implementation.			+	
13	13	The institution systematically analyzes the information on the implementation of the educational program and conducts self-examination with all areas to assess the success of the development strategy implementation of the educational program through indicators such as the "productivity" and "efficiency."			+	
14	14	The EP management must demonstrate the evidence of transparency of the management system of the EP.			+	
15	15	The EP management must demonstrate successful functioning of in-house quality assurance system, including designing, management, monitoring and improvement of EP, making decisions on the basis of facts.			+	
The EP Management is expected to include:						
16	16	activity management through processes;			+	
17	17	mechanisms of planning, development and continuous improvement;			+	
18	18	risk assessment and identification the ways to reduce these risks;			+	
19	19	monitoring, including creation of reporting processes, which allows to determine the dynamics in the activities and the implementation of plans;			+	
20	20	analysis of the revealed discrepancies, the implementation of the corrective and preventive actions;			+	
21	21	analysis of the effectiveness of change;			+	
22	22	assessment of productivity and efficiency of activity of divisions and their interaction;			+	
23	23	interaction with the employers.		+		
24	24	The institution must involve representatives of stakeholder groups, including students, AS and employers, as part of collegial bodies of education program management, and ensure their representation in decision-making in terms of the educational program management.			+	
25	25	The EP management must ensure measurement of the satisfaction degree of needs of AS, employees and students, and demonstrate the evidence of elimination of defects detected within the measuring process.			+	
26	26	The EP management must demonstrate the evidence of the openness and accessibility of the management and administration to students, faculty and employers (office hours regarding personal questions, e-mail communication, etc.).		+		

27	27	The HEI must demonstrate that availability of the communication channel through which any interested person can make innovative proposals in order to improve the activities of the management of the EP. The university must demonstrate examples of the analysis of these proposals and the implementation of such proposals.		+		
Total for the standard				4	23	
Standard "Development and Approval of the Educational Program"						
28	1	The university should define and document the procedures for the quality of the educational program development and evaluation, set the frequency, forms and methods of assessing the quality of educational programs.			+	
29	2	The university should establish a procedure for periodic review and monitoring of educational programs.			+	
30	3	The institution must determine the requirements for the educational programs according to their specificities, levels of education, as well as the technologies used, including remote ones.			+	
31	4	The university must demonstrate that developed educational program graduate models, including knowledge, skills and professional competence.			+	
32	5	The institution must demonstrate the participation of the faculty, employers and students in the development of educational programs, ensuring their quality, to provide evidence that employers are typical representatives of employers.		+		
33	6	The institution must provide an external examination of the educational program and its approval by the collective bodies.			+	
34	7	EP management must clearly define the EP objectives.		+		
35	8	EP management should demonstrate the logic of curricula and training programs compilation, in particular the reasons for the inclusion of a list of subjects in the curriculum, the reasons for assigning the post or prerequisites.		+		
36	9	EP management should ensure that the names and content of the disciplines are relevant to areas of study in science / society, etc.		+		
37	10	The institution should determine the content, scope, logic of constructing student's individual educational trajectory.			+	
38	11	EP management must demonstrate the continuity of the content of educational programs at different levels, including the logic of the relationship of academic disciplines, their consistency and continuity.		+		
39	12	EP management must provide an annual revision of the content of curricula and training programs, taking into account changes in the market, employers', students' and teachers' needs.		+		

