



«АККРЕДИТЕУ ЖӘНЕ РЕЙТИНГТИҢ  
ТӘУЕЛСІЗ АГЕНТТІГІ» КЕМ

НУ «НЕЗАВИСИМОЕ АГЕНТСТВО  
АККРЕДИТАЦИИ И РЕЙТИНГА»

INDEPENDENT AGENCY FOR  
ACCREDITATION AND RATING

## **REPORT**

**on the Results of the Work of an External Expert Commission  
for Assessing the Compliance with the Requirements of  
Specialized Accreditation Standards of educational programs**

**6D020500/8D02301 – Philology**

**6D021000/8D02302 – Foreign Philology**

**6M020700/7M02302– Translation**

**Kostanay State University named after A. Baytursynov**

**Site-Visit Dates: May 20-23, 2019**

**INDEPENDENT AGENCY ACCREDITATION AND RATING**

*External expert committee*

*Addressed to the Accreditation Council of the IAAR*



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for Assessing the Compliance with the Requirements of Specialized Accreditation**

**Standards of educational programs**

**6D020500/8D02301 – Philology**

**6D021000/8D02302 – Foreign Philology**

**6M020700/7M02302– Translation**

**A. Baitursynov Kostanay State University**

**from «20» to «23» May 2019**

**Kostanay, «23» May 2019**

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## **(I) SYMBOLS AND ABBREVIATIONS**

EEC – external expert commission

A. Baitursynov KSU – A. Baitursynov Kostanay State University

MEP – modular educational program

RW – research work

RWDS – research work of doctoral students

RWU – research work of undergraduates

EP – educational program

TS – teaching staff

QMS – quality management system

IWS – independent work of students



## **(II) INTRODUCTION**

In accordance with the order No. 60-19-OD dated 03.05.2009 of the Independent Agency for accreditation and rating from 20 to 23 may 2019, the external expert commission assessed the compliance of educational programs 6D020500/8D02301 - Philology, 6D021000/8D02302 – Foreign Philology, 6M020700/7M02302 – Translation studies of A. Baitursynov Kostanay State University with the standards of ex-ante specialized accreditation (from "25" may 2018, № 68-18/1-OD).the first).

The report of the external expert commission (EEC) contains the assessment of the compliance of the activities of A. Baitursynov Kostanay State University within the framework of the ex-ante specialized accreditation with the IAAR criteria, recommendations of the EEC on further improvement of the parameters of educational programs and the parameters of the specialized profile.

### **The composition of the EEC:**

1. **Chairman of the Commission** – Shunkeev Kuanyshbek Shunkeevich, Professor, K. Zhubanov Aktobe Regional University (Aktobe);
2. **Foreign expert** – Māris Kļaviņš (Maris Klavins), Dr.habil.chem., prof., Faculty of geography and Earth Sciences, University of Latvia, expert of the Academic information center (AIC) (Riga, Latvia);
3. **Foreign expert** – Alexander Ivanovich Gorylev, candidate of law, associate Professor, Nizhny Novgorod national research state University. N. So. Lobachevsky (Nizhny Novgorod, Russia);
4. **Expert** – Sergey Nicolaevich Nikolsky, PhD, Professor, Karaganda state University. E. A. Buketov (Karaganda);
5. **Expert** – Sarsenova Lazzat Kadirgalievna, K. B. N., Kazakh national University. al-Farabi (Almaty);
6. **Expert** – Aldabergenova Saule Salimjanova, PhD, Kazakh agrotechnical University. S. Seifullina (Nur-Sultan);
7. **Expert** – Nurgazy Kuat Cipollari, D. S. X. H., Professor, Kazakh national agrarian University (Almaty);
8. **Expert** – Usenbaev Altay Egemberdievich, candidate of veterinary Sciences, associate Professor, S. Seifullin Kazakh agrotechnical University. (Nur-Sultan);
9. **Expert** – Gubantaeva Altyn Nurymovna, senior lecturer, master of veterinary science, West Kazakhstan's innovative-technological University (Uralsk);
10. **Expert** – Shevyakova Tatyana Vasilyevna, doctor of philological Sciences. Professor, Abylai Khan Kazakh University of international relations and world languages. (Almaty);
11. **Expert** – Muhametkaliyeva Gulnar Okuskhonova, candidate of philological Sciences, Professor of Academy, Academy Kaynar (Almaty);
12. **Expert** – Nurymbetova Gulshat Ramazanovna, doctor of political Sciences, Professor, Abai Kazakh national pedagogical University (Almaty);
13. **Expert** – Abisheva Vera Tokenovna, doctor of philological Sciences. Professor, Buketov Karaganda state University. (Karaganda);
14. **Expert** – Alimbekova Nurlana Baurzhanovna, M. T., S. Amanzholov East Kazakhstan state University (Ust-Kamenogorsk);
15. **Expert** – Kadymova Kulziya Abrasheva, M. T., PhD, L. Gumilev Eurasian national University (Nur-Sultan);
16. **Expert** – Oshakbayeva Zhuldyz Oryntaykyzy, K. B. N., associate Professor, Kazakh national agrarian University (Almaty);

17. **Employer** – Olkinyan Ludmila Yurievna, head of Corporate University of JSC "Group of companies allure", center of training and staff development LLP "Saryarkaavtoprom" (Kostanay);
18. **Employer** – Ismailova Aygul Turysbekova, project manager of the chamber of entrepreneurs of Kostanay region (Kostanay);
19. **Student** – Abultdinova Aida Bagdatovna, doctoral student of the 3rd course (vet. medicine), Seifullin Kazakh agrotechnical University. (Nur-Sultan);
20. **Student** – Idrissova Aidana Mukhamedzhankyzy, 2nd year student (History), U. Sultangazin Kostanay state pedagogical University. (Kostanay);
21. **Student** – Mikhailyuk Vladlena Sergeevna, 2nd year student (Mathematics), U. Sultangazin Kostanay state pedagogical University. (Kostanay);
22. **Student** – Ahmet Zhanbota Zhaksylykkyzy, 2nd year student (Biology), U. Sultangazin Kostanay state pedagogical University. (Kostanay);
23. **Student** – Ansabaev Ruslan Ermakanovich, 2nd year student (agronomy), M. Dulatov Kostanay engineering economic University (Kostanay);
24. **Observer from the Agency** – Kydyrmina Nurgul Alimovna, head of information-analytical project of the IAAR (Nur-Sultan).



### **(III) REPRESENTATION OF THE EDUCATIONAL ORGANIZATION**

Kostanay state university was founded on August 6, 1992 by the Resolution of the Cabinet of Ministers of the Republic of Kazakhstan № 662 by reorganization of Kostanay state pedagogical Institute of 50th anniversary of the USSR into university. On April 3, 1996 on the basis of the Decree of the Government of the Republic of Kazakhstan № 384 Kustanay state University was renamed to Akhmet Baitursynov Kustanay state University.

In accordance with article 9 of the Law of the Republic of Kazakhstan of December 9, 1993, the decree of the President of the Republic of Kazakhstan of June 17, 1997 changed the transcription of the city of Kustanay to Kostanay. The name of the University was changed to Kostanay state university named after Akhmet Baitursynov (hereinafter - KSU. A. Baitursynov).

February 14, 2000 in accordance with the government Of the Republic of Kazakhstan №236 in the KSU. A. Baitursynov entered Kostanay agricultural Institute, and on February 3, 2004 the government Of the Republic of Kazakhstan №128 from the KSU. A. Baitursynov allocated state pedagogical Institute.

The activity of the University is carried out on the basis of the current State license for the right to conduct educational activities (№ 12020851 of December 11, 2012).

The University has a three-level system of training: higher education (bachelor's degree), postgraduate training (master's and doctoral studies).

The structure of the University includes 7 faculties. Training is conducted in 33 bachelor's, 28 master's and 17 doctoral specialties.

The contingent of students of the University on February 1, 2019 is 4582 people.

The total number of teaching staff of the University is 458 people, 366 of them are full-time employees. Doctors of science - 29, candidates of science - 140, PhD - 16. The percentage of University is 50.5 %.

According to the results of the 2017-2018 academic year, the number of University graduates amounted to 1228 people, 83% of them are employed. At the same time, the average employment rate in the Republic is 67%.

Training of students on the accredited educational programs is carried out in accordance with the current legislative and legal acts of the Ministry of education, the Strategic development plan of the EP, agreed with the Strategic plan of the KSU for 2015-2020, with the mission, vision and strategy of the University.

A. Baitursynov KSU in 2014 received a certificate of institutional accreditation for a period of five years, with registration number IA № 0039.

The University has implemented and certified the quality management system based on ISO 9001:2000 with the presentation of certificates of conformity of the Association "Russian Register" and IQNet., and since October 2009 – according to the new version of ISO 9001:2008.

In 2018, the KSU took the 10th position in the General ranking of the best multidisciplinary universities of Kazakhstan in 2018 according to the Independent Agency for quality assurance in education, and in Webometrics – 15336 position of the University's website among the universities of the world.

### **(IV) DESCRIPTION OF THE PREVIOUS ACCREDITATION PROCEDURE**

Educational programs 6D020500/8D02301 - Philology, 6D021000/8D02302 – Foreign Philology, 6M020700/7M02302 – Translation studies are accredited in IAAR for the first time.

## **(V) DESCRIPTION OF THE VISIT OF THE EEC**

Work of EEC was carried out on the basis of the approved and in advance coordinated Program of visit of the expert Commission of IAAR within specialized accreditation of A. Baitursynov Kostanay state university during the period from May 20 to May 23, 2019.

In order to coordinate the work of the EEC on May 19, 2019, an introductory meeting was held, during which the powers were distributed among the members of the Commission, the schedule of the visit was clarified, agreement was reached on the choice of methods of examination.

In order to obtain objective information on the evaluation of the University members of the EEC used such methods as visual inspection, observation, interviewing employees of various departments, teachers, students, graduates and employers, questioning of the teaching staff, students.

All conditions were created for the work of EEC, access to all necessary information resources was organized. Meetings of the EEC with the target groups were held in accordance with the updated program of the visit, in compliance with the established time period. On the part of the staff of Kostanay state university named after A. Baitursynov, the presence of all persons specified in the program of the visit was ensured.

In accordance with the requirements of the standards, the Program of the visit covered meetings with rector, vice-rectors, heads of departments, deans, heads of departments of the University, teachers, students, graduates, employers and employees from various departments, interviewing and questioning of teachers and students. 281 people took part in the meetings (table 1).

**Table 1. Information about employees and students who took part in meetings with the EEC of IAAR:**

<b>The category of participants</b>	<b>Amount</b>
Rector	1
vice-rector	3
Heads of structural units	19
Deans of faculties	5
Heads of departments	15
Teachers	84
Students	94
Graduates	30
Employers	30
Overall	281

According to the program of the visit, EEC also conducted a tour, during which experts got acquainted with the state of the material and technical base, visited the faculties and departments that implement accredited educational programs, the scientific library "Bilim ortalgy", the Digital Hub "Parasat", Scientific and innovation center, laboratories.

In the course of work of EEC bases of practices are visited: Regional universal scientific library and the Center of languages learning "Til Daryn" in the city of Kostanay (EP



6D020500/8D02301-Philology, 6D021000/8D02302 – Foreign Philology) and LLP Language centre "Grand Luxe" (EP 6M020700/7M02302 – Translation studies).

In accordance with the accreditation procedure, 73 teachers and 80 students were surveyed.

In order to confirm the information provided in the self-assessment Report, the University's working documentation was requested and analyzed by external experts. Along with this, the experts studied the official website of the University <http://ksu.edu.kz/>.

As part of the planned program, the recommendations for improving the accredited educational programs of A. Baitursynov Kostanay state university, developed by the EEC on the results of the examination, were presented at the meeting on 23.05.2009.

## **(VI) COMPLIANCE WITH THE EX-ANTE STANDARDS OF SPECIALIZED ACCREDITATION**

### **6.1. «Educational program management» standard**

- The organization of higher and /or postgraduate education should have a published quality assurance policy. Quality policy should reflect the link between research, teaching and learning.
- Organization of higher and (or) postgraduate education should demonstrate the development of a culture of quality assurance, including in the context of EP.
- Commitment to quality assurance should apply to all activities carried out by contractors and partners (outsourcing), including joint/double-degree education and academic mobility.
- Guide EP has shown a willingness to ensure transparency of the development plan of EP based on the analysis of its functioning, the actual positioning of PA and focus its activities to meet the needs of the state, employers, students and other stakeholders. The Plan should include the timing of the realization of the educational program.
- The management of the EP demonstrates the existence of mechanisms for forming and regularly reviewing the development plan of the EP and monitoring its implementation, assessing the achievement of training goals, meeting the needs of students, employers and society, making decisions aimed at continuous improvement of the EP.
- The management of the EP should involve representatives of stakeholder groups, including employers, trainees and TS, in the development of the EP.
- The management of the EP should demonstrate the individuality and uniqueness of the development plan of the EP, its consistency with national priorities and development strategy of the organization of higher and (or) postgraduate education.
- The organization of higher and (or) postgraduate education should demonstrate a clear definition of those responsible for business processes within the EP, a clear distribution of staff responsibilities, the division of functions of collegial bodies.
- The management of the EP must provide evidence of transparency in the management of the educational program.
- The management of the EP should demonstrate the existence of an internal quality assurance system of the EP, including its design, management and monitoring, their improvement, decision-making based on the facts.
- Guide EP should implement risk management, including in the framework of EP undergoing initial accreditation, and demonstrate a system of measures aimed at risk reduction.
- The management of the EP should ensure the participation of representatives of employers, teaching staff, students and other interested persons in the collective management bodies of the educational program, as well as their representativeness in decision-making on the management of the educational program.
- The PA should demonstrate innovation management within the EP, including analysis and implementation of innovative proposals.
- EP leadership must demonstrate evidence of readiness for openness and accessibility for students, faculty, employers and other stakeholders.
- The management of the EP should be trained in education management programs.

### ***The evidence part***

Strategic, tactical and operational activities of the Institute are reflected in the planning, reporting and regulatory documents of A. Baitursynov KSU, reflecting the Policy of quality assurance. Implementation of educational programs and strategy of their development is carried

out in accordance with the mission, vision and priorities of the University defined in the Strategic development plan of A. Baitursynov KSU for 2016-2020 (hereinafter – the strategic plan), approved at the meeting of the Academic Council on October 28, 2016, Protocol № 13. The main objective of the quality assurance policy is to ensure the quality assurance of educational activities by meeting the requirements of consumers. Mission, vision, strategic development goal and quality policy are posted on the University website on the pages <http://ksu.edu.kz/about/mission/> and [http://ksu.edu.kz/portal/organizacionnopravovye\\_dokumenty\\_plan\\_otchety\\_kgu/strategiya\\_plan\\_y\\_i\\_otchety\\_kgu\\_im\\_abajtursynova/](http://ksu.edu.kz/portal/organizacionnopravovye_dokumenty_plan_otchety_kgu/strategiya_plan_y_i_otchety_kgu_im_abajtursynova/) and available to everyone.

The University's strategy is focused on sustainable development taking into account the strengths and weaknesses of the organization, threats and opportunities and is associated with the growth of the competitiveness of educational services.

The development of a strategic plan, the amendments are based on the principles of corporatism, public. According to the Strategic plan for the development of departments to improve the skills of young teachers opened doctoral studies.

From 2017 currently in doctoral studies in education program 6D020500/8D02301 - Philology study 6 University staff (the teachers of the departments of theory of languages and literature - Doskanova D. A., Abubakirova G.N. (2018), practical linguistics - Kulbayeva M. M. (2017), Mirkemelova A. B. (2018) and Director of the center for youth Kaliev B. N. (2017), which, of course, aimed at training highly qualified personnel for the University. However, after completion of studies due to the lack of Dissertation Council for doctoral theses on EP 6D020500/8D02301-Philology and EP 6D021000/8D02302-Foreign Philology at the Department of theory of languages and literature and the Department of foreign Philology may have problems associated with the inability of timely defense of dissertations for the degree of doctor of philosophy PhD.

Since 2019, for admission to the doctoral program will be required to know a foreign language and provide an international certificate (respectively IELTS, TOEFL, etc.), which may affect the recruitment of applicants for doctoral studies.

All interested persons represented by a number of collegial bodies take part in the management of educational programs. Such collegial bodies are the Academic Council, educational and methodical Council, student Council, faculty Council and others.

The management of the EP demonstrates the transparency of the processes of forming the development plan of the EP by placing their content on the University portal in information packages, syllabus, booklet for students, career guidance materials, etc.

Implementation EP 6D020500/8D02301 - Philology, 6D021000/8D02302 – Foreign Philology, 6M020700/7M02302 - Translation studies is carried out in accordance with the state issued by CCES MES of the RK, as well as in accordance with normative legal acts of the Republic of Kazakhstan in the sphere of higher education: Law of RK "On education" from 27.07.2007. (with changes and additions from 24.11.2015 G.); Law of RK "On science" from 18.02.2011 № 407-IV LRK (with changes and additions); The state program of development of education and science of the Republic of Kazakhstan for the years 2016-2019 (Government Decision No. 123 of 27 February 2016); SCES RK 5.04.034-2011: the State obligatory standard of education of the Republic of Kazakhstan. Postgraduate education. Doctoral study. Main provisions (amendments of August 23, 2012 № 1080), SCES RK. Postgraduate education. Magistracy. Fundamentals. № 292 from 13.05.2016.

The control mechanisms EP 6D020500/8D02301 - Philology, 6D021000/8D02302 – Foreign Philology, 6M020700/7M02302 – Translation studies focused on the principles of collegiality and transparency. This is evidenced by the activities of the Academic Council,

rector's office, educational and methodical Council, Scientific Council, faculty Council, meetings of departments that provide management of the main processes of the University. Systematic monitoring and evaluation of the effectiveness of policies to ensure the quality of educational programs with the participation of students, employees and other stakeholders on the basis of systematic collection, analysis and management of information. All measures to control the quality of the educational process, carried out at different levels, are recorded in the form of records, acts, certificates, reports, etc., are discussed at meetings of departments and educational councils. Based on the analysis and evaluation of control indicators, measures are developed to improve the quality of the EP implementation.

Accredited EP developed by the Committee on curricula and programs of the University, which includes leading teachers of graduate departments and students, in addition to this process involves employers and other stakeholders.

Management of educational programs is regulated by the following internal and external mechanisms.

Internal evaluation methods:

- evaluation of departments and certification of staff and staff,
- internal quality audits,
- checking the degree of readiness of the Department for the new academic year,
- assessment of the quality of the educational process,
- assessment of educational achievements of students,
- questioning of employers, students, employees, staff:

Issuing departments of accredited EP monitor the training of students in order to ensure the quality of education, within the internal quality assurance. Monitoring includes tracking: a visit to the students of classes; and the performance of tasks of the SRM and SRD; delivery jobs for the current, landmark and final control. The results of monitoring are brought to the management and stakeholders, including by posting information on the official website of the University, the educational portal on information stands, the information website of the faculty. With the help of the portal undergraduates and doctoral students can get information about progress, attendance, assessment abroad control and final exam.

Management of educational programs as separate objects includes:

- analysis of the demand for educational programs in the market of educational services and the labor market during the admission company;
- provision of comprehensive information on each educational program on the website of the University; inclusion in the meeting plan of the Academic Council of issues in certain areas of educational programs; orientation of the University on specialized accreditation of educational programs.

Development plans of EP are worked out by graduate departments, considered and approved by the Academic Council of the University or faculty. During the implementation of the EP, there was a practice of involving employers in the educational process, which is implemented within the framework of the harmonization of curricula in the list of elective disciplines, during pedagogical and research practices.

The employers are representatives of scientific and educational institutions of Kostanay and Kostanay region. During the reporting period, the working curriculum EP 6D020500/8D02301-Philology were made elective courses in the context of special profile disciplines, taking into account the wishes of employers: "Language contact and language conflict", "Ethnopoetics" (Minutes of the meeting of the Department of language theory and literature № 4 from 26.04.2018), employers – Regional universal scientific library after

L.Tolstoy and the Center of languages learning "Til Daryn" in the city of Kostanay, which is actively involved in the formation and EP 6D021000/8D02302 – Foreign Philology.

As an employer EP 6M020700/7M02302 – Translation studies made LLP Language center "Grand Luxe" (Director – N. Dubrovina).

Employers EP 6D021000/8D02302 – Foreign Philology are representatives of the Regional universal scientific library. L. Tolstoy and LLP Language center "Grand Luxe" (Kostanay).

All accredited EP have undergone external independent expertise, with leading experts in the relevant field of knowledge becoming EP experts. So, experts EP 6D020500/8D02301-Philology are the head of the municipal institution "Regional center of languages learning ""Til Daryn" in the city of Kostanaj Erbatyrova J. K. (11.01.2019 g.) and Cand. Philo. associate Professor of ENU. L. N. Gumilev Zhapanova M. E. (24. 01.2019 g). Expert EP 6D021000/8D02302 – Foreign Philology became Director of LLP Language center "Grand Luxe" N. Dubrovina. Examination EP 6M020700/7M02302 – Translation was carried out by the head. Department of foreign Philology and translation of KazNU. Al-Farabi D. A. Karagoishieva.

In A. Baitursynov KSU implemented mechanisms of planning, development and continuous improvement to demonstrate compliance of educational services to the requirements of the SES, consumers, ensuring appropriate quality and continuous improvement.

The purpose of the educational program 6D020500/ 8D02301 Philology - training of highly qualified specialists in the field of Philology using innovative technologies, research methods, analysis of linguistic and literary processes

The purpose of the educational program 6D021000/ 8D02302 Foreign Philology - training of a new generation of Kazakhstani specialists for scientific institutions, teachers of higher education institutions, as well as specialists in the field of education, management in organizations of the public/private sector, in need of specialists with applied knowledge of the theoretical foundations of foreign languages.

The purpose of the educational program 6M020700/7M02302 - Translation studies - training of a new generation of Kazakhstani specialists for scientific institutions, teachers of higher educational institutions, as well as specialists in the field of education, management in organizations of the public/private sector, in need of specialists with applied knowledge of the theoretical foundations of foreign languages.

Training of a new generation of Kazakhstani specialists for scientific institutions, teachers of higher educational institutions, as well as specialists in the field of education, management in public/private sector organizations in need of specialists with applied knowledge of the theoretical foundations of foreign languages.

The individuality and uniqueness of the accredited EP is their orientation to the regional labor market, through the introduction of current elective courses that complement the main disciplines, commissioned by employers in the region, who give their reviews on the EP and recommend current trends, the faculty of the Department is converted into elective courses. At the end of each academic year, the Department, taking into account the needs, make an application for the necessary information and other material resources, update the program of development of laboratories, the rector assigns to the EP the required number of classrooms, laboratories.

The individuality of the plans for the development of educational programs due to the possibility of building students individual educational trajectory through the choice of disciplines, taking into account personal preferences and needs of the labor market in the region.

