



INDEPENDENT AGENCY FOR
ACCREDITATION AND RATING

Addressed
to Accreditation
Council of IAAR

REPORT

**about results of work of external expert commission on
assessment on compliance with standards for specialized
accreditation of educational programs
5B090200 – "Tourism"
5B090400 – "Socio-cultural service"
of Kazakh-Russian International University**

from March 29 to March 31, 2016

Aktobe 2016

According to the order 6-16-GD of 23.03.2016. Independent Agency for Accreditation and Rating on March 29-31, 2016 at the Kazakh-Russian International University the external commission of experts carried out an assessment of compliance of educational programs 5B090200 – "Tourism", 5B090400 – "Socio-cultural service" according to standards of specialized accreditation of IAAR.

The report of external expert commission of (EEC) contains an assessment of the presented educational programs of the organization of education to criteria of IAAR, the recommendation of EEC about further improvement of educational programs and parameters of a profile of educational programs of KRIU.

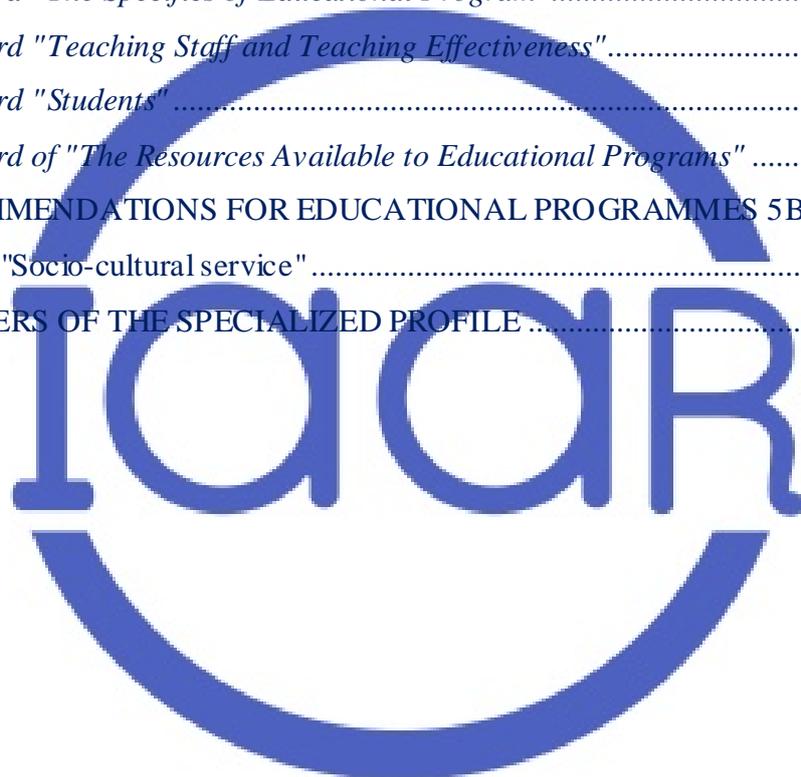
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7. **Expert is Vidishcheva Galina Gennadyevna**, Cand.Tech.Sci., D. Serikbayev East Kazakhstan state technical university (Ust-Kamenogorsk);
8. **Employer is Zhubay Shamsbat Onayevna**, head of department of administrative work of Aktobe region Education Department (Aktobe);
9. **Student is Seytzhanova Elena Edigenovna**, student of West Kazakhstan Marat Ospanov state medical university (Aktobe);
10. **Observer from Agency is Kanapyanov Timur Erbolatovich**, head of the IAAR international projects (Astana).

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(I) PRESENTATION OF KAZAKH-RUSSIAN INTERNATIONAL UNIVERSITY

The international higher educational institution "Kazakh-Russian International University" – one of the first non-state higher educational institutions in the Republic of Kazakhstan formed in 1994.

The university was created as the Aktobe branch of the International institute of business and right (1994-1996), then – the Aktobe branch of the International university in Moscow (1996-1998), the Aktobe institute of management, business and right "NUR" (1998-2000), giving an opportunity for youth of the Aktobe region in receiving economic and legal education. Institute (then Aktobe Institute of Management, Business and Law "NUR") for the first time in the region received a new name, which includes an international component - KRIU - at the suggestion of the President of Kazakhstan N.A. Nazarbayev, expressed by him during the opening ceremony of the main academic corpus on August 21, 1998. The proposal of the Head of State was taken in accordance with the Declaration on Eternal Friendship and Cooperation between Kazakhstan and Russia, focused in the 21 century.

KRIU carries out its activities on the basis of:

- Certificate of state registration (for the right to carry out activities in accordance with the constituent documents in the framework of the law of RK from December 30, 2011. BIN 980 640 003 395, registration number - 296-1904-01-LLP;
- Certificate of Accreditation as a subject of scientific and technical activities of QM number 003448 from July 15, 2013 .;
- State license to conduct educational activities AB №0142754 from 27 February 2012 (without time limits) as part of the national education system in accordance with the legislation of the Republic of Kazakhstan.

Kazakh-Russian International University is a private educational institution and its founder is a private person President Temerhan Baybosynovich Berdimuratov.

The university realizes 19 educational programs of a bachelor degree and 5 educational programs of a magistracy.

The contingent of students in a bachelor degree makes 2343 persons, including 747 (31,9%) on extramural form studies. The contingent of students in magistracy makes 170 people. Education is conducted on a contractual basis.

The University structure includes 5 departments, 1 Research Institute and 6 academic departments.

Educational process is carried out by the highly qualified professional teaching staff of 141 persons from which 119 – regular teachers (84,4%). 71 regular teachers have scientific degree. The share of teachers with academic degrees and academic statuses in general on higher education institution makes 59,7%.

The organizational structure of KRIU is the structure of matrix type representing a combination of two blocks: administrative and educational, with vertical hierarchy which is formed due to interaction of the administrative block (vice-presidents) with educational and assumes a possibility of a double subordination. Collegial governing body of scientific and educational activity of the Kazakh-Russian International university is the Board of trustees, the Academic council, the Presidential Council.

University infrastructure turns on 4 educational cases with total area atrium, 10 727,15 sq.m, housing stock (7 apartments and residence) of 1 070 sq.m, 2 dorm of 1 305 sq.m. on 144 beds, 2 library complexes with printing press, a culinary complex, park of health technologies, student's policlinic, own and leased gyms, the center of service of students (cookery, beauty salon, floor spaces and boutiques, atelier, service center for service of computer equipment). All buildings conform to sanitary standards, requirements of fire safety.

For ensuring quality of education in recent years in higher education institution 31 laboratories, 1 scientific research institute, 5 centers and 2 schools, 2 museums, Mini-theater, theater of a pantomime "Buffoonery", the disco hall are created. In comparison with 2011-2012 academic year the number of laboratories has increased by 2,2 times that states positive dynamics of development of laboratory base of university.

Kazakh-Russian International University passed the state certification in 2011. In 2015 successfully passed institutional accreditation of Independent agency of accreditation and a rating for a period of 3 years and specialized accreditation for a period of 3-5 years on 5 specialties of a bachelor degree and 3 specialties of a magistracy.

The University actively develops activities for practice, providing the opportunity of practice in leading companies of Aktobe within 77 contracts. The percentage of employment in 2015 on higher education institution was 67%

The university carries out the international cooperation with higher education institutions and scientific centers of Europe and the CIS countries. The university has signed 16 contracts with higher education institutions of the Russian Federation and 13 contracts with higher education institutions of foreign countries, including the European university (Switzerland, Montreux), Alcide de Gasperi University of Euroregional Economy (Poland, Warsaw), Nicolaus Copernicus University (Poland, Torun), Niels Brock Copenhagen Business College (Denmark, Copenhagen), Yerevan telecommunication research institute (Armenia, Yerevan), Center of Contemporary pedagogy "Education without Borders" (Montreal, Canada), University of Hartford (Connecticut, the USA), Pancasila University (Jakarta, Indonesia).

The University is included in the top 50 as "Industry Leader - 2013" according to the National Business Rating (Astana, 2013). The university in 2013 is included in the International Register «Best University / Лучший университет" (Oxford). In 2015, he won a special business award of the World Confederation of business «World confederation of businesses» - THE BIZZ 2015, Business Leader 2015. The university is defined as the Best higher education institution of area for a contribution on socio-economic and cultural development of the region (Aktobe, Akimat of area, 2014).

Information about the university and educational programs available on the official website of the University - www.krmu.kz.

(II) DESCRIPTION VISIT OF EEC

Visit of external expert commission in KRIU has been organized according to the approved program.

For the purpose of coordination of work of the commission adjusting meeting during which powers between members of the commission have been distributed on March 28, 2016, the schedule and program of the visit, the consent in questions of the choice of methods of examination is reached.

EEC meetings with target groups were held in accordance with the updated program of the visit, with observance of the established temporary schedule. From the KRIU collective was provided by the presence of all the persons mentioned in the visit program.

For an assessment of content of materials of the provided self-report meetings with the President and the Vice-president of university, vice rectors, heads of the academic departments, heads of departments, heads of structural divisions, teachers, students, graduates, employers, and employees from various structural divisions have taken place. 184 persons (table 1) have participated in meetings.

For obtaining objective information on an assessment of activity of university members of EEC used such methods as visual inspection, observation, meetings and discussions with the

staff of various structural divisions, trained, questioning of professional teaching staff and students.

Table 1. Information about the colleagues and students who participated in the meetings with EEC.

| Category of participants | Quantity |
|-------------------------------|----------|
| President | 1 |
| Vice-President | 4 |
| Vice rector for activities | 3 |
| Heads of structural divisions | 4 |
| Manager of departments | 7 |
| Teachers | 34 |
| Students, undergraduates | 59 |
| Graduates | 18 |
| Employers | 8 |
| All | 138 |

In general, the actions planned within visit of EEC IAAR promoted detailed acquaintance of experts with educational infrastructure of university, material and technical resources, professional teaching staff, representatives of the organizations of employers, students, graduates.

Experts visited control center of teaching, a library complex, the Russian center, an office of simultaneous interpretation, "psychotraining" center, the dormitory, a gym, park of health technologies and student's polyclinic.

Experts of EEC visited educational laboratories: biochemical laboratory, "Marketing Technologies" laboratory, laboratory "Economy and technologies in socio-cultural service, "Accounting and Auditing" laboratory, "Consumers Behaviour" laboratory, "Construction" laboratory, "Nur-Soft" laboratory, "Programming and Databases" laboratory, laboratory of automation of control systems.

Members of EEC visited base of practice for accredited programs: Regional planetarium of Aktobe (Zhankozha batyr St. 50 A), State communal enterprise "Station of Young Tourists" (Set. Zhanakonys, Sovetskaya St. 3), Turoperator LLP "Zere Tur" (Eset batyr St., 107/1), "VIVA-TRAVEL" LLP (Br Zhubanovy St., 287), and also studies on disciplines.

Table 2. Information about the training sessions, visited during the visit

| Course/group | Discipline | Occupation type | Means of education | Theme | Teacher |
|--------------|--|---------------------|------------------------------|--|---|
| Tkaz-201 | «Transport service in tourism» | Lecture occupation | Presentation, visual handout | «Water transport services and cruise» | Senior teacher, master of tourism Tleugali A.A. |
| SCS-301 | «Реклама в Социально-культурном сервисе» | Practice occupation | Presentation, visual handout | «Advertising in the marketing communications system in the organization» | DBA, associate professor Dyusegalieva S.B. |
| Tkaz-301 | «Bar Business» | Practice occupation | Bar Equipment and Inventory | «Comparative research of drinks» | Teacher, master of geography Snasapina A.S. |
| SCS-301, | «Tourism economy» | Lecture occupation | Presentation, visual | «Investment activity of the enterprise of | Cand.Econ.Sci., professor |

| | | | | | |
|-------|--|--|---------|---|------------------|
| T-201 | | | handout | the industry of tourism and hospitality » | Kulumbetova D.B. |
|-------|--|--|---------|---|------------------|

It has allowed members of EEC IAAR to carry out an independent assessment of compliance of the data set out in reports on a self-assessment of educational programs of university to criteria of standards of specialized accreditation.