40	13	EP management must demonstrate the impact of disciplines on the formation of students' professional competence.		+		
41	14	The complexity of the EP must be clearly defined in the Kazakhstani credits and ECTS.		+		
42	15	The structure of the EP must provide a variety of activities, the contents of which should contribute to the formation of professional competence of students.	+			
43	16	The institution must demonstrate the effectiveness of the organization and conduct of professional internship.	+			
44	17	The institution must ensure that the content of academic disciplines to the planned learning outcomes. The list of subjects and content must be available to the students.		+		
45	18	An important factor is the harmonization of the content of educational programs with similar educational programs of leading international and Kazakhstani educational organizations.			+	
46	19	An important factor is the presence of joint educational programs with foreign educational institutions.			+	
47	20	An important factor is the cooperation and exchange of experience with other educational organizations implementing similar educational programs.		+		
48	21	EP management must ensure that research elements are included in the content of EP.	+			
Total for the standard			3	10	8	
Standard "Student-Centered Learning, Teaching and Progress Evaluation"						
49	1	EP management must provide equal opportunities to all students, regardless of the language of instruction on the formation of individual educational program aimed at the formation of professional competence.		+		
50	2	EP management should ensure the harmonious development of students in view of intellectual development and individual characteristics.		+		
51	3	EP management must ensure the implementation and effectiveness of active and innovative learning methods.		+		
52	4	EP management must ensure its own developments in the field of academic disciplines teaching methodology.		+		
53	5	EP management must demonstrate the existence of feedback system for the use of various methods of learning and knowledge control.			+	
54	6	EP management must monitor the student's independent work control and the adequate evaluation of its results in the process of implementation of the educational program.		+		
55	7	EP management must monitor the satisfaction of students by passing the professional internship.		+		
56	8	EP management must demonstrate decision making process on the basis of the results of students' feedback and the assessment of their satisfaction.			+	
57	9	EP management must prove the existence of a monitoring system for the improvement of the student on			+	

		the educational trajectory and achievements of the learners.				
58	10	EP management must ensure the availability and efficiency of the mechanism of objective assessment of the learning outcomes of the collective appeal mechanism, transparent criteria and assessment tools.			+	
59	11	EP management must ensure that the level of students' knowledge assessment matches the planned learning outcomes and objectives of the program on the criteria and evaluation methods.			+	
60	12	EP management must provide the conditions for inclusive education.			+	
Total for the standard				6	6	
Standard "Students"						
61	1	Management of EP should demonstrate policy of EP formation of the students' contingent starting from admission to graduation and ensure the transparency of the procedures. The procedures governing the cycle of the students study period must be approved and published.		+		
62	2	Admission and enrollment in the educational program must be accompanied by an introductory course that contains information about the organization of education and specific education program.		+		
63	3	Management of EP should foresee the special adaptation and support program for foreign students.			+	
64	4	Management of the EP must demonstrate the conformity to the actions of the Lisbon Recognition Convention.			+	
65	5	The institution should cooperate with other organizations and national education centers "European Network of National Information Centers on Academic Recognition and Mobility / National Academic Recognition Information Centres" in order to provide a comparable recognition of qualifications.			+	
66	6	Management of the educational program must demonstrate the existence and effectiveness of the mechanism for the recognition of the results of academic mobility of students, as well as results of additional, formal and informal learning.			+	
67	7	EP management must demonstrate the effectiveness of the monitoring of academic achievements of students.		+		
68	8	EP management must demonstrate awareness of the main roles (professional, social) of the students based on learning outcomes.		+		
69	9	EP management must contribute to professional certification of students.	+			
70	10	EP management must ensure the involvement of students in research work and consulting.		+		
71	11	The university and EP management must provide an opportunity for internal and external mobility of students and assist them in obtaining external grants for training.			+	
72	12	The university must provide graduates with the		+		

		documents confirming the qualification, including learning outcomes achieved, as well as the context, content and status of education and a certificate of its completion.				
73	13	EP management must provide graduates with employment measures, the systematic monitoring of employment of graduates, their career development and improvement of the efficiency of alumni associations.		+		
74	14	EP management must enable students to exchange and expression of their opinions – for example, through the Internet forum and student organizations.		+		
75	15	EP management must demonstrate the operation of the feedback system support for students, including the prompt submission of information on the results of assessment of students.		+		
76	16	EP management must demonstrate the existence and effectiveness of the mechanism of support for gifted students.			+	
Total for the standard			1	9	6	
Standard “Academic Staff”						
77	1	The University must have an objective and transparent staff policy, including employment, professional development, ensuring the professional competence of all staff.			+	
78	2	The administration of educational program must demonstrate the compliance of HR capacity of academic staff with the eligibility requirements, levels and the uniqueness of educational program on the basis of the recruiting system.		+		
79	3	The administration of EP (educational program) must demonstrate the awareness of liability for its employees and their favorable working environment.		+		
80	4	The administration of educational program must demonstrate the changing role of teacher in the context of transition to student-centered education.		+		
81	5	The University must provide the public with the access to information about academic staff, including academic staff directories and posting questionnaires on the university website.		+		
82	6	The administration of educational program must provide the monitoring of academic staff activity, a systematic assessment of the competence of teachers, a comprehensive assessment of the quality of teaching, including the assessment of satisfaction of teachers and students.			+	
83	7	The administration of EP must provide the completeness and adequacy of individual planning work of academic staff for all activities, performance monitoring and the effectiveness of individual plans, and to demonstrate the evidence of teacher performance of all projected workload.		+		
84	8	The university administration must show the support for			+	