The uniqueness and individuality of the EP is to provide conditions for quality professional education, professional competence in the educational sphere, focus on current and projected demands of the regional labor market, confirmed by the results of monitoring, reflected in the EP results of interaction of departments implementing these programs and employers. For example, the uniqueness of EP 6D020500/8D02301 Philology training is the trajectory of "Cognitive linguistics", which aims to train professionals with the skills and abilities to study the specifics of the language, culture of the region, as well as to work as a researcher in different scientific institutions, the head-organizer, civil servant.

The doctoral program "Foreign Philology" is aimed at training a new generation of Kazakhstani specialists for scientific institutions, teachers of higher educational institutions, as well as specialists in the field of education, management in public/private sector organizations, in need of specialists with applied knowledge of the theoretical foundations of foreign languages. Within the framework of this EP, two trajectories "Comparative studies" and "Applied linguistics" are provided. According to the EP "Translation" the content is determined by further objectives for the training of specialists in the field of translation studies, with a focus on scientific and educational activities. According to this EP, there are two trajectories: literary Studies and translation; modern translation studies.

### *Analytical part*

During the visit, the experts conducted a detailed analysis on the compliance of the accredited EP with the requirements of the effective functioning of educational programs aimed at students and all stakeholders in the educational service, the principles and methods of organization of educational, research and educational processes, the needs of the modern education market. The content and form of the EP, the decisions taken by the management of the EP, agreed with the strategic documents of the MES and the University.

In General, the activities of accredited EP are consistent with the strategy, mission, vision and values of the University. The presented materials confirm the functioning of the mechanisms for the formation and regular review of the development plan of the EP and monitoring their implementation, evaluation of the achievement of learning goals, meeting the needs of students, employers and society. Management and planning of EP is aimed at their successful implementation. Development plans for the EP have been developed in accordance with their objectives, the mechanism for disseminating information on the plan and objectives of the EP, the resource provision of the EP and the management structure of the EP.

At the same time, the information provided during the visit of the EEC did not allow to fully assess the development of the culture of quality assurance, including in the context of accredited EP.

Concisely and precisely formulated Goals and learning outcomes are the starting point and the Central recommendation for the development of educational programs. However, the Goals outlined in the development Plans of the EP are General and differ only in figures and minor details.

In part, the figures show the individuality of the development plan of the EP; however, the formulation of the uniqueness and individuality of the development plan of the EP and its consistency with national development priorities and development strategy of the KSU is not detailed enough. The uniqueness and advantage of each submitted for accreditation EP over similar educational programs of other universities were not reflected in the self-assessment reports and were not confirmed during the interview of the heads of the EP.

In spite of the fact that departments, faculties and heads of EP carry out systematic work with representatives of interested parties, the information confirming their active

participation in development Plans of EP, in the choice and formation of the catalog of elective disciplines is presented not fully then so such activity promotes improvement of quality of preparation of specialists and their competitiveness in the labor market. In our opinion, cooperation with employers in the development and improvement of EP 6D021000/8D02302 - Foreign Philology is not consistent enough. So, employers' participation was not found, but they participated in the development program of practice and examination of EP.

The content and meaning of the evaluation criteria of the Standard "Management of the educational program" indicates the existence of measures taken by A. Baitursynov KSU for the improvement of quality in different types of activities. The University demonstrated the General University concept of quality (availability of published quality assurance policy, quality assurance system) for each activity. However, this concept does not describe the main business processes and those responsible for them, on the basis of which the design, management and monitoring of improvements, decision-making based on facts should be carried out.

For the full implementation of this standard, in particular in the formation of the quality system, the University must determine the objectives and expected results, including the risks and opportunities.

Possession of information relating to the possible risks to which the EP is exposed contributes to the development of measures to counter such risks. This, in turn, provides a basis for enhancing and strengthening the University's corporate culture, which is preventive in nature.

However, the EEC has not been fully provided with supporting documents regarding the existence of a process to identify the risks to which the EP may be exposed.

At the same time, it should be emphasized that the staff of the University is quite clearly aware of the relationship between the mission and strategy of the University with the quality of the programs. According to the results of the survey of TS on the question "How is the mission and strategy of the University reflected in innovative programs?" "very good" was answered by 42 people (57.5 %), "good" - 31 people (42.5%). There were no "relatively bad" and "bad" answers, which indicate a high level of involvement of teachers in the process of innovation management in the framework of the EP.

#### ***Strengths/best practices***

- The University has a published quality assurance policy.
- Quality policy reflects the link between research, teaching and learning.
- The University demonstrates the development of a culture of quality assurance, including in the context of EP.
- The management of the EP involves representatives of stakeholder groups, including employers, students and TS in the formation of the development plan of the EP.

#### ***The recommendations of the EEC***

*1. To create a Program of double-diploma education with foreign universities-partners in the EP 6D020500/8D02301 - Philology, 6D021000/8D02302 – Foreign Philology, 6M020700/7M02302 – Translation studies.*

***The conclusions of the EEC according to the criteria for EP 6D020500/8D02301 - Philology, 6D021000/8D02302 – Foreign Philology, 6M020700/7M02302 – Translation studies: strong - 3, satisfactory - 10, suggest improvements - 2.***

#### ***6.2. «Information management and reporting» standard***

- The EI should demonstrate that there is a system for collecting, analysing and managing information through the use of modern information and communication technologies and software, and that it uses a variety of methods to collect and analyze information in the context of the EP.
- EP leadership must demonstrate the existence of a mechanism of systematic use of treated, adequate information for improving the internal quality assurance system.
- EP leadership must demonstrate decision making based on facts.
- A system of regular reporting, reflecting all levels of the structure, including the assessment of the effectiveness and efficiency of the activities of departments and research, should be provided within the framework of the EP.
- The EI should establish the frequency, forms and methods of evaluation of the management of the EP, the activities of collegial bodies and structural units, senior management, implementation of scientific projects.
- The EI shall demonstrate the determination of the procedure and the provision of information security, including the identification of responsible persons for the accuracy and timeliness of information analysis and data provision.
- An important factor is the availability of mechanisms for involving students, employees and teaching staff in the collection and analysis of information, as well as decision-making based on them.
- EP leadership must demonstrate a mechanism of communication with students, employees and other stakeholders, and mechanisms for conflict resolution.
- PA must demonstrate the existence of mechanisms for measuring the degree of satisfaction of needs of faculty, staff and students within the framework of EP.
- PA should include an evaluation of the effectiveness and efficiency of activities, including in the context of the EP.
- Information, intended for the collection and analysis in the framework of the EP should consider:
  - key performance indicator;
  - dynamics of the contingent of students in the context of forms and types;
  - the level of academic progress, student achievements and contributions;
  - satisfaction of students with the implementation of EP and the quality of education at the University;
  - availability of educational resources and support systems for students.
- The EI must confirm the implementation of procedures for processing personal data of students, employees and teaching staff on the basis of their documentary consent.

### ***The evidence part***

Kostanay state University uses modern information systems, information and communication technologies and software for adequate information management.

Information about educational programs 6D020500/8D02301 - Philology, 6D021000/8D02302 – Foreign Philology, 6M020700/7M02302-Translation studies is available on the University website and is available for review. On the external site, you can familiarize yourself with the basic provisions of the admission rules, the content of the programs of entrance examinations, regulatory documentation. Internal documents (curricula, model plans, model programs, catalogs of elective subjects, modular educational programs) are posted on the internal portal and are available for students and faculty of the University. Access to the portal is carried out through the personal account of the teacher and student.

In order to provide information management, information systems have been implemented, both in-house development and commercial products. Proprietary of the University is the web portal, information systems: People, Entrant, Rating, Email institution: the Learning process. The developed web portal of the University is managed by the Umi-CMS system, on the basis of which the official website of the University was developed ([www.ksu.edu.kz](http://www.ksu.edu.kz)) and internal portal (<http://ksu.edu.kz/portal/>).

The internal portal of the University is the entry point to such systems as Electronic library, Schedule, Rating, Web-survey, Web-testing, anti-Plagiarism, Telephone directory and employee birthday greetings page. The portal contains virtual reception rooms of the rector, Vice-rectors and deans of faculties, announcements, organizational and legal documents, plans and reports of the University, which are timely updated. Internal mailing of letters to University departments is carried out by mail server. 160 mailboxes are registered on the server of the University, MSOutlook software is configured at the workplaces of employees, for which the address book of all structural divisions of the University is created.

The KSU determines the amount of information collected, sources, frequency, time interval and responsible persons for the accuracy and timeliness.

All students, employees and faculty of the University, according to the current legislation of the Republic of Kazakhstan, including in accordance with the Law of the Republic of Kazakhstan "On personal data and their protection" (from May 21, 2013 № 94-V) and the Regulations on the protection of personal data of employees of A. Baitursynov KSU (P. 010-2019), draw up agreements for the processing of their personal data, which confirms the legitimacy of KSU activities in this area.

Since 2013 in Kostanay state University after A. Baitursynov automated information system "PLATONUS" is used as a tool for the collection and analysis of information. Integration of data by means of AIS "PLATONUS" provides information intended for operational and strategic management of the University.

The AIS "PLATONUS" provides complete information about the learning process of each student for the entire period. Records are kept of progress in all subjects, GPA, placed orders, announcements. Information on each student and teacher with a search system, reports on various criteria is presented.

All data are entered into AIS Platonus, then surrender via the Replicator in NUVO. Order № 50 OD from 03.03.2017 year fixed responsible for forms of administrative data for reporting to the MES and statistical forms in MNE RK. By order No. 155 of OD from 11.09.2017 g. according to the plan of measures on execution of the section of higher and postgraduate education of RK from 24.08.2017 was appointed General coordinator for filling in data in NUVO on the University and providing technical support.

An objective assessment of the key performance qualities of PPP is a necessary condition for ensuring the development and effectiveness of EP. Key performance indicators KPI is the main indicators characterizing the achievement of the goals and the solution of the most important tasks of the University (indicators of state programs in the field of education and science, indicators of the strategic plan, the General rating of the University, etc.). In the Position П056-2018 appendices C, d are listed reflects the KPIs. ([http://ksu.edu.kz/portal/rejtingovaj\\_ocenka\\_deyatelnosti\\_pps\\_kafedr\\_i\\_fakultetov/](http://ksu.edu.kz/portal/rejtingovaj_ocenka_deyatelnosti_pps_kafedr_i_fakultetov/)).

To ensure the quality of EP management uses diverse methods of collection and analysis of information: questionnaires, interviews, open classes, the results of intermediate and final controls, the results of the EOD and the analysis of the facts is one of the prerogatives of the EP's management.

During the organization of management of the current activities of the University in the event of conflict situations, a phased method of their resolution is used at meetings of departments, faculties, structural units of the University.

To improve the quality of training of students, as well as to improve and develop the EP, the satisfaction of students, staff and staff with the implementation of the EP is monitored through a survey.

Thus, one of the tools for the analysis of EP 6D020500/8D02301 - Philology, 6D021000/8D02302 – Foreign Philology, 6M020700/7M02302-Translation studies questionnaire "Satisfaction with the quality of teaching." The analysis of the questionnaire is done by Deputy deans for academic work. The results of the survey are considered at the departments and faculties. Satisfaction of doctoral students with the quality of educational services provided by the management of the EP is determined by the results of the analysis of the monitoring "Teacher through the eyes of doctoral students", which is 100% in 2017-2018, 2018-2019. – 100%.



According to the results of the survey, regularly conducted after the examination session, each teacher conducts a self-analysis of the results of the survey in their subject. The results of self-analysis are discussed at a meeting of the Department; the results of the discussion make recommendations to improve the quality of education and wishes of the respondents (minutes №1 meeting of the Department of language theory and literature from 24.01.2009). On the basis of the information received, the Department, the faculty and the University contribute to its activity adjustments, to achieve the improvement of educational processes.

The resolution of the conflict of interests and relations in the University is through the consideration of complaints and appeals. The mechanism of management of conflicts of interests and relations includes: familiarization of staff, employees and students with the provisions of internal normative documentation, requirements for the organization of the educational process, the main directions of work of structural units, internal regulations, etc.; the creation of a corporate culture based on the equality of the rights and duties of employees, teachers and students, respect for their personal dignity.

Students, faculty can send complaints and suggestions as follows: post your questions, comments, memos, personal appeal to the head, anonymous appeals, wishes in the blog of the rector; leave messages in a specially equipped box of complaints and suggestions, which is located in the lobby of the first floor of the main academic building; contact personally the head of departments, deans, Vice-rector in a specially allotted time.

Within the framework of conflict prevention, the University management takes various measures, including those aimed at improving the material welfare of the faculty, supports the initiatives of the faculty, and supports scientific activities of the faculty and students.

The system of control and assessment of knowledge of students of the University is developed in accordance with the Standard rules of the organizations of higher and postgraduate education, approved by the Government of the Republic of Kazakhstan № 499 from 17.05.2013, the Standard rules of the current monitoring of performance, intermediate and final certification of students, approved by the Order of the Ministry of education and science of the Republic of Kazakhstan № 125 from March 18, 2008.

Information collected and analyzed by the University in the framework of the EP, takes into account the movement of the contingent of students in the context of forms and types, monitoring of progress and achievements of students, satisfaction of students with the implementation of the EP, availability of educational resources and support systems for students, employment and career growth of graduates.

The contingent of students is formed by the office-registrar. Data on the contingent of students on EP are presented in tables:

№	Accredited EP		2014-	2015-	2016-	2017-	2018-
			2015	2016	2017	2018	2019
1	6D020500/ 8D02301 Philology	Grant/contract	-	-	-	1/2	4/2
		Kaz/russ	-	-	-	2/1	4/2
2	6M020700/7M02302 Translation studies	Overall	-	-	-	-	5
		Grant/contract	-	-	-	-	5*/-
		Kaz/russ	-	-	-	-	-/5*
3	6D021000/8D02302 Foreign philology	Overall	-	-	-	-	1
		Grant/contract	-	-	-	-	-/1
		Kaz/russ	-	-	-	-	-/1

\* Of the five students received EP 6M020700/7M02302 - Translation, in the second semester of the current academic year enrolled 3 people, two on sabbatical.

On the accredited EP currently has not yet had graduates. The first graduation of specialists in EP 6D020500/8D02301 - Philology, 6D021000/8D02302 – Foreign Philology, 6M020700/7M02302 – Translation studies is planned in 2019/2020.

### ***Analytical part***

Analyzing the EP on the content and meaning of the standard "information Management and reporting" for accredited areas, the Commission notes that the University has a system of information management and reporting on the recruitment of students, academic performance, contingent movement, personnel, academic mobility of faculty and undergraduates, internships of doctoral students, etc., which is presented in regular reports at meetings of departments and Academic Council of the University.

The presented materials confirm the existence of a system of regular reporting, which includes the effectiveness and efficiency of the departments and is based on the use of a variety of methods of collection and analysis of information in the context of EP (including information systems AIS "Electronic UNIVERSITY. The Registrar's office", "the Electronic University: a Learning process", etc.). The data testifying to the involvement in the process of teaching staff, students and staff of the University.

Regular questioning of students, employers of undergraduates and doctoral students is carried out, and according to the results of their questioning / interviewing, appropriate measures are taken to eliminate the shortcomings. Information and communication technologies are used with a sufficiently high degree of efficiency.

At the same time, there are a number of issues related to this standard that have not been fully confirmed in the course of the work of the EEC.

Documents confirming the existence of documented information management processes, determining the order and ensuring the protection of information, responsibility for their functioning, reliability and systematic use of adequate information to improve the internal quality assurance system are not fully demonstrated.

The interview process does not fully confirm the existence of a communication mechanism with students, employees and other stakeholders.

The Board notes that issues relating to key performance indicators have not yet been fully resolved. According to the results of the survey, 26 people (35.6%), 41 people (56.2%) and 6 people (8.2%) answered the question about the assessment of TS involvement in the process of managerial and strategic decision - making "very well". 47 respondents (64,4%), "good" - 25 (34,2%), "relatively bad" - 1 person (1,4%) rated the availability of teacher guidance as "very good".

### ***Strengths/best practices***

- A system for the collection, analysis and management of information based on new information and communication technologies has been put in place.

- Information collected and analyzed in the framework of the EP, takes into account the dynamics of the contingent of students in the context of forms and types of training.

- At the University at the proper level, the work to ensure the measurement of the degree of satisfaction of students with the implementation of EP and the quality of education at the University.

- Demonstrated the availability of information and educational resources and support systems for students.

- Consent of students, employees and teaching staff to the processing of personal data is documented.

### ***The recommendations of the EEC***

1. *The University needs to continue the practice of organizing courses on education management for managers of EP.*

***The conclusions of the EEC according to the criteria for EP 6D020500/8D02301 - Philology, 6D021000/8D02302 – Foreign Philology, 6M020700/7M02302 – Translation studies: strong - 5, satisfactory – 10, suggest improvement – 1.***

### ***6.3. «Development and approval of the educational program» standard***

- PA should define and document the procedures for the development of the EP and their approval at the institutional level.
- The EP manual should ensure designed EP objectives, including expected learning outcomes.
- The EP guide should ensure that the developed models of the EP graduate describing learning outcomes and personal qualities are available.
- The management of the EP should demonstrate external reviews of the content of the EP and the planned results of its implementation.
- Qualification conferred on completion of EP, should be clearly defined and a level of the NSC.
- Guide EP should determine the influence of the disciplines and professional practices in shaping learning outcomes.
- An important factor is the possibility of training students for professional certification.
- The management of the EP should provide evidence of the participation of students, faculty and other stakeholders in the development of the EP, ensuring their quality.
- The labor intensity of the EP should be clearly defined in Kazakhstan loans and ECTS.
- Guide EP should ensure that the educational content of disciplines and the expected results level of study (bachelor, master, doctorate).
- The structure of the EP should provide for different activities to ensure that learners achieve the planned learning outcomes.
- An important factor is the correspondence of the content of the EP and the learning outcomes of the EP, implemented by organizations of higher and (or) postgraduate education in the EHEA.

### ***The evidence part***

The implementation of EP 6D020500/8D02301 - Philology, 6D021000/8D02302 – Foreign Philology, 6M020700/7M02302 – Translation studies is directed on formation of professional competence of future specialists of the relevant qualification framework for masters and PhD that meets the needs of the labour market. It should be noted that the educational programs of master's and doctoral programs are aimed at *fundamental educational training of graduates, in-depth study of specialty disciplines and the formation of a system of advanced knowledge for higher education.*

Regulatory legal database of EP of the KSU are: the Law of the Republic of Kazakhstan "On education"; the State compulsory standard of higher education, approved by the Government of Kazakhstan; the State compulsory standard of postgraduate education. Magistracy. Doctoral studies, approved by the government of the Republic of Kazakhstan, the Standard rules of higher and postgraduate education, approved by the government of the Republic of Kazakhstan; Standard rules of the current control of progress, intermediate and final certification of students in higher education, approved by the order of the Minister of education and science of the Republic of Kazakhstan; Order of MES "Rules of organization and implementation of educational and methodical work"; Rules of the educational process on credit technology training, approved by the order of the Minister of education and science of the Republic of Kazakhstan; the Concept of academic mobility of students of higher education institutions of the Republic of Kazakhstan and internal regulations of the University.

Goals, principles of development, normative documents and internal procedures of KSU aimed at creating training programs that are unique and relevant to the modern educational space of the Republic of Kazakhstan, aimed at meeting the needs of the region in highly qualified specialists. Training of doctors and masters in these educational programs in the context of national and regional interests and needs of specialists in this specialty is justified. Higher education institutions, colleges and other educational institutions need highly qualified scientific and pedagogical personnel, which emphasizes the importance and need for training. In Kostanay region doctoral studies on EP "Foreign Philology", EP "Philology" and master's degree in EP "Translation" in this area is implemented only in the KSU.

Educational programs are developed by Committees on curricula and programs. The purpose, objectives and functions of the curriculum and program Committees are presented in the Regulation "curriculum and program Committee". This Provision placed on the informational-educational portal of the University ([http://ksu.edu.kz/portal/zakony\\_pravila\\_polozheniya\\_instrukcii\\_obrazovatel'naya\\_deyatelnost/](http://ksu.edu.kz/portal/zakony_pravila_polozheniya_instrukcii_obrazovatel'naya_deyatelnost/)). The Committees on educational plans and programs consists of the most experienced teachers, experts and students. The composition is approved at a meeting of the educational and methodical Council. This is an undoubted advantage of the process of formation of EP in KSU. The work of the Committee and the Council provides an analysis of the correctness of the technology of compiling modules of the EP, taking into account compliance with the requirements and established rules for the formation of educational programs.

The procedure for the development of curricula, modular educational programs, catalogs of elective subjects is spelled out in the Provision "Formation of educational and methodical complex specialty." The procedure for the development and approval of the EMCD is prescribed in the Provision "Formation of educational and methodical complex of the discipline.

[http://ksu.edu.kz/portal/zakony\\_pravila\\_polozheniya\\_instrukcii\\_obrazovatel'naya\\_deyatelnost/](http://ksu.edu.kz/portal/zakony_pravila_polozheniya_instrukcii_obrazovatel'naya_deyatelnost/)

In addition, the educational and methodical Department developed Recommendations for the formation of modular educational programs (09.01.2018, approved by the acting Vice-rector), Recommendations for the planning of the educational process for the 2018-2019 academic year in higher education (02.03.2018, approved by the acting vice-rector for EWI). Modular curricula set 2018-2019 school year was approved at the meeting of the academic Council 27.04.2018 years, Protocol No. 5.

The procedure for the development of EP in the departments can be represented by the following algorithm:

1. The purpose of the educational program is formulated
2. On the basis of modular educational programs, Dublin descriptors developed qualification characteristics of the graduate, including both professional and General competence.
3. The content of the educational program (theoretical training: modules, disciplines, professional practice) is developed on the basis of the competence model of the graduate)
4. The volume and content of modules and disciplines of the educational program are determined.
5. The developed educational program is discussed at a meeting of the Department, if necessary, adjusted, amended and supplemented.
6. Modular educational program is considered at the meeting of the methodical Council of the faculty.

7. Ready modular educational programs are considered by the academic Council of the University and on the basis of its decision approved by the Chairman of the academic Council – rector.

Educational programs are developed in the form of a set of documents that are updated with the development of science, culture, economy, technology, and social sphere.

Educational programs consist of two parts: obligatory (according to the standard curriculum) and elective. The elective subjects of the component are presented in the Catalogues of elective subjects, which are developed annually.

Catalog of elective courses (CED) is compiled for the entire period of study with the names of modules, discipline code, name of discipline, semester, volume of credits and hours per semester, as well as CED indicates the purpose of the discipline, its summary, learning outcomes, program Manager. The catalogue of elective subjects is developed and updated annually on the basis of the curriculum of the specialty, taking into account the component for the choice of basic and professional disciplines. Items listed in the catalog meet the needs of the labor market.