For work of EEC were created comfortable conditions, organized access to all necessary information resources.

Within the planned program at the meeting with the leaders of 31 March 2016 they made recommendations for improving the accredited educational programs.

(III) GENERAL ASSESSMENT OF EDUCATIONAL PROGRAMMES

Training of bachelors on EP 5B090200 – "Tourism", 5B090400 – "Socio-cultural service" is carried out according to the License for the right of conducting educational activity №0142754 AB Series of February 27, 2012. At the moment the Department produces educational programs is the "Economics, management and service."

Training on EP 5B090200 "Tourism" is carried out since 2008. On this educational program provided 3 directions of educational trajectories : Management of tourist enterprises, Management of hotel business, Management of internal tourism

Training on EP 5B090400 "Socio-cultural service" – since 2009. On this educational program 3 educational trajectories are provided: Hotel service, Restaurant business, Management of service in the social sphere.

To the graduate of a bachelor degree on EP 5B090200 "Tourism" the academic degree the Bachelor in the field of services on 5B090200 "Tourism", on EP 5B090400 "Socio-cultural service" – the academic degree the Bachelor in the field of services on the specialty 5B090400 "Socio-cultural service" is awarded.

According to programs of a bachelor degree development of the general competences of the higher education according to the Dublin descriptors, by professional standards, including the competences focused on the region, defined by KRIU.

Educational activity is carried out on credit technology according to the "Rules of the organization of educational process on credit technology of training" №152 approved by MES RK of 20.04.2011.

Preparation is conducted on internal and extramural courses. In accordance with the needs of students, employers and the labor market requirements of the content of educational programs adjusted annually through a catalog of elective disciplines (EEC) and the updated working programs of academic disciplines.

For providing quality of training of the shots conforming to requirements of labor market modern educational technologies are used: project technology, technology of critical thinking, case stage, information and communication technologies, technologies of problem training, technology of the context-based learning, interactive forms and methods of training.

The assessment of educational achievements and level of training of students is provided due to use of mark and rating system, and also by means of the information and education environment of higher education institution Platonus.

Educational programs of the specialty 5B090200 "Tourism", 5B090400 "Socio-cultural service" are developed according to the state obligatory standards of education. Training language – Kazakh and Russian.

Contingent of students enrolled in accredited programs of 57 people, including 5 (8.8%) students on extramural courses. Training is paid, there are no students on an educational grant.

(IV) COMPLIANCE TO STANDARDS OF SPECIALIZED ACCREDITATION

1) Standard "Management of Educational Program"

Realization and development of the considered programs is defined, first of all, by mission, vision, the Strategic development plan of KRIU for 2014-2018 approved the AC from 4/18/2014, №10, has made changes according to additions and changes in the Strategic plan of KRIU approved the AC from 11/13/2014, № 4., and also Development plans for educational programs.

The existing Development plans for the accredited EP are developed for 2014-2018, discussed at the letting-out department, the Academic council of KRIU. Development plans include the strategic directions of development of EP, main objectives and tasks, actions and indicators.

According to the Plan of strategic development of KRIU for 2013-2022 have found 5 main strategic directions in Development plans for EP, including:

- Improvement of organizational activity
- Improvement of educational activity
- Improvement of research activity
- Formation of personnel potential
- Improvement of material and technical and library base

This directions assume such actions as: preparation of the PTS (PhD doctoral studies and magistracy); development of scientific projects for participation in a competition of grant financing, strengthening of material and technical resources of scientific researches; development of RWS, the publication in scientific magazines with an impact-factor; development of multilingual training; development of two-degree education, cooperation with higher education institutions of the foreign and neighboring countries for implementation of the program of the academic mobility; monitoring of labor market;

Effectiveness, priorities of the directions, transparency of the development plan of EP are provided with responsibility of PTS for the end results, delegation and differentiation of powers, placement of information on the website of higher education institution.

The management of higher education institution involves representatives of different groups of stakeholders in definition of the directions of development of educational programs and their management. The Academic Council of the University consists of representatives of the student government.

Specificity and individuality of development plans the accredited educational programs consist in studying of the practician-oriented disciplines providing improvement of quality of vocational training of future experts in the field of tourism and socio-cultural service through strengthening of practical orientation of contents and the organization of educational process in higher education institution.

At the heart of the educational program 5B090200 - "Tourism" laid the development of research and business skills in the preparation of the internal managers of tourism as a priority direction.

Uniqueness of an educational program 5B090400 Socio-cultural service is training of the young specialists capable to developing applied aspects of socio-cultural appeal of the region, and also to introduce results of researches in activity of the organizations for increase of competitiveness of the region in the modern market.

The main priority of the research work realized by PTS EP are the solution of applied scientific tasks. The RW directions correspond to national policy in education, science and innovative development, realized within economic contracts, memorandums of cooperation with authorities (represented by the National company SEC Aktobe), dissertation researches:

1. Management of the higher school as instrument of reforming of system of professional education
2. Methods of stimulation of sale of goods in system of management of trade organizations
3. Marketing approaches in management
4. Organizational-economic mechanism of functioning of the market of e-commerce of food production
5. Use of communication-information platforms and technologies in tourism and socio-cultural service
6. Increase of social-economic efficiency of city public transport (on the example of Aktobe)
7. The directions of rational use of the human capital in the region
8. The directions of rational use of natural resources in the region (on the example of Aktobe)

The information, personnel, financial and material resources, and also standard and legal documentation providing realization of educational programs are available to management of educational program.

The university is accurately defined responsible for business processes, functions are unambiguously distributed and functions of joint bodies are differentiated.

Managing of educational programs in compliance with development plans is exercised through the system of tactical planning including plans for the directions, plans of departments, individual plans of PTS.

Coordination of performance and updating of plans, ensuring control of implementation of plans and achievement of the objectives at university is carried out in the form of reporting meetings, analytical work of departments. Management of educational programs includes: management of modular educational programs; schedule management, taking into account the working curriculum and individual educational trajectories which of students.

Educational programs are projected according to normative documents of MES RK and standard curricula on the corresponding EP, professional standards, will be coordinated with mission of higher education institution and the corresponding inquiries of employers. Providing high-quality educational services in higher education institution, the adequacy of the available educational programs to modern requirements are at the high level.

Planning of educational process is presented by structure of the interconnected documents (standard curricula, CED, working curricula, individual curricula of students, working curricula) and the complex consisting of different types of educational-methodical documentation. Catalogs of elective disciplines in which disciplines of a component for choice with a brief indication, pre- and post-requisites are described are annually developed for realization of educational programs by higher education institution. CED is available to students on paper and electronic media.

Modular Educational Programs (MEP), CED's, WS's, EMCD, EMCS, programs the practitioner pass the internal and external examination. The remark of experts are considered in EP. For example, there are reviews from employers LLP "Zere Tur", LLP "Viva Trevel". Representatives of LLP "Business Navigator LTD", LLP "Snab Stroy Service Region", Tour operator "Zere Tur", LLP "VIVA-TRAVEL", State communal enterprise Station of Young tourists participate in development of trajectories of education and formation of the catalog of elective disciplines.

EP of the specialties "Tourism" and "SCS" are formed on the basis of the following principles:

- coordination and mutual adaptation of curricula and programs; completeness of education at each step;
- satisfaction of educational inquiries of students depending on abilities, desires and opportunities;
- complexity of work on career guidance and vocational training;
- teaching at the basic, deepened or advanced level.

At determination of competences, learning outcomes formed in EP, and, further, for formation of content of education as baseline data are used:

- requirements of the state obligatory standard of the higher and postgraduate education approved by the resolution of the government of RK of August 23, 2012 №1080;
- requirements of standard curricula for the corresponding direction or specialty;
- specific requirements of the Professional standard in the sphere of tourism, the Professional standard in the sphere of hospitality, potential employers to graduates of this profile, level and direction;
- estimates of requirement of regional, republican labor markets;
- questioning of all interested parties by determination of competences.

Department updated the content of educational programs, taking into account the views of employers to increase the level of customer satisfaction in getting quality education.

At realization of EP their compliance with market requirements is confirmed by the high percentage of employment of graduates in the past three years: on EP 5B090200 - Tourism – 100%, on EP 5B090400 - SCS- of 100%, and also positive reviews of employers which note at graduates of educational programs the presence of formed basic competences, possession of skills of professional and interpersonal communication, personal and general professional competences.

All events to control the quality of the educational process, conducted at different levels, are recorded in the form of records, references, reports, etc., and discussed at meetings of departments and educational-methodical councils.

In management activity information technologies take root: function the information website www.krmu.kz.

For obtaining objective information on activity of higher education institution on various aspects, functioning so-called "mailboxes", a forum and the blog of rector on the KRIU website, schedule of reception of rector on private matters, the university newspaper and other instruments of monitoring of management process in KRIU.

The management of KRIU, PTS and students take active part in planning, realization and monitoring of all processes which are carried out within EP.

PTS and employees have an opportunity to participate and make suggestions for improvement of activity at meetings of labor collective, meetings with the president, the rector, vice-presidents, vice rectors, at meetings the AC, administration, departments.

Students participate in process of planning, realization, monitoring of activity of OP through the youth organizations – Department of public professions, Committee on affairs of youth, the University youth wing "Zhas Otan", Student's parliament, Starostat, Student council of dorm. Meetings of students with PTS, heads of departments and the rector on problems of personal character, questions of corruption offenses, fight against drug addiction, etc. are regularly held.

Students take active part in management of EP, being members of joint governing bodies and working groups. One of effective forms of participation in management of EP is presence of student's self-government.

Student's self-government implements the activity according to the legislation of RK, the Charter of KRIU, Internal Regulations, Provision on the Student Ombudsman (10.09.2010 approved). Provision on the activities of student self-government (10.09.2010 approved).

For standards of business ethics of PTS, employees and students in higher education institution functioning "Internal labor regulations of KRIU" and "KRIU charter about free competition among PTS and employees" (№4 AC from 11/23/2012), the Plan of measures, the directed to a stable moral situation among students, active formation of civic positions, secular values and strategic questions of development of the higher education within realization of SPDE for 2011-2020 is developed (11/1/2012), there are developed Provisions, tests, polls for PTS and students about satisfaction with working conditions and study in KRIU (№12 AC from

10/30/2012). These documents are based on the universal principles and values, extend to all types of business relationship in KRIU and business partners.

As a result of work of EEC strong positions of EP on the following criteria of this standard are noted:

The higher education institution has accurately defined priorities of the direction of development.

The higher education institution has demonstrated a clear division of responsibility for the administrative and academic activities, as expressed in the presence of educational scientific-industrial corporation "NUR" and the academic unit and determine those responsible for the processes, unambiguous assignment of responsibilities, segregation of duties of Trustee, the President and the Academic Council (the existence of the provisions of the collective bodies and work plans, job descriptions, work instructions).

In higher education institution the effective mechanism of informing, communication and feedback focused on students, workers and interested persons operates (system of continuous questioning, the standard "Processes Connected with Consumers" , public information on the management of programs, Open Days, meetings and round-tables, reception of rector of students on personal matters; carrying out annual fairs of vacancies on employment of graduates with the invitation of heads of the enterprises of the city and area).