		research activities of academic staff, and provide a link between research and teaching.				
85	9	The university administration must show the existence of professional and personal development of academic and administrative staff, as well as the compliance of professional and personal development of faculty with strategy development.	+			
86	10	The administration of EP must involve experienced experts , as well as outstanding scientists, public and political figures.	+			
87	11	The Administration of EP must ensure the concerted action on the professional development of young teachers.			+	
88	12	The administration of EP must ensure the system of professional and personal development of faculty and staff.			+	
89	13	The Administration of EP must ensure monitoring of academic staff satisfaction.			+	
90	14	The Administration of EP must involve the academic staff into the practical activity in the field of specialization on a permanent basis.	+			
91	15	The Administration of EP must demonstrate IT-competence of academic staff, the conditions of motivation for the use of innovative methods and forms of education, information and communication technologies in the educational process.			+	
92	16	An important factor is the development of academic mobility of teachers, to attract the best foreign and local lecturers and conduct joint researches.			+	
93	17	An important factor is the participation of academic staff in social life (academic staff's role in the system of education, in the development of science, region, creating a cultural environment, participation in exhibitions, creative competitions, charity programs, etc.).	+			
94	18	The administration of EP demonstrates the compliance of the priorities of consulting, research work, implemented academic staff with the topical issues of the economy, the priorities of government development, the state national policy in the sphere of education, science and innovation development.		+		
Total for the standard			4	6	8	
Standard "Educational Resources and Student Support System"						
95	1	The university must demonstrate the sufficiency of material, financial and human resources.			+	
96	2	The university must demonstrate the effectiveness of the students support services and the availability of support procedures.		+		
97	3	The university must identify the support needs of different groups and categories of students.			+	
98	4	The university must ensure the existence and effective functioning of information and feedback system focused		+		

		on students, staff and others.				
99	5	The university must demonstrate the effectiveness of the regular analysis of the adequacy of resources and support systems for students, including the competence of the involved staff.			+	
		<i>The university must create learning environment that reflects the specifics of the educational programs, which includes:</i>				
100	6	technological support of students and the teaching staff in accordance with EPs (e.g. on-line education, database, data analysis program);			+	
101	7	personalized interactive resources (with the access in extracurricular time), including teaching materials and assignments, ensuring the possibility of self-assessment of students' knowledge through remote access to the university portal;			+	
102	8	interactive academic consultations to help students plan and develop the educational programs, including personified interactive resources;			+	
103	9	professional guidance, assistance in choosing and achieving career paths;		+		
104	10	the sufficient number of classrooms, equipped with modern technological means of teaching, educational and research laboratories, educational and training grounds, technoparks with modern equipment, complied with EPs, sanitary-epidemiological norms and requirements;			+	
105	11	the sufficient number of computer classes, reading halls, multimedia, language and scientific-methodical classrooms, the number of seats in them;			+	
106	12	the book fund, including the fund of educational, methodical and scientific literature on general disciplines, basic courses and majors in print, electronic versions, periodicals in the context of learning languages;			+	
107	13	structured information in the context of disciplines. For example, presentation materials, videos, lecture notes, compulsory and additional literature, practical tasks, etc.;		+		
108	14	the availability of scientific databases and electronic scientific journals;	+			
109	15	the availability of electronic versions of published journals;	+			
110	16	plagiarism expertise of research work results, graduation papers, dissertations;		+		
111	17	free WI-FI and access to educational online resources, throughout the territory of the institution.	+			
112	18	The administration of EP must ensure the copyright compliance when publishing educational and methodical materials in open access.		+		
113	19	Learning equipment and programs must comply with modern requirements.			+	
Total for the standard			3	6	10	
Standard «Information Management»						
114	1	The university should provide proper functioning of			+	