Participation of stakeholders in the formation of EP is reflected in the procedure of formation, and in the content of programs, in the formation of CED. Thus, in the formation of EP 6D020500/8D02301-Philology was attended by employers – Regional universal scientific library. Tolstoy and the Center of languages learning "Til Daryn" in the city of Kostanay. The development EP 6M020700/7M02302 – Translation studies were involved representatives of LLP Linguistic center "Grand Luxe". Manual EP 6D021000/8D02302 – Foreign Philology involves the formation of EP employers represented by representatives of the Regional universal scientific library after L. Tolstoy and LLP Language center "Grand Luxe" (Kostanay). The principle of selection of stakeholders to participate in the formation of the EP is their involvement in theoretical and practical research in the field of each of these EP.

The complexity of EP 6D020500/8D02301 - Philology, 6D021000/8D02302 – Foreign Philology, 6M020700/7M02302 - Translation studies is defined in Kazakhstan loans and ECTS. Educational programs at A. Baitursynov KSU designed on the principle of modular structuring taking into account the Dublin descriptors.

The complexity of one Kazakh credit of theoretical training, taking into account classroom and independent work of the student in master's and doctoral studies is 105 hours. The total academic credit in addition to the classroom includes the following types of independent educational work of the student: essays, abstracts, training in various types of current, intermediate and final control, collection of materials and writing a thesis. The academic load includes all the educational activities of a doctoral student – lectures, seminars, professional practice, thesis defense, independent work, including under the guidance of a teacher.

The structure of educational programs is developed taking into account the links of interdisciplinary nature of the courses taught, taking into account the continuity of the content of educational programs at different levels, as well as the logic of the academic relationship and continuity of disciplines. For example, in the CED EP "Translation studies" included disciplines of an integrative nature – "Fundamentals of discourse theory and genres of speech" and "Corpus studies in language" (block PD). The courses "Communicative strategies and technologies" (EP "Foreign Philology"), "Philosophy of world literature" and "Ethnopoetics" (EP "Philology") are also interdisciplinary.

When studying under the accredited EP, multimedia presentation of information is used, which enhances the possibilities of teaching and is one of the important directions of the University to prepare a highly professional specialist. Teaching staff of the departments uses the following technologies: technology of modular training, innovative business game, problem

learning, project technology; the use of innovative methods and techniques aimed at the development of critical thinking; elements of practice-oriented learning. These principles, technologies, methods and objectives of the EP are reflected in the syllabus, EMCD, UMKS, annual reports of departments that provide the learning process.

Evaluation of the quality of educational programs is based on the analysis of curricula, catalog of elective courses, schedules, individual plans of students, internal regulations governing the implementation of educational programs, questionnaires of students and employers.

The University formed a model of graduates of the EP, in the development of the model of the graduate was attended by faculty, graduates and undergraduates of the University. Models for accredited programs include General and professional competencies and are part of the structure of the relevant modular educational programs. Graduate models accumulate a system of goals, knowledge, skills, competencies, personal qualities. In particular, the models of graduates in the field of doctoral 6D020500/8D02301 - Philology, 6D021000/8D02302 – Foreign Philology marked the following skills: to integrate knowledge of current problems, traditional and modern methods of philological science; provide philological expert and Advisory services in various fields of science and education, culture, production, social and political life and public administration; to solve problems of philological science and interdisciplinary fields in the context of changing socio-economic conditions, to have the skills to work on scientific projects; to develop and justify models of formation of research competence of students, undergraduates.

The model is a framework characteristic of the abilities of a graduate of a certain direction of EP and level of education, ensuring the success of the graduate. In the preparation of EP specialties, this model was taken as a basis for the formation of the key characteristics of the graduate; the specification of the model takes place within the various EP. Thus, the model of a graduate 6M020700/7M02302 – Translation studies provides training highly skilled interpreter, able to perform different types of translation, with language, cultural linguistic and communicative competences with theoretical knowledge in the field of translation, language theory and linguistics who have mastered the methodology of scientific research, prepared for research and teaching activities.

The methodology for developing educational programs is partly based on the implementation of the European training system and the following principles:

1. Understanding the content of multilevel education, taking into account Dublin descriptors and labor market requirements.
2. Competency-based approach as the basis for the design of educational programs.
3. The modular principle of the formation of educational programs based on Dublin descriptors.

It should also be noted that educational programs at A. Baitursynov KSU is being developed taking into account the national qualifications framework, professional standards as well as the labor market requirements. The qualifications obtained as a result of mastering the educational program are clearly defined in accordance with the certain level of the National framework for qualifications in higher education and, therefore, the qualifications framework in the European Higher Education Area:

skill level 7 - doctoral studies

The University awards the degree to graduates (sets of students until 2019) in accordance with the standard curricula of 2016, 2017, for a new set of students (starting from 2019) - in accordance with the areas and levels of education according to the state educational standards of higher education and vocational education (2018).

Information on the awarding of degrees at all levels of education is presented on the information and educational portal in the section «Educational work» ([http://ksu.edu.kz/portal/uchebnyj\\_process/fakultety\\_spezialnosti\\_kafedry\\_akademicheskie\\_stepeni/](http://ksu.edu.kz/portal/uchebnyj_process/fakultety_spezialnosti_kafedry_akademicheskie_stepeni/)) and in modular educational programs (<http://ksu.edu.kz/education/>)

The university has the following types of curricula: standard curriculum (SC), work curriculum (WC). Curricula are developed on the basis of standard curricula in the specialties for the entire period of study, State compulsory education standards and the Rules for organizing the educational process on credit training technology. In accordance with SCES RK, the curriculum maintains the ratio of the volume of disciplines of the cycles of CED, BD, majors.

The content and structure of accredited EPs are formed in accordance with the requirements of the Model Rules for the Activities of Higher and Postgraduate Education Organizations, approved by Decree of the Government of the Republic of Kazakhstan dated May 17, 2013 No. 499, SCES of the Republic of Kazakhstan, approved by Decree of the Government of the Republic of Kazakhstan No. 1080 of 23.08.2012, Rules for the Organization of Educational the process of credit training technology, approved by Order of the Minister of Education and Science No. 152 of April 20, 2011, with corresponding amendments to them.

The university has experience in conducting examinations of educational programs. In 2015, the university became one of 11 breakthrough universities of the Republic of Kazakhstan for the implementation of a training program for the second five-year industrial development of the country. All new master's and doctoral programs passed the examination of professors of universities of the Republic of Kazakhstan.

So, for the EP «Translation» an expert opinion was received from the head of the Department of Foreign Philology and Translation of Al-Farabi KazNU D. Karagoishieva. This department implements the same EP. The recommendations received will be taken into account in the further development of the EP. For example, it is recommended to include the discipline «Oral consecutive translation of research texts». (Appendix 7 Expert Opinion)

The expert opinion on the educational program 6D020500/8D02301- Philology was carried out by an external expert M. E. Zhapanova, candidate of philological sciences, associate professor of L. Gumilyov ENU (Nur-Sultan). Based on the analysis of a modular educational program, a working curriculum, a catalog of elective disciplines by an external expert, it was noted that «the Philology educational program submitted for examination can be used to prepare undergraduates and doctoral students in the Philology EP. And as a recommendation, she proposed introducing into the educational program disciplines related to bilingualism (Kazakh and Russian).

The examination procedure for educational programs is spelled out in the Regulation «University Quality Assurance System» in the standard «Program Development and Approval».

The formation of the individual educational trajectories of the student is carried out with the help of an adviser for each academic year on the basis of SCES RK, SCs, ICs.

The structure and content of modular educational programs for the entire period of study are developed by graduate departments on the basis of standard curricula of the specialty, graduate models. According to the results of the survey, 98.6% of TS consider that the management of the educational institution pays sufficient attention to the content of the educational program. When asked how much attention is paid to the leadership of the educational institution in the content of the educational program, 47 people (64.4%) answered «very well», 25 teachers (34.2%) answered «good», and 1 person answered «relatively poor»(1,4%).

Disciplines of EP are structured according to the principle of «basic» - «profiling». The goal of the cycle of basic disciplines (BD) is to acquire a complex of knowledge that forms the basis of

this profession, skills and ability to navigate in the flow of information and to obtain new knowledge to continue education in the magistracy and subsequently in doctoral studies, mastery of the basic methods and technologies of scientific research.

The goal of the cycle of core disciplines (CD) is to master the basics of one of the specified profile specializations, methodological and psychological readiness to change the type and nature of their professional activities, to form the competitiveness of graduates in the labor market, which would provide the opportunity for the fastest possible job placement in the specialty, the choice of students individual trajectory of education.

The educational program is approved for the full (nominal) term of study. On the basis of the EP, annual training plans are compiled and approved. Catalogs of elective disciplines (CED) are developed by the graduating department and approved by the Educational and Methodological Council of KSU. The CED contains a brief description of the disciplines indicating the prerequisites and post-requisites of the discipline. CED is available at the departments, in the scientific library and on the university website.

An important role in the training of specialists, namely in the formation of their professional competencies, is played by various types of practices provided for by CD. Educational programs of scientific and pedagogical doctoral studies include two types of practices: pedagogical and research. Cross-cutting programs of professional practices that are developed for all educational programs also contain the results of training in the form of competencies. At the university at the end of the practice, students submit to the department a report and a diary signed by the head of the practice base.

KSU seeks to provide students with the opportunity of professional certification. So, the certificate «Innovative technologies of personality-oriented learning in the educational process of the university»(72 hours), issued by Abubakirova G.N., doctoral candidate 6D020500/8D02301-Philology, Omsk State Pedagogical University (Omsk, Russia, 2018). Kulbaeva M.M., PhD student of the 2nd year of study EP 6D020500/8D02301-Philology was trained since 18.06.2018. until 03.07.2018 within the framework of the Erasmus + project «Development of the Interdisciplinary Master's Program in Computational Linguistics at the Universities of Central Asia» (CLASS, number 585845 - EPP-1-2017-1- ES-EPPKA2-CBHE-JP) with the aim of gaining competence in the framework of the master's program «Computational Linguistics», she received a certificate of completion of the course «Computational Linguistics».

### ***Analytical part***

In accordance with the main directions of the State Program for the Development of Education of the Republic of Kazakhstan for 2011-2020 and the requirements of the Bologna Convention, the university carries out modular construction of educational programs aimed at improving and implementing competency-based education. As a positive point, we can note the clarity and logic of the process of the formation of the MES EP. They are analyzed at the meetings of departments and the Committee on curricula and programs with the participation of students and employers. After discussion, the changes are determined. Further, the EPs with amendments are sent to employers for review. Upon receipt of a positive review, the EP is sent to the faculty council, where it is more in an expanded composition with the participation of students at all levels, employers, department heads, TS responsible for the educational and methodical work of departments. After an internal technical audit, the modular educational programs are submitted for consideration by the University Educational and Methodological Council, after the approval of which, MES are submitted for approval to the University Academic Council.



According to the results of the survey, the support of the university and its leadership in the development of new educational programs of the faculty was rated «very good» - 47.9% of respondents; 52.1% of respondents rated «good».

In the implementation of educational programs it provides the necessary integrity, combining the required ratio between the theoretical and practical components of the educational process. It should be emphasized that the content of the modules, all practices and final work are aimed at achieving the goals of the EP and the acquisition of students, professional and cultural competencies.

However, the final control of the development of module disciplines is carried out according to the traditional scheme - in the form of an exam for each individual discipline, while the module program should provide for a single exam for all disciplines, which is part of the general module, since they are all integrally and are closely interconnected with each other.

The organization of all types of practices is carried out on the basis of concluded agreements (bilateral, tripartite) on cooperation with organizations and enterprises. To conduct the practice, a program of practice is being developed, which serves as the basis for drawing up a plan and schedule for professional practices. Three weeks before the start of the practice, those responsible for practical affairs in the departments and the faculty form a presentation certified by the head, the dean, and submit it to the planning and business partnership department for issuing the order. For all levels of training, the departments have all the necessary documents: programs of all kinds of practices; plans for all types of practices; practice schedule; list of practice bases; representations on practice addressed to the dean; Rector's orders on practical training; orders of the department on the composition of the members of the commission for the protection of practices; minutes of installation and final conferences; trainee diaries for all types of practices; student reports and practice leaders; student characteristics provided by enterprises.

However, the commission notes that the following issues are not fully reflected in the self-report and did not find confirmation during the visit of the EEC:

The accredited EP presented on the website of the KSU «Graduate Model» is of a general nature; all interested parties are not fully involved in the development of the graduate model (in particular, employers and students did not demonstrate a clear understanding of the characteristics of the graduate within the framework of qualification requirements for the EP). The wishes of employers in terms of modernizing the training of specialists are not always taken into account. Or, on the contrary, on the recommendation of employers, without proper discussion and coordination with all interested parties, courses are introduced that do not correspond to the goals, objectives and content of the EP. Such, for example, is the discipline of «Journalism in the Information Policy System» (EP «Foreign Philology»), not related to the field of professional training of doctoral students.

Despite the existing programs of academic mobility (master's program, EP «Translation») and international cooperation in the field of scientific research (foreign internships for doctoral students, participation in international scientific conferences), the external expert commission did not provide data on the implementation of joint study programs in philology, foreign philology and translation business with foreign educational organizations.

Accredited EPs do not fully provide students with the opportunity to prepare for professional certification. As a result of the visit of the external expert commission, it was revealed that the professional certification of students is represented by isolated examples. Particular attention is required to prepare for passing international tests to determine the level of competencies in the field of the studied foreign language.

According to the results of the survey, the majority of respondents positively assessed the correspondence of students' knowledge obtained at this university with the realities of the

requirements of the modern labor market, at the level of «excellent» - 45.2%, «very good» - 50.7%, «relatively bad» - 4.1 %; however, regarding the formation of the ability to analyze situations and make forecasts, an excellent rating was provided by 34.2% of the respondents.

#### ***Strengths / Best Practices:***

- The university has defined and documented the procedures for the development of EPs and their approval at the institutional level.
- The EP management has ensured that the developed EPs are in compliance with established goals, including expected learning outcomes.
- The management of the EP ensures the availability of developed models of the graduate of the EP that describe the learning outcomes and personal qualities.
- The leadership of the EP demonstrated the conduct of external expert reviews of the contents of the EP and the planned results of its implementation.
- The management of the EP actively involves students, faculty and other stakeholders in the development of EP and ensuring their quality.

#### ***The recommendations of the EEC***

1. *To specify the signs of individuality and uniqueness of accredited EPs, including taking into account the coordination of the EP development plan with the University development strategy.*
2. *To involve employers more widely in discussing the content and drawing up Development Plans EP 6D020500/8D02301 - Philology, 6D021000/8D02302 - Foreign Philology, 6M020700/7M02302 – Translation studies, their monitoring and adjustment.*
3. *In the implementation of EP 6M020700/7M02302 – Translation studies to increase the proportion of methods and techniques that contribute to the formation of analytical skills of students, their adaptability to a rapidly changing professional and social environment.*

***The conclusions of the EEC according to the criteria for EP 6D020500/8D02301 - Philology, 6D021000/8D02302 - Foreign Philology, 6M020700/7M02302 – Translation studies: strong - 5, satisfactory - 7.***

#### ***6.4. Standard «Continuous monitoring and periodic evaluation of educational programs»***

- The PA should determine the mechanisms for monitoring and periodically evaluating the EP in order to achieve the goal and meet the needs of students and society. The results of these processes should be aimed at continuous improvement of the EP.
- Monitoring and periodic assessment of EP should include:
  - the content of the programs in the light of the latest achievements of science in a particular discipline to ensure the relevance of the taught discipline;
  - changes in the needs of society and the professional environment;
  - workload, academic performance and graduation of students;
  - the effectiveness of student assessment procedures;
  - expectations, needs and satisfaction of students with training in EP;
  - educational environment and support services and their compliance with the goals of the EP.
- The EI, EP management should determine the mechanism for informing all interested parties about any planned or taken actions regarding the EP.
- All changes made to the EP must be published. The EP management should develop a mechanism for revising the content and structure of the EP taking into account changes in the labor market, requirements of employers and the social request of the company.

#### ***The evidence part***

At the university, at the humanities and social faculty and graduating departments, monitoring and periodic evaluation of educational programs is carried out 6D020500/8D02301 -

Philology, 6D021000/8D02302 - Foreign philology, 6M020700/7M02302 – Translation studies in order to ensure that they achieve their goal and are responsible the needs of students and society, including employers.

The results of these processes contribute to the improvement of programs. All interested parties are informed of any planned or undertaken actions regarding these programs.

Monitoring of educational programs begins at the stage of compiling a curriculum and a catalog of elective disciplines, which reflect disciplines, all types of practices and forms of final certification. These documents are compiled by the curriculum committees, discussed at a meeting of the department, checked by EMD. Curricula are approved by the Academic Council of the university. Curricula and catalogs are updated annually. The curriculum is amended in connection with the requirements of SCES or internal changes in the university components. Teachers of the departments periodically suggest supplementing the catalog with new disciplines, based on the need to strengthen work on the development of a particular competency.

An internal quality assessment and examination of educational programs is carried out by monitoring the processes taking place at the university, with the aim of creating conditions for the formation of a holistic view of the level of educational services provided, their qualitative and quantitative changes, analysis and development of suggestions for improvement. These goals are realized by assessing the activities of faculties, departments and TS, organizing and assessing the educational achievements of students, conducting internal audits, questioning consumers (students) and employers.

Monitoring the implementation of the educational program is carried out through mutual visits, conducting open classes both from the side of the heads, TS of departments, and from the staff of the educational and methodical department. The results of mutual visits, open classes are considered at the meetings of the departments.

The assessment of student learning outcomes at the department is carried out through:

- 1) collection and analysis by advisers of information on student performance after certification;
- 2) analysis of the results of intermediate and final certification;
- 3) consideration of the results of academic performance at the meetings of the departments.

The University with the aim of continuous improvement of educational programs conducts their monitoring in order to achieve their goals and meet the needs of students and society. Monitoring is implemented through reports, reports of deans, deputy deans, chairmen of methodological councils of faculties at meetings of collegial bodies, meetings, surveys, questionnaires of stakeholders: students and employers.

Constant monitoring, periodic evaluation and revision of the university's educational programs are aimed at ensuring their effective implementation and creating a favorable learning environment.

The university has determined the procedure for monitoring, analyzing and revising educational programs.

In accordance with the Rules of the educational process on credit technology monitoring is implemented as a combination of monitoring the development of the content of training programs (process) and control the success of training (results) using three procedures: current control, midterm control, interim certification (final control of the discipline as a whole/exam).

The university has a system for assessing learning outcomes based on the regulatory and legal acts of the Ministry of Education and Science of the Republic of Kazakhstan and internal documents: Regulation «Organization and conduct of ongoing monitoring of progress and intermediate certification of students», Methodical instruction «Organization and conduct of

final certification of students» ([http://ksu.edu.kz/portal/zakony\\_pravila\\_polozheniya\\_instrukcii/obrazovatel'naya\\_deyatelnost/](http://ksu.edu.kz/portal/zakony_pravila_polozheniya_instrukcii/obrazovatel'naya_deyatelnost/)).

The monitoring and evaluation of educational achievements of students is based on academic integrity. The University has developed a Code of academic integrity ([http://ksu.edu.kz/images/kodeks\\_akademicheskoi\\_chestnosti\\_2017\\_g.pdf](http://ksu.edu.kz/images/kodeks_akademicheskoi_chestnosti_2017_g.pdf)).

Responsible for the processes of monitoring, evaluation and improvement of educational programs are the deans of faculties and heads of graduating departments, coordinating the work - the management of planning and organization of the educational process and educational and methodical department.

Documentary evidence of changes in educational programs are: decisions of collegial bodies, updated methodological support; event records, reports and references.

EP testing is carried out in accordance with the monitoring methodology of the EP, including:

- a survey of applicants, students, graduates, teachers, employing organizations;
- student performance;
- information support of the educational process, resource and information support of EP;
- analysis of the student assessment system;
- assessment of the level of competence of the scientific and pedagogical worker;
- the degree of compliance with the EP requirements.

The list of disciplines of the Modular educational program offered for training is primarily available for monitoring in AIS PLATONUS, in which the relevant sections contain Modular educational programs, working curricula for the academic year, educational and methodological complexes and manuals on disciplines and modules.

If necessary, changes and additions are made to the structure and content of Modular educational programs. Annual updating is subject to the content of the modules, which are amended in accordance with new research in the field of Philology, foreign Philology and translation, reflected in research projects implemented at the departments.

The TS of the departments ensure the relevance and modernity of the content of the subjects being read. They carry out research work in various aspects of the relevant field of science and practice.

The automated information system «Platonus» reflects all the data, monitoring and management of information about the quality of the implementation of the EP. Platonus provides an opportunity to receive full information about the process of training of each doctoral candidate for the entire period of study. A record of progress in all disciplines, GPA, orders are placed and announcements. The information on each doctoral student, graduate student and teacher with a search system, reports on various criteria. Undergraduates and doctoral candidates have the opportunity to independently monitor their grades, access case studies and knowledge control, directly communicate in real time with a teacher via the global Internet or the university's internal network. The control of the current progress, performance of boundary tasks, attendance is completely carried out in electronic form with the help of the uniform educational portal «Platonus».

Planning of the implementation of the educational program is carried out on the basis of the «Rules for the organization and implementation of educational- methodical and scientific-methodological work» of the MES of RK (order of the MES of RK dated 29.11.2007 No. 583, with corrections dated 18.01.2016 No. 40) and provides:

- determination of the objectives of the educational program, based on the need to ensure the training of specialists of this profile and quality in the right quantity; the goals are determined

on the basis of an assessment of the progress achieved, measures implemented, which determines the paths for further development;

- assessment of the necessary quantitative and qualitative resource support for the implementation of each of the goals;

- analysis of available resources, the possibility of increasing them; assessment of resource provision is made on the basis of taking into account the requirements of consumers, which leads to the constant updating and replenishment of the resource base in accordance with innovative trends in the field of education and research activities; the department is constantly carried out analysis of available resources;

- assessment of the significance of each of the goals, based on the feasibility, comparative prospects; each of the goals corresponds to the objectives of higher education and the needs of consumers;

- a set of requirements for the training of specialists in the field of innovation at the stages of research and development activities.

The university has an internal quality assurance system for the Educational Program, including its design, management and monitoring, improvement, and making decisions based on facts. The University plans and applies monitoring, measurement, analysis and improvement processes in order to demonstrate the compliance of educational services with the requirements of SCES and consumer requirements, ensure compliance with the QMS and continuously improve its effectiveness.

To assess the effectiveness of the development of EP, QMS mechanisms are used, which exercise control through internal audits, examination of methodological support, performance assessment and consideration of issues at meetings of collegial management bodies - department meetings, methodological sections of departments and methodological commissions of faculties, Councils of faculties, Scientific and Methodological Council, Academic university council. According to the results of the audit, an analysis is carried out, corrective measures are being developed to eliminate inconsistencies, and deadlines are being stipulated that are responsible for their elimination and the forms of control reflected in the protocols of the departments.

As the measures are implemented, reporting is carried out, which is reviewed at the meetings of the departments, and a report is submitted annually on the main activities to the Quality Management System department. Thus, the monitoring of the implementation of the EP Development Plans is carried out according to the approved deadlines during the school year. Within the framework of these mechanisms, the effectiveness and efficiency of implementation and deviations from the set goals are determined. If necessary, decisions are made or plans are developed to improve the quality of education and improve educational activities.