Management has demonstrated its openness and accessibility for stakeholders. University, as well as the availability of the communication channel for the innovative proposals in the form of a permanent open communication management with students and PTS.

Provision of management of educational programs of internal standard documentation (105 provisions, 14 programs of development and 26 other documents).

For improvement of processes of management of educational programs the commission recommends:

1. To improve intrainstitutional system of ensuring quality of educational programs:
 - to carry out the comparative analysis of compliance of development plans for educational programs of the operating Strategy of development of university and to update development plans for educational programs;
 - to provide regular revision and an assessment of implementation of development plans for educational programs;
 - to improve mechanisms of design, management, an internal assessment of quality, examination and monitoring of educational programs.
2. EP should clearly define the uniqueness of their services in the regional market of educational services.
3. EP needs creation of identity of own brand, message which would allow to isolate the programs from programs of competitors. The presence of the squeezed, shaped description of advantages of the program will allow EP to position better itself in competitive education market.

EEC notes that by 6 criteria of this standard the higher education institution has strong positions, on the 28th satisfactory positions, on 3 positions require improvements.

2) Standard "The Specifics of Educational Program"

Contents and structure of the accredited educational programs of a bachelor degree 5B090200 "Tourism", 5B090400 of "SCS" are created according to requirements of Standard rules of activity of the organizations of the higher and postgraduate education approved by the resolution of the government of RK of May 17, 2013 №499, SOSE RK, approved by the Government resolution RKN№1080 of 23.08.2012, Rules of the organization of educational process on credit technology of education, approved as the Order of the Minister of Education and Science №152 of 20.04.2011.

From 2014-2015 academic years the higher education institution has started realization of the modular educational programs (MEP). MEP of a bachelor degree provide development of 138 credits, including 129 credits of theoretical training, 6 credits of professional practice, 3 credits of final assessment.

Common goal of the considered bachelor degree EP – training of the competitive graduate in labor market directed to improvement of quality of preparation of highly qualified and competitive personnel in the respective area.

The letting-out department has created models of graduates on each educational program. Models of bachelors according to the accredited programs include the general and professional competences and enter into structure of the appropriate modular educational programs.

The structure and the maintenance of modular educational programs is developed by the letting-out department on the basis of standard curricula of specialty, models of graduates. MEP are considered at meetings of the letting-out department, educational and methodical council and are approved as the rector. The Catalogues of Elective Disciplines (CED) are developed by the letting-out departments and approved on educational and methodical council.

On all educational programs the letting-out department has shown existence of the developed models of the graduate of an educational program including knowledge, abilities, skills, competences, personal qualities.

The higher education institution actively expands forms of cooperation with employers who include seminars, round tables, master classes, joint developments of elective disciplines.

For increase of level of satisfaction of consumers in receiving quality education by department the maintenance of educational programs taking into account opinions of employers is updated.

So, in 2013 – 2014 acad. year the following courses have been offered and introduced:

For EP 5B090200 Tourism - "Safety in hospitality", "Introduction to ecotourism", "Reserves of RK", "Tourism economy".

For EP 5B090400 SCS-: "Bar business", "Organization of hotel services", "Transport service of tourists"

In 2014 – 2015 acad. year the following courses have been offered and introduced:

For EP 5B090200 Tourism by employers in the person: Tour operator "Zere Tur", LLP "VIVA-TRAVEL" courses for a bachelor degree have been offered: "Organization and management of the international ecotourism", "Physical geography of Kazakhstan", "Material-technical resources and registration of tourist complexes".

For EP 5B090400 SCS courses have been offered: "Organizational and technological base of service in the sphere of SCS", "The organization of rest and entertainment in the sphere of leisure", "Show business".

In 2015 – 2016 acad. year the following courses have been offered and introduced:

For EP 5B090200 Tourism by employers in the person: Tour operator "Zere Tur", LLP "VIVA-TRAVEL" courses for bachelor degree have been offered: "Human resource management of the tourist enterprise", "The countries and tourist destination", Turopereyting, Museology, Insurance in tourism.

For EP 5B090400 SCS courses have been offered: "Animation business in SCS", "Quality of service of restaurants", "Gaming", "Museology", "Organization of a fast food", "Management of public catering".

The typical representatives of employers participating in design and realization of EP are employers whose activity corresponds to the direction of vocational training of graduates: LLP "Business Navigator LTD", LLP "Snab Stroy Service Region", Tour operator "Zere Tur", LLP "VIVA-TRAVEL", State communal enterprise Station of Young tourists, Regional planetarium of Aktobe

Data of organization and enterprise represent potential places of employment of young specialists.

Orientation of educational process to connection with production and to practical activities is carried out through: attraction trained to experimental and practical work in the laboratories of the Market analysis created at department (Marketing technologies, Economy and technology of service, Behaviour of consumers of Accounting and audit). Laboratories have an opportunity to carry out practical works on the analysis of the market relations, to carrying out market researches, studying of behavior of consumers on the example of the mini-market which is really operating, opened on the basis of University. Teachers and students of department also render consulting services to the population and businessmen in the different directions connected with the organization and development of business. Besides, on the first floor there is a laboratory for specialty SCS – "Beauty shop"

Promotes close connection with production as well the fact that leading experts of the enterprises and organizations of the city are involved in carrying out educational process on basic and profile disciplines, and also as chairmen of the state certifying commissions.

In 2016 at EMS department the project directed to strengthening of integration of educational and research activity, and also concentration of educational resources in a uniform complex is begun. The Information and library complex of a social and economic orientation (uniting library and educational audiences), providing the access to all types of information, training and use of scientific and educational resources promoting preservation, development and enhancement of intellectual and cultural potential of university is as a result created.

IBC creates conditions for various forms of work with information resources: trained in the course of training (occupations) have a possibility of use of educational, scientific and other literature and periodicals, works with electronic resources on the Internet, and also to use various services on the basis of this complex. In the Complex there is an access to Wi-Fi. As a part of the Complex educational offices (centers) work: tourism, management, finance and account and audit. On the basis of this Complex there is opportunity: to provide access to electronic information resources from fund of Library and to the educational resources the Internet which are in free access; to use editions on electronic media; to use the software; To Receive the consulting and practical help in information search in local and on-line electronic resources.

Employers note the high level of theoretical training of students, psychological availability for service in the production environment, computer literacy.

Planning of an educational trajectory (record on disciplines) is carried out according to the academic calendar. Advisors lead explanatory discussions. After the discipline is chosen, trained form an individual educational trajectory. Results of the choice of individual trajectories are processed by Office of the registrar and allow to form streams in the Platonus system.

The management of EP provides equal opportunities trained, including regardless of language of training in formation of the individual educational program directed to formation of professional competence.

Educational programs are provided to WS's, the syllabuses, EMCD developed according to normative documents in the Kazakh and Russian languages which maintenance answers specifics of educational programs. EMCD pass preliminary expert examination at meetings of educational and methodical section of department, on UMS of university and are approved as the vice rector for EMW.

The purposes, problems, contents, methods, technologies, means and forms of the organization of education are coordinated among themselves. The logical sequence and continuity of development trained the maintenance of educational programs is provided by means of the system of pre-requisites and post-requisites of disciplines which is contained in standard programs, EMCD and CED.

Providing equal opportunities with trained is reached by completeness of educational-methodical, organizational-methodical and information support of educational process in two languages of education: Kazakh and Russian.

Teachers carry out the individual help and consultation trained during SROP, during delivery of SRO. At the beginning of each semester the schedule of consultations of PTS is approved.

According to the Program of adaptation of graduates of schools to training in KRIU approved the AC from 5/30/2012 by №12) annually at the beginning of academic year orientation week is spent. The purpose of orientation actions is acquaintance of first-year students to CTE, BRS of an assessment of knowledge, RW, social support of students of KRIU, familiarizing with traditions, corporate culture of KRIU. Participants of orientation actions are first-year students, parents.

The principle of gender equality works for all trained. Equal availability to conditions of educational, research, educational activity functions.

The results of the rating and final control are available to students in Platonus system and the electronic journal, discussed at meetings of the producing departments.

Contents, forms and criteria for evaluation of the knowledge which are trained are presented to EMCD and syllabuses, and are brought to the attention of students at the beginning of each academic period. The prevailing forms of examinations in bachelor degree is testing and oral examination. Trained, not concordant with result of total control, have the right to submit the appeal no later than the next day after examination. For this purpose for examinations the appeal commission from among teachers whose qualification corresponds to a profile of the disciplines submitted for session is created.

Control of knowledge, abilities, skills and competences of graduates is carried out when carrying out final assessment of trained.

The decision on introduction of active methods of training, monitoring of influence of introduction of innovations in educational process on results of training is carried out by joint governing bodies of educational and methodical work at appropriate levels (department, university) on the basis of proposals of the teachers conducting classes in EP.

Tasks on SRO are included in EMCD which in turn, are placed in electronic library of higher education institution and are available to students. Types of independent work of students, their labor input in hours, a form and terms of control are regulated in appropriate sections of a syllabus (the working training program) on each discipline.

Teachers of department get acquainted with innovative methods of teaching at advanced training courses, methodical seminars, master classes and at visit of open occupations of the colleagues, the got experience is analyzed and applied in own activity.

Teachers of the accredited EP use various forms of the active and practice-based learning (case technology, creative tasks, training games, testing, feedback, group training, the solution of situational tasks, business games, discussion of difficult and debatable questions and problems).

At the same time, the commission notes need of more active use of innovative methods and technologies for elective disciplines.

More than 20 contracts for the organization of educational and work practice are signed with the profile organizations (organizations of tourist branch (LLP "Kastor-trevel", LLP shopping Mall "Gulnar Tur", LLP "Zere-tur", Travel agency "Mir", Olimp Tourist sports center Institution, etc.), public institutions (PI "Office of the Akim of Aktobe", PI "Department of Statistics of Aktobe Region", PI "Department of Agriculture and Veterinary Science of Aktobe", State communal enterprise "City Station of Young Tourists"), large limited liability partnerships (LLP "Akpan", LLP "Apsid Agro Aktobe", LLP "Kabiyev i K", LLP "Demeu plus", LLP "Capital-reklama", LLP "Companiya ART — 2004", LLP "Santvent Service", LLP "Fudservisplus" etc.).

Results of RW are introduced in the maintenance of subject matters: "Bases of small business", "Taxes and taxation", "Marketing", "Bases of the economic theory", "Human resource management", "SCS Psychology", "Management".

Control of system effectiveness of ensuring quality is exercised through examination of methodical providing, the organization of intrainstitutional for the different directions and consideration of questions on joint bodies.

The academic mobility of PTS is presented in the form of the invitation of the leading scientists for lecturing and holding seminars by the prof. Sean Daley (University Tiffin, the USA), Nancey Skannel (University of Illinois Springfield, the USA). Milan Vemik (Alpha University. A new Garden – Serbia), the prof. Gatut Lukhur Boediono (Pankasila university, Jakarta, Indonesia). Nicholas Urusov (New Hampshire State, the USA) Marek Bergander – PhD, prof. University of Hartford (Connecticut, USA).

The proceeding external and internal mobility of PTS of cluster "Service" for 2013: 2 persons (Dyusegaliyeva S.B., Nurmaganbetova M. S.) have been trained in the specialty Alcide De Gasperi University of Euroregional Economy (Poland); 4 persons have passed a seminar on exchange of experience in RSE "Kazakhstan Institute of Standardization and Certification" in Astana, RK (Idrisova A.R., Alekseeva A.S., Sulima S.V., Karabalina Zh.Zh.)