		information collection system, information analysis and management on the basis of up-to-date information technologies and software.				
115	2	The university decides on the amount and structure of periodically updated information and the personnel responsible for reliability and timelines of the information in accordance with the university development strategy.			+	
116	3	The university provides up-to-date, reliable and full information and its storage.			+	
117	4	Educational program leaders should show the evidence of making decisions based on the analysis of the facts.			+	
118	5	The system of information collection, its analysis and management should be used for maintaining the quality of the educational program.			+	
		<i>The information collected and analyzed by educational organizations should take into consideration the following:</i>				
119	6	dynamics of student contingent in the context of its forms and types;			+	
120	7	students' progress, achievements and dismissals;		+		
121	8	students' satisfaction with the educational program and quality of education at university;		+		
122	9	availability of the resources and support system for students;			+	
123	10	employment and career advancement of the alumni.		+		
124	11	Leaders of the educational program should show the ability of the information analysis for revealing and predicting risks.			+	
125	12	The university should provide effective functioning of the informing and feedback systems for students, staff and stakeholders.			+	
126	13	Students, employees and teachers must confirm their consent to personal data processing.			+	
127	14	Involvement of students, staff and the faculty in information collection, its analysis and making decisions on its basis is a very important factor.			+	
Total for the standard				3	11	
Standard «Informing of the Public»						
128	1	The university should publish the information about its activity in general and educational programs, in particular. The information should be clear, concise, objective, up-to-date and comprehensible.		+		
129	2	Leaders of the EP should use various means of informing the general public and stakeholders, information networks, in particular.		+		
		<i>The university should demonstrate the information that characterizes the university in general and educational programs, in particular, on the web-site, and effectiveness of the web-site for the improving the process of education. The web-site should have the following information:</i>				

130	3	full and objective information about educational programs, including existing student support systems, main learning outcomes and qualifications;			+	
131	4	adequate and objective information about the faculty, personal sites, in particular;		+		
132	5	transparent information about complaint handling and virtual complaint book;			+	
133	6	information about cooperation with other scientific / consulting organizations and educational organizations suggesting the same educational programs;			+	
134	7	information and links to the results of the external evaluation.			+	
135	8	Participation of the EP in ranking and ratings is the important factor.			+	
Total for the standard				3	5	
Standard “Standards for individual EP”						
SOCIAL SCIENCES						
<i>Educational programs in the field of ‘Social Sciences’ should meet the following requirements:</i>						
136	1	EP leaders should demonstrate that the EP is based on the latest achievements of world science and the best practices in the field of specialization and use of modern and advanced teaching methods;		+		
137	2	EP leaders should provide students with access to the most up-to-date and relevant information (statistics, news, research results) in the area of specialization on paper (newspapers, statistic data, textbooks) and in digital format;	+			
138	3	Objectives and expected learning outcomes should be aimed at students' getting specific skills demanded by the labor market;	+			
139	4	EP leaders should demonstrate that graduates of the program have the skills that are really in demand at labor market;		+		
140	5	EP should include a substantial number of courses and learning activities aimed at students' getting practical experience and applying theoretical knowledge, such as internship, work placement, participation in lectures and seminars of practitioners, etc.;	+			
141	6	EP leaders should provide a labor market analysis and examples of alumni successful employment.		+		
Total for the standard			3	3		
TOTAL			14	50	77	

7. PARAMETERS OF THE SPECIALIZED PROFILE (5B010300 – PEDAGOGY AND PSYCHOLOGY, 5B011700 – KAZAKH LANGUAGE AND LITERATURE, 6M011700 – KAZAKH LANGUAGE AND LITERATURE)