The effectiveness of the implementation of EP has affected the increase in the number of doctoral students: there is a positive dynamics of the number of students, both in terms of quantitative and in terms of quality indicators. The contingent of doctoral students on the EP 6D020500 / 8D02301-Philology in the 2017/2018 school year was 3 people, in 2018/2019 - 6 people. 6 employees of the university study at this EP, these are the teachers of the departments of the theory of languages and literature: Duskenova D.O., Abubakirova G. N., practical linguistics: Kulbaeva M. M., Mirkemelova A.B. and the head of the center for youth affairs, Kaliev B.N.

The expansion of monitoring and periodic evaluation of the EP is confirmed by the fact that meetings with employers, members of the public and other external stakeholders are held at least 2 times a year for all EPs. The satisfaction of employers with the quality of educational services provided by the management of the educational programs «Philology», «Foreign

philology» is confirmed by the results of the monitoring departments “Employer Questionnaire” and is 100%.

Representatives of employers are involved in the development, approval and implementation of the EP. Teaching staff, students, employers are actively involved in all the processes of curriculum development, training programs, making disciplines in the list of curricula. The catalog of elective disciplines is based on the EP. The need to include a certain discipline in the catalog of elective courses is justified by their relevance.

The disciplines included in CED reflect current trends in the development of the studied area. As noted above, according to EP 6D020500/8D02301-Philology, the trajectories of the educational programs «Cognitive linguistics» were developed with the inclusion of relevant disciplines. For example, in CED for EP 6D020500/8D02301-Philology, courses on «Discourse Theory: Methods of Discursive Analysis and Content Analysis», «Gender linguistics», «Methodology of scientific research» and the discipline «Language contact and language conflict» are included in the CED on the recommendation of employers - KSU «Regional Center for Learning Languages «Tildaryn», Kostanay. According to EP «Foreign Philology» and «Translation» training is carried out the first year.

The doctoral curriculum «Foreign Philology» includes two trajectories: «Comparative studies» and «Applied linguistics»; Master's program «Translation studies»: «Literary studies and translation», «Modern translation studies».

Some EPs have branches in practice-based enterprises: for example, in 2018, a branch of the Theory of Languages and Literature was opened, which is responsible for training in the EP «Philology» on the basis of L.Tolstoy Scientific Library.

The educational-methodical commission of departments monitors the process of adoption, implementation and identification of the effectiveness of educational programs. Full responsibility for the implementation of the EP is the head of the department. Issues of efficiency and effectiveness are considered at the meeting of the department, some of the issues are submitted to the meeting of the faculty council, university administration, the Academic Council of the university. Monitoring of EP is carried out in the form of discussion at department meetings or at round table meetings with the invitation of employers, doctoral students. Accepted changes are made to the EP.

### ***Analytical part***

In general, the processes of monitoring and evaluating the EP are characterized by a systematic, periodicity and a sufficient degree of objectivity. The processes are clearly spelled out in the documentation A. Baitursynov KSU and are reflected at all levels of monitoring and decision making. There is a sufficient level of democracy in the process of amending the content of EP, involving the administration, faculty, undergraduates, doctoral students and employers in the monitoring process in order to enhance its objectivity, on the one hand, and to further professionalize the EP - on the other.

The presented data and observations made during the visit of the external expert commission testify to a sufficient level of monitoring and evaluation of the EP, the effectiveness of different types of monitoring used at the university, monitoring the quality of admission, monitoring the current progress of students, monitoring the final certification, and confirm the analysis the results of academic progress of undergraduates and doctoral students, internships, doctoral theses, which allows to develop and implement corrective actions to improve the quality of EP implementation. The monitoring system implemented at the university ultimately helps to determine the effectiveness of the EP.

During the reporting period, the monitoring of employment and career growth of graduates of the EP letters of credit was not carried out, as the first graduation was not yet.

The survey of students gives the following results: satisfaction with the overall quality of the curriculum is 96.2%, which is a high figure; at the same time, during the monitoring process, attention should be paid to the indicators «partially dissatisfied» (1.2%) and «dissatisfied» (2.5%).

A high percentage of positive assessments on the parameters «Quality of teaching» (96.3%), «Academic load and requirements for a student» (97.6%), «Fairness of exams and certification» (97.6%) and «Timeliness of student assessment» (96.3%). At the same time, there are negative assessments of the parameter, which correlates with the process of monitoring and informing students about the final goals and learning outcomes of the EP: 3.7% of respondents are dissatisfied or partially dissatisfied with the explanation of the EP rules and strategies.

The level of accessibility of the dean's office and the administration of the EP (97.5%) and the level of accessibility and responsiveness of the university management (97.6%) are also highly appreciated.

Along with the overall appreciation of the activities of the EP under this standard, the commission notes that the following questions regarding this standard are not fully reflected in the self-report and did not find detailed confirmation during the visit of the EEC.

- Informing interested parties about changes in the content of the EP is of a periodic, systemic nature, but it should be noted the need to publish changes made to the EP for wider access for all interested parties. Currently there are no changes published on the university website; thus, the information on the content of the EP has a somewhat static character.

- Monitoring and periodic evaluation of EPs are also associated with the expansion of the range of organizations that are the bases of practices and employers. Thus, according to OP 6M020700 / 7M02302-Translation, at present, only ««Grand Luxe» Language Center» LLP is among the practice bases.

#### ***Strengths / Best Practices***

- Monitoring and periodic evaluation of the EP provides for the content of programs in the light of the latest achievements of science in a particular discipline to ensure the relevance of the taught discipline.

- Monitoring and periodic evaluation of the EP provides for changes in the needs of society and the professional environment.

#### ***The recommendations of the EEC***

1. *Create a risk management program and a phased elimination of possible threats to which the accredited EPs are exposed.*

2. *When implementing modular educational programs, 6D020500 / 8D02301 - Philology, 6D021000 / 8D02302 - Foreign Philology, 6M020700 / 7M02302 - Translation studies should provide for a single exam for all disciplines included in a common module, since all of them are integrative and closely interrelated with each other.*

3. *To consider the possibility of opening the Dissertation Councils for the protection of dissertations for the degree of Doctor of Philosophy (PhD) on the accredited EP*

4. *To consider the possibilities of improving the skills of teaching staff on modern methods of assessing learning outcomes, including criteria based assessment.*

***The conclusions of the EEC according to the criteria for EP 6D020500 / 8D02301 - Philology, 6D021000 / 8D02302 - Foreign philology, 6M020700 / 7M02302 – Translation studies: strong - 2, satisfactory - 7.***

#### 6.5. Standard «Student-centered learning, teaching and assessment of progress»

- The EP's management should ensure respect and attention to various groups of students and their needs, and provide them with flexible learning paths.
- The EP's management should consider the use of various forms and methods of teaching and learning.
- An important factor is the availability of own research in the field of teaching methods of academic disciplines EP. The EP's management should ensure respect and attention to various groups of students and their needs, and provide them with flexible learning paths.
- The EP's management should consider the use of various forms and methods of teaching and learning.
- An important factor is the availability of own research in the field of teaching methods of academic disciplines EP.
- EP management must demonstrate the existence of a procedure for responding to students' complaints.
- The EI should ensure consistency, transparency and objectivity of the mechanism for evaluating learning outcomes for each EP, including the appeal.
- The EI must ensure that the procedures for evaluating the results of the training of students in EP correspond to the planned results and objectives of the program. Criteria and assessment methods in the framework of the EP should be published in advance.
- In the EI, mechanisms should be defined to ensure that each graduate of the EP receive learning outcomes and ensure the completeness of their formation.
- Assessors should possess modern methods of assessing learning outcomes and regularly improve their skills in this area.

#### ***The evidence part***

The materials and information provided by the university, obtained during the visit of the external expert commission, indicate that at A. Baitursynov KSU implements student-centered learning, teaching and assessment of the academic performance of the accredited cluster. At the university, the student is a major participant in the implementation of educational programs; therefore, while ensuring the quality of the educational process, his interests, wishes and suggestions are taken into account.

In the implementation of student-centered education and teaching, the university ensures respect and attention to the various groups of students and their needs. The management of EP provides equal opportunities for students, regardless of the language of instruction, to form an individual educational trajectory aimed at the formation of professional competence. In MEPs and ISPs of accredited EP, along with general educational, basic disciplines of the compulsory component, elective courses are fixed, which together are aimed at the formation of the necessary professional competencies. Elective courses are chosen by students on their own, in accordance with their interests and needs. Consultations when choosing elective disciplines are conducted by course advisors. Presentations of disciplines of choice are conducted by teachers of the department at the end of the school year. The KSU website allows students to familiarize themselves with the list of modules in the catalogs of modular educational programs. The content of the modules is presented in the syllabus and educational-methodical complexes, which are located in the AIS PLATONUS database with the ability to view and download.

In addition, for example, when implementing EP 6D021000 / 8D02302 - Foreign philology, individual characteristics, needs, inclinations and interests, as well as previous experience of students in choosing bases of practices, in defining those doctoral dissertations, when choosing a doctoral thesis supervisor, are taken into account research work of the department. The educational process of training in EP 6D020500 / 8D02301 - Student-oriented philology is increasingly determined by the requirements and expectations of doctoral students and provides the opportunity to choose science-intensive and practice-oriented disciplines. The management of EP, taking into account the scientific interests of students, forms a working



curriculum consistent with the needs of the labor market and the interest of doctoral students. Thus, in EP 6D020500 - Philology for 2017-2018. 8 subjects were offered for study (Kazakh and Russian philology). In the educational program 2018-2019 due to the change in the specialization of the specialty and recommendations of the stakeholders, the quantitative composition and choice of elective disciplines changed, new courses were introduced.

In order to implement student-centered education in the departments providing accredited EP, various teaching methods and technologies are used, taking into account the variety of information assimilation forms: problem methods, insert, brainstorming, business games, studying and fixing new material in an interactive lecture (lecture-conversation, discussion lecture, lecture with case studies, lecture-press conference, mini-lecture), heuristic conversation, project development (project method), trainings, case study method.

A great work on the formation of professional competence of the faculty of the university and the introduction of innovative educational technologies into the educational process is carried out by the laboratory of innovative technologies (the head is Aitkuzhinova S.N.).

Each year, the Laboratory hosts a School of Pedagogical Excellence and various advanced training courses (School of Advisors, «Creating an Educational Internet Resource», «Okity Ordinsidegi Zamanau Innovatsiyalyk idis-tosilder», etc.). The faculties organize Months of methodological innovations. For many years, the traditional Innovation Scientific-Methodological Conference ([http://ksu.edu.kz/news/innova\\_2019/](http://ksu.edu.kz/news/innova_2019/)) has been held in January, the main purpose of which is to exchange the experience of teachers, to consider the most important issues of the educational process.

In the 2017-18-18 and 2018-2019 academic years, refresher courses were held on the topic: «Modern pedagogical technologies in higher education institutions as part of the updated educational content» by the lecturer of the JSC NCCE Orleu (Almaty), E.O. Nogaybayev for university professors. The course content fully complied with the request of the faculty of the university and the requirements of student-centered education at the university. The issues of updated content of education, criteria-based assessment, the use of educational technologies in the university were discussed. Upon completion of the courses, the students' projects were defended (<http://ksu.edu.kz/events/201316/>).

February 18, 2019, the Department of Pedagogy and Psychology, together with the Laboratory of Innovative Technologies, held a seminar on the topic «Student-centered learning: principles, technologies and conditions for implementation».

An example of successful implementation of developments in the field of teaching methods can serve as acts of introducing research into the educational process of the Department of Theory of Languages and Literature:

1) the research results on the topic of research work «Interregional cooperation. Evolution of the dialectal Russian language personality in present-day Northern Kazakhstan» (head, Ahmetova B.Z.) performed since 01.09.2016 on 23.05.2017, introduced into the educational process based on the decision of the Department of Theory of Languages and Literature, protocol No. 5 of May 26, 2018;

2) the results of research on the topic «Regional sociolinguistics: on the material of the toponymy of the Kostanay region», - Monograph. 2017 (authors Akhmetova B.Z., Duskenova D.O.) were introduced into the educational process on the basis of the decision of the Department of Theory of Languages and Literature, Protocol No. 9 dated 29.11.2018.

The development of methodological material is carried out collectively (writing textbooks by the staff of the department) and individually (the author's textbooks).

Modernization of the process of teaching cluster disciplines according to accredited EP 6D020500 / 8D02301 - Philology, 6D021000 / 8D02302 - Foreign philology, 6M020700 /

7M02302 – Translation studies is carried out by modern educational technologies, comprehensive methodological support of all its components.

A. Baitursynov KSU demonstrates the presence of a feedback system on the use of various teaching methods and evaluation of learning outcomes. The university regularly conducts internal and external sociological research using various methods (survey, questionnaires, monitoring, conversation, etc.) to assess the degree of satisfaction with students of the quality of educational services provided, to strengthen feedback from students.

Questions of mutual respect for teachers and students are governed by the principles and values and ethical norms defined by the Codes of Honor for teachers, students, the Code of Academic Integrity.

The University provides a system for handling complaints of students at the level of the trade union committee, advisors of the graduating department, dean's office, vice-rectors and the rector. Consideration of complaints and proposals is implemented through the blog of the rector on the university website, the established hours of reception of the rector, vice-rectors, and deans.

To resolve controversial moments when students do not agree with the results of interim certification, faculties of appeals are created at the faculties, headed by the dean of the faculty, the commission also includes the deputy dean for academic work and representatives of the administrative staff. The student, who does not agree with the results of the interim appeal, writes a statement addressed to the chairman of the commission, in which he lists for what reasons he does not agree with the assessment. Commission members for work may engage people from among experienced and reputable leading teachers. According to the results of the work of the appeal commission, the decision is made either to refuse to satisfy the appeal (in this case, the student is given a full explanation of the reason for the refusal), or, if the student can prove his case, satisfy the appeal. As teachers who are engaged to the work of the Appeals Commission, leading teachers with a scientific degree with an impeccable reputation are invited and who enjoy a well-deserved authority from students.

Support for the autonomy of students with simultaneous guidance and assistance from the teacher in the implementation of EP is provided as part of the independent work of students (IWS) and the independent work of students with the teacher (IWST).

In developing all the accredited EPs, modern research in the field of development and support of student autonomy is taken into account. The principles of the formation and further development of students' autonomy in the educational process, aimed at improving professional competencies are taken as a basis.

Information on the assessment system is provided by the students of the study program, advisors, and also described in guidebooks, installation documents of the graduating departments, on the university website, additional information on the assessment system is presented in the personal accounts of students in AIS PLATONUS. The EP's management ensures that the students' knowledge assessment procedures comply with the planned learning outcomes and the objectives of the program. The main object of the system for assessing the results of education at the stage of vocational education, its content and criterion base are the planned results of mastering students by the EP.

Assessment of knowledge, skills and professional competencies, students of the credit technology of education is carried out on a 100-point scale with the conversion of the final result into alphabetic and digital equivalent. When grading, attendance, level of activity in class, systematic performance and level of independence of all types of tasks, ability to correctly formulate a problem, find answers are taken into account.

The transparency of the procedure for the assessment of knowledge of the EP is ensured by the fact that all students are notified in advance of the evaluation criteria that are available in both electronic and printed versions of the discipline's syllabus. Scores are announced at the end of each lesson, justified and promptly assigned every week to each student in the PLATONUS system, therefore doctoral students and students are always aware of their grades.

The procedure and criteria for assessing knowledge are published on the website of the university in the public domain - see “The system for monitoring and evaluating students' learning achievements”. ([http://ksu.edu.kz/education/educational\\_process/sistema\\_kontrolya\\_i\\_ocenki\\_uchebnyh\\_dostizhenij\\_obuchayuwihsya/](http://ksu.edu.kz/education/educational_process/sistema_kontrolya_i_ocenki_uchebnyh_dostizhenij_obuchayuwihsya/)).

The current control of the knowledge of undergraduates and doctoral students is carried out according to the schedule of the educational process in various forms prescribed in the syllabus of the relevant discipline. Accounting for the current progress of undergraduates and doctoral students is conducted by a teacher in a personal account. Rating control is carried out 2 times during the semester. The results of the rating are given in the list and promptly communicated to students through the students' personal account.

Every year, according to the approved schedule, the residual knowledge of the students is monitored using specially designed instructors of the departments of the university monitoring and measuring materials. According to the results of the monitoring, reports are prepared, corrective and preventive actions are developed and implemented.

The appeal of the results of academic progress of students is carried out through the work of the appeal commission.

Final certification according to EP 6D020500/8D02301 - Philology, 6D021000/8D02302 - Foreign Philology, 6M020700/7M02302 – Translation studies has not yet been done.

The results of the survey of students showed that undergraduates and doctoral students of accredited EP express full or partial satisfaction with the following parameters:

- ✓ responsiveness to feedback from teachers regarding the educational process (97.6%);
- ✓ quality of teaching (96.3%);
- ✓ teaching methods in general (96.3%);
- ✓ fairness of examinations and certification (97.6%)
- ✓ timeliness of student assessment (96.3%).

### ***Analytical part***

The information presented in the self-report in the context of this standard, mainly received confirmation during the visit of the EEC.

All accredited EPs provide equal opportunities for students to form an individual educational path, taking into account their needs and opportunities. The results of a consistent study of the effectiveness of elective courses make it possible to judge the steady positive dynamics in mastering the developed program content, which is oriented towards the formation of students' professional competencies.

The shift of emphasis in the educational process from teaching to training as an active educational activity of students is demonstrated, which is the basis of student-centered education. During meetings with the teaching staff of the specialties of the accredited cluster, the commission was convinced that within the framework of their taught disciplines, teachers annually undergo advanced training in modern teaching methods. Teaching staff mastered and actively used new teaching methods.

When introducing student-centered learning, the requirements for teaching in general change. The experts noted the systematic development, introduction and effectiveness of active

teaching methods and innovative teaching methods. Teachers of the department create the most favorable conditions for students to master the specialty disciplines and obtain an academic degree. The systematic development and introduction of innovative teaching methods is shown, the work on identifying the level of students' satisfaction with places and the organization of internship is reflected.

All this allows speaking about the proper level of implementation of student-centered learning processes in the accredited EP. The presented materials and observations of the EEC confirm the work to ensure respect, attention to the various groups of students, their needs, providing equal opportunities for students, taking into account individual characteristics, an innovative approach to training. Successful implementation of EP 6D020500 / 8D02301 - Philology, 6D021000 / 8D02302 - Foreign Philology, 6M020700 / 7M02302 - Translational studies ensures the availability and functioning of support mechanisms for autonomy of students with simultaneous guidance and assistance from the teacher, assessment mechanisms for knowledge, skills and professional competencies, and mechanisms to ensure that each graduate of the EP learns to master the learning outcomes, the procedures for evaluating the learning outcomes of students of the EP to the planned learning outcomes and program objectives.

At the same time, the commission notes that it is necessary to improve and intensify work in the field of conducting our own research on the methodology of teaching academic disciplines within the framework of the EP.

It is not demonstrated that the university has the opportunity to prepare students for professional certification (in particular, to pass international tests to determine the level of competencies in the field of the foreign language being studied - IELTS, TOEFL, Delf, Dalf, TestDAF), which seems necessary due to the widespread the introduction of multilingual education and a change in the Rules of admission to the doctoral program, suggesting that the applicants have a certificate in a foreign language.

Despite the fact that in the implementation of the programs EP 6D020500/8D02301 - Philology, 6D021000/8D02302 - Foreign philology education is carried out in accordance with the individual educational trajectory, additional individual educational trajectories are not fully used.

***Strengths / best practice:***

- Ensuring respect and attention to different groups of students and their needs, providing them with flexible learning paths.
- The university has determined the mechanisms for ensuring that each graduate of the EP has mastered the learning outcomes and ensured their completeness.

***The recommendations of the EEC***

1. Consider the possibility of preparing students for professional certification (in particular, for passing international tests for determining the level of competence in the field of a foreign language studied - IELTS, TOEFL, Delf, Dalf, TestDAF) and reflect this possibility in the list of studied disciplines

2. In order to enhance professionalization and compliance with the requirements of employers, it is necessary to take into account the wishes of the latter for improving the equipment of accredited EPs and introducing into the educational process courses related to the digitization of the educational environment and society as a whole (for example, «Digitization of translation»).

3. *Within the framework of the aforementioned EP, consider the possibility of creating additional individual educational trajectories, especially at the level of the doctoral PhD - EP 6D020500/8D02301 - Philology, 6D021000/8D02302 - Foreign philology*

***The conclusions of the EEC according to the criteria for EP 6D020500/8D02301 - Philology, 6D021000/8D02302 - Foreign philology, 6M020700/7M02302 – Translation studies: strong - 4, satisfactory - 6.***

#### 6.6. Standard "Students"

- The EI must demonstrate the presence of a policy of forming a contingent of students in the context of EP from admission to graduation and ensure transparency of its procedures. The procedures governing the life cycle of students (from admission to completion) must be defined, approved, published.
- The EP's management should determine the procedure for the formation of a contingent of students based on:
  - minimum requirements for applicants;
  - The maximum size of the group during seminars, practical, laboratory and studio classes;
  - forecasting the number of state grants;
  - analysis of the available material and technical, information resources, human resources;
  - analysis of potential social conditions for students, incl. providing places in the hostel.
- The EP's management must demonstrate willingness to conduct special adaptation and support programs for newcomers and foreign students.
- The EI must demonstrate that its actions are consistent with the Lisbon Recognition Convention.
- The EI should collaborate with other educational organizations and national centers of the European Network of National Information Centers for Academic Recognition and Mobility / National Academic Information Recognition Centers ENIC / NARIC in order to ensure comparable recognition of qualifications.
- The EP's management must demonstrate the availability of a mechanism for recognizing the results of academic mobility of students, as well as the results of additional, formal and non-formal education.
- The EI should provide an opportunity for external and internal mobility of students of EP, as well as readiness to assist them in obtaining external grants for training.
- The EP's management must demonstrate readiness to provide students with places of practice, to facilitate the employment of graduates, to maintain communication with them.
- The EI should provide for the possibility of providing graduates with a special education program with documents confirming their qualifications, including the learning results achieved, as well as the context, content and status of the education received and certificate of its completion.
- An important factor is the availability of mechanisms for monitoring the employment and professional activities of graduates of EI.

#### ***The evidence part***

The policy of forming a contingent of students consists in the admission to the number of students who are most prepared for training in the magistracy and doctoral studies at a university, who deliberately chose a specialty, scored the required number of points based on the results of entrance exams based on the state order (grant) and on a paid basis.

The formation of a contingent of students is carried out by placing the state educational order for the training of scientific personnel, as well as paying tuition at the expense of citizens' own funds and other sources.

Currently, all undergraduates and doctoral students EP 6D020500/8D02301 - Philology, 6D021000/8D02302 - Foreign Philology, 6M020700/7M02302 - Translation studies are based on the state order (grant).

Vocational guidance work and the formation of a contingent of students is carried out on the basis of a reasonable system of forms, methods and means of influence, the professional selection of applicants for the EP and the direction of the preparation of the faculty.