In KRIU conducted its own RW and development in the field of teaching methodology.

Table 3. RW and developments in the field of teaching technique

| № | Title theme (RW) | Executor | Implementation time |
|--------------------------------|--|-------------------|----------------------------|
| 2011-2012 academic year | | | |
| 1 | Cross-disciplinary model of pedagogical technology of personality-oriented education system and creative thinking of students on the basis of NLP techniques | Berdimuratov T.B. | 2011 |
| 2 | Technology information and correcting quality control of student learning | Semenekhina S.F. | 2011 |
| 3 | The system of special work on the development of self-awareness in adolescents | Kairi M.S. | 2011 |
| 2012-2013 academic year | | | |
| 1 | Problems of cross-cultural communication | Kairi M.S. | 2012 |
| 2013-2014 academic year | | | |
| 1 | Development of polylingual competence of students | Emelyanova E.V. | 2013 |
| 2 | Use of innovative psychotechnologies in modern educational process | Berdimuratov T.B. | 2013 |

Prof. of Department Sulima S. is engaged in research in the application of the "Method of projects as the technology of formation of key competences of students," the Department staff is working on models of practice-oriented training on the basis of market analysis laboratories, prof. Bekkaliev E. K. based on laboratory behaviour of consumers, it is working on a scientific and educational complex of special-language-training courses in foreign languages.

When an anonymous survey of students respondents noted a complete satisfaction with the overall quality of training programs - 82.7%.

As a result of the EEC marked EP strong position on the following criteria of the standard:

The existence and effective functioning of the individual aid and consultancy of students, individual academic support (Institute curators and advisors, accessibility PTS, close relationship PTS and students in addressing academic issues).

Updatable content of educational programs, taking into account the views of employers in the development of disciplines of educational programs aimed at the development of professional skills composed from 15 to 25%.

Possibility of studying of practice in the specialty (more 20 contracts) and the availability of monitoring students' satisfaction and employer.

Have their own development in the field of teaching methodology (Emelyanova E.V., Berdimuratov T.B., Cairi M.S., Semenikhina S.F.).

The Commission recommends that:

1. Develop principles and mechanisms for harmonization of the content of educational programs with leading foreign and Kazakh universities.
2. To expand cooperation with foreign universities in the creation of joint educational programs.
3. To involve research organizations (including their own academic departments) to the educational process.
4. Ensure that the logic of combining a number of disciplines in the training modules in the preparation of educational complex to include more contemporary literature.

EEC notes that the 11 criteria of the standard university has a strong position, with 20 satisfactory position for 2 positions require improvement.

3) Standard "Teaching Staff and Teaching Effectiveness"

Number of Qualitative and quantitative composition of PTS confirm the presence of human resource capacity needed to realize the full range of educational programs and the relevant qualification requirements for licensing educational activities.

PTS Management EP is implemented in accordance with the internal regulations of the university documents and normative legal acts of the Republic of Kazakhstan and is aimed at the implementation of the strategic plans of departments, as well as the Kazakh-Russian International University as a whole.

Educational programs are provided with high-quality professional teaching staff, the corresponding profile of the program. Recruitment system in high school is based on a comprehensive analysis of the needs of the educational programs, the results of which announced a competition for filling vacant faculty positions. Information on the faculty of the department, information about the qualifications of each teacher are available on the university website.

Level issuing department is - 56.5% (a total of 28 teachers, full-time - 23, with graduate degrees - 13);

On EP 5B090200 "Tourism" process is provided by 34 full-time teachers. The percentage of PTS with academic degrees and titles is 64.7%.

On EP 5B090400 «SCS» educational process is provided by 35 full-time teachers. The percentage of PTS with academic degrees and titles is 65.7%.

In the educational process for undergraduate programs are also involved 14 teachers with practical experience (Teugali A.A., Niyazbaeva A.A., Zhumina G.E., Dyusegalieva M.S., Zhadygerova A.T., Sulima S.V. and etc.)

At the same time, members of the expert committee noted that the teaching of disciplines involved inadequate production practices.

An analyse of the number of scientific and research-pedagogic qualifications of PTS, providing training in accredited educational programs indicates stabilization of the teaching staff of the department. *Experts point out that the average age of teachers graduating chair is 40.6 years.*

Working charge PTS specialties load includes educational, methodical, scientific, organizational and methodological work, enhancing professional competence, formed in accordance with the annual order of the approval of the norms time annual teaching load for the academic year in which the established amount of teaching hours for teachers categories. Individual teaching load 800 is differentiated from the (master, teacher) to 450 hours (Doctor of Science). The committee members were convinced that the distribution of PTS teaching load and schedule training sessions correspond to the requirements of the loan program.

Quality of teaching is ensured by: the development of guidelines for the teaching of the discipline, including recommendations for the study of the discipline (or some of its themes and topics); guidelines for the study of subjects (including - for the organization of independent work of students), by the presence of a complex of textbooks on the subject (study guides, lecture courses, and others.); the selection of informational handouts on the subject (including various scientific point of view, statistics, examples from practice) and a set of demonstration materials (presentations, videos, multimedia courses on CD-ROM, practical work samples, essays, projects, etc.). In addition, each teacher uses technology to facilitate better assimilation of the material on the subject, as well as technologies to ensure the implementation of preventive and corrective actions (for example, the rating system). For all disciplines of the department developed educational-methodical complexes, which shows the syllabus of training courses, lectures, seminars, plans, according to the IWS assignment, types of control, questions and tasks, the rating assignment, exam materials.

Table 4. Volumes funding of RW

| Years | Funding of RW, mln. tenge | | |
|--------------|---------------------------|--------------------|------------------------|
| | Founder of fund | Economic agreement | On the order of MES RK |
| 2011 | 2,28 | 0,2 | - |
| 2012 | 0,28 | 0,2 | - |
| 2013 | 0,7 | 0,5 | - |
| 2014 | 1,5 | 0,2 | - |
| 2015 | 1,8 | - | - |
| Total | 6,56 | 1,1 | - |

The results of scientific works of teachers published in the form of collections of scientific papers and conference papers, articles, theses in various scientific publications.

Table 5. Publications of PTS of the department

| № | Publication type | 2012-2013 | 2013-2014 | 2014-2015 | 2015-2016 |
|---|--|-----------|-----------|-----------|-----------|
| 1 | Monographs | - | - | - | - |
| 2 | Textbooks | | | | |
| 3 | Training and educational tools | 17 | 38 | 18 | 10 |
| 4 | Electronic textbooks | - | - | - | - |
| 5 | Articles of PTS | 20 | 63 | 30 | 18 |
| | of them | | | | |
| | Articles, theses in the collections of conferences and other scientific events (overseas edition) | 10 | 40 | 12 | 6 |
| | Articles, theses in the collections of conferences and other scientific events (republican editions) | 10 | 13 | 10 | 3 |
| | Articles in journals with high impact factor, Tomson Reuters, SCOPUS | | 5 | 4 | 2 |
| | Articles in journals with high impact factor, RISC | - | 5 | 4 | 7 |
| 6 | Articles of students | 33 | 56 | 35 | 19 |

Publication PTS articles: for the 2012-2013 a. y. - 20 articles for the 2013-2014 a. y. - 63, for the 2014-2015 a. y. - 30.

During 2011-2015, PTS issuing department published 11 articles in journals with non-zero impact factor.

During 2011-2015, PTS published 83 teaching aids.

Research work of PTS is an applied nature, aimed at the needs of the region. PTS are involved in such research projects of the department as "methods to stimulate sales of goods in trade organizations management system", "Marketing management approach", "use of communication and information platforms and technologies in tourism and socio-cultural service", "University tourist complex ", " Directions of rational use of human capital in the region ", " Directions of rational use of natural resources in the region (by example Aktobe region of RK)."

The university carries out a transparent, democratic policy towards teachers, aimed at creating a favorable atmosphere for fruitful work. For conscientious performance of functional responsibilities, continuous trouble-free operation, innovation in work and other achievements of the employees are encouraged to: the issuance of the award; the provision of financial assistance; awarded the certificate of honor; rewarding valuable gift. For special labor merits university workers represented by the promotion: award of orders, medals, established by the University independently (Sulima S. V., Nurmaganbetova M.S.).

PTS has full access to the management of the university and the department, as well as documents regulating the legal activity of the teacher in all aspects of the educational process and science of establishing the social and material conditions of employment.

The guide is available 97.3% of the respondents assessed the teachers as "good" or "excellent".

Teachers noted high satisfaction: the promotion of innovation (94.6%); recognition on the part of the administration building and skills (91.8%); equal opportunities (97.3%).

On the part of leadership of PTS is done in terms of support and rehabilitation through the park of health technologies.

University management pays great attention to staff motivation - it's official promotion measures for moral and material incentives: thanks, the winners in the nomination "The best teacher", "Best Department" personal allowance to the salary of the University staff.

Monitoring PTS activity is carried out in a systematic manner, it is an objective tool for evaluating results and includes a rating system of evaluation of PTS, PTS appraisal procedure, questioning students, mutual visiting organization.

The university implemented a rating system PTS estimates of labor, the results of which is made more differentiated payment. *Teachers at the meetings with the experts noted satisfaction with the system.*

The results of the annual sociological survey of students' teacher student eyes "are taken into account in the ranking of PTS. Manual EP also provides monitoring of PTS through an annual satisfaction survey.

Further training of the teaching staff is a prerequisite for efficient operation of PTS EP, giving a new impetus to the development of its scientific and pedagogical potential. Most PTS educational programs have certificates of advanced training at various levels.

Further training of young professionals is a priority for educational programs. The following methods are used to perform this task: the organization of intensive supervision by PTS of the scientific work of young teachers; moral and material incentives for young teachers through competitions for the best teacher of the university, the best department, the best lecturer. Implemented to promote the independent development of the young teacher; young teachers are encouraged to participate in scientific events with the participation of the academic departments.

According to the Department for 2012-2013 year 4 teacher raised the qualification, which is 25% of the total number of full-time teachers, 2013-2014 year 18 raised the qualification of

teachers, which is 100% of the total number of full-time teachers in 2014-2015 year - 14 teachers, which amounted to 77.7% in 2015-2016 year - 14 teachers, representing 61%.

Teachers improve their qualification and by industrial internship (Sulima S., Kulumbetova D.B., Kalaganova N.K., Urazgalieva M.A, Zhumin G.E., Snasapina A.S., etc.).

Work to improve the skills management 95.6% of the respondents assessed t PTS as "good" or "excellent".

EEC members note insufficient of PTS academic mobility and joint research with foreign partners in the implementation of EP and weak involvement of implementing EP-known scientists, public and political figures.

Strengths of educational programs:

At the university site and the IS «Platonus» program placed PTS profiles and management, including personnel information, scientific publications, teaching disciplines.

The transparency of personnel procedures provided by internal regulations, the availability of guidance for PTS, the Charter on free competition among the PTS and staff of corporate ethics and etiquette of the university community.

Active promotion of the professional and personal development of faculty and staff through the material and moral encouragement, training, creation of favorable conditions of work

During 2011-2015, PTS issuing department published 11 articles in journals with high impact factor, Tomson Reuters, SCOPUS.

In consist of the working group MES RK to develop entrepreneurial education includes PhD Sulima S. V.

Participation in the life of PTS in the region: the development of the Concept of development of the industrial zone of Aktobe (commissioned by the National Company "Socio-Entrepreneurial Corporation Aktobe" and akimat of Aktobe region (Sulima S. V., Kulumbetova D.B., Urazgalieva M.A., Dyusegalieva S. B.); analytical scientific advisory group on social and economic development forecast of Aktobe region (Niyazbaeva A.A., Mambetov U.E.), and others.