№	№	Evaluation Criteria	Position of the educational organization			
			Strong	Satisfactory	Needs improving	Unsatisfactory
Standard “Educational Program Management”						
1	1	The HEI must have a published quality assurance policy.			+	
2	2	The policy of quality assurance ought to reflect the relation between research, teaching and learning.			+	
3	3	The HEI must demonstrate the development of a quality assurance culture.			+	
4	4	Quality assurance policy should also refer to any activity, conducted by the partners (outsourcing).			+	
5	5	The university demonstrates development of EP based on the analysis of its performance, real-positioning of HEI and its narrowness to meet the needs of the state, employers, stakeholders and students.				+
6	6	The HEI determines mechanisms of formation and regular review of the EP’s development plan, and monitoring of their implementation, assessment of the achievement of learning objectives, meeting the needs of students, employers and society, decision-making, aimed at continuous improvement of the educational program.				+
7	7	The HEI must demonstrates the transparency of the processes of formation of the EP’s development plan. The HEI provides the awareness of stakeholders on the content of the mission and strategy and processes of their formation.			+	
8	8	The institution must involve representatives of stakeholder groups, including students, academic staff and employers in the formation of the EP’s development plan.			+	
9	9	The university must demonstrate individuality and uniqueness of EP’s development plan, its consistency with national development priorities and development strategy of the EO.			+	
10	10	The HEI must ensure compliance of the EP’s development plan with available resources (including			+	

		financial, information, human resources, material and technical base).				
11	11	In the EO all major business processes governing the implementation of the EP should be documented.				+
12	12	The HEI must demonstrate an accurate designation of those responsible for business processes, a clear allocation of staff duties, and delimitation of responsibilities of collegial bodies that participated in the EP implementation.			+	
13	13	The institution systematically analyzes the information on the implementation of the educational program and conducts self-examination with all areas to assess the success of the development strategy implementation of the educational program through indicators such as the "productivity" and "efficiency."				+
14	14	The EP management must demonstrate the evidence of transparency of the management system of the EP.			+	
15	15	The EP management must demonstrate successful functioning of in-house quality assurance system, including designing, management, monitoring and improvement of EP, making decisions on the basis of facts.			+	
The EP Management is expected to include:						
16	16	activity management through processes;			+	
17	17	mechanisms of planning, development and continuous improvement;			+	
18	18	risk assessment and identification the ways to reduce these risks;			+	
19	19	monitoring, including creation of reporting processes, which allows to determine the dynamics in the activities and the implementation of plans;			+	
20	20	analysis of the revealed discrepancies, the implementation of the corrective and preventive actions;			+	
21	21	analysis of the effectiveness of change;			+	
22	22	assessment of productivity and efficiency of activity of divisions and their interaction;			+	
23	23	interaction with the employers.		+		
24	24	The institution must involve representatives of stakeholder groups, including students, AS and employers as part of collegial bodies of education program management, and ensure their representation in decision-making in terms of the educational program management.			+	
25	25	The EP management must ensure measurement of the satisfaction degree of needs of AS, employees and students, and demonstrate the evidence of elimination of defects detected within the measuring process.			+	
26	26	The EP management must demonstrate the evidence of the openness and accessibility of the management and administration to students, faculty and employers (office hours regarding personal questions, e-mail		+		

		communication, etc.).				
27	27	The HEI must demonstrate that availability of the communication channel through which any interested person can make innovative proposals in order to improve the activities of the management of the EP. The university must demonstrate examples of the analysis of these proposals and the implementation of such proposals.		+		
Total for the standard				3	20	4
Standard "Development and Approval of the Educational Program"						
28	1	The university should define and document the procedures for the quality of the educational program development and evaluation, set the frequency, forms and methods of assessing the quality of educational programs.			+	
29	2	The university should establish a procedure for periodic review and monitoring of educational programs.				+
30	3	The institution must determine the requirements for the educational programs according to their specificities, levels of education, as well as the technologies used, including remote ones.			+	
31	4	The university must demonstrate that developed educational program graduate models, including knowledge, skills and professional competence.			+	
32	5	The institution must demonstrate the participation of the faculty, employers and students in the development of educational programs, ensuring their quality, to provide evidence that employers are typical representatives of employers.			+	
33	6	The institution must provide an external examination of the educational program and its approval by the collective bodies.				+
34	7	EP management must clearly define the EP objectives.			+	
35	8	EP management should demonstrate the logic of curricula and training programs compilation, in particular the reasons for the inclusion of a list of subjects in the curriculum, the reasons for assigning the post or prerequisites.			+	
36	9	EP management should ensure that the names and content of the disciplines are relevant to areas of study in science / society, etc.		+		
37	10	The institution should determine the content, scope, logic of constructing student's individual educational trajectory.			+	
38	11	EP management must demonstrate the continuity of the content of educational programs at different levels, including the logic of the relationship of academic disciplines, their consistency and continuity.			+	
39	12	EP management must provide an annual revision of the content of curricula and training programs, taking into account changes in the market, employers', students' and		+		

