



«АККРЕДИТТЕУ ЖӘНЕ РЕЙТИНГТИҢ
ТӘУЕЛСІЗ АГЕНТТІГІ» КЕМ

НУ «НЕЗАВИСИМОЕ АГЕНТСТВО
АККРЕДИТАЦИИ И РЕЙТИНГА»

INDEPENDENT AGENCY FOR
ACCREDITATION AND RATING

REPORT

***on external expert committee assessment
on compliance with requirements of
Standards for specialized accreditation of
5B020200 'INTERNATIONAL RELATIONS'
6M020200 'INTERNATIONAL RELATIONS'
6D020200 'INTERNATIONAL RELATIONS'
5B050500 'REGIONAL STUDIES'
6M050500 'REGIONAL STUDIES'***

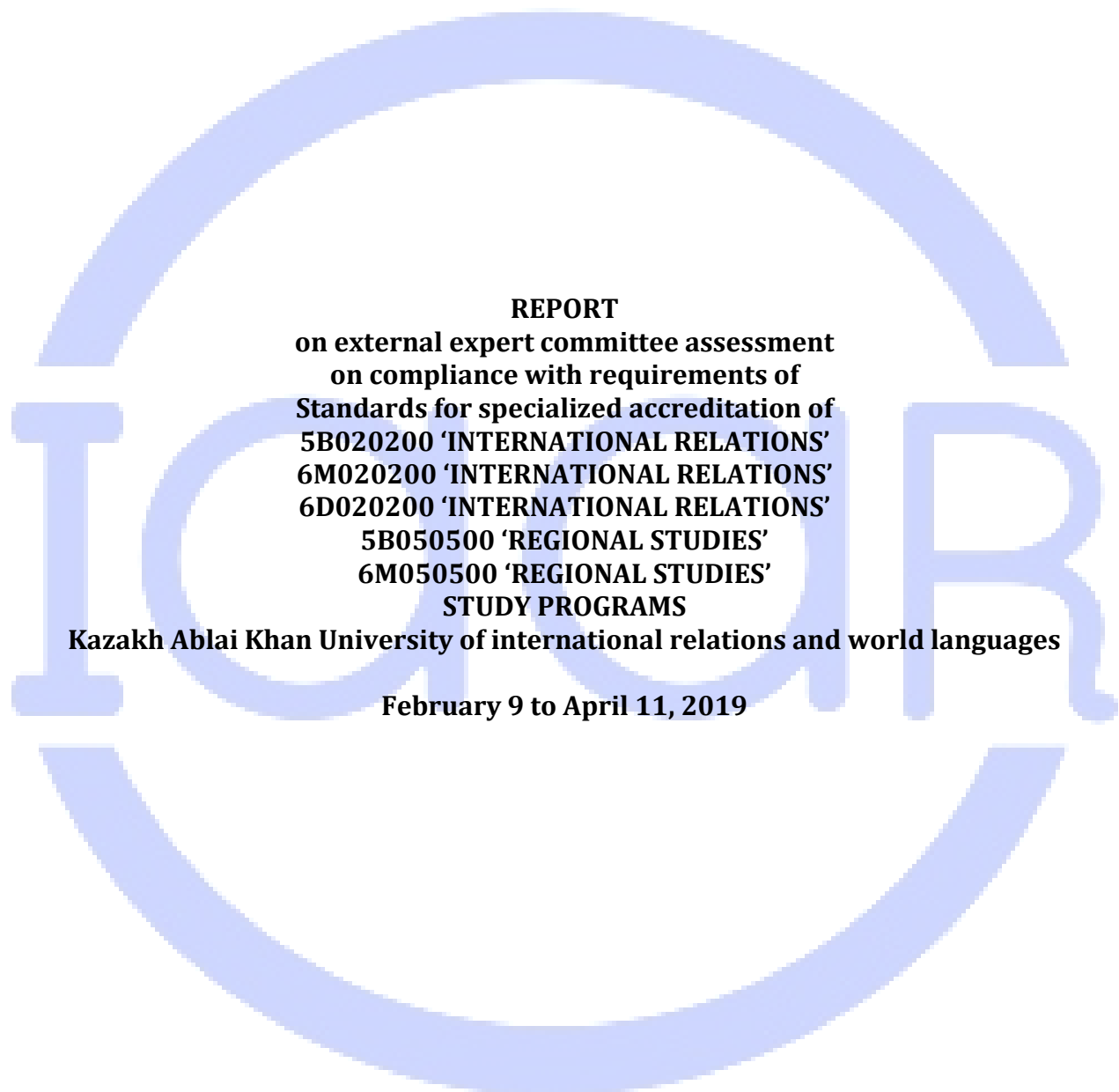
STUDY PROGRAMS

***Kazakh Ablai Khan University of international relations and world
languages***

SITE VISIT DATES: February 9 to April 11, 2019

**INDEPENDENT AGENCY FOR ACCREDITATION AND RATING
External Expert Committee**

**Addressed to
IAAR Accreditation Council**



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Almaty city, 2019

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I. ABBREVIATIONS AND NOTATIONS

NCS&TE	National Center for State Scientific and Technical Expertise
ACEP	Academic Council for Study programs
HVE	Higher Vocational Education
SCSE	State compulsory standards on education
ACS	Academic Credit System
ICT	Information and communication technology
CEC	Catalog of elective courses
MES RK	Ministry of Education and Science of the Republic of Kazakhstan
IR	International Relations
IR&RS	International Relations and Regional Studies
MOOC	Mass open online courses
MES	Modular Educational System
RAEC in IR	Research and applied educational complex in international relations
RW	Research work
SRW	Students's Research work
IRAS	Innovative Research Application School
RAL	Research Application Laboratory
SP	Study program
CSP	Compulsory study program
QMS	Quality Management System
SIW	Students' Independent work
SIWUGT	Students' Independent work under the lecture's supervision
TSS	Training support staff
EMCC	Educational and methodical complex of the course
EMD	Educational and methodical department