The Commission recommends that:

1. Strengthen the work on the development of academic mobility of PTS and conduct joint research with leading domestic and foreign scientists in the implementation of accredited educational programs.

2. Ensure participation of PTS academic departments in the educational process, to avoid the emergence of parallel, non-intersecting systems of science and teaching.

3. Increase the volume and quality of PTS publications, including journals with high impact factor.

EEC notes that the 5 criteria of the standard university has a strong, satisfactory 15 positions, 1 position requires improvement.

4) Standard accreditation and rating

Students are the main consumers of educational programs, therefore led the implementation of these programs are their interests. Educational environment simulates the following characteristics of students: personality, striving for greater freedom, the process of achieving integrity, personal and professional growth, self-reliance and self-esteem.

The contingent of students on specialties, applications for accreditation are listed in tables 6-7. *There is decrease in contingent accredited undergraduate programs over the past two years, however, compared with the previous year there is a slight increase in admission of students*

Tables 6. Kontingent students over the past 5 years.

| Code and name of specialty | 2011-2012 y. | | 2012-2013 y | | 2013-2014 y | | 2014-2015 y | | 2015-2016 y | |
|----------------------------|--------------|-----|-------------|-----|-------------|-----|-------------|-----|-------------|---|
| | total | gr. | total | gr. | total | gr. | total | gr. | total | g |
| | | | | | | | | | | |

| | | | | | | | | | | |
|--------------------------------------|-----------|----------|-----------|----------|-----------|----------|------------------|----------|------------------|-----------|
| | 1 | | 1 | | 1 | | | | | r. |
| 5B090200 - "Tourism " | 33 | - | 44 | - | 61 | - | 51 | - | 33 | - |
| 5B090400 – "Socio-cultural service " | 14 | - | 17 | - | 34 | - | 30(27/3) | - | 24 (20/4) | - |
| Total cluster | 47 | - | 61 | - | 95 | - | 81 (78/3) | - | 57 (52/5) | - |

Table 7. Information about admission of students in the last 5 years.

| Code and name of specialty | 2011-2012 a.y. | | 2012-2013 a.y. | | 2013-2014 a.y. | | 2014-2015 a.y. | | 2015-2016 a.y. | |
|--------------------------------------|----------------|----------|----------------|----------|------------------|----------|----------------|----------|-----------------|----------|
| | total | Gr. | total | Gr. | total | Gr. | total | Gr. | total | gr. |
| 5B090200 - "Tourism " | 25 | - | 5 | - | 10 | - | 3 | - | 6 (5/1) | - |
| 5B090400 – "Socio-cultural service " | 9 | - | 3 | - | 15 (12/3) | - | 1 | - | 5 (4/1) | - |
| Total cluster | 34 | - | 8 | - | 25 (22/3) | - | 4 | - | 11 (9/2) | - |

The current model of the university student's contingent comply with the legislation of the Republic of Kazakhstan and is based on the principle of election of applicants of the higher educational institutions and educational programs. To increase the number of applications for admission from students and University faculty conducts active professional orientation work with the graduates of secondary schools and students of preparatory courses, organizes the work with parents and teachers. Meetings with potential applicants is conducted members of the selection committee and the teachers of the university, responsible for professional work in the departments.

Transparent policy of forming the contingent of students is realized in the University. Supportive factor for admission to higher education is a system of discounts for training, depending on the educational achievements of students discounts to socially vulnerable students.

The system of social support for students, developed by the University, promptly responds to changes in the economic environment, coupled with a decrease in the solvency of the population.

Each applicant can timely obtain all the necessary reliable information on the university's website in the "Applicant".

For students developed "Directory and Guide" with information about the learning process: the basic concepts of credit technology, the rules of the educational process, the procedure of assessment of knowledge in the university, the order of transfer to the next course, the elimination of academic debt.

In the development of educational programs take into account the opinion of the students at the university. It conducted a survey of students by PTS teaching activities quality assessment.

The assessment of the students at the University is carried out in accordance with regulatory guidelines. The internal system for monitoring the quality of knowledge is carried out annually as a result of hope, a landmark, final control, comprehensive state examination and defend a thesis.

KRIU provides financial support to students-orphans, students from large families, as well as students studying from the same family, providing them with discounts and benefits providing a one-time assistance. Financial incentives to improve the quality of knowledge is rewarding students who participated in the development of research projects, active participation in corporate events KRIU, providing students with honors privileges in tuition. Holds a

competition for the appointment of awards "Best Student of the Year", "Best students of scientific projects", etc.

In order to promote teaching, research and creative activity of students of full-time education are established yearly scholarships Aktobe region akim. In the 2012-2013 academic year KRIU got 12 students in the 2013-2014 academic year, 23 students have received one of them in the department of "EMS" 4 student specialty "Tourism" Orynbai Guldariga, Bahitzhanova Aigerim, Kenes Bakhytzhana, Zharimbetova Gulsaya, in 2013 -2014 school year - were 23 students are in the department of "Economics, management and service" 9 students Kasymhankyzy Aygerim specialty Serikkyzy Nurbanu, Sagindykova Saltanat specialty "Socio-cultural service" .In 2015 - 2016 academic year Sagindykova Saltanat specialty "Socio-cultural service" was awarded a grant of the First President of Kazakhstan.

Also, gifted students are included in the reserve of the best graduates for future employment.

In KRIU acts gifted support program students.

According to the cluster "Services" the number of students at the expense of companies (organizations, foreign investors JSC "Ozenmunaygaz", JSC "Akbulak", LLP "KoZhAN", LLP "Copper Technology"): in 2012-2013 - 2 students; 2013-2014 - 4 students ..

As a base for a variety of practices selected organizations and educational institutions, the activity of which corresponds to the profile of the university training of specialists.

The form of the obligatory research work Bachelor's thesis is to perform with elements of research, according to the category of chairs. Students accredited specialties are involved in national and international conferences, seminars and forums, competitions.

Table 8. Number of competition of student works

| Educational program | 2012-2013 a.y. | 2013-2014 a.y. | 2014-2015 a.y. |
|----------------------------|-----------------------|-----------------------|-----------------------|
| 5B090200 "Tourism" | 2 | 3 | 8 |
| 5B090400 – "SCS" | - | 2 | 6 |

Table 9. Number of scientific publications of students

| Образовательная программа | 2012-2013 a.y. | 2013-2014 a.y. | 2014-2015 a.y. |
|----------------------------------|-----------------------|-----------------------|-----------------------|
| 5B090200 "Tourism" | 19 | 40 | 24 |
| 5B090400 – "SCS" | 14 | 16 | 11 |

Data on the diplomas obtained by students at EP competitions of scientific research, presentations at international scientific conferences are presented in Table 10.

Table 10. Number of certificates by results RW of students

| 2012-2013 a. y. | 2013-2014 a.y. | 2014-2015 a.y. | 2015 – 2016 a.y. |
|------------------------|-----------------------|-----------------------|-------------------------|
| 1 | 2 | 4 | 2 |

Students of the department are winners:

VI Republican student subject Olympiad, organized by MES RK, KazNU after Al-Farabi, Almaty, March, 2014. Zharimbetova G. Subject of the project - "Innovation of national plays (for example asyk)."Prizewinner, 3rd place.

VII Republican student subject Olympiad, organized by MES RK, South Kazakhstan State University after M. Auezov, Shymkent, March 2015. Gerasimenko M., Ishchenko M., Pazyuk E., Yaroshenko V. prizewinner, 2nd place.

In 2015 - 2016 academic year Sagindykova Saltanat specialty "Socio-cultural service" was awarded a grant of the First President of Kazakhstan.

A feature RWS is bringing to fulfillment of relevant RWS on the orders of enterprises, including on the orders of small innovative enterprises KRIU at the Department laboratories where RW PTS together with the students, in the framework of the concluded contracts ("Analysis of the product range based on the store 'Shanz-Elyze ", " Marketing analysis of price competition convenience store "Shanz-Elyze", "Development of models pointers in accordance with the themed convenience store for holidays, etc.).

In KRIU very active student government: Committee on Youth Affairs, Department of Social Professions, eldership, Student Scientific Society, Department of Student TV and other is a subdivision KRIU created for the implementation of youth policy. The composition consists of elder CAY KRIU academic groups. Chairman of CAY is part of the CSS KRIU. Members of the student government are involved in the work of the commission on the move in the hostel, the jury contests, initiate a discussion of the university mission, KRIU strategies in different areas of activities, round tables on topical issues. Students together with teachers are members of collegial bodies - CSS, which can take an equal part in the discussion and resolution of all issues. In addition, students are part of the temporary governing bodies, staffs, committees, commissions, where, together with the teachers solve problematic issues.

The department used a model of practice-oriented training on the basis of market analysis laboratories. The aim of the project is to increase the professional competence of PTS and the graduates by establishing a training ground on the basis of the current object - a mini-market, lower costs KRIU to organize field trips and training of students, the development of a system of mentoring for KRIU graduates of the Program of additional measures aimed at reducing the tensions on the labor market, creation of new jobs for graduates KRIU, formation of system of social partnership in the training of professional staff, the introduction of system of certification of professional qualifications of graduates KRIU

Possibility of professional certification of students in the field of specialization in the teaching process is determined by the ability to enhance their professional skills, in addition to studying the courses provided by the program, students can be accomplished by visiting various seminars and trainings, refresher courses, organized by the Department of EMS. In addition to seminars, workshops students have the opportunity to acquire professional skills in the disciplines within the EP passing the professional / industrial practice and training.

Subjects of graduate design is relevant and fits the profile of EP cluster specialties. Topics of diploma projects tailored to the pressing issues of development of market economy, annually updated and approved in the prescribed manner.

On realized a sufficient level of employment process. Heads of Graduate Departments on the basis of the list of graduates plan activities for their employment, as reflected in the work plan of the department.

As part of the employment of graduates KRIU annually makes a request to the Department of coordination of employment and social programs of Aktobe region on the needs of enterprises and organizations in the field of higher education specialists. These data are announced at the conference on employment of graduates, conducted in KRIU.

KRIU cooperation with the bases practices promotes marketing on the regional labor market and, consequently, increase the number of potential employers. The results of the survey of industry leaders institutions show demand for graduates.

According to EP considered over the past three years, the percentage of employment is presented in Table 6.

Table 11. Employment of graduates.

| Code and title of speciality | 2012-2013 a.y.. | | | 2013-2014 a.y.. | | | 2014-2015 a.y.. | | |
|------------------------------|-----------------|----------|-----|-----------------|----------|-----|-----------------|----------|------|
| | Total release | Employed | % | Total release | Employed | % | Total release | Employed | % |
| 5B090200 "Tourism" | 2 | 2 | 100 | 4 | 4 | 100 | 21 | 16 | 76 |
| 5B090400 – "SCS" | - | - | - | 5 | 5 | 100 | 9 | 7 | 77,7 |

Students mark their complete agreement: with a teacher effective teaching methods (82.7%), it is clear assessment criteria used by teachers (84.6%), the organization of the university sufficient opportunities for sports and other leisure activities (75%).

Strengths of educational programs:

University clearly defined policy formation contingent, including a system of incentives and discounts, pricing, competition for the assignment of awards "Best Student of the Year", "Best students of scientific projects", financial support to students-orphans, students from large families, students, students from the same family, the establishment of corporate grants and scholarships, fellowships patrons, grants of akim of Aktobe region, rewarding students with medals "For valor in their studies, the Order of" Golden wings".