		teachers' needs.				
40	13	EP management must demonstrate the impact of disciplines on the formation of students' professional competence.		+		
41	14	The complexity of the EP must be clearly defined in the Kazakhstani credits and ECTS.		+		
42	15	The structure of the EP must provide a variety of activities, the contents of which should contribute to the formation of professional competence of students.		+		
43	16	The institution must demonstrate the effectiveness of the organization and conduct of professional internship.		+		
44	17	The institution must ensure that the content of academic disciplines to the planned learning outcomes. The list of subjects and content must be available to the students.		+		
45	18	An important factor is the harmonization of the content of educational programs with similar educational programs of leading international and Kazakhstani educational organizations.				+
46	19	An important factor is the presence of joint educational programs with foreign educational institutions.				+
47	20	An important factor is the cooperation and exchange of experience with other educational organizations implementing similar educational programs.				+
48	21	EP management must ensure that research elements are included in the content of EP.		+		
Total for the standard				8	8	5
Standard "Student-Centered Learning, Teaching and Progress Evaluation"						
49	1	EP management must provide equal opportunities to all students, regardless of the language of instruction on the formation of individual educational program aimed at the formation of professional competence.		+		
50	2	EP management should ensure the harmonious development of students in view of intellectual development and individual characteristics.		+		
51	3	EP management must ensure the implementation and effectiveness of active and innovative learning methods.		+		
52	4	EP management must ensure its own developments in the field of academic disciplines teaching methodology.		+		
53	5	EP management must demonstrate the existence of feedback system for the use of various methods of learning and knowledge control.			+	
54	6	EP management must monitor the student's independent work control and the adequate evaluation of its results in the process of implementation of the educational program.			+	
55	7	EP management must monitor the satisfaction of students by passing the professional internship.			+	
56	8	EP management must demonstrate decision making process on the basis of the results of students' feedback and the assessment of their satisfaction.			+	

57	9	EP management must prove the existence of a monitoring system for the improvement of the student on the educational trajectory and achievements of the learners.			+	
58	10	EP management must ensure the availability and efficiency of the mechanism of objective assessment of the learning outcomes of the collective appeal mechanism, transparent criteria and assessment tools.			+	
59	11	EP management must ensure that the level of students' knowledge assessment matches the planned learning outcomes and objectives of the program on the criteria and evaluation methods.			+	
60	12	EP management must provide the conditions for inclusive education.				+
Total for the standard				4	7	1
Standard "Students"						
61	1	Management of EP should demonstrate policy of EP formation of the students' contingent starting from admission to graduation and ensure the transparency of the procedures. The procedures governing the cycle of the students' study period must be approved and published.		+		
62	2	Admission and enrollment in the educational program must be accompanied by an introductory course that contains information about the organization of education and specific education program.			+	
63	3	Management of EP should foresee the special adaptation and support program for foreign students.			+	
64	4	Management of the EP must demonstrate the conformity to the actions of the Lisbon Recognition Convention.			+	
65	5	The institution should cooperate with other organizations and national education centers "European Network of National Information Centers on Academic Recognition and Mobility / National Academic Recognition Information Centres" in order to provide a comparable recognition of qualifications.			+	
66	6	Management of the educational program must demonstrate the existence and effectiveness of the mechanism for the recognition of the results of academic mobility of students, as well as results of additional, formal and informal learning.		+		
67	7	EP management must demonstrate the effectiveness of the monitoring of academic achievements of students.		+		
68	8	EP management must demonstrate awareness of the main roles (professional, social) of the students based on learning outcomes.		+		
69	9	EP management must contribute to professional certification of students.			+	
70	10	EP management must ensure the involvement of students in research work and consulting.			+	
71	11	The university and EP management must provide an opportunity for internal and external mobility of students				+