EMC	Educational and methodical Council
AC	Academic Council
FIR	Faculty of International Relations
EER	Electronic educational resources

II. INTRODUCTION

In accordance with the order No. 25-19-OD dated March 15, 2019, on April 9 - 11, 2018 the IAAR external expert commission conducted an assessment of the compliance of Kazakh Ablai Khan University of International Relations and World Languages's 5B020200 / 6M020200 / 6D020200 International Relations, 5B050500 / 6M050500 - Regional Studies to the Standards for Specialized Accreditation of the IAAR (No. 10-17-OD dated February 24, 2017, fifth edition).

The external commission of experts (EEC) report contains an assessment of the compliance of the Kazakh Ablai Khan University's activities to the requirements of the IAAR specialized accreditation, as well as the recommendations of the EEC to further improvement of the parameters of a specialized profile.

EEC members:

1. Committee chairperson – Larisa Arnoldovna Shkutina, Doctor of Pedagogical Sciences, Professor, Buketov Karaganda State University (Karaganda);

2. Expert – Marina Vladimirovna Pogrebetskaya, Candidate of Pedagogical Sciences, Associate Professor, Kazybaev North-Kazakhstan State University (Petroavl);

3. Employer – Yury Alexandrovich Pilipenko, Chairman of the Board of Directors of the EXPOBEST International Association of Producers of Goods and Services;

4. Student – Asem Nurkalızyzy Amanbek, undergraduate student, member of the Students Alliance of Kazakhstan, Kaynar Academy, (Almaty);

5. Expert – Zhanargul Alibiyevna Beysembayeva, Ph.D. in Philology, Acting Associate Professor, Eurasian Gumilev National University, (Nur-Sultan);

6. Expert – Leyla Yuryevna Mirzoyeva, Doctor of Philology, Professor, University of Suleyman Demirel (Almaty);

7. Foreign Expert – Mahabbat Daynuyevna Kenzhegalievna, Research Fellow, Curriculum Coordinator, University of Leipzig, ACQUIN expert (Leipzig, Germany)