The university has an active professional work in the region.

The university has successfully implemented a program to support gifted students, including the creation of a creative atmosphere, the aesthetic object-spatial environment, holding monthly art competitions, financial support and social protection for the gifted students, involvement and participation in the creative teams, the creation of conditions for creative implementation.

Continuous monitoring of student satisfaction and graduate students through questionnaires, interviews, meetings with the management, operative solution of current problems.

According to EP considered increasing the number of competitive student work.

Attraction to fulfill urgent orders RWS for enterprises, including small innovative enterprises orders KRIU at the Department laboratories in the framework of the concluded contracts.

In 2015 - 2016 academic year Sagindykova Saltanat (specialty "Socio-cultural service") was awarded a grant of the First President of Kazakhstan.

The Commission recommends that:

1. Develop a program of internal and external academic mobility of students for 3-5 years reflecting the financing arrangements.
2. Provide operational weekly submission of information from PTS on the results of assessment of students in the IS «Platonus».
3. Strengthen the development of academic mobility of students in the field on the basis of mutual co-operation with foreign and domestic partner universities.

EEC notes that the 5 criteria of the standard university has a strong position, 7 satisfactory positions for 3 positions require improvement.

5) Standard of "The Resources Available to Educational Programs"

The audit committee is satisfied that sufficient financial and technical resources to support the educational process and the implementation of the mission, goals and objectives of accredited programs. The university has a modern level of material and technical basis, the resources to provide quality educational services. The Commission confirms the continuous improvement of the resource base KRIU to ensure quality of education and implementation of the mission statement and strategy.

KRIU has 4 academic buildings, educational and industrial premises, 2 dormitories, a gymnasium, a library, 31 laboratory, SRI, 5 centers, 2 schools, 1 Park. The total area of buildings and facilities of the University, according to available technical passports of 10 727.15 sq.m, training area - 6 953.43 sq.m. All buildings of the University meet the sanitary standards and fire safety requirements and the requirements of the state obligatory standards implemented specialties.

Analysis of the adequacy and present, available to the educational resources of the programs:

1) *Computer software and Internet technologies.*

Total number of computers in the university is 382 units created 14 computer classes. Internet bandwidth is 21 Mbps. On the territory of the university dormitories and operates a free Wi-Fi.

To support educational activities operated official website of the University www.krmu.kz. The site provides basic information on the activities of the university and the EP, reference to the main information systems and resources.

However, the Commission notes that are not fully reflected on the activities and specifics of EP on the site, there is no search, placement of external publications on the implementation of the EP.

2) *Classroom fund and laboratories.*

Accredited educational programs with the necessary classroom fund, educational laboratories with modern software, including:

In 2016, on the basis of using the experience with earlier laboratory "Brand Management" and a mini-market "Shanz Elyze", created at the Department of **Laboratory of Market Analysis: Marketing Technologies, Accounting and Audit, Economics and maintenance technology, consumer behavior.** Laboratories are able to carry out practical work on the analysis of market relations, market research, study of consumer behavior on the example of real action, open on the basis of the University of the mini-market. In addition, on the ground floor, a total area of 383 square meters, has a laboratory for the specialty SCS - "Beauty Salon"

Climbing wall (in the gym KRIU) - artificial engineering structure designed for rock climbing and imitating rock relief. Climbing stand used for rock climbing in conditions when climbing on natural rocks available. Climbing wall is used on a practical training on the subject "Fundamentals of technique and tactics of active kinds of tourism and tourist and local history work." Climbing wall is bred in the gymnasium of the University, it has two slopes of different difficulty levels height of 6 meters, a width of 1.5 m for the training sessions climbing wall equipped with the following sports equipment: Gymnastic mats, hooks (mimics the rocky terrain), harnesses, ropes, carabiners, etc.

Table 12. Data on total area of teaching and laboratory facilities used for the educational process in the cluster EP for 2015 - 2016 academic year.

| № auditories | Area technical discription (sq.m.) |
|--------------------------------------|---|
| 1 corps on st. Aiteke bi 52 | |
| Park Wellness Technology 519 | 519 |
| 215 | 60 |
| 221 | 39 |
| 301 | 60 |
| 306 | 40 |
| 307 | 99 |
| 309 | 24 |
| 312 | 126 |
| Total | 967 |
| 2 corps on.: st. Aiteke bi 52 | |
| 207 | 38 |
| 401 | 52,4 |
| 402 | 36 |
| 403 | 33,4 |
| 404 | 37 |
| 406 | 36 |
| 407 | 35,1 |

| | |
|---|---------------|
| Total | 267,9 |
| 2 corps on.: st. Aiteke bi 52 | |
| Laboratory analysis of consumer behavior | 414 |
| Laboratory of Accounting and Auditing | |
| Laboratory Marketing Technologies | |
| Laboratory of Economics and Technology in the service SCS | |
| Accounting and Auditing Office | 414 |
| Tourism and SCS Office | |
| Management Office | |
| Finance Office | |
| Laboratory specialty SCS | 48 |
| Total | 866 |
| In all | 2100,9 |

The presence of these labs create the conditions for students and teachers of scientific research, getting practical skills in the laboratory in the learning process.

3) *Book collection and library complex.*

In 2016 at the Department of EMS launched a project aimed at strengthening the integration of teaching and research activities, as well as the concentration of educational resources into a single complex. As a result, to create **an information-library complex socio-economic orientation** (combining library and classrooms), providing access to all kinds of information, training and use of scientific and educational resources, contributing to the preservation, development and enhancement of intellectual and cultural potential of the university.

CSI creates conditions for various forms of work with information resources: students in the learning process (training) have the opportunity to use educational, scientific and other literature and periodicals, working with electronic resources through the Internet, as well as take advantage of a variety of services on the basis of this complex. The complex has access to Wi-Fi.

As part of a set of actions classrooms (centers): tourism, management, finance and accounting and auditing.

On the basis of this complex has the ability to:

- access to electronic information resources of the Library fund and educational Internet resources in the public domain.
- Use publications on electronic media.
- To use the software.
- Get advice and practical help in finding information in local and online electronic resources.

It provides access to the electronic catalogs, electronic textbooks, full text resources of 18 scientific databases. KRIU connected to the database SciVerse Science Direct, has the opportunity to attend the online resources of Elsevier Information Center, dedicated to the project SciVerse Science Direct: <http://www.info.sciverse.com/sciencedirect/>

Educational materials on SciVerse Science Direct System Management: <http://www.info.sciverse.com/sciencedirect/using/quickstarttools/tutorials>. PTS academy has the opportunity to register for a live demonstration, or view the recording on the website of Training Desk: <http://trainingdesk.elsevier.com>. There is a version of SciVerse Science Direct website for mobile devices: <http://www.info.sciverse.com/sciencedirect/mobile>.

University Library cooperates with the major universal and university libraries in the region, which allowed KRIU become a member of the Association of libraries of high schools of Kazakhstan, where the scientific and practical base is the library of the Nazarbayev University,

which provides access to a single scientific and educational network with Internet access (to electronic resources EIFL publishing [http // www.eifl.net](http://www.eifl.net)).

Book fund of the library is represented by the various branches of knowledge, corresponding to the profile of university activity. Funds textbooks and manuals, scientific literature, educational and methodical development of teachers to carry out laboratory and practical works, term papers and dissertations, reference materials available in the library fully accessible for students' independent work.

For refill the library fund and the educational process annually are allocated facility (table 5).

Table 13. Financing of the library fund.

| Year | Expenditures for replenishment of the book fund |
|-------------|--|
| 2012 y. | 2,08 mln. tenge |
| 2013 y. | 6,51 mln. tenge |
| 2014 y. | 5,01 mln. tenge |
| 2015 | 4,31 mln. tenge |

Library support of educational process in the disciplines EP represented in the table.

Table 14. Book Supply EP

| Educational program | Number of students kaz / rus | In kaz lang. (u) | in rus. lang. (u) | In other lang. (u) | In all |
|--|-------------------------------------|-------------------------|--------------------------|---------------------------|---------------|
| 5B090200 - " Tourism " | 15 / 18 | 4432 | 4275 | 172 | 8879 |
| 5B090400 - " Socio-cultural service " | 11 / 13 | 2907 | 1826 | 215 | 4948 |

Providing educational process with textbooks, teaching aids, EMCD, guidelines and through University Press.

4) The conditions for RW teachers and students.

Conditions for RW teachers:

- funding for RW (participation in scientific conferences, seminars, symposia, round tables, competitions, various academic competitions, training, etc.);
- expansion of material and technical basis for the implementation of RW and RWS;
- organization and assist in access RW results, publication in local and foreign publications, including journals with high impact factor.

In order to attract students to RW the following conditions are:

- Coordination of RW university with the RWS;
- functioning practice-oriented laboratory created for the formation of professional competencies;
- creation of conditions for the participation of students in scientific events;
- to assist in the implementation of RWS results through publications in national and international publications, and participation in scientific conferences at various levels.
- KRIU publishes an international scientific journal "Bulletin KRIU" electronic version which is posted on the university website. The university provides for examination of the results of RW, graduation papers, dissertations on plagiary.

The university has a health technology park (with sauna and swimming pool) and the Student Polyclinic area of 522 sq.m. to provide high-quality care, timely complex curative and preventive support, maintain and promote the health of students, PTS and staff.

Strengths of educational programs:

The idea of creating a single student campus, including classrooms, dormitory, student clinic, own and rented sports halls, student service center (cooking, beauty salon, shopping areas and boutiques, studios, service center maintenance of computer equipment).

Creative design of educational buildings, focused on the formation of a highly cultured individual, aesthetic education and development of creative abilities of students.

Sufficient computer classes, reading rooms, language laboratories. educational resources for students available.

Availability of electronic versions of news magazines, personal pages of PTS.

The university creates sufficient conditions for the development and use of ICT by PTS and students (17 computer classes, 4 audience with interactive whiteboards, 19 projectors, laser projector and a projector for a slide show in the lobby, Software QwickShow to create and demonstrate laser effects, conducting a seminar on IT on permanent basis).

Provision of students in hostel places, to create comfortable conditions for physical culture and sports.

Providing free access to scientific databases, Springer, Elsevier, Thomson Reuters, Web of Knowledge, to the resources of the Republican Interuniversity Electronic Library (RIEL), Internet "Rubrikon" libraries, the publishing house "Lan" to periodicals Polpred.com, to IP "Paragraph "base" Law "search base" Nigma ".