		and assist them in obtaining external grants for training.				
72	12	The university must provide graduates with the documents confirming the qualification, including learning outcomes achieved, as well as the context, content and status of education and a certificate of its completion.		+		
73	13	EP management must provide graduates with employment measures, the systematic monitoring of employment of graduates, their career development and improvement of the efficiency of alumni associations.		+		
74	14	EP management must enable students to exchange and expression of their opinions – for example, through the Internet forum and student organizations.		+		
75	15	EP management must demonstrate the operation of the feedback system support for students, including the prompt submission of information on the results of assessment of students.		+		
76	16	EP management must demonstrate the existence and effectiveness of the mechanism of support for gifted students.			+	
Total for the standard				8	7	1
Standard “Academic Staff”						
77	1	The University must have an objective and transparent staff policy, including employment, professional development, ensuring the professional competence of all staff.			+	
78	2	The administration of educational program must demonstrate the compliance of HR capacity of academic staff with the eligibility requirements, levels and the uniqueness of educational program on the basis of the recruiting system.			+	
79	3	The administration of EP (educational program) must demonstrate the awareness of liability for its employees and their favorable working environment.		+		
80	4	The administration of educational program must demonstrate the changing role of teacher in the context of transition to student-centered education.			+	
81	5	The University must provide the public with the access to information about academic staff, including academic staff directories and posting questionnaires on the university website.		+		
82	6	The administration of educational program must provide the monitoring of academic staff activity, a systematic assessment of the competence of teachers, a comprehensive assessment of the quality of teaching, including the assessment of satisfaction of teachers and students.			+	
83	7	The administration of EP must provide the completeness and adequacy of individual planning work of academic staff for all activities, performance monitoring and the effectiveness of individual plans, and to demonstrate the evidence of teacher performance of all projected			+	

		workload.				
84	8	The university administration must show the support for research activities of academic staff, and provide a link between research and teaching.		+		
85	9	The university administration must show the existence of professional and personal development of academic and administrative staff, as well as the compliance of professional and personal development of faculty with strategy development.		+		
86	10	The administration of EP must involve experienced experts , as well as outstanding scientists, public and political figures.			+	
87	11	The Administration of EP must ensure the concerted action on the professional development of young teachers.			+	
88	12	The administration of EP must ensure the system of professional and personal development of faculty and staff.			+	
89	13	The Administration of EP must ensure monitoring of academic staff satisfaction.			+	
90	14	The Administration of EP must involve the academic staff into the practical activity in the field of specialization on a permanent basis.			+	
91	15	The Administration of EP must demonstrate IT-competence of academic staff, the conditions of motivation for the use of innovative methods and forms of education, information and communication technologies in the educational process.			+	
92	16	An important factor is the development of academic mobility of teachers, to attract the best foreign and local lecturers and conduct joint researches.				+
93	17	An important factor is the participation of academic staff in social life (academic staff's role in the system of education, in the development of science, region, creating a cultural environment, participation in exhibitions, creative competitions, charity programs, etc.).		+		
94	18	The administration of EP demonstrates the compliance of the priorities of consulting, research work, implemented academic staff with the topical issues of the economy, the priorities of government development, the state national policy in the sphere of education, science and innovation development.			+	
Total for the standard				5	12	1
Standard "Educational Resources and Student Support System"						
95	1	The university must demonstrate the sufficiency of material, financial and human resources.			+	
96	2	The university must demonstrate the effectiveness of the students support services and the availability of support procedures.			+	
97	3	The university must identify the support needs of different groups and categories of students.		+		

98	4	The university must ensure the existence and effective functioning of information and feedback system focused on students, staff and others.		+		
99	5	The university must demonstrate the effectiveness of the regular analysis of the adequacy of resources and support systems for students, including the competence of the involved staff.			+	
		<i>The university must create learning environment that reflects the specifics of the educational programs, which includes:</i>				
100	6	technological support of students and the teaching staff in accordance with EPs (e.g. on-line education, database, data analysis program);			+	
101	7	personalized interactive resources (with the access in extracurricular time), including teaching materials and assignments, ensuring the possibility of self-assessment of students' knowledge through remote access to the university portal;			+	
102	8	interactive academic consultations to help students plan and develop the educational programs, including personified interactive resources;			+	
103	9	professional guidance, assistance in choosing and achieving career paths;		+		
104	10	the sufficient number of classrooms, equipped with modern technological means of teaching, educational and research laboratories, educational and training grounds, technoparks with modern equipment, complied with EPs, sanitary-epidemiological norms and requirements;			+	
105	11	the sufficient number of computer classes, reading halls, multimedia, language and scientific-methodical classrooms, the number of seats in them;			+	
106	12	the book fund, including the fund of educational, methodical and scientific literature on general disciplines, basic courses and majors in print, electronic versions, periodicals in the context of learning languages;			+	
107	13	structured information in the context of disciplines. For example, presentation materials, videos, lecture notes, compulsory and additional literature, practical tasks, etc.;			+	
108	14	the availability of scientific databases and electronic scientific journals;	+			
109	15	the availability of electronic versions of published journals;	+			
110	16	plagiarism expertise of research work results, graduation papers, dissertations;		+		
111	17	free WI-FI and access to educational online resources, throughout the territory of the institution.	+			
112	18	The administration of EP must ensure the copyright compliance when publishing educational and methodical materials in open access.		+		
113	19	Leaning equipment and programs must comply with modern requirements.			+	
Total for the standard			3	5	11	