Issues of contingent formation and the results of admission are considered at meetings of departments, faculty council, administration.

The process of controlling the movement of a contingent of students includes: enrollment of students on the basis of the approved Rules of admission to the university; the formation of

groups of students on the basis of orders of the dean of the faculty; issuing an order for enrollment of students; transfer of personal files of students to the university department.

The University's website provides detailed information on postgraduate education, including current graduate and doctoral programs in specialties, admission requirements, payment information, grants, and information about the open doors (<http://ksu.edu.kz/admission/>). Also, all interested persons can receive the necessary information directly at the graduating departments.

Newly enrolled graduate students and doctoral students with the help of an adviser get acquainted with the Internal Regulations of A. Baitursynov KSU, as well as being informed about the standards of educational and research materials, get acquainted with the academic calendar and the content of EP, with the infrastructure of not only the university as a whole, but also graduating departments. Learn about the library funds of the university, its faculties and departments. They familiarize themselves with the procedures for organizing the educational process, the criteria for evaluating the level of training and the forms of internship, international internship programs and academic mobility programs. The support procedure is carried out through the electronic system «Electronic university: the educational process» and the section «Education» on the university website (<http://ksu.edu.kz/education/>).

The content of accredited EPs is presented in the following table:

EP	Total	Grant	Contract (grant of the rector)	Kaz	Rus
6D020500/8D02301-Philology	6	4 (1 person-1 course; 3 people-2 course)	2 (2 people-1 course, kaz)	4 (2 people-1 course, 2 people-2 course)	2 (1 person-1 course, 1 person-2 course)
6D021000/8D02302-Foreign Philology	1	-	1	-	1
6M020700/7M02302-Translation	3	3	-	1	2

At present, there is no graduation of specialists according to the EP. The first issue of doctoral students in EP 6D020500/8D02301-Philology is planned for the next academic year.

A. Baitursynov KSU is an adherent of the Lisbon Convention on the recognition of qualifications, recognition of previous learning outcomes and qualifications is carried out on the basis of the Standard of the state service «Recognition and nostrification of education certificates» dated January 27, 2016. However, there are no accredited EPs for foreign students.

The departments ensuring the functioning of the programs being accredited cooperate with Kazakhstan educational organizations and centers to improve the quality of the educational process, the organization of practices and research. This, for example, bilateral agreement on cooperation with L. Tolstoy Regional Universal Scientific Library for conducting research practice EP 6D020500/8D02301-Philology and 6D021000/8D02302-Foreign Philology, with the Regional Center for Teaching Languages «Tildaryn» Kostanay (EP 6D020500/8D02301-Philology), with «Grand Luxe» Language Center (EP 6M020700/7M02302-Translation Studies). According to the general procedure for the implementation of external academic mobility of students at A. Baitursynov KSU provides several options for its implementation: at the expense of the Ministry of Education and Science of the Republic of Kazakhstan; at the expense of international programs - TEMPUS, ERASMUS +, etc.

The implementation of external academic mobility is provided for by partnership agreements with foreign universities. The most stable partners for the past five years for external academic mobility are the University of Lodz (Poland), the University of Ostrava (Czech Republic); with a number of foreign universities, international academic mobility is implemented under the Erasmus + program: University of Hohenheim (Germany), Masaryk University (Czech Republic), University of Lodz (Poland).

Academic mobility is carried out on the basis of the provision «Academic mobility of students». Transfer credits by ECTS type, which determines the procedure for selecting students for participation in academic mobility, recognition of results of academic mobility. The basis for the development of this provision was the «Rules of study abroad, including within the framework of academic mobility» (Order of the Minister of Education and Science of the Republic of Kazakhstan dated November 19, 2008 No. 613). The external mobility department is coordinated by the international relations department, and the internal department is the registration department. Each participant of academic mobility enters into an individual contract with A. Baitursynov KSU, stipulating the rights and obligations of the university and the participant of academic mobility. According to this agreement, the student must master at least 28 ECTS credits.

Undergraduates of EP 6M020700/7M02302-Translation studies are actively involved in the program of external academic mobility.

The main partner universities in the program of academic mobility in the field of Translation Studies and Foreign Philology are the University of Lodz (Poland) and the University of Ostrava (Czech Republic). Contracts have also been concluded with BashSU (Bashkir State University (RF), Chelyabinsk State University (RF), where undergraduates undergo an internship each year. Among Kazakh universities, contracts have been concluded with L. Gumilyov ENU, U.Sultangazin KSPU, Kazakh Ablai Khan University of International Relations and World Languages.

In the current academic year, 3 undergraduates of the specialty «Translation» T. Sarbasov, N. Panko, G. Parakhatova from February 9, 2019 study at the University of Ostrava under the Program of Academic Mobility of the MES RK (Czech Republic). Prior to departure, the undergraduates selected disciplines that were included in the Learning Agreement, signed by undergraduates and the host country. These disciplines will be recalculated.

The research and development work is carried out at the Department of Theory of Languages and Literature, the Department of Foreign Philology, as well as on the basis of domestic and foreign research and educational institutions, research laboratories and centers.

According to EP 6D020500/8D02301 - Philology, 6D021000/8D02302 - Foreign philology provides internships: internal (in the Republic of Kazakhstan) and external (near or far abroad). To date, doctoral students 6D021000/8D02302 - Foreign philology are trained in the first year and did not go on internships. Doctoral students EP 6D020500/8D02301 - Philology internship in various educational institutions. So, in the period from November 15 to December 6, 2018. Doctoral student 2 years of study in EP 6D020500/8D02301 - Philology Kaliev B.N. passed a scientific internship at L.Gumilev ENU at the Department of Theoretical and Applied Linguistics (Astana). In May 2019, he has scheduled a scientific internship at Chelyabinsk State University (Chelyabinsk, Russia). Kulbaeva M.M., doctoral student of the 2nd year of study in EP 6D020500/8D02301 - Philology (Kazakh) had a scientific internship at the Kazan Federal University (at the Lev Tolstoy Institute of Philology and Intercultural Communication, Kazan, Russia) from December 03 until December 22, 2018.

Departments are actively working to identify gifted students. This is an organized managed activity aimed at engaging in various creative and research work on solving specific problem

tasks. In general, it can be noted that the departments pay sufficient attention to working with gifted students, taking into account and supporting their interests, wishes, ideas and projects.

Students of the accredited EP take an active part in research work of students and doctoral students, including in scientific conferences and seminars.

During the reporting period, students of EP 6D020500/8D02301 - Philology and 6D021000/8D02302 - Foreign philology was published in scientific journals, collections of international and republican scientific and practical conferences, more than 15 articles, of which 7 - in journals CCES, 1 - in the publication included in Scopus data. This is an article by the doctoral student Kaliev The Cognitive Analysis of the Turkic Ethnonyms «Kazakh» and «Tatar» in the context of the ethno-confessional dialogue // Opcion.-Volume 34, Issue 85, 2018.- pp: 1509 -1526 (scientific consultant - Prof. Akhmetova B.Z., EP 6D020500 / 8D0230).

The practice of undergraduates and doctoral students is an integral part of the basic educational program of postgraduate education.

The main types of practices in accordance with the professional competencies are teaching and research practices. All kinds of practices are implemented in accordance with the individual curriculum in a time frame determined by the academic calendar and the individual work plan of the undergraduate or doctoral student. To conduct all types of practices, the relevant agreements with the practice bases have been concluded, all necessary documentation is available, including the Cross-cutting program of professional practices.

The organization of the educational process and professional practice involves foreign scientific co-managers systematically conducting scientific consultations and lectures on the topics of dissertation research (Kazakh philology - Doctor of Philology, Professor Galiullina G.R., Kazan, Russia, Doctor of Philology, Professor Minnegulov X. Y., Kazan, Russia, doctor of philological sciences, professor Tagaev M.D., Bishkek, Kyrgyzstan, doctor of philological sciences, professor Chaukerova G.K., Tyumen, Russia ; Russian philology – doctor of philological sciences, Professor Karabulatova S.I., Moscow, Russia, Doctor of Philology, Professor Ushakov, A.P., Tyumen, Russia).

At the A.Baitursynov KSU, various services of the service are functioning to support doctoral students. To achieve the educational goals of students, the Registrar's Office at KSU organizes, guides and controls the accounting of students' mastered loans, maintains the entire history of educational achievements in accordance with the requirements of the regulatory and regulatory documents of the MES RK.

### ***Analytical part***

The information presented in the self-report in the context of this standard, mainly received confirmation during the visit of the EEC. In general, the management of the accredited EP demonstrates the full transparency of the contingent formation procedures. Procedures related to the regulation of the life cycle of students, have a documentary and procedural design are available to all interested parties. The EP management organizes special adaptation and support programs for newly enrolled students; before admission and enrollment in the educational program there is an introductory course, which informs about the organization of education and the specifics of EP. The university demonstrates the consistency of its actions with the Lisbon Recognition Convention. The university cooperates with other educational organizations and national centers of ENIC / NARIC in order to ensure comparable recognition of qualifications. The EP's management demonstrates the presence and application of a mechanism to recognize the results of academic mobility of students, as well as the results of additional, formal and non-formal education. It is assumed that each graduate is provided with documents of the established sample, which include confirmation of the acquired qualifications. The EP Guidelines apply



mechanisms to recognize the results of academic mobility of students. The desire of students to self-education and development outside the main program (extracurricular activities) is actively stimulated. Support is provided to gifted students.

Students under the management of the EP are provided with places of practice and internships. Despite the lack of graduation, the employment opportunities for future graduates are quite large, since all the doctoral students of EP 6D020500/8D02301 - Philology and 6D021000/8D02302 - Foreign philology are teachers or employees of the university.

Foreign internships of doctoral students and academic mobility of undergraduates accredited by the EP assume a good knowledge of English, including academic. However, the teaching of special disciplines in English is practiced only at the EP 6M020700/7M02302 - Translation Studies. This kind of practice should be extended to the EP 6D020500/8D02301 - Philology, 6D021000/8D02302 - Foreign Philology.

At the same time, the external commission notes that, according to interviews with graduates, not all of them are aware of the fact that the Alumni Association operates at the university. The university has the possibility of external and internal mobility for students, but the number of students - participants and partner universities in this program is small.

### ***Strengths / Best Practices***

- The university demonstrated the policy of forming a contingent of students in the context of EP from admission to graduation and ensured the transparency of its procedures. Procedures governing the life cycle of students (from admission to completion), defined, approved, published.

- The management of the EP determined the procedure for the formation of a contingent of students based on the minimum requirements for applicants.

- The management of EP defined the order of formation of the contingent of students on the basis of the maximum size of the group during seminars, practical, laboratory and Studio sessions.

- The management of the EP has demonstrated a willingness to provide students with places of practice, to facilitate the employment of graduates, to maintain contact with them.

### ***The recommendations of the EEC***

1. *Take action to improve the performance of the Alumni Association.*

2. *In the implementation of EP 6D020500/8D02301 - Philology, 6D021000/8D02302 – Foreign Philology should practice the teaching of some special subjects in English.*

***The conclusions of the EEC according to the criteria for EP 6D020500/8D02301 - Philology, 6D021000/8D02302 - Foreign philology, 6M020700/7M02302 - Translation studies: strong - 4, satisfactory - 10.***

### **6.7. Standard «The teaching staff»**

➤ The EI must have an objective and transparent personnel policy, including in the context of the EP, including recruitment, professional growth and development of personnel, ensuring the professional competence of the entire state.

➤ The EI must demonstrate the compliance of the staff potential of the teaching staff with the development strategy of the EI and the specifics of the EP.

➤ The EP's management must demonstrate awareness of responsibility for their employees and ensure favorable working conditions for them.

➤ The EP's management must demonstrate a change in the role of the teacher in connection with the transition to student-centered learning.

- The EI should determine the contribution of the teaching staff of the EP to the implementation of the development strategy of the PO, and other strategic documents.
- The EI should provide opportunities for career growth and professional development of TS of the EP.
- The EP's management must demonstrate willingness to involve practitioners from relevant fields in the teaching.
- The EI should demonstrate the motivation of professional and personal development of teachers of EP, including the encouragement for the integration of science and education, the application of innovative teaching methods.
- An important factor is the readiness to develop academic mobility within the framework of the EP, to attract the best foreign and domestic teachers.

### ***The evidence part***

The staff of the TS of the accredited educational programs is staffed in accordance with the legislation of the Republic of Kazakhstan and the Rules of competitive substitution of posts for scientific and pedagogical staff of higher educational institutions.

Hiring and assignment of duties is carried out in accordance with the qualification requirements put forward to the TS by legislative acts of the Republic of Kazakhstan. The formation and implementation of personnel policy is based on the following principles: a democratic approach to the management of TS and staff of the university; a combination of the interests of management and a managed subsystem; availability of management; respect for parity; creating the conditions and atmosphere of initiative and creativity; encouraging TS activities; personal development staff.

Personnel policy is carried out in accordance with the main priorities of the university strategy. The qualification of teaching staff, their quantitative composition correspond to the directions of training undergraduates and doctoral students, meet licensing requirements. To improve the quality of teaching, to ensure a close relationship with the production of the university, doctors and candidates of science, specialists of the relevant branches are invited as part-time workers (or invited).

The EP's management demonstrates the application of the university's personnel policy for faculty members involved in the implementation of the EP. Personnel selection is carried out on the basis of an analysis of the needs of the educational program, the results of which announce a competition for filling vacant posts. Competition for filling vacancies of teaching staff and researchers at A. Baitursynov KSU is carried out in accordance with the current legislation.

Implementation of the study program EP 6D020500/8D02301 - Philology, 6D021000/8D02302 - Foreign Philology, 6M020700/7M02302 - Translation studies is provided by the graduating departments: the Department of Foreign Philology and the Department of Theory of Languages and Literature. The basic education of all teachers corresponds to the profile of graduating departments.

The degree of teachers in the accredited EP is:

6D020500/8D02301 - Filology - 87.5% (1 out of 8 full-time);

6D021000/8D02302 - Foreign philology - 100% (6 out of 6 full-time);

6M020700/7M02302 – Translation studies - 72% (8 out of 11 full-time faculty members).

The main provisions of the personnel policy of the university are compliance with the typical qualification characteristics for employees of educational institutions, approved by order of the Ministry of Education and Science; the presence of higher and postgraduate education in relevant specialties, productive scientific activities, as well as competence and competitiveness. Indicators on the qualitative and quantitative composition of faculty confirm the availability of human resources necessary to implement the entire range of educational programs and the relevant qualification requirements.

A systematic assessment of the competence of teachers, assessment of the quality of teaching in departments for disclosing the content of training courses and developing the students and doctoral students with the knowledge, skills and competencies necessary to achieve

the learning results provided for by the objectives of the program, is implemented through an internal assessment (open classes, mutual visits, control visits of the Head of the departments, speeches at the scientific-theoretical and methodological seminars).

There is a significant degree of knowledge of the teaching methods adopted by the EP for a group of training courses implemented by them (the journal of mutual visits, analyzes of conducted public classes, etc.).

To implement the EP, the management uses the method of engaging foreign experts. So, for example, lecture courses for doctoral students and undergraduates of the accredited EP were read by the following scholarship: Karabulatova I.S., PhD. of Phylol. Sc., professor, RAS, Moscow, Russian Federation; Miningulov H.Yu, PhD. of Phylol. Sc., professor, KFU, Kazan, Russian Federation; Viteslav Vimelek - Czech Republic.

To increase their qualification, TS of the department undergo international internships at leading universities in the world. For example, a number of teachers of the department of foreign philology have undergone internships in foreign universities: E. Kandalina - in the USA (University of Maryland), N. Mongileva - in France (University of Perpignan), M. Trichik - in France (University of Poitiers), K. Mustafina - in Germany (Goethe Institute, Schwebishchal), S. Zhabaeva and E. Kandalina - in Spain (University of La Coruna, Erasmus + Computer Computing Linguistics, 2018), M. Samambet in Slovenia (University of Nitra), Yu. Shandetskaya and S. Zhabaeva - in China (Beijing, Erasmus + Information Literacy Project, 2017), O. Nazarenko - in China (Erasmus + Information Literacy Project, 2018), S. Zhabaeva - in Germany (University of Hohenheim, Stuttgart, Erasmus + academic mobility, 2017), A. Abdibekov - in Czech Republic.

The EP's management motivates TS to develop and apply various innovative methods in the educational process. The most effective types of studies with the use of modern technology are video lectures, slide lectures, presentations, audio lectures, working with an interactive whiteboard, etc.

A way to motivate TS in the application of innovation and IT in the educational process is to participate in the competition «The best teacher of the university». During the reporting period, the title of «Best University Teacher» was received by prof. Absadykov A.A. (2007) and prof. Akhmetova B.Z. (2010).

Teachers of graduating departments accredited by the EP, annually participate in scientific and methodological, scientific and practical seminars and trainings. Each teacher during the year participated in the work of methodological seminars on the use of interactive teaching methods.

The management of the EP ensures the completeness and adequacy of individual planning of the work of TS for all types of activities, monitoring the effectiveness and efficiency of individual plans. The evidence of teachers' performance of all types of the workload is demonstrated.

The total workload of a full-time staff teacher, in accordance with the Rules for the Distribution of Workload by Type of Educational Work, averaged 26 credits (420-480 hours) in the reporting period.

The EP management demonstrates support for research and development activities of faculty members, providing links between research and training.

Research activities of the TS of the department are supported by the leadership of the EP. During the reporting period, TS of the departments serving the EP 6D020500/8D02301 - Philology, 6D021000/8D02302 - Foreign Philology, 6M020700/7M02302 – Translation studies participated in the implementation of the following projects:

- according to EP 6D020500/8D02301- Philology - a grant project on the theme «Folklore of the Tobol-Torgai region», state registration number 0115PK01593 (2015-2017);

- according to EP 6D021000/8D02302-Foreign Philology, 6M020700/7M02302-Translation studies - DIREKT ERASMUS + «Development of Trans-regional Information Literacy for Lifelong Learning and Knowledge Economy», Limerick Institute of Technology, Ireland. Order No. 02 OD of 04.01.2017; «CLASS Development of an interdisciplinary master's program in computational linguistics at the Central Asian University».

In addition, contractual research work is performed:

- according to EP 6D020500/8D02301- Philology - contract for the implementation of research works No. 2 dated 01.05.2016; the topic «Study of the evolution of the culture of childhood of the peoples of the border region of Kazakhstan and Russia: language, traditions and modernity»(initiative theme, state registration number 0116PK00481 2017-2020);

- on the basis of the branch of the Department of Theory of Languages and Literature (L. Tolstoy Regional Scientific Library) a project «Literary Almanac», as well as within the framework of Rouhani Zhangyru, a project on the theme: «Kostanay region people, history, events». The section «Literature in Kostanay region» on the basis of a municipal state institution «L. Tolstoy Regional Universal Scientific Library in Kostanay» (DT Dyusibayeva - project leader, Absadykov AA, professor of the theory of languages and literature - project members);

- according to EP 6D021000/8D02302-Foreign Philology, 6M020700/7M02302-Translation studies – «Multilingual Education: Theory and Methodology» Contract No. 1 as of 01.01.2017. JSC «National Center for Advanced Studies «ORLEU» Institute for Advanced Studies of Teachers in Kostanay region.

The participation of teachers in research projects contributes to the training of specialists at the present level. Project results are embedded in the learning process. Undergraduates and doctoral students were also involved in the projects.

The TS of the graduating departments are regularly published in scientific journals in Kazakhstan, near and far abroad, as well as in rating journals, including those in the Scopus database. Two teachers EP accredited have Hirsch index:

- according to EP 6D020500/8D02301-Philology - Akhmetova B.Z. (Hirsch index - 6);

- according to EP 6D021000/8D02302-Foreign Philology, EP 6M020700/7M02302-Translation studies – Mgileva N.V. (Hirsch index - 1).

Teachers of the Department of Theory of Languages and Literature for the reporting period have the following publications: for the 2016-2017 academic year, a total of 35 articles were published, of which in journals CCES -1, HAC RF -1, Scopus 5, conferences, scientific journals, etc. - 28; 1 monograph; 4 Teaching aid; in the 2017-2018 academic year, 46 articles were published, of which 2 were in the CCES magazines, 2 are Scopus -2, and 42 in other publications; 2 monographs, 4 teaching aids; in the 2018-2019 academic year, 22 articles were published, of which 3 were in CCES journals, 1 in Scopus, 18 in other editions, 1 monograph, 3 teaching aids.

The teachers of the Department of Foreign Philology for the reporting period published: in the 2016-2017 academic year. There are 60 publications in total, of which there are 1 in the Scopus database, 4 in the CCES publications, and 54 in other editions, 1 monograph. Total publications for the 2017-2018 academic year - 94, of which in the publications of the Scopus-1 base, in magazines CCES - 2, in other scientific journals - 91.

The main normative acts regulating labor relations are the Labor Code of the Republic of Kazakhstan, the Collective Agreement between the administration and the labor collective on the regulation of socio-economic and labor relations, P 051.037-2016 «Regulations on the procedure for the formation and distribution of material resources».

In order to encourage university staff for success in work and achievements in the field of education and science, to provide conditions for the initiative and independence of employees,

the Regulations on awarding academic, honorary titles and awards of A. Baitursynov KSU were developed. The regulations are established by the following academic, honorary titles, awards and incentives of A. Baitursynov KSU: academic titles (professor of A. Baitursynov KSU - Absadykov A.A., Samambet M.K., Akhmetov B.Z.); honorary titles: Honorary Worker of A. Baitursynov KSU (Kaipbaeva A., Orazbayeva A.); encouragements (diploma of A. Baitursynov KSU, diploma and gratitude of the rector of A. Baitursynov KSU- Tasmagambetov Z.Zh., Samambet M.K., Mongileva N.V.).

The merits of faculty members of graduating departments are rated by awards of the management of KSU, the government of the Republic of Kazakhstan and international organizations for the first time in Kazakhstan, Elsevier awarded the best scientists of the country according to Scopus. Researchers noted in 9 nominations Zakon.kz. Information-analytical company Elsevier has announced the names of the leading Kazakhstani scientists according to the version of the largest scientific-analytical platform Scopus. Among them, Akhmetova B.Z., Candidate of Philology, professor of the Department of Theory of Languages and Literature, A. Baitursynov KSU.