The Commission recommends that:

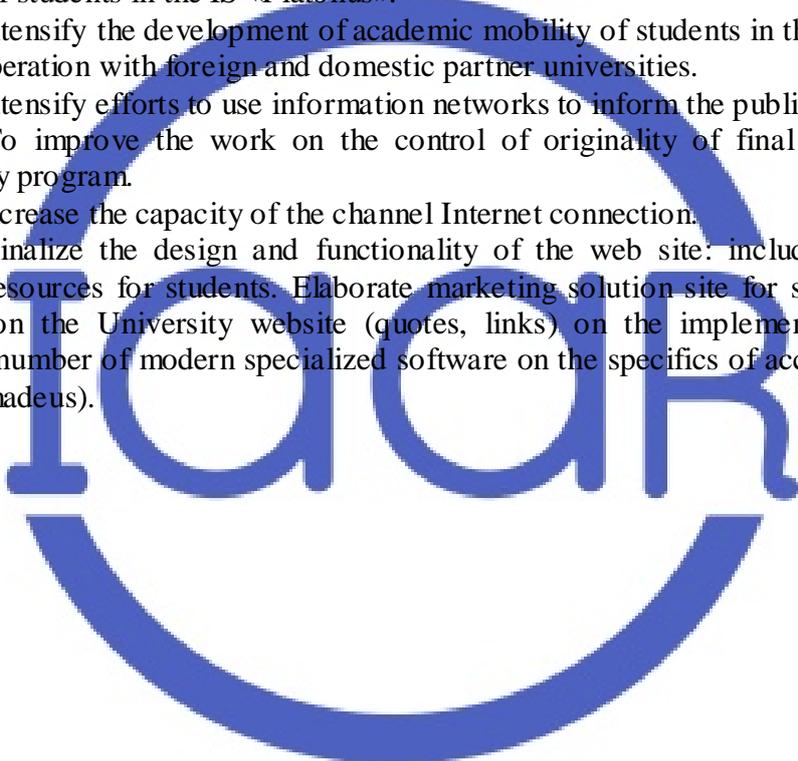
1. Intensify efforts to use information networks to inform the public and stakeholders.
2. To improve the work on the control of originality of final qualifying works by antiplagiary program.
3. Increase the capacity of the channel Internet connection.
4. Finalize the design and functionality of the web site: including personal trainers pages, and resources for students. Elaborate marketing website solution for students.
5. place on the site of the University external publications (citations, links) on the implementation of the EP.
6. To increase the number of modern specialized software on the specifics of accredited programs (for example, Amadeus).

EEC notes that the 13 criteria of the standard university has a strong presence, in 17 satisfactory position for 2 positions require improvement.

(V) RECOMMENDATIONS FOR EDUCATIONAL PROGRAMMES 5B090200 - "Tourism", 5B090400 - "Socio-cultural service"

1. Improve intra-academy quality assurance system of educational programs:
 - A comparative analysis of relevant development plans, educational programs serving the University of Development Strategy and update plans for the development of educational programs;
 - Ensure regular review and evaluation of the implementation of plans for the development of educational programs;
 - Improve the design of mechanisms, control, internal quality assurance, assessment and monitoring of educational programs.
2. EP should clearly define the uniqueness of their services in the regional market of educational services, EP needs to create its own brand identity, message, which would make it possible to isolate your program from the competition programs. The presence of compressed, shaped describing the benefits of the program will allow the EP to better position itself in the competitive market of educational services.
3. Develop guidelines and mechanisms for harmonization of the content of educational programs with leading foreign and Kazakh universities, to expand cooperation with foreign universities in the creation of joint educational programs.

4. Involve research organizations (including their own academic departments) to the educational process.
5. Ensure that the logic of combining a number of disciplines in the training modules in the preparation of educational complex to include more contemporary literature.
6. Strengthen the work on the development of academic mobility of PTS and conduct joint research with leading domestic and foreign scientists in the implementation of accredited educational programs.
7. Ensure participation of PTS academic departments in the educational process, to avoid the emergence of parallel, non-intersecting systems of science and teaching.
8. Develop a program of internal and external academic mobility of students for 3-5 years reflecting the financing arrangements.
9. Ensure prompt weekly submission of information from PTS on the results of assessment of students in the IS «Platonus».
10. Intensify the development of academic mobility of students in the field on the basis of mutual co-operation with foreign and domestic partner universities.
11. Intensify efforts to use information networks to inform the public and stakeholders.
12. To improve the work on the control of originality of final qualifying works by antiplagiatory program.
13. Increase the capacity of the channel Internet connection.
14. Finalize the design and functionality of the web site: including personal trainers pages, and resources for students. Elaborate marketing solution site for students, post external publication on the University website (quotes, links) on the implementation of the EP, to increase the number of modern specialized software on the specifics of accredited programs (for example, Amadeus).



Independent agency for
accreditation and rating

PARAMETERS OF THE SPECIALIZED PROFILE

(5B090200 – "Tourism", 5B090400 – "Socio-cultural service")

| Evaluation Criteria | Position of the educational organization | | | |
|--|--|--------------|-----------------|----------------|
| | Strong | Satisfactory | Needs improving | Unsatisfactory |
| Standard 1 "Education Program Management" | | | | |
| The HEI demonstrates an elaboration of the EP's development plan based on an analysis of EP's functioning, the real positioning of the HEI and its focus on satisfaction of the needs of government, stakeholders and students. | | | + | |
| The HEI should demonstrate the individuality and uniqueness of the EP's development plan, their consistency with national development priorities and development strategy of the HEI. | | + | | |
| The HEI should ensure adequacy of the EP's development plan in relation to available resources (including financial, information, personnel structure, the material and technical base), to the market needs and educational policy of the Republic of Kazakhstan. | | + | | |
| The HEI should attract the representatives of stakeholder groups, including students, academics and employers to the formation of the EP's development plan. | | + | | |
| The HEI 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 EP's development plan and processes of its formation. | | + | | |
| The HEI should determine mechanisms of formation and regular review of the EP's development plan and monitoring of its implementation. | | | + | |
| The HEI carries out processes of strategic, tactical and operational planning of the EP and resource allocation in line with the EP's development plan. | | + | | |

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| The HEI should regularly collect, store and analyze information about implementation of the EP and conduct self-evaluation in all directions, based on the elaboration and implementation the processes of measurement and the analysis for assessing the success of realization of development strategy of the EP through such indicators as “productivity” and “efficiency”, develop and reconsider the EP’s development plan. | | + | | |
| The EP’s development plan undergoes public discussion with representatives of all interested parties, on the basis of proposals and amendments to the project made by authorized collegial body of the HEI. | | + | | |
| An important factor is to ensure the representativeness of stakeholder group delegates. | + | | | |
| The HEI should demonstrate compliance of the priorities of the research work completed by the faculty of the EP to national policies in the sphere of education, science and innovation development. | | + | | |
| The HEI demonstrates the implementation degree of the principles of sustainability, efficiency, productivity, priority, transparency, accountability, authority delegation, separation and independence of the HEI funding system. | | + | | |
| EP Management is expected to include: | | | | |
| the activity management through processes; | | + | | |
| the mechanisms of planning, development and continuous improvement; | | + | | |
| the risk assessment and identification the ways to reduce these risks; | | + | | |
| monitoring, including creation of reporting processes, which allows to determine the dynamics in the activities and the implementation of plans; | | + | | |
| the analysis of the revealed discrepancies, the implementation of the corrective and preventive actions; | | + | | |
| the analysis of the effectiveness of change; | | + | | |
| the assessment of productivity and efficiency of activity of divisions and their interaction; | | + | | |
| In HEI all major business processes, which regulates the implementation of the EP should be documented. | | + | | |
| The HEI should define its own requirements for the various forms (full-time, evening, correspondence), levels (BA – MA – PhD) and technology (including remote). | | + | | |
| The HEI should demonstrate an accurate designation of those responsible for business processes, a clear allocation of staff duties, and delimitation of responsibilities of collegial bodies participating in implementation of the EP. | + | | | |
| The HEI should demonstrate the order for approval, periodic review (revision), and monitoring of educational programs and documents that regulate this process. | | + | | |

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| The HEI should ensure the existence and effective operation of the system of informing and feedback focused on students, employees and stakeholders. | + | | | |
| The HEI should demonstrate the existence of mechanism of communication with students, staff and other interested in the HEI's activity parties, including the presence of deadlines for processing complaints, appeals and inquiries. | + | | | |
| The HEI should establish the frequency, forms and methods of evaluation of the education program. | | + | | |
| An important factor is the cooperation with other HEIs implementing the same education program and an exchange of experience. | | + | | |
| The EP's management must make decisions that are justified and based on the facts. | | + | | |
| The EP's management should demonstrate the successful operation of the EP quality assurance system, which includes designing, management and monitoring, their improvement, making decisions based on facts. | | | + | |
| An important factor is the existence of information systems and databases, using the Internet for informing, the presence of portal and/or Internet site containing information reflecting the planning processes and the evaluation results of its effectiveness for students, staff and the public. | | + | | |
| The EP's management should provide evidence of transparency in the educational program management system. | | + | | |
| An important factor is the participation of representatives of interested parties (employers, faculty, and students) in the collegial governing bodies of the educational program. | | + | | |
| The HEI should demonstrate the presence and evidence of an intensive use in the processes of the EP management the system for collection and analysis of statistics on the contingent of students and alumni, on resources, personnel, research and international activities and other areas. | | + | | |
| An important factor is the EP management based on research results of changes in internal and external environment. | | + | | |
| The EP's management should provide a measurement of the degree of satisfaction with the needs of faculty, staff and students and to demonstrate evidence of removing shortcomings found in the measurement process. | | + | | |
| The EP's management should demonstrate an evidence of openness and accessibility for students, teaching staff, and parents (the official reception hours on personal matters, e-mail communications, etc.). | + | | | |

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| The HEI should demonstrate the existence of communication channel by which any interested person can give innovative proposals on the improvement of the EP's activity to the HEI's management and the governing bodies. The HEI should demonstrate examples of the analysis of these proposals and the implementation of such proposals in the life of the HEI. | + | | | |
| Subtotal | 6 | 28 | 3 | 0 |
| Standard 2 "Specificity of Education Program" | | | | |
| Evaluation Criteria: the content of the EP | | | | |
| The HEI should demonstrate the existence of developed models of the graduate education program, including knowledge, skills, competencies and personal qualities. | | + | | |
| The HEI should provide evidence of the participation of teaching staff and employers in the development and management of educational programs, ensuring their quality. | + | | | |
| The HEI should prove that employers involved in design and implementation of the EP are typical representatives of employers (representativeness) and express the interests and views, which is common for most employers. | + | | | |
| The HEI should determine the content, scope, logic of constructing individual educational trajectory of students, the influence of disciplines and professional practices on formation of professional competence of graduates. | | + | | |
| The HEI should demonstrate a continuity of content of educational programs at different levels (bachelor's, master's, doctorate degrees, additional education), including the logic of academic interdependence of disciplines, sequence and continuity. | | + | | |
| The EP's management should demonstrate the influence of discipline on the formation of students' professional competence, skills and knowledge blocks. | | + | | |
| The EP's management should demonstrate a clear definition of the logical sequence of discipline courses and reflection in the work study program of basic requirements for learning outcomes. | | + | | |
| The EP's management should demonstrate the existence of professional context in the content of academic disciplines. | | + | | |
| The EP's management should demonstrate the existence of an effective balance between the theoretical and practice-oriented disciplines. | | + | | |

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|--|---|---|---|--|
| The EP's management should demonstrate the logic and reasons for drafting of curriculum and teaching programs, in particular the reasons for including a particular discipline to the curriculum list, the reasons for assigning the status of post-or prerequisite, matching the names and content of the courses to the topical areas of study of science/society and etc. | | + | | |
| The EP's management should ensure that the content of academic disciplines is congruent with study level (bachelor's, master's, doctorate degrees) and offered learning outcomes. | | + | | |
| The list and content of disciplines should be available for students. Disciplines should contain the most relevant results of research and other information of the teaching field. Disciplines should comprehensively cover all the issues, problems existing on the agenda of teaching field. | | + | | |
| An important factor is a harmonization of content of educational programs with educational program soft he leading foreign and Kazakh HEIs. | | | + | |
| In structure of the educational program should be envisaged different activities, the content of which should contribute to the development of students' professional competences taking into account their personal features. | | + | | |
| An important factor is updateability of educational programs, taking into account the interests of employers during the elaboration of educational programs designed to develop professional skills. | + | | | |
| The EP's management must provide an annual revision of the content of curriculum and teaching programs, taking into account changes of the market, the wishes of students and teachers and with the involvement in decision-making representatives of employers, students, teachers and stakeholders. | + | | | |
| Evaluation Criteria: Individualization of EP | | | | |
| The EP's management must provide equal opportunities for students, regardless of the language of instruction on the formation of an individual educational program aimed at developing professional competence. | | + | | |
| The EP's management should ensure the existence and effective functioning of the individual support system and consulting of students on the educational process. | + | | | |
| The EP's management creates conditions for the effective promotion of student on individual learning path, including consultations of advisors. | + | | | |
| The EP's management should demonstrate the use of advantages, individual characteristics, needs and cultural experience of students in the implementation of the EP. | + | | | |