Standard «Information Management»						
114	1	The university should provide proper functioning of information collection system, information analysis and management on the basis of up-to-date information technologies and software.			+	
115	2	The university decides on the amount and structure of periodically updated information and the personnel responsible for reliability and timelines of the information in accordance with the university development strategy.			+	
116	3	The university provides up-to-date, reliable and full information and its storage.			+	
117	4	Educational program leaders should show the evidence of making decisions based on the analysis of the facts.			+	
118	5	The system of information collection, its analysis and management should be used for maintaining the quality of the educational program.			+	
		<i>The information collected and analyzed by educational organizations should take into consideration the following:</i>				
119	6	dynamics of student contingent in the context of its forms and types;			+	
120	7	students' progress, achievements and dismissals;			+	
121	8	students' satisfaction with the educational program and quality of education at university;	+			
122	9	availability of the resources and support system for students;	+			
123	10	employment and career advancement of the alumni.		+		
124	11	Leaders of the educational program should show the ability of the information analysis for revealing and predicting risks.			+	
125	12	The university should provide effective functioning of the informing and feedback systems for students, staff and stakeholders.			+	
126	13	Students, employees and teachers must confirm their consent to personal data processing.			+	
127	14	Involvement of students, staff and the faculty in information collection, its analysis and making decisions on its basis is a very important factor.			+	
Total for the standard				3	11	
Standard «Informing of the Public»						
128	1	The university should publish the information about its activity in general and educational programs, in particular. The information should be clear, concise, objective, up-to-date and comprehensible.			+	
129	2	Leaders of the EP should use various means of informing the general public and stakeholders, information networks, in particular.			+	
		<i>The university should demonstrate the information that characterizes the university in general and educational programs, in particular, on the web-site, and</i>				

		<i>effectiveness of the web-site for the improving the process of education. The web-site should have the following information:</i>				
130	3	full and objective information about educational programs, including existing student support systems, main learning outcomes and qualifications;			+	
131	4	adequate and objective information about the faculty, personal sites, in particular;		+		
132	5	transparent information about complaint handling and virtual complaint book;			+	
133	6	information about cooperation with other scientific / consulting organizations and educational organizations suggesting the same educational programs;			+	
134	7	information and links to the results of the external evaluation.			+	
135	8	Participation of the EP in ranking and ratings is the important factor.			+	
Total for the standard				3	5	
Standard “Standards for individual EP”						
EDUCATION						
<i>Educational programs in the field of ‘Education’ should meet the following requirements:</i>						
136	1	EP leaders should demonstrate that graduates of the program have theoretical knowledge of psychology, communication skills, personality and behavior analysis, methods of conflict management and student motivation;		+		
137	2	EP leaders should demonstrate graduates' digital literacy.		+		
138	3	EP leaders should demonstrate that the program has such courses as innovative methods of teaching and planning, interactive teaching methods, methods of students' involvement and motivation (games, cases studies, use of multimedia tools);		+		
139	4	EP leaders should demonstrate that graduates are able to develop learners' autonomy;		+		
140	5	EP should focus on various types of internship: - visiting lectures and classes given by different instructors; - organizing special seminars to discuss the latest methodologies and teaching techniques; - EP students should be able to have at least one course in the field of their specialization taught by a practitioner;		+		
141	6	EP students should know pedagogy and education management systems and methods used in the world.		+		
Total for the standard				6		
TOTAL			3	45	81	12