For 2016-2018, the faculty of the EP 6D020500/8D02301- Philology was awarded the following awards: Associate Professor Kaipbayeva A.K. in 2017 she was awarded the medal «Honorary Worker of A. Baitursynov KSU»; Professor of the Department of Theory of Languages and Literature Absadykov A.A., he is a nominee of the final stage of the Republican contest of scientific projects dedicated to the Kazakhstan model of social harmony and national unity of N. Nazarbayev. Associate Professor Berdenova S.Zh., awarded the Honorary Educational Worker of the Republic of Kazakhstan (2016); by the decision of the Academic Council of A. Baitursynov KSU (dated 26.05.2017, Minutes No. 6) Akhmetova B. Z., Ph.Philo.awarded the title of Professor of A. Baitursynov KSU. Dosova A. T., associate Professor of Iyal Department is a nominee of the contest «Best monograph» in 2017 (Association of universities of Kazakhstan)

Among the leading teachers in the EP 6D021000/8D02302-Foreign Philology, 6M020700/7M02302-Translation studies, experienced professors with many years of experience gained fame. This is Samambet Mansia Kalmagambetovna, the professor of the department of FP was awarded the Order of «Ormet», a medal to them. Y. Altynsarin, a sign of «Excellence in Public Education of the Kazakh SSR», the anniversary medal «Kazakhstan Respublikasynyn tauelsizdigine 10 zhyl», numerous letters of the Ministry of Education and Science of the Republic of Kazakhstan. Mancia K. Samambet and Menzada K. Samambet are the owners of the grant of the Club of Patrons of Kostanay region in the nomination «Science». Associate Professor Zhabaeva S.S. awarded a medal to them. Y. Altynsarin, diploma of the Ministry of Education and Science of the Republic of Kazakhstan for the 70th anniversary of KSU, diploma of akim of Kostanay region, associate professor Kandalina E.M. awarded the badge «Honorary Worker of Education of the Republic of Kazakhstan», awarded a diploma of the regional akimat «For conscientious work and education of the younger generation».

Young teachers are provided with conditions and targeted actions for professional development. In terms of research activities, young teachers are involved in research, research projects of departments.

In addition, young teachers have the opportunity to increase the qualification through doctoral studies. For example, from 2017 currently in doctoral studies in education program 6D020500/8D02301-Philology trained 6 employees (the teachers of the departments of theory of languages and literature: Doskanova D. A., Abubakirov G.N.(2018) practical linguistics: Kulbayeva M. M.(2017), Mirkamilov A. B. (2018) and Director of the center for youth Kaliev B.

N. - 2017). Thus, the personnel reserve of the University is created, which plays an important role in strengthening and improving the personnel potential of the University.

### ***Analytical part***

In general, it can be concluded that the activities of the departments meet the criteria of the standard. Teachers are aware of the change in their role in connection with the transition to student-centered learning. TS, serving EP, makes a significant contribution to the implementation of the development strategy of the University. The opportunity of career growth and professional development of TS accredited EP is created. Heads of departments take active purposeful actions to attract and professional development of young teachers. The University encourages the integration of research and education and the use of innovative teaching methods by teaching staff, which is reflected in the improvement of KPI mechanisms. Important factors are: the active use of TS EP information and communication technologies in the educational process; attracting the best foreign and domestic teachers; involvement of TS EP in society (the role of TS in the education system, in the development of science in the region, creating a cultural environment, etc.); creating conditions for the professional development of TS.

In general, noting the rather high level of teaching staff accredited EP, its scientific, pedagogical, academic activity, the EEC notes that the academic mobility of teaching staff is limited mainly to foreign internships and does not concern the educational process. Academic mobility of teaching staff is unidirectional, more often foreign scientists come to the University to give lectures.

In addition, the Hirsch index has only two teachers of graduate departments. It's not enough for most effective implementation of the EP 6D020500/8D02301 - Philology, 6D021000/8D02302 – Foreign Philology, 6M020700/7M02302 - Translation studies, as training level master's and doctoral programs involves the presence of TS publications in international journals.

### ***Strengths/best practices***

- The university demonstrates an objective and transparent personnel policy, including in the context of EP, including recruitment, professional growth and staff development, ensuring the professional competence of the entire state.

- The university demonstrates the compliance of the staff potential of faculty with the development strategy of the university and the specifics of the EP

- The administration of the EP demonstrates an awareness of responsibility for its employees and providing them with favorable working conditions.

- The university demonstrates the motivation of professional and personal development of teachers of EP, including the promotion of both the integration of science and education, and the use of innovative teaching methods.

### ***The recommendations of the EEC***

1. *More widely practice external academic mobility of TS with foreign partner universities aimed at exporting Kazakhstan education (giving lecture courses at foreign universities, holding seminars, master classes, summer schools)*

2. *Maximum use of opportunities to attract the best foreign scholars in the field of philology, foreign philology and translation as scientific consultants for doctoral students. EP 6D020500 / 8D02301 - Philology, 6D021000 / 8D02302 - Foreign philology*

3. To increase the publication activity of TS of the producing departments in scientific journals included in the international database Scopus, which will contribute to an increase in the Hirsch index

**The conclusions of the EEC according to the criteria for EP 6D020500/8D02301 - Philology, 6D021000/8D02302 - Foreign philology, 6M020700/7M02302 - Translation studies: *strong - 4, satisfactory - 4, suggest improvements - 1.***

#### 6.8. Standard "Educational resources and student support systems"

- The EI must ensure a sufficient number of training resources and student support services that meet the objectives of the EP.
- The EI should demonstrate the adequacy of material and technical resources and infrastructure, taking into account the needs of various groups of students in the context of EP (adults, workers, foreign students, and students with disabilities).
- The EP's management must demonstrate the presence of support procedures for various groups of students, including information and counseling. The EP management must demonstrate the compliance of information resources with the specifics of the EP, including:
  - technological support for students and teaching staff in accordance with educational programs (for example, online training, modeling, databases, data analysis programs);
  - library resources, including the fund of educational, methodical and scientific literature on general educational, basic and major disciplines on paper and electronic media, periodicals, access to scientific databases;
  - examination of the results of research, final works, theses on plagiarism;
  - access to educational Internet resources;
  - WI-FI functioning on the territory of the organization of education.
- The EI should strive to ensure that the training equipment and software intended for use in the development of educational programs are similar to those used in their respective industries.

#### ***The evidence part***

Humanities and Social Faculty is located in the main building number 1, located at: st. Baitursynov 47, with a total area of 4380 sq.m. The faculty covers an area of 1,330.0 sq. m., has 31 classrooms, of which: 5 - lecture classes, 19 - for practical classes, 4 - computer classes, 3 laboratories. Auditoriums 106, 107, 108 are equipped with interactive whiteboards, there is a language laboratory (103). At the disposal of undergraduates and doctoral students there is a laboratory «Linguistic Research and Education Center», methodical room, which concentrates educational literature on basic and specialized disciplines, including electronic media, as well as specialized literature in foreign languages: English, German, French.

In general, the above mentioned EPs have a sufficient level of equipment of students with the means of new modern technologies. Cash classroom fund provides the needs of the educational process and allows you to organize training in these specialties.

The management of the EP together with the leadership of the university create conditions for conducting research, integrating science into the educational process, publishing the results of research work of staff and students. These conditions correspond to the specifics of the corresponding EP field of science.

Audiences and related equipment are adequate to the objectives of the programs and create favorable learning conditions.

For the implementation of the EP created a comfortable environment, including training, extracurricular activities and teaching activities at the university. The corresponding development of the infrastructure used for the implementation of EP is carried out on the basis of the results of monitoring the satisfaction of the infrastructure with students, teachers, employees and other interested parties.

The university conducts a regular assessment of the quality of material and information resources used in the implementation of EP, regular monitoring is carried out in the form of

sociological research and questioning of students, undergraduates, TS and employees. Not only conditions for the implementation of EPs are explored, but services are also monitored - leisure activities, meals and services in the dining room, services in the cloakroom, library, computer classes, dean's office, office receptionist, student department, personnel and legal work, etc. .

Students have access to information on the subjects being studied through the Educational Portal of A.Baitursynov KSU. The doctoral student's office has a guide, registration for the disciplines is carried out, a typical curriculum, a catalog of elective disciplines, TS for the disciplines, and a registration module for the disciplines, through which the individual curriculum are placed. The student and the undergraduate have the opportunity to view the schedule of studies and sessions, setting different search conditions and schedule submissions (by teacher, by discipline, etc.). The student's personal account contains educational materials on specialties and disciplines: Educational and methodical complex of specialty, educational and methodical complex of discipline, electronic library of full-text books, electronic training courses and multimedia materials with the help of which to deepen knowledge. On the portal, students have the opportunity to take a test on the discipline for self-assessment, view educational achievements (progress in the current semester, for previous academic periods), participate in the survey, order online-help. In your account there is a system of dialogue communication and service for academic mobility.

Students are provided with personal passwords to access the information in the "Personal account". Personal account is designed to provide students with up-to-date information about academic achievements, academic calendar, class schedule, examination sessions, consultations. With the help of a Personal account, an individual learning trajectory is formed, distance learning, testing is carried out, access to educational materials in the specialty and disciplines is provided.

The University regularly conducts marketing research aimed at determining the use of equipment and software by the Department of computer technology and telecommunications.

The tender commission in accordance with the law on public procurement, the rules for organizing and conducting public procurement, tender documentation, examines all received tender applications for their completeness, necessary guarantees, compliance of the supplied goods and services provided with the technical conditions of the tender documentation.

The Department of Computer Technologies and Telecommunications, a safety engineer, analyze the adequacy of the educational equipment and software used at the university.

The learning environment created at the university meets the required criteria. During the implementation of the main educational programs for the preparation of doctoral studies, undergraduates, the faculty ensuring the implementation of the basic educational program has a material and technical base ensuring the implementation of all types of disciplinary and interdisciplinary training, practical and research work of students in accordance with the curricula of EP and fire regulations and standards.

The minimum required for the implementation of the doctoral program list of logistics includes: the presence of a computer class; availability of a doctoral student access to the Internet; availability of specially equipped classrooms and auditoriums for multimedia presentations.

When using electronic publications, each student is provided with a workplace in a computer classroom with Internet access during self-training in accordance with the volume of disciplines studied.

The capabilities of the computer class allow each doctoral student to engage in after hours.

Work places provided by students are ensured with the necessary set of licensed software.



The university creates favorable conditions for the implementation of research. Placement of information about the annual scientific and practical conferences - the department, faculty, university, regional, republican, international, scientific, practical and theoretical conferences, competitions outside the university on the KSU website – «Science». At A. Baitursynov KSU, the number of contacts of university staff with leading foreign scientists, research centers and organizations is constantly growing. The number of foreign partners in joint research under creative cooperation agreements is increasing. Currently, there are agreements on cooperation between the university and educational institutions and scientific centers of Russia, Belarus, the Czech Republic, and Turkey.

The scientific work of the TS of the department was reported in the standard «The teaching staff and the effectiveness of teaching».

The University and the Department create conditions for engaging students to research.

Every year scientific and practical conferences are held – departmental, faculty, University, regional, national, international in which doctoral students take an active part.

The Council of young scientists functions at the Service of science and commercialization, is a permanent collegial Advisory body and is a youth meeting of Plenipotentiaries (up to 35 years) of the University faculties, forming and conducting youth policy, protecting the interests of young scientists and specialists.

Conditions are being created for the development of the scientific potential of young scientists and students. Young scientists, doctoral students have the opportunity to increase their scientific potential (information was given in other sections of this self-report).

There is an access to computers after hours. At any time convenient for students and undergraduates, all computer classes are available at the university, as well as Wi-Fi.

The university has created an information learning environment for educational institutions, which includes:

- technological support for doctoral students and teaching staff in accordance with the programs (for example, online training, modeling in the classroom) and intellectual queries (databases, data analysis programs);

- trainees have access to personalized online resources (also available outside the classroom time), as well as educational materials and assignments, it also provides the possibility of trial self-assessment of students' knowledge through remote access to the university portal (website);

- there are personalized interactive resources that help doctoral students to plan and implement educational programs;

- trainees have access to personalized online resources that assist in the selection and achievement of career paths.

The university has a library in which for more than fifty years a book fund has been formed, including a fund of educational, methodical and scientific literature on general education, basic and major disciplines in paper and electronic media, periodicals in Russian and Kazakh languages.

At A. Baitursynov KSU there is a unified system of library and information services. The book fund of the library as a whole is updated annually. The acquisition of literature is carried out in accordance with the applications of departments and faculties. To ensure educational and scientific activities, a subscription to scientific periodicals is carried out.

An electronic library is being developed, which includes a large number of electronic resources: electronic copies of statistical publications, scientific research, articles from scientific journals, materials on the study of foreign languages. Each doctoral student has a login and

password to gain access to the collections of the electronic library, and also has the opportunity to study in the library with the necessary material.

The bulk of the fund is educational literature 421554 copies (66%), which corresponds to the requirements for the composition of the university library fund (more than 60%). Species aspect is maintained - printed, audiovisual documents, electronic publications. Acquired educational, educational, scientific, reference books. For the development of a harmoniously developed personality there is fiction numbering 24555 copies. This is Russian, Russian Soviet literature, literature of the peoples of the CIS, foreign, Kazakh literature. The available amount of literature by branches of knowledge as of 01.01.2019 is presented in the table «Number of literature by branches»:

The fund of educational and scientific literature for the full cycle of training is formed according to the working curricula of specialties, while publications in Kazakh and Russian languages are purchased in proportion to the contingent of students. The number of purchased literature for the last 5 years is presented in the following table:

Years	Total fund	book	Income for the year	
			number of copies.	million tenge
2014	640188		3639	7.4
2015	644605		4698	14.2
2016	650479		5946	26.4
2017	644732		2163	8.3
2018	637639		5403	5.6
	In total:		<b>27088</b>	69.9 million.

The number of receipts of educational literature for the last 5 years contains the following table:

years	Educational literature, total number of receipts	In the state language.	In Russian language.
2014	2876	1887	915
2015	3361	794	2308
2016	5311	1064	3906
2017	1094	416	327
2018	3900	2892	823
In total:	<b>16542</b>	<b>7053</b>	<b>8279</b>

One of the important criteria is in progress - the providing educational literature on digital media for at least 40 % of the basic and major disciplines of the curriculum of the specialty. A good help for the implementation of this criterion is the electronic library "Proceedings of the TS of the University." Updating and filling of this resource are engaged in library staff. In 2018, 948 documents were placed in this content. The resource is in demand, all documents in the ED - 4078, the number of visits in 2018 – 22590, the number of downloads - 10777. There are 104 documents on the specialty "Philology".

While the works of the TS of the University are presented in the electronic library "Works of the faculty", the electronic library functioning within the program "IRBIS 64" presents external publications necessary in the educational and scientific process, a total of 3775 titles of educational publications necessary in the educational process. There is also access to two

national ED – RIEL, KazNEL, two Russian ED – Electronic library system "Lan", ED "EAPATIS". On the basis of contractual relations, the University has access to four international ED: "Springer Link", "Web of Science", "Scopus" ,"Science Direkt". Along with traditional printed sources of information, these resources cover the information needs of the University community.

To ensure the educational process of educational programs with the necessary information the subscription to the scientific journals of Kazakhstan and Russia is made. In 2018, 114 scientific journals of Russia and Kazakhstan were issued. In 2019, 116 scientific journals of Russia and Kazakhstan were issued.

Table - Subscription to periodicals 2018 -2019.

No	year	Newspapers of Kazakhstan in the state language.	Journals of Kazakhstan in the state language.	newspapers of Kazakhstan in Russian language.	journals of Kazakhstan in Russian language.	newspapers of Russia	Journals of Russia	in total
1	2018	10	23	11	36	3	55	138
2	2019	11	24	11	29	4	63	142

Students of all accredited EP have sufficient educational, methodical and scientific literature. Educational literature is available: 3 257 copies, scientific literature – 4 202 copies.

EP 6D020500/8D02301 – Philology is adequately provided with the electronic resources necessary for the learning process.

Таблица–Электронные ресурсы 6D020500/8D02301-Филология

Specialty	Volume of e-learning fund's	On 1 training e-learning fund
6D020500/8D02301-Philology	19	3

The scientific library has a sufficient number of titles and copies of additional literature: official, socio-political and popular scientific periodicals, reference and bibliographic publications, including encyclopedias, encyclopedic dictionaries, dictionaries and reference books, including foreign languages, bibliographic manuals, providing access to them for all categories of library users.

In addition, the department of the theory of languages and literature has collections of scientific papers, in which scientific articles of the TS of the department are published. They have important methodological and practical importance in solving urgent problems of the region in the direction of doctoral training, making it possible to carry out research (A. T. Dosova Cognitive linguistics. Textbook. - Kostanay, 2016; Spelling and punctuation of the Kazakh language. Textbook. – Kostanay, 2018.; A.K. Kaipbaeva, A.A. Absadykov. Textbook. – Kostanay, 2016.-80 p.; B.Z. Akhmetova; Regional sociolinguistics: on the material of toponymy of Kostanay region.- Monograph. - Kostanay: A. Baitursynov KSU, 2017. -168c.; B.Z. Akhmetova. Actual problems of Humanities: history and modernity. Collective monograph (B.Z. Akhmetov, N.B. Kaliev: Section 2. Philology and journalism. Chapter 14 Problems of functioning of the transcultural linguistic personality in the conditions of the Russian-Kazakhstan border. - p. 214-229). - Moscow (Russia), 2018 - 456 p. etc.).

At the department of theory of languages and literature grant projects, research (initiative), the results of the study are used in the classrooms, as well as in the writing of scientific works by students.

The volume of the library fund is 724476 copies in the state language - 92863. Library fund in the specialty 6D021000/8D02302 – Foreign philology is 11586 copies, 6M020700/7M02302 – Translation studies - 10296 copies, 6D021000/8D02302 – Foreign philology – 1306 copies.

Providing the educational process with the necessary literature is carried out both through the acquisition and through the preparation and publication of author's textbooks, teaching aids, laboratory workshops, electronic textbooks of teachers of A. Baitursynov KSU. The funds for the acquisition of the library fund are annually allocated. During the period from 2014 to 2018, significant funds were allocated for the purchase of new literature, as a result, the main amount of necessary literature in the educational and scientific process was acquired. In 2016 the department of foreign philology purchased 333 copies of educational materials in the amount of 1 251 303 tenge. Among them - multi-level textbooks on English, including native speakers (Inside-out; Total English, etc.).

The scientific library has a sufficient number of titles and copies of additional literature: official, socio-political and popular scientific periodicals, reference and bibliographic publications, including encyclopedias, encyclopedic dictionaries, dictionaries and reference books, including foreign languages, bibliographic manuals, providing access to them for all categories of library users.

A wide range of software is used in the educational process. The list of programs corresponds to the specifics of the taught educational programs. For example, for the teaching of disciplines on EP "Philology", "Foreign philology" used Computer class №239 building 1, S=38,7 m2. Intel i5\3.40\40\8192\2 Tb\22 Philips computer-10pcs; interactive whiteboard, licensed SOFTWARE for the language laboratory "Arta", software Visual Studio2010, Microsoft Office6 Borland Si++6, Prolog, Fortan, Micromedia Flach, Andruino Scethap, etc.

Online training is provided at the opening of distance learning on EP "Philology" in the 2019-2020 academic year.

The structure of the Educational portal of A. Baitursynov KSU consists of the following components: General information part of the portal; the blog of the rector; e-library; a personal account of the teachers; student office.

The personal cabinet of the teacher is intended for automation of activity of the teacher concerning providing educational process. With the help of a personal account, the teacher fills in the journal of educational achievements of students, forms cases on disciplines for students on distance learning technology, checks written works for borrowings. In addition, in the personal account the teacher can see information about the schedule of training sessions, individual workload, reports on supervised groups, the teacher can conduct online classes. In the personal cabinet there are means of communication with students, undergraduates and teachers of the University.

On the portal (the website) is full of objective information about the activities and the specifics of the EP, starting with career-oriented material about the profession, the curriculum, the studied disciplines, the staff of the department, etc.

On the website of the University there is a blog of the rector in free access, which can be accessed by doctoral students, faculty and employers with suggestions, wishes, complaints.

Modernization of the current site and changes in information about the EP is ongoing.

In accordance with the mission, quality policy and development strategy of A. Baitursynov KSU in the field of information defines the following areas: improvement of material and technical base; formation of virtual educational environment; automation of University management processes; development of social and network interaction on the University website.

An important factor is the observance of copyright when placing educational and methodological support in the public domain.

The decision on the placement of training and methodological support of EP in open access is adopted by a decision of the Department, faculty, Academic Council, recommendations of the

educational board and only then training and methodological support of EP is placed in the public domain. For all subjects of the educational process accredited EP has access to the Internet, a sufficient number of computers and other equipment necessary for the use of information and communication technologies staff, TS and students in the educational process and activities of the University.

On the basis of the created material and technical base of A. Baitursynova KSU operates a single information network implemented in the corporate network of the University.

All computers at the University are united by a single local area network with data transfer speed up to 100 MB/s, through which they have access to the Internet (speed 11 MB/s). Educational materials, software, educational literature are available for all students.

In order to form theoretical and practical skills and knowledge to improve the professional competence of doctoral students, lectures and practical classes are held in the laboratory of innovative technologies and in the linguistic laboratory (240, 108 rooms, HSF).

### *Analytical part*

Based on the results of the analysis of the results of activities of accredited EP under this standard, the completeness and availability of material, technical and information resources of available EP were assessed. The dynamics of resources and learning environment, library support of the educational process, highlights the activities aimed at improving the management of the EP resource support for the implementation of EP. Information on logistics and information resources tends to improve.

In the implementation of educational activities of the University is guided by regulations governing the mandatory regulatory requirements for material and technical and educational and laboratory facilities of educational institutions. There is an information support of educational and scientific-educational activities with access to full-text electronic resources of educational and scientific value, which meets the needs of doctoral students and undergraduates and TS.

A. Baitursynov KSU has sufficient material, technical, information and library resources used to organize the process of training and education of students. The availability and level of material and technical base of the University is in the process of constant updating and improvement. Students of doctoral EP, 6D021000 – "Foreign philology", 6D020500 – Philology, 6 M 020700 – Translation studies. There are classrooms necessary for the above EP, equipped with audio-video and multimedia equipment at the University.

Students enrolled in the 1st year of study, the adviser is provided with a guidebook, academic calendar. Informing students EP is also carried out using the system "Platonus", which acts as a connecting tool between the student and the University. Individual assistance and advice to students on the educational process at all levels of training are conducted by advisors. Students have the opportunity to carry out remote communication with teachers using AIS "Platonus". It is important to note that the A. Baitursynov KSU for the external evaluation of the quality of the final works of undergraduates was first used a special program "Anti-Plagiarism University." The results of compliance of diploma and master's works with the requirements and originality of works have become the main criteria for admission of graduates to the defense.

Thus, in A. Baitursynov KSU created modern material and technical, information and library resources that allow the use of existing assets in full for the organization of educational, scientific, educational processes. All educational materials of EP, software, educational, scientific, methodical, fiction literature, additional resources and equipment are available to all students and staff.

According to the description in self-reports and during visual inspection during visit of EEC it was revealed that in KSU of A. Baitursynov is working to support various groups of students. The university has a found of educational, methodical and scientific literature on general education, basic and major disciplines in paper and electronic form, periodicals, access to scientific databases.

In General, the University has created conditions for technological support of students and faculty. This is evidenced by the results of the survey. The results of the survey are as follows:

Satisfaction with the existing educational resources of the University - 75%

Availability of computer classes and Internet resources – 75%

Availability of academic advising of 81.3%

Support of educational materials in the learning process -75%

Availability of advice on personal problems - 83,8%

Availability of health services for students - 73.8%

Quality of the student health service is 71.3%

Level of Library Accessibility - 92,5%

Quality of services in libraries and reading rooms - 91,3%

Available computer classes - 63,7%

Available scientific laboratories - 69.4%

However, the University should improve technical capabilities for people with disabilities, increase the number of places in student dormitories, replenish the amount of specialized literature in the areas of training, especially in electronic format.