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|---|-----------|-----------|----------|----------|
| The EP's management should demonstrate an individual academic support for students in the implementation of EP. | + | | | |
| The EP's management must prove the existence of monitoring system for the effective promotion of student on individual learning path and students' achievements. | | + | | |
| Evaluation Criteria: Student Assessment Results | | | | |
| The EP's management should ensure the existence and effective operation of the mechanism of objective, accurate and comprehensive assessment of the knowledge, skills and qualities acquired by students in the process of studying the course, as well as collective mechanism of the appeal and professional assessment appeal. | | + | | |
| The EP's management must provide an objective assessment of knowledge and degree of development of students' professional competence, transparency and adequacy of tools and evaluation mechanisms. | | + | | |
| The EP's management should provide compliance of procedures of assessment of students' knowledge level to the planned learning outcomes and program's goals. | | + | | |
| The EP's management should carry out diagnostics of students' knowledge at the beginning of training of the course and the study of academic disciplines. | | + | | |
| The processes and criteria for assessment of knowledge must be transparent. | | + | | |
| Evaluation Criteria: teaching methodology | | | | |
| The EP's management must provide a systematic development, implementation and effectiveness of active learning and innovative teaching methods. | + | | | |
| During implementation of the educational program monitoring of a student's independent work should be carried out and mechanisms of an adequate assessment of its results are created. | | + | | |
| An important factor is the existence of joint educational programs with foreign HELs and attracting Kazakh scientific research organizations to educational process. | | | + | |
| The EP's management should provide students with the possibility of performing practical training on a specialty and to monitor the satisfaction of students, enterprise managers – practice places and employers. | + | | | |
| The EP's management should ensure the implementation of research findings in the educational process. | | + | | |
| The EP's management must prove the conducting research and the availability of their own developments in the field of teaching methods of academic disciplines of the EP. | + | | | |
| Subtotal | 11 | 20 | 2 | 0 |
| Standard 3 "Faculty and Teaching Efficiency" | | | | |

| | | | | |
|--|---|---|--|--|
| In order to implement educational programs the EP's management should attract practitioners and identify the proportion of disciplines read by them. The EP's management should show the logic of their involvement in the carrying out courses. | + | | | |
| The EP's management should constantly motivate teaching staff for applying innovation and IT in education process. | | + | | |
| The EP's management should provide academic staff's compliance with the qualification requirements, the level and specificity of the educational program. | | + | | |
| The EP's management should demonstrate compliance of human resource capacity of faculty to strategy and specificity of educational programs. | | + | | |
| The EP's management should demonstrate a personnel selection based on the analysis of the needs of educational programs, the existence of recruitment system. | | + | | |
| The HEI should demonstrate availability of information to the public on teaching staff, including faculty's directories, placing profiles on the HEI's web-site. | + | | | |
| The EP's management should demonstrate compliance with the principle of management accessibility and transparency of all personnel procedures. | + | | | |
| The EP's management should provide monitoring of faculty's activity, a systematic assessment of the professor's competence, a complex assessment of the quality of teaching. | | + | | |
| The workload of teachers should include educational, methodical, scientific work (including the preparation of projects and applications), the organizational and methodological (including the participation and organization of various events), improvement of a professional competence (qualification enhancing, including personal development and study of literature on the specialty), the activities in a professional environment (for example, participation in professional associations and consulting). | | + | | |
| The EP's management should demonstrate evidence of performance of all types of planned assignment by the teachers. | | + | | |
| The EP's management should provide the entirety and adequacy of the academic staff's individual work planning for all kinds of activity, monitoring of productivity and efficiency of individual plans. | | + | | |
| The EP's management should demonstrate compliance of qualification enhancing, professional and personal development of teaching staff to the goals of EP. | | + | | |
| The EP's management should provide purposeful actions on the development of young teachers. | + | | | |

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|--|----------|-----------|----------|----------|
| The EP's management should demonstrate mechanisms of incentives for professional and personal development of faculty and staff. | | + | | |
| The EP's management must ensure monitoring of faculty's satisfaction. | | + | | |
| The EP's management must demonstrate the involvement of faculty into practical activities in the field of specialization on permanent basis. | | + | | |
| The EP's management should confirm the involvement of experienced experts in the relevant branch of economy for implementation of the EP. | | + | | |
| The EP's management must demonstrate IT competency of faculty members, application of innovative methods and forms of education. | | + | | |
| An important factor is the development of academic mobility, attracting the best foreign and domestic teachers, conducting joint research during the time of implementation of EP. | | | + | |
| An important factor is the attraction of the well-known scientists, public and political figures, and honored workers to the education process. | | + | | |
| An important factor is the participation of teaching staff in the life of society (the role of faculty in the education system, in development of science, region, creating the cultural environment, participation in exhibitions, art competitions, charity programs, etc.). | | + | | |
| Subtotal | 5 | 15 | 1 | 0 |
| Standard 4 "Students" | | | | |
| The EP's management should demonstrate a policy of forming of students' contingent of the EP and the transparency of its procedures. | | + | | |
| The EP's management should ensure the representation of students in collegial governing body of the EP. | | + | | |
| The EP's management should demonstrate awareness of the major roles (professional, social) of students on the basis of the learning results. | | + | | |
| An important factor is to have the possibility of professional certification of students in the field of specialization in the learning process. | | + | | |
| An important factor is to attract students to scientific research. | | + | | |
| An important factor is the possibility of external and internal mobility for students. | | | + | |
| An important factor is existence of support programs for gifted students. | + | | | |
| The EP's management should make maximum efforts to ensure employment for graduates and maintain communication with alumni and create an alumni community on separate programs of the EP. | + | | | |

| | | | | |
|---|----------|----------|----------|----------|
| An important factor is to monitor the employment and professional activities of graduates. | + | | | |
| The EP's management should actively encourage students for self-education outside of the main program (extracurricular activities). | + | | | |
| The EP's management should provide students with the possibility of exchanging and expression of opinion – for example, via an Internet forum, student organizations. | | + | | |
| The EP's management should establish a mechanism for monitoring of students' satisfaction with their HEI activity in general and the individual services in particular. | + | | | |
| The EP's management should demonstrate the functioning of the feedback system, including operative reporting of assessment results of students' knowledge. | | | + | |
| An important factor is to have the possibility for continuing education in postgraduate and additional educational programs. | | + | | |
| An important factor is the mobility of students and faculty members (the ability to study within a certain time in other domestic and foreign HEIs, academic exchanges of teaching staff) and existence of a mechanism for the recognition of the results of academic mobility of students. | | | + | |
| Subtotal | 5 | 7 | 3 | 0 |
| Standard 5 "Resources Available to Education Program" | | | | |
| The EP's management should provide accessibility to the maximum possible number of students a structured, organized information on the disciplines read – presentation materials, lecture notes, mandatory and additional literature, practical assignments, etc. | + | | | |
| Teaching equipment and software used to master educational programs should be similarly used in the relevant sectors and meet the requirements of operational safety. | | + | | |
| The HEI should demonstrate the effectiveness of regular analysis of sufficiency and modernity of the resources of available educational programs - classrooms, laboratories, computer hardware and software, financial resources, access to international databases of scientific research results, the system of professional practice and employment, textbooks and materials, etc. | | + | | |
| The HEI creates a learning environment that contributes to the formation of professional competence and takes into account individual needs and abilities of students. | | + | | |

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| The HEI should create conditions for the development of research teams, research laboratories, academic schools and workshops, involving students in research activities; ensuring the participation of teaching staff and students in academic conferences and competitions, employing leading scholars and practitioners. | + | | | |
| The HEI should create conditions for the development of scientific potential of young scientists and students. | | + | | |
| The HEI should demonstrate the compliance of infrastructure used for implementation of the EP with its specifics. Classrooms, offices, laboratories, communication and computer equipments and other facilities must meet high requirements. | + | | | |
| The HEI should assess the development dynamics of material-technical resources and information support of the EP, efficiency of use of assessment results for adjustment in planning and budget allocation. | | + | | |
| In the HEI should be established learning environment of the EP, which includes: | | | | |
| technological support for students and faculty in accordance with the programs (such as online learning, simulations in the classroom) and the intellectual demands (databases, data analysis programs); | | + | | |
| academic accessibility – students have access to personalized interactive resources (also available outside the classroom), learning materials and assignments, and as well as the possibility of experimental self-evaluation of students' knowledge through remote access to the HEI portal (website) is provided; | | + | | |
| academic advising – have personalized interactive resources to help students plan and implement academic programs; | | + | | |
| professional orientation – students have access to personalized interactive resources that provide assistance in choosing and achieving career paths; | | + | | |
| required number of classrooms equipped with modern technical means of teaching: educational and research laboratories, modern teaching and training grounds, parks equipped with modern facility that is in correspondence with the educational programs implemented, the sanitary and epidemiological norms and requirements; | + | | | |
| required number of computer classes, reading rooms, multimedia, language and science classrooms, the number of seats in them; | + | | | |

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| book fund, including fund of educational, methodical and scientific literature on general education, basic and major disciplines in print and electronic form, periodicals in the context of learning language; | + | | | |
| scientific databases, electronic journals and their availability; | | + | | |
| availability of electronic versions of published journals; | + | | | |
| examination of the research results, final papers, dissertations on plagiarism; | | | + | |
| free access to educational Internet resources, the functioning of free Wi-Fi throughout the HEI. | + | | | |
| The EP's management should ensure the existence of academic support for students, including giving students the information, reference and teaching materials needed for the learning of educational programs (guide, academic calendar, manual and etc.). | + | | | |
| Educational materials, software tools, educational literature and additional resources, and equipment should be available to all students. | + | | | |
| An important factor is the support of the educational program with information and communication technologies. | | + | | |
| The HEI should demonstrate existence of the laboratory development programs realizing by the EP. | | + | | |
| The EP's management should determine the degree of implementation of information technology in the learning process of the EP, monitor the use and development of innovative technologies by teaching staff, including ICT-based. | | + | | |
| The EP's management should demonstrate the reflection of information characterizing the EP on a web resource, the efficiency of its use for improvement of the EP, which has the following characteristics: | | | | |
| the presence of personal pages of teaching staff on the portal of the HEI; | + | | | |
| the presence of adequate and objective information about the teaching staff in the HEI's portal (website); | + | | | |
| the transparency of information on administration of complaints, including the placement of virtual complaint book for consumers on the HEI's portal (website); | | + | | |
| the allocation on the HEI's portal (website) complete objective information on the activities and specificity of the EP; | | + | | |
| the allocation on the HEI's portal (website) external publications (citations, references) on the implementation of the EP; | | + | | |
| the use of information networks to inform the public and stakeholders; | | | + | |

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| An important factor is to comply with copyright when placing teaching and methodological support in the public domain; | | + | | |
| An important factor is the creation of conditions for the mastery and use of information and communication technologies by the staff, teaching staff and students in the education process and activities of the HEI. | | + | | |
| <i>Subtotal</i> | 13 | 17 | 2 | 0 |
| <i>Subtotal in general</i> | 40 | 87 | 11 | 0 |



Independent agency for
accreditation and rating