### ***Strengths/best practices***

- Availability of the fund of educational, methodical and scientific literature on general, basic and major disciplines on paper and electronic media, periodicals, access to scientific databases.

- Access to educational Internet resources and most information resources, the functioning of WI-FI on the territory of the organization of education.

### ***The recommendations of the EEC***

1. *Continue to develop their own TS research, undergraduates and doctoral accredited EP in the field of philology, foreign philology and translation studies; to increase participation in the implementation of funded research projects, the development of scientific grants and contractual topics.*

***The conclusions of the EEC according to the criteria for EP 6D020500/8D02301 - philology, 6D021000/8D02302 – Foreign philology, 6M020700/7M02302 - Translation studies: strong - 4, satisfactory – 4.***

### ***6.9. Standard "Public awareness"***

➤ The EI should publish accurate, objective, up-to-date information about the educational program and its specifics, which should include:

- expected learning outcomes of the implemented educational program;
- qualification and (or) qualifications to be awarded upon completion of the educational program;
- teaching and learning approaches, as well as the system (procedures, methods and forms) of assessment;
- information about passing scores and training opportunities provided to students;
- information on employment opportunities for graduates.

➤ The EP management should provide for a variety of ways to disseminate information, including media, information networks to inform the general public and interested parties.

➤ Public awareness should include support and clarification of the country's national development programmes and higher and postgraduate education.

➤ The EI should demonstrate the reflection on the web resource of information characterizing it in general and in the context of educational programs.

➤ An important factor is the availability of adequate and objective information on the TS's EP.

➤ An important factor is to inform the public about cooperation and interaction with partners in the framework of the EP.

### *The evidence part*

Public information is provided by posting information on the official website of the University, in social networks, regional and national media, directly when stakeholders apply to the structural units of the University. Information on education programs, expected learning outcomes academic degrees, the system of knowledge assessment, academic mobility, employment opportunities, etc. are located in "Education" section of the official website (<http://ksu.edu.kz/education/>).

The University regularly updates the website of the University; there is a Museum of the University; there is a system of traditional activities positioning activities within the University and in the external environment (Open days, Dedication of students, Job fair, etc.). Since 2002, the faculty has been publishing the intra-University newspaper "Bilim zharysy" every month, since 2003 the journal "Zhas Orken" is published every 2 months.

Information about the requirements for applicants, the admission procedure is presented in the section "Admission" (<http://ksu.edu.kz/admission/>).

Information faculties, departments, faculty published on the website in the section <http://ksu.edu.kz/about/faculties/>.

The main source of public information and public relations is the University website <http://www.ksu.edu.kz/>. On the web site of the University will provide information about educational programs, learning outcomes academic degrees, the system of knowledge assessment, academic mobility, employment opportunities, etc.

Information of the department "Theory of languages and literature" and TS is published on the website [http://www.ksu.edu.kz/about/faculties/gumanitarno\\_socialnyj\\_fakultet/kafedry/](http://www.ksu.edu.kz/about/faculties/gumanitarno_socialnyj_fakultet/kafedry/)

Information about the progress of students, individual curricula and other information is located in your account [http://ksu.edu.kz/lichnyj\\_kabinet/](http://ksu.edu.kz/lichnyj_kabinet/).

Published by University information (<http://ksu.edu.kz>) is objective and relevant. The publications cover such issues as the implementation of state programs, the achievements of the University, TS and students, information support activities of departments, faculties and more. Announcements of planned activities are published in advance, according to the results of the event releases are also published. It should be noted that almost all content of the University's website is available for viewing in the global network.

In addition, information and useful educational resources available to students through personal pages on the educational portal (<http://cab.ksu.edu.kz/>), an electronic library (<http://ksu.edu.kz/biblioteka/>), using official accounts of the University in social networks (<https://vk.com/fleakostanay>, <https://vk.com/lingualatinainkostanay>, <https://www.facebook.com/studiakgu>), on the activities language lab (<https://vk.com/linglabkostanay>), <https://www.instagram.com/ksu.edu.kz/>.

To ensure academic mobility and record students on the trajectory of learning at the University published catalogs of elective disciplines, electronic versions of which are posted on the University website (<http://ksu.edu.kz/search/catalog+elective+disciplines>) and available to bachelors.

Forms and methods of providing information are divided into: television, newspapers, radio, news portals, social networks, LED screens, sound advertising, banners, booklets, etc.

Speeches of the teachers of the department of theory of languages and literature in the media:

- 1) associate professor A.T. Dosova in the television show "Kokeitesti suhbat". (TV "Alau". 16.10.2017);
- 2) Professor A.A. Absadykov in the television show "Tobyl-Torgai tany". (Kostanay regional television "OTRK". February., 2019. ): Let's look back at the backdrop <http://www.kostanaytany.kz> Preserves sequences in spelling rules <http://www.kostanaytany.kz> There will be no defenseless land <http://www.kostanaytany.kz>

ҰЛТТЫҚ ҚҰНДЫЛЫҚТАРДЫ ҚАЗАҚТЫҢ КЕЗ КЕЛГЕН ПЕРЗЕНТІ САҚТАУЫ КЕРЕК  
<http://www.kostanaytany.kz>

TS of the department of language theory and literature takes an active part in TV shows, on the radio, published in local and national media.

Students of specialties take an active part in activities at the faculty and in the University. In September, the television company "Alau" has addressed to the department with the purpose of carrying out the shooting of the film dedicated to the Day of the Translator. In shooting took part the students of the 4th course Olga Shuneikina, Dina Orazalina and Dana Sultanova. The film was shown in the TV show "Razbudilnik" on the channel "Alau".

Videos, stories, prepared by the educational TV Studio about the activities and activities of the University, posted on the network at: <https://www.youtube.com/channel/UCizkYrzD1IRPrikyNhCSPHQ>. Students also spread information on social networks Facebook, Vkontakte, Instagram (<https://www.facebook.com/studiakgu/videos/1256415261138155/>, <https://vk.com/zhurnalistkgu>, <https://www.instagram.com/zhurnalistkgu/>).

Priority is given to information about educational programs, achievements of teachers, material resources, mainly in statistical form.

Student newspaper "Bilim zharysy" provides information to the public about the activities of the University. The newspaper is published monthly. Meetings with young people showed how interesting is the University itself for potential students, and in this regard the newspaper can play a big role in the formation of a positive image of the University in the information space.

The newspaper has been published since March 1998, on the last Friday of each month and since 2018 is distributed free of charge at the faculties. The newspaper currently has a circulation of 700 copies. The newspaper was created as a practical base for students of the specialty "journalism", so the main authors are students-journalists, but also students of other specialties of the University, University teachers, specialists of the media Studio are involved in the authorship.

All issues of the newspaper from the period of 2015 can be found here [http://ksu.edu.kz/our\\_life/stud\\_squads/gazeta\\_blm\\_zharysy/](http://ksu.edu.kz/our_life/stud_squads/gazeta_blm_zharysy/)

Journal "Zhasorken" published 1 time in 2 months or 6 times a year.

Information support of the events held at the University is provided in the state, Russian and English languages through such media as:

- 1) regional and Republican TV channels ("Kazakhstan-Kostanay", "Alau", "24.kz", "Khabar»),
- 2) the University, regional and national radio,
- 3) republican and regional press (newspapers "Kazhastanskaya pravda", "Egemen Kazakhstan", "Bilimdi el – Obrazovannaya strana", "Kostanayskie novosti", "Nashsa gazeta", "Kostanay»),
- 4) republican and regional news portals (website of the international news Agency KAZINFORM (<http://www.inform.kz>), BNEWS.KZ, Tengrinews.kz and others),
- 5) pages in social networks (Instagram, VKontakte, Facebook),
- 6) University newspaper "Bilim zharysy»,
- 7) channel YouTube <https://www.youtube.com/channel/UCizkYrzD1IRPrikyNhCSPHQ>
- 8) broadcasting of videos about the activities of the University at various events and regional television.

The University has a system of developed information security management measures to ensure the trust of stakeholders. In the process of implementation of the educational program "Philology" the monitoring of availability and usefulness for all stakeholders of the information published about the educational program is carried out.



When preparing information about the educational program "Philology" for publication, it is checked for accuracy. The faculty is actively involved in the implementation and promotion of government programs (Ruhani jangyru), as well as share information about the University through the city and regional media.

The Department of the theory of languages and literature has developed stable social partnership with public organizations (KSU "Kostanay regional universal scientific library. L. N. Tolstoy", KSU "School of children's creativity", etc.), the student Council, more than 30 years the trade Union organization of employees which realizes protection of the rights and interests of members of labor collective works.

Information on the results of the external evaluation takes place in the section "Accreditation"([http://www.ksu.edu.kz/about/akkreditaciya\\_kgu/institucionalnaya\\_i\\_spezializirovannaya\\_akkreditaciya\\_kgu\\_im\\_abajtursynova\\_2014\\_g/](http://www.ksu.edu.kz/about/akkreditaciya_kgu/institucionalnaya_i_spezializirovannaya_akkreditaciya_kgu_im_abajtursynova_2014_g/)).

The audited financial statements are posted on the website upon completion of the audit for the past financial year ([http://www.ksu.edu.kz/files/UCR/finansovyj\\_audit\\_2017.pdf](http://www.ksu.edu.kz/files/UCR/finansovyj_audit_2017.pdf)). Thus, information on the results of financial activities of the University for the past year is constantly available.

The list of publications of the University, contributing to the clarification of educational policy and current trends includes informing the public about the implementation of the University of the SEDP for all purposes provided for in the program, namely: formation of intellectually, physically, spiritually developed and successful citizen, provision of sectors of the economy with competitive personnel with higher and postgraduate education and integration of education, science and innovation; ensuring the real contribution of science to the sustainable development of the economy, etc. The goal of the program is reflected in the Message of the President of Kazakhstan N. Nazarbayev to the people of Kazakhstan, the Plan of the nation "5 social initiatives of the President," government programs "Ruhani jangyru", SPIID – 2, etc. The implementation of all steps is long-term. Information activity is carried out within the framework of roadmaps, where quantitative and qualitative indicators are determined. Development plans, financial statements and reports on the implementation of the development plan are published annually on the portal of the information and accounting center of the state property and privatization Committee.

On the educational portal there is a blog of the rector, the blog of the selection Committee, designed to provide feedback to visitors of the portal.

On the page of each department there is a section of TS

This section contains information about the teachers of the department on the following items:

At the beginning of each academic year, the department apply for updating information about the department on the website, including TS.

The information on cooperation and interaction with partners published in the section "Partnership" includes data on cooperation with domestic and foreign enterprises of the industry, education, including experience of participation of KSU in international consortia. The main task is to disclose the goals and objectives of cooperation, indicating its advantages.

Contacts have been established with such major higher education institutions as Seoul national University, Cambridge, University of Granada, University of Turin, University of Burgundy, Belarusian national technical University, NRU HSE, NRU MIET, etc.

Thus, one of the main aspects of ensuring the quality of education in the modern educational space is openness and informing the public about the activities of the University. Therefore, the University management considers the process of informing the public as an important resource for the implementation of quality policy

Assessment of satisfaction with information about the activities of the University and the specifics and progress of educational programs is carried out annually by means of questionnaires, surveys. University management uses a variety of ways to disseminate information – a University website, social networks, open days, job fairs on the basis of the University, and round tables with heads of enterprises and organizations, exhibitions of achievements, demonstration of new technologies and equipment, career guidance weeks. In accordance with the plan of career guidance:

- 1) there is a contact center of the University for inquiries on all issues;
- 2) year-round by phone is conducted advocacy on issues of admission to the University;
- 3) on the website in the section "To enrollee" contains information about the rules of admission, a list of specialties, answers to frequently asked questions.

Information on the results of external evaluation is placed in the section "Accreditation" ([http://www.ksu.edu.kz/about/akkreditaciya\\_kgu/](http://www.ksu.edu.kz/about/akkreditaciya_kgu/)).

In the section "Figures and facts" ([http://www.ksu.edu.kz/about/bystrye\\_fakty\\_i\\_statistika/](http://www.ksu.edu.kz/about/bystrye_fakty_i_statistika/)) the results of the University's participation in the rankings are published.

The main and the main source of information about the achievements of the University is the website of the University [www.ksu.edu.kz](http://www.ksu.edu.kz), as well as publications in the media.

### ***Analytical part***

Information on the activities of KSU. A. Baitursynov and on the implementation of educational programs is covered on the university website ([www. http://www.ksu.edu.kz](http://www.ksu.edu.kz)), in the university newspaper "Kostanaytany", on "Kazakhstan-Kostanay" TV channel (<http://kostanaytv.kz/>). Information about the mission of A. Baitursynov KSU, its goals and objectives are communicated to the public through the regional media "Kostanaytany" (<http://kostanaytany.kz/>), "Kostanayskie novosti" ([kstnews.kz](http://kstnews.kz/)), "Nasha gazeta" (<https://www.ng.kz/>), regional TV channels "Kazakhstan-Kostanay" (<http://kostanaytv.kz/kz/>) and "Alau" (<http://alau.kz/>). Monitoring of these publications indicates that 37 publications in the Kazakh language were published in 2017 and 2018, 21 of them were authored and 16 - interviews with leading teachers of the University. Also over the years 79 publications in Russian were published, 21 of them – interviews with TS and 58 author's materials prepared by TS of the University. These are mainly articles and analytical materials on the scientific and methodological work of the university, on the problems of education and employment of young people, social networks VKontakte, Facebook, Instagram.

Information management of the University, informing the public about all aspects of the KSU and all structural units in General is carried out at the level.

The official website of the University is well and clearly structured by sections, the required information is easy to find, update the posted information is carried out daily. Members of the Commission note the placement on the University website of objective and relevant information, including: a detailed description of the implemented EP, indicating the expected learning outcomes; information on the possibility of qualification at the end of the EP; information on passing scores and training opportunities provided to students; information on the achievements of TS EP, etc.

University management uses a variety of ways to disseminate information, including the media, web resources, information networks, etc. to inform the general public about the University as a whole, and in the context of EP. Public information includes support and clarification of the country's national development programmes and higher and postgraduate education.

### ***Strengths/best practices***

- Availability of information about educational programs and the expected learning outcomes of ongoing educational programs.
- Educational programs demonstrate modern approaches to teaching, learning, as well as the current assessment system.
- The university has published up-to-date, reliable information about qualifications, which will be assigned upon completion of educational programs.
- Publication activity on educational programs.
- Availability of practical experience and further employment at the place of practice is demonstrated.

### ***The recommendations of the EEC***

*1. Provide opportunities and ways to inform stakeholders about any planned or undertaken actions in relation to the EP, including on the University website.*

***The conclusions of the EEC according to the criteria for EP 6D020500/8D02301 - philology, 6D021000/8D02302 – Foreign philology, 6M020700/7M02302 - Translation studies: strong - 5, satisfactory – 5.***

### *6.10. Standard "Standards in the context of individual specialties"*

- The manual of the EP should provide that teaching in the framework of the program is carried out on the basis of modern achievements of world science and practice in the field of specialization, as well as using modern and advanced teaching methods.
- The management of the EP should provide for the possibility of access of students to modern and relevant data (statistics, news, scientific results) in the field of specialization in paper (Newspapers, statistical data collections, textbooks) and electronic media.
- The goals and results of training should be aimed at obtaining specific skills that are in demand in the labor market.
- The EP should include a sufficient number of disciplines and activities aimed at obtaining practical experience of students in the application of theoretical knowledge as a practical training - training in enterprises, participation in lectures and seminars of practitioners, etc.

### ***The evidence part***

Educational programs in the direction of 6D020500/8D02301–Philology provides for the study of the following cycles of disciplines: basic and specialized disciplines and meets the following requirements:

- the main educational program of the doctoral student is developed on the basis of modular educational programs, standard curricula and includes working curricula, programs of disciplines, programs of educational and industrial practices;
- educational programs are developed on the basis of the competence model of training and are focused on the result of training, expressed in the form of competencies.
- main educational program of doctoral training is formed from the disciplines of the mandatory component and elective disciplines.

Within the framework of educational programs 6D020500/8D02301 –Philology students must master the competencies described in the MEP.

In the EP of doctoral studies formed the competence is built on expected results. Expected learning outcomes at the EP 6D020500/8D02301 – Philology constructed on the basis of Bloom's taxonomy:

- to be aware of the priorities of the modern knowledge-based information society;
- to know theoretical and methodological principles of metalanguage and metadictionary of modern Kazakh/Russian philology in the system; traditional, new, dominant philological direction, concepts, scientific schools of philology;

- to know the main achievements, discussion issues of modern Kazakhstani, Russian, world philological researches; scientific dominants of Kazakh/Russian philology of the second half of the XX - the beginning of the XXI century.;

- to know traditional, innovative, information and communication techniques, technology, scientific work and teaching philological disciplines at the University; the main provisions of the educational concept in the Republic of Kazakhstan; to be able to analyze the status, directions of development of philological science in Kazakhstan, in Russia, in the world; critically analyze the scientific ideas, concepts in the literature, to synthesize new ideas; actively, productively use and disseminate new knowledge;

- to be able to plan, implement, adjust the process of philological research; to contribute to the development of domestic and foreign Philology, to obtain scientific results focused on solving the problems of development of Kazakhstan society; to communicate their knowledge and scientific achievements to the scientific community, the General public;

- to be able to apply traditional, innovative info-communication methods and technologies of scientific work and teaching of philological disciplines at the University, focusing on domestic and foreign scientific achievements and methods of solving scientific problems;

- to be able to solve problems of philological science and interdisciplinary fields in the context of changing socio-economic conditions, to work on joint scientific projects;

- to have the skills of a culture systemic scientific thinking, creative scientific, innovative and educational activities; using the optimal combination of traditional and innovative technologies in scientific work and education; organizing the teaching of philological disciplines at a high theoretical and methodological level; implementation of communication activities in the scientific field.

The process of improving the quality of EP in the specialty 6D020500 – Philology is directly related to the process of their development, in which doctoral students are widely involved. Improving EP, adjusting the educational trajectory of future professionals primarily take into account the needs of the labor market and the scientific interests of doctoral students.

Educational programs are widely discussed on chairs in the presence of doctoral students EP 6D020500 – Philology (D. O. Dusanova, G. N. Abubakirova), stakeholders. At this stage, seminars, round tables with the participation of employers to discuss educational programs, the purpose of which is to identify the status, the main problems and ways to improve the professional qualifications (competence) of future doctoral students. The students of the educational programs 6D020500/8D02301 –Philology have in-depth theoretical knowledge in the field of language and literature.

In the learning process, special attention is paid to the practical aspect, implemented in the framework of training on specialization.

The University is developing an interdisciplinary program in computational linguistics in Central Asian universities with the participation of a doctoral student 2 years of study EP specialty 6D020500/8D02301–Philology Kulbaeva M. M. (15.10.2017 - 14.10.2020 g.)

Project objective: creation of a master's program in computational linguistics for undergraduates with basic linguistic education and education in computational sciences, as well as the introduction of mixed learning technologies in specialized courses in the framework of the initiative of the universities of Kazakhstan and Uzbekistan.

Project objective: develop and implement an interdisciplinary master's program in computational linguistics at 7 Central Asian universities based on a thorough analysis of existing educational programs until August 2019; implement blended learning technologies in special courses until September 2019; develop text processing tools with full support for Uzbek and Kazakh languages until January 2020.

Project coordinator -University of Santiago de Compostela, Spain

Partners -University of coruña (Spain), University of Western Attica Institute of Technology education in Athens (Greece), University of Porto (Portugal), Adam Mickiewicz University (Poznan, Poland), Urgench state University (Uzbekistan), Samarkand state Institute of

foreign languages (Uzbekistan), Tashkent state University of Uzbek language and literature (Uzbekistan), national University of Uzbekistan, A. Baitursynov Kostanay state University Kazakhstan Eurasian national University named after Gumilyov, Kazakh national University named after Al-Farabi. The project was awarded a commendation "For creativity and diligence in the implementation of the project" at the exhibition NEO 2018.

Specialties: master's courses in Translation studies and doctoral studies in Foreign Philology provide training for the first year (the first set - 2018). The Department of foreign Philology in the process of training specialists in these areas is guided by the strategic development plan of KSU as a whole, as well as the development plan of the Department and the development plan of the EP for 2017-2022. Training of masters and doctoral students in these areas is primarily aimed at training of scientific and pedagogical personnel for the region. The Department of foreign Philology puts forward improvement of material and technical base, further improvement of quality of training of specialists with involvement of experience of the leading scientific centers for implementation in the long term of programs of double-degree training as priority tasks. For the training of doctoral students in the specialty "Foreign Philology" Department has established cooperation with the University of Granada (Spain); Professor Enrique Gervilla is co-director of the doctoral thesis and he advises the doctoral candidate M. Abdrakhmanova on the topic of the thesis. There is an experience of the organization of scientific training for undergraduates in CSU (Chelyabinsk city), in the scientific library of which there are resources for writing scientific works and there is an opportunity to get advice from leading scientists of this University: doctors of philological Sciences L. A. Nefedova, O. A. Popova, L. Aznakaev, etc. The existing experience in organizing external academic mobility programs allowed sending 3 master's degree students in Translation studies to the University of Ostrava (Czech Republic) for one semester (February-May 2019). The Department of foreign Philology annually holds an International scientific conference of young researchers "Topical issues of linguistics and linguodidactics" and publishes a collection of materials with ISBN and full-time participation of students and undergraduates from the CIS countries.

### ***Analytical part***

Teaching in educational programs is based on the achievements of science and practice in the field of specialization, as well as with the use of modern pedagogical technologies. Based on the results of the analysis, the members of the EEC came to the following conclusion.

Presented and confirmed by the facts information about the types of practices and related aspects, identified the main skills acquired as a result of training.

Practical training in various institutions, participation in lectures, seminars of practitioners helps doctoral students to gain practical experience in the application of theoretical knowledge.

At the same time, professional certification of students of the considered EP is not carried out. Harmonization of educational programs with the programs of leading domestic and foreign universities is presented only in the form of cooperation agreements and the process of academic mobility, and does not affect the joint development of courses and/or joint educational programs.

### ***Strengths/best practices***

- It is confirmed that the goals and results of training are aimed at obtaining specific skills that are in demand in the labor market.

### ***The recommendations of the EEC***

1. To consider the possibility on a systematic basis to harmonize educational programs and provide opportunities for the implementation of joint EP for doctoral 6D020500/8D02301 - philology, 6D021000/8D02302 – Foreign philology and master's 6m020700/7M02302 - Translation studies

*The conclusions of the EEC according to the criteria for EP 6D020500/8D02301 - philology, 6D021000/8D02302 – Foreign philology, 6M020700/7M02302 - Translation studies: satisfactory – 4.*

## **(VII) REVIEW STRENGTHS/ GOOD PRACTICES FOR EACH STANDARD**

### ***Standard «Educational program management»***

- The University has a published quality assurance policy.
- The quality policy reflects the link between research, teaching and learning.
- The University demonstrates the development of a culture of quality assurance, including in the context of EP.
- The management of the EP involves representatives of stakeholder groups, including employers, students and TS in the formation of the development plan of the EP.

### ***Standard «Information Management and reporting»***

- A system for the collection, analysis and management of information based on new information and communication technologies has been put in place.
- The information collected and analyzed in the framework of the EP takes into account the dynamics of the contingent of students in the context of forms and types of training.
- The University at the proper level put work to ensure the measurement of the degree of satisfaction of students with the implementation of the EP and the quality of education at the University.
- The availability of information and educational resources and support systems for students is demonstrated.
- Consent of students, employees and TS to the processing of personal data is documented.

### ***Standard «Development and approval of the educational program»***

- The University has defined and documented procedures for the development of the EP and their approval at the institutional level.
- The manual of the EP ensures that the developed the EP meets the set objectives, including the expected learning outcomes.
- The management of the EP provided the availability of developed models of the graduate EP, describing the learning outcomes and personal qualities.
- The management of the EP demonstrated external examinations of the EP content and the planned results of its implementation.
- Management of the EP actively involves students, TS and other stakeholders in the development of the EP and ensure their quality.

***Standard «Continuous monitoring and periodic evaluation of educational programs»***

- Monitoring and periodic evaluation of the EP provides for the content of programs in the light of the latest achievements of science in a particular discipline to ensure the relevance of the taught discipline.
- Monitoring and periodic evaluation of the EP involves changes in the needs of society and the professional environment.

***Standard «Student-centered learning, teaching and performance assessment»***

- Ensuring respect and attention to different groups of students and their needs, providing them with flexible learning paths.
- The University defined the mechanisms to ensure the development of each graduate EP learning outcomes and ensure the completeness of their formation.

***Standard «Students»***

- The University demonstrated the policy of formation of the contingent of students in the context of EP from admission to graduation and ensured the transparency of its procedures. Procedures governing the life cycle of students (from admission to completion), defined, approved, published
- Leadership of EP has defined the order of formation of the contingent of students on the basis of the minimum admission requirements.
- The management of the EP has defined the procedure for the formation of a contingent of students based on the maximum size of the group during seminars, practical, laboratory and Studio sessions.
- The leadership of the EP demonstrated readiness to provide students with places of practice, to promote employment of graduates, to support communication with them.

***Standard «Teaching staff»***

- The University demonstrates an objective and transparent personnel policy, including in the context of the EP, including recruitment, professional growth and development of personnel, ensuring the professional competence of the entire staff.
- The University demonstrates the compliance of the staff potential of the faculty with the development strategy of the University and the specifics of the EP.
- The management of the EP demonstrates awareness of responsibility for the workers and ensuring favorable working conditions for them.
- The University demonstrates the motivation of professional and personal development of teachers of the EP, including the promotion of both the integration of research and education, and the use of innovative teaching methods.

***Standard «Educational resources and student support systems»***

- Availability of the fund of educational, methodical and scientific literature on general, basic and major disciplines on paper and electronic media, periodicals, access to scientific databases.
- Access to educational Internet resources and most information resources, the functioning of WI-FI on the territory of the organization of education.

***Standard «Public awareness»***

- Availability of information about educational programs and the expected learning outcomes of ongoing educational programs.
- Educational programs demonstrate modern approaches to teaching, learning, as well as the current assessment system.
- The university has published up-to-date, reliable information about qualifications, which will be assigned upon completion of educational programs.
- Publication activity on educational programs.
- Availability of practical experience and further employment at the place of practice is demonstrated.

***Standard «Standards in the context of individual specialties»***

- It is confirmed that the goals and results of training are aimed at obtaining specific skills that are in demand in the labor market.

**(VIII) REVIEW OF THE RECOMMENDATIONS ON QUALITY IMPROVEMENT FOR EACH STANDARD**

***Standard "Educational program management»***

1. To create a Program of double-diploma education with foreign universities-partners in the EP 6D020500/8D02301 - Philology, 6D021000/8D02302 – Foreign philology, 6M020700/7M02302 - Translation studies

***Standard "Information Management and reporting»***

1. The University needs to continue the practice of organizing courses on education management for managers of EP.

***Standard "Development and approval of the educational program»***

1. To concretize the features of individuality and uniqueness of accredited EP, including taking into account the coordination of the development plan of EP with the development strategy of the University.
2. Wider involvement of employers in the discussion of the content and development Plans of EP 6D020500/8D02301 - Philology, 6D021000/8D02302 – Foreign philology, 6M020700/7M02302 - Translation studies, their monitoring and adjustment.
3. In the implementation of EP 6M020700/7M02302 - Translation studies to increase the proportion of methods and techniques that contribute to the formation of analytical skills of students, their adaptability to a rapidly changing professional and social environment.

***Standard "Continuous monitoring and periodic evaluation of educational programs»***

1. Create a risk management Program and phase-out of possible threats to which accredited EP are exposed.
2. In the implementation of modular educational programs 6D020500/8D02301 - Philology, 6D021000/8D02302 – Foreign philology, 6M020700/7M02302 - Translation studies should provide a single exam for all disciplines included in the General module, since they are



*all integrative in nature and are closely interrelated with each other.*

*3. To consider the possibility of opening Dissertation Councils for the protection of dissertations for the degree of doctor of philosophy (PhD) on accredited EP*

*4. To consider the possibility of improving the skills of TS on modern methods of assessing learning outcomes, including criteria-based assessment*

#### ***Standard "Student-centered learning, teaching and performance assessment"***

*1. Consider the possibility of training students for professional certification (in particular, to pass international tests to determine the level of competence in the field of foreign language – IELTS, TOEFL, Delf, Dalf, TestDAF) and reflect this possibility in the list of subjects studied*

*2. In order to strengthen the professionalization and compliance with the requirements of employers, it is necessary to take into account the wishes of the latter to improve the equipment of accredited EP and the introduction into the educational process of courses related to the digitalization of the educational environment and society as a whole (for example, "Digitalization of translation").*

*3. Within the framework of these EP to consider the possibility of creating additional individual educational trajectories, especially at the level of doctoral PhD - OP 6D020500/8D02301 - Philology, 6D021000/8D02302 – Foreign philology*

#### ***Standard "Students"***

*1. Take measures to improve the efficiency of the alumni Association.*

*2. In the implementation of EP 6D020500/8D02301 - Philology, 6D021000/8D02302 – Foreign philology should practice the teaching of some special subjects in English.*

#### ***Standard "Teaching staff"***

*1. Wider practice of external academic mobility of TS with foreign partner universities, aimed at the export of Kazakhstan's education (lectures in foreign universities, seminars, workshops, summer schools)*

*2. To make maximum use of the opportunities to attract the best foreign scientists in the field of Philology, Foreign philology and Translation studies as scientific consultants of doctoral students OP 6D020500/8D02301 - Philology, 6D021000/8D02302 – Foreign philology*

*3. To increase the publication activity of the faculty of the departments in scientific journals included in the international database Scopus, which will help to increase the Hirsch index*

#### ***Standard "Educational resources and student support systems"***

*1. Continue to develop their own TS's research, undergraduates and doctoral accredited EP in the field of Philology, Foreign philology and Translation studies; to increase participation in the implementation of funded research projects, the development of scientific grants and contractual topics.*

#### ***Standard "Public awareness"***

*1. Provide opportunities and ways to inform stakeholders about any planned or undertaken actions in relation to the EP, including on the University website.*

#### ***Standard "Standards in the context of individual specialties»***

1. To consider the possibility on a systematic basis to harmonize educational programs and provide opportunities for the implementation of joint EP for doctoral 6D020500/8D02301 - philology, 6D021000/8D02302 – Foreign philology and master's 6m020700/7M02302 - Translation studies

## **Annex 1. Estimated table "PARAMETERS OF SPECIALIZED PROFILE"**

No. p\n	No. p\n	Evaluation criterion	Position of the organization of education			
			Strong	Satisfactory	Suggests improvement	Unsatisfactory
<b>Standard "Educational program management»</b>						
1	1.	The organization of higher and (or) postgraduate education should have a published quality assurance policy. Quality policy should reflect the link between research, teaching and learning.	+			
2	2.	The organization of higher and (or) postgraduate education should demonstrate the development of a culture of quality assurance, including in the context of EP.	+			
3	3.	Commitment to quality assurance should apply to all activities performed by contractors and partners (outsourcing), including joint/double-degree education and academic mobility.			+	
4	4.	The management of the EP demonstrates its readiness to ensure transparency in the development of the EP development plan based on the analysis of its functioning, the real positioning of the PA and the focus of its activities to meet the needs of the state, employers, students and other stakeholders. The plan should contain the terms of the start of the educational program.		+		
5	5.	The management of the EP demonstrates the existence of mechanisms for the formation and regular revision of the development plan of the EP and monitoring its implementation, assessing the achievement of training goals, meeting the needs of students, employers and society, making decisions aimed at continuous improvement of the EP.		+		
6	6.	The management of the EP should involve representatives of stakeholder groups, including employers, trainees and faculty, in the development of the EP.	+			
7	7.	The management of the EP should demonstrate the individuality and uniqueness of the development plan of the EP, its consistency with national priorities and development strategy of the organization of higher and (or) postgraduate education.		+		
8	8.	The organization of higher and (or) postgraduate education should demonstrate a clear definition of those responsible for business processes within the EP, a clear distribution of staff responsibilities, the division of functions of collegial bodies.		+		
9	9.	The management of the EP should provide evidence of the transparency of the educational program management system.		+		
10	10.	The management of the EP should demonstrate the existence of an internal quality assurance system of the EP, including its design, management and monitoring, their improvement, decision-making on		+		

		the basis of facts.				
11	11.	The management of the EP should manage risks, including within the framework of the EP undergoing ex-ante accreditation, as well as demonstrate a system of measures aimed at reducing the risk.			+	
12	12.	The management of the EP should ensure the participation of representatives of employers, TS, students and other interested persons in the collective management bodies of the educational program, as well as their representativeness in decision-making on the management of the educational program.		+		
13	13.	The EI should demonstrate innovation management within the EP, including analysis and implementation of innovative proposals.		+		
14	14.	The EP management should demonstrate evidence of openness and accessibility to learners, TS, employers and other stakeholders.		+		
15	15.	Management of the EP should be trained in education management programs.		+		
<b>Total standard</b>			<b>3</b>	<b>10</b>	<b>2</b>	
<b>Standard "information Management and reporting»</b>						
16	1.	The PA should demonstrate the existence of an information collection, analysis and management system based on the use of modern information and communication technologies and software, and that it uses a variety of methods to collect and analyse information in the context of the EP.	+			
17	2.	The management of the EP should demonstrate that there is a mechanism for the systematic use of processed, adequate information to improve the internal quality assurance system.		+		
18	3.	The leadership of the EP should demonstrate fact-based decision-making.		+		
19	4.	Within the framework of the EP, a system of regular reporting should be provided, reflecting all levels of the structure, including an assessment of the effectiveness and efficiency of the activities of units and departments, research.		+		
20	5.	The EI should establish the frequency, forms and methods of evaluation of management of EP, the activities of collegial bodies and structural units, senior management, implementation of research projects.		+		
21	6.	The EI should demonstrate the order and security of information, including the identification of those responsible for the accuracy and timeliness of information analysis and reporting.		+		
22	7.	An important factor is the availability of mechanisms for involving students, employees and TS in the collection and analysis of information, as well as decision-making based on them.		+		
23	8.	The management of the EP should demonstrate that there is a mechanism for communication with learners, employees and other stakeholders, as well as conflict resolution mechanisms.		+		
24	9.	The EI must demonstrate the existence of mechanisms for measuring the degree of satisfaction of needs of TS, staff and students within the framework of the EP.		+		
25	10.	The EI should include an evaluation of the effectiveness and efficiency of activities, including in the context of the EP.			+	
		<i>Information intended for the collection and analysis in the framework of the EP should consider:</i>				
26	11.	key performance indicator;		+		
27	12.	dynamics of the contingent of students in the context of forms and types;	+			
28	13.	the level of academic achievement, student achievements, etc;		+		

29	14.	satisfaction of students with the implementation of EP and the quality of education at the University;	+			
30	15.	availability of educational resources and support systems for students.	+			
31	16.	The EI must confirm the implementation of procedures for processing personal data of students, employees and TS on the basis of their documentary consent.	+			
<b>Total standard</b>			<b>5</b>	<b>10</b>	<b>1</b>	
<b>Standard "Development and approval of basic educational programs"</b>						
32	1.	The PA should define and document the procedures for developing and approving the EP at the institutional level.	+			
33	2.	The guidebook of the EP should ensure that the developed EP meets the stated objectives, including the expected learning outcomes.	+			
34	3.	The EP guide should ensure that the developed models of the op graduate describe the learning outcomes and personal qualities.	+			
35	4.	The management of the EP should demonstrate external reviews of the content of the EP and the planned results of its implementation.	+			
36	5.	The qualifications assigned at the end of the EP should be clearly defined and correspond to a certain level of the NSC.		+		
37	6.	The management of the EP should determine the impact of disciplines and professional practices on the formation of learning outcomes.		+		
38	7.	An important factor is the possibility of training students for professional certification.		+		
30	8.	The management of the EP should provide evidence of the participation of students, TS and other stakeholders in the development of the EP, ensuring their quality.	+			
40	9.	The complexity of the EP should be clearly defined in Kazakhstan loans and ECTS.		+		
41	10.	The management of the EP should ensure that the content of academic disciplines and planned results are consistent with the level of training (bachelor's, master's, doctoral).		+		
42	11.	The structure of the EP should include various activities to ensure that students achieve the planned learning outcomes.		+		
43	12.	An important factor is the correspondence of the content of EP and learning outcomes of EP, implemented by organizations of higher and (or) postgraduate education in the epvo.		+		
<b>Total standard</b>			<b>5</b>	<b>7</b>		
<b>Стандарт «Постоянный мониторинг и периодическая оценка основных образовательных программ»</b>						
44	1.	The EI should define mechanisms for monitoring and periodic evaluation of the EP in order to achieve the goal and meet the needs of students and society. The results of these processes should be aimed at continuous improvement of the EP.		+		
		Monitoring and periodic evaluation of the EP should include:				
45	2.	the content of the programs in the light of the latest achievements of science in a particular discipline to ensure the relevance of the taught discipline;	+			
46	3.	changes in the needs of society and the professional environment;	+			
47	4.	student workload and performance;		+		

48	5.	effectiveness of students ' assessment procedures;		+		
49	6.	expectations, needs and satisfaction of students with the EP training;		+		
50	7.	educational environment and support services and their compliance with the objectives of the EP.		+		
51	8.	The EI, the management of the EP should define a mechanism to inform all stakeholders of any planned or undertaken actions with respect to the EP.		+		
52	9.	All changes made to the EP must be published. The management of the EP should develop a mechanism to review the content and structure of the EP, taking into account changes in the labour market, employers ' requirements and the social demand of the society.		+		
<b>Total standard</b>			<b>2</b>	<b>7</b>		
<b>Standard "Student-centered learning, teaching and performance assessment"</b>						
53	1.	The leadership of the EP should ensure respect and attention to different groups of students and their needs, provide them with flexible learning paths.	+			
54	2.	The EP guide should provide for the use of different forms and methods of teaching and learning.		+		
55	3.	An important factor is the availability of own research in the field of teaching methods of academic disciplines EP.		+		
56	4.	The guidebook of the EP should demonstrate the existence of feedback mechanisms on the use of different teaching methods and evaluation of learning outcomes.		+		
57	5.	Leadership of the EP should demonstrate the existence of mechanisms to support the autonomy of students, while at the same time guidance and assistance from the teacher.		+		
58	6.	The EP leadership must demonstrate the existence of procedures for responding to complaints of students.		+		
59	7.	The EI should ensure the consistency, transparency and objectivity of the learning assessment mechanism for each EP, including the appeal.		+		
60	8.	The EI should ensure that the procedures for assessing the learning outcomes of students of the EP are consistent with the planned outcomes and objectives of the programme. The criteria and methods of evaluation for the EP should be published in advance.	+			
61	9.	The EI should identify mechanisms to ensure that each graduate of the EP achieves learning outcomes and ensure the completeness of their formation.	+			
62	10.	Evaluators should be familiar with modern methods of assessing learning outcomes and regularly improve their skills in this area.	+			
<b>Total standard</b>			<b>4</b>	<b>6</b>		
<b>Standard "Students"</b>						
63	1.	The EI should demonstrate that there is a policy for the formation of a contingent of students in the context of the EP from admission to graduation and ensure transparency of its procedures. The procedures governing the life cycle of students (from admission to completion) should be defined, approved and published.	+			
		The management of the EP should determine the order of formation of the contingent of students on the basis of:				
64	2.	minimum requirements for applicants;	+			
65	3.	maximum group size for seminars, practical, laboratory and Studio	+			

		sessions;				
66	4.	forecasting the number of state grants;		+		
67	5.	analysis of available material and technical, information resources, human resources;		+		
68	6.	analysis of potential social conditions for students, including the provision of places in the hostel.		+		
69	7.	The EP leadership must demonstrate a willingness to undertake special programs of adaptation and support for newly arrived and international students.		+		
70	8.	The EI must demonstrate the conformity of the actions of the Lisbon Convention on recognition.		+		
71	9.	The EI should cooperate with other education organizations and national centres of the "European network of national information centres for academic recognition and mobility/National academic Information Centres for Recognition" ENIC/NARIC to ensure comparable recognition of qualifications.		+		
72	10.	Management of the EP should demonstrate that there is a mechanism to recognize the results of academic mobility of students, as well as the results of additional, formal and non-formal education.		+		
73	11.	The EI should provide an opportunity for external and internal mobility of students of the EP, as well as readiness to assist them in obtaining external grants for training.		+		
74	12.	The management of the EP should demonstrate readiness to provide students with places of practice, promote employment of graduates, maintain communication with them.	+			
75	13.	The EI should provide for the possibility of providing the graduates of the EP with documents confirming the qualifications obtained, including the achieved learning outcomes, as well as the context, content and status of the education received and evidence of its completion.		+		
76	14.	An important factor is the availability of mechanisms for monitoring the employment and professional activities of graduates of the EP.		+		
<b>Total standard</b>			<b>4</b>	<b>10</b>		
<b>Standard "Teaching staff"</b>						
77	1.	The EI should have an objective and transparent personnel policy, including in the context of the EP, including recruitment, professional growth and development of personnel, ensuring the professional competence of the entire staff.	+			
78	2.	The EI should demonstrate the compliance of the TS's capacity with the EI development strategy and the specifics of the EP.	+			
79	3.	The management of the EP should demonstrate a sense of responsibility for its employees and ensure a favourable working environment for them.	+			
80	4.	The leadership of the EP should demonstrate the change in the role of the teacher in connection with the transition to student-centered learning.		+		
81	5.	The EI should determine the contribution of the TS EP to the implementation of the EI development strategy and other strategic documents.		+		
82	6.	The EI should provide opportunities for career growth and professional development of the TS of EP.		+		

83	7.	The leadership of the EP should demonstrate a willingness to engage practitioners from relevant industries in teaching.		+		
84	8.	The EI should demonstrate motivation of professional and personal development of teachers of the EP, including encouragement for integration of scientific activity and education, application of innovative methods of teaching.	+			
85	9.	An important factor is the readiness to develop academic mobility within the EP, to attract the best foreign and domestic teachers.			+	
<b>Total standard</b>			<b>4</b>	<b>4</b>	<b>1</b>	
<b>Standard "Educational resources and student support systems"</b>						
86	1.	The EI should guarantee a sufficient number of training resources and student support services that meet the objectives of the EP.	+			
87	2.	The EI should demonstrate the adequacy of material and technical resources and infrastructure, taking into account the needs of different groups of students in the context of EP (adults, workers, foreign students, as well as students with disabilities).		+		
		EP leadership must demonstrate the existence of procedures for support of different groups of students, including informing and consulting. The management of the EP should demonstrate the compliance of information resources with the specifics of the EP, including:				
88	3.	technological support of students and ST in accordance with educational programs (for example, online training, modeling, databases, data analysis programs);		+		
89	4.	library resources, including the fund of educational, methodical and scientific literature on general education, basic and major disciplines on paper and electronic media, periodicals, access to scientific databases;	+			
90	5.	examination of the results of research, final works, theses on plagiarism;		+		
91	6.	access to educational Internet resources;	+			
92	7.	the functioning of WI-FI in the territory of the organization of education.	+			
93	8.	The EI should strive to ensure that the educational equipment and software intended for use in the development of educational programs are similar to those used in the relevant industries.		+		
<b>Total standard</b>			<b>4</b>	<b>4</b>		
<b>Standard "Public awareness"</b>						
		The EI should publish accurate, objective, up-to-date information about the educational program and its specifics, which should include:				
94	1.	expected learning outcomes of the implemented educational program;	+			
95	2.	qualification and (or) qualifications to be awarded upon completion of the educational program;	+			
96	3.	teaching and learning approaches, as well as the system (procedures, methods and forms) of assessment;	+			
97	4.	information about passing scores and training opportunities provided to students;	+			
98	5.	information on employment opportunities for graduates.		+		
99	6.	The EP management should provide for a variety of ways to disseminate information, including media, information networks to		+		

		inform the general public and interested parties.				
100	7.	Public awareness should include support and clarification of the country's national development programs and higher and postgraduate education.		+		
101	8.	The EI should demonstrate the reflection on the web resource of information characterizing it in general and in the context of educational programs.	+			
102	9.	An important factor is the availability of adequate and objective information on the TS's EP.		+		
103	10.	An important factor is to inform the public about cooperation and interaction with partners in the framework of the EP.		+		
<b>Total standard</b>			<b>5</b>	<b>5</b>		
<b>Standards in the context of individual specialties</b>						
<b>SOCIAL SCIENCES, ECONOMICS AND BUSINESS, SERVICES, HUMANITIES AND LAW</b>						
		The educational program of the directions "Social Sciences, Economics and business", "Services", "Humanities" and "Law" must meet the following requirements:				
104	1.	The manual of the EP should provide that teaching in the framework of the program is carried out on the basis of modern achievements of world science and practice in the field of specialization, as well as using modern and advanced teaching methods.		+		
105	2.	The management of the EP should provide for the possibility of access of students to modern and relevant data (statistics, news, scientific results) in the field of specialization in paper (Newspapers, statistical data collections, textbooks) and electronic media.		+		
106	3.	The goals and results of training should be aimed at obtaining specific skills that are in demand in the labor market.		+		
107	4.	The EP should include a sufficient number of disciplines and activities aimed at obtaining practical experience of students in the application of theoretical knowledge as a practical training - training in enterprises, participation in lectures and seminars of practitioners, etc.		+		
<b>Total standard</b>				<b>4</b>		
<b>TOTAL</b>			<b>36</b>	<b>67</b>	<b>4</b>	