8. Student – Altyngul Tazebaevna Turmukhanova, Foreign Language: Two Foreign Languages 2nd year student, member of the Students Alliance of Kazakhstan, Kazakh Abai National Pedagogical University (Almaty);

9. Expert – Bibigul Khakimovna Kibanova, Doctor of Philology, professor, Bayishev Aktobe University (Aktobe);

10. Expert – Raushangul Amirdinovna Avakova, Doctor of Philology, Professor, Kazakh Al-Farabi National University, (Almaty);

11. Foreign Expert – Dmitry Yuryevich Ilyin, Doctor of Philology, Federal State Autonomous Educational Institution of Higher Education “Volgograd State University”, expert of Rosakkredagentstvo (Volgograd, RF);

12. Student – Fariza Bagdatkzyzy Rai, Foreign Philology 2nd year student, member of the Students Alliance of Kazakhstan, Kazakh Al-Farabi National University, (Almaty);

13. Expert – Yermek Samarovich Chukubayev, PhD, Kazakh Al-Farabi National University, (Almaty);

14. Expert – Aigerim Nuraliyevna Ospanova, PhD, Associate Professor, Eurasian Gumileva National University (Nur-Sultan);

15. Employer – Aytuar Askarovich Koshmambetov, Deputy Director of the Chamber of Entrepreneurs of Almaty (Almaty);

16. Student – Dana Yerbolzyzy Sadyrbayeva, International Relations 3-year student, member of the Alliance of Students of Kazakhstan, Turan University (Almaty);

17. Agency Observer – Timur Kanapyanov, PhD, Head of International Projects and Public Relations, IAAR (Nur-Sultan).

III. EDUCATION INSTITUTIONS REPORT

Kazakh Ablai Khan University of International Relations and World Languages (Kazakh Ablai Khan University) is a higher education institution that has the status of a legal entity which implements professional study programs of higher and postgraduate education.

By the Decree of the Council of People's Commissars of the USSR No. 1696, dated September 16, 1940, the Kazakh Teacher's Institute for Foreign Languages (KazUIIA) was established. In April 1944, Kaznarkompros proposed to rename the KazUIIA into the Almaty Pedagogical Institute of Foreign Languages. By the Decree of the Government of the Republic of Kazakhstan No. 1263 of June 23, 1993, the Almaty Pedagogical Institute of Foreign Languages was transformed into the Kazakh State University of World Languages. In 1999 the university was named after Ablai Khan, the great Kazakh statesman. In accordance with the Decree of the Government of the Republic of Kazakhstan No. 1099 dated August 23, 2001, the Republican State Enterprise "Kazakh State University of International Relations and World Languages named after Ablai Khan" was transformed into the Joint-Stock Company "Kazakh Ablai Khan University of International Relations and World Languages" (JSC KazGUMYa). In accordance with Article 90 of the Law of the Republic of Kazakhstan "On Joint-Stock Companies" dated May 13, 2003 by the decision of the general meeting of shareholders the JSC KazGUMYa" was renamed to JSC Kazakh Ablai Khan University of International Relations and World Languages.

Personnel training at Kazakh Ablai Khan University are carried out in accordance with the State license AB 0137365 dated February 3, 2010, on engaging educational activities in the field of higher and postgraduate professional education. (Annexes to the license for educational activities issued by the Committee on the Control of Education and Science of the MES RK) for 36 specialties, including: 18 undergraduate specialties, 14 master's specialties and 4 doctoral specialties. To the present, 141 contracts have been signed with 118 partner-universities from 28 countries of the world.

By September 1, 2018 the number of full-time students was 6,736 students (892 of them were on the state educational grant), 317 master students, including 237 state grant holders and 95 doctoral students, including 59 grant holders. The university enrolls 247 foreign students. The number of academic mobility students is growing. There are 183 mobility students and 45 students are enrolled for a double diploma. Since 2017-2018 academic year the multilingual groups have been created at the university with instruction in Kazakh, Russian and English simultaneously.

Currently, the total number of full-time faculty members at the university is 484 people. The faculty includes 54 doctors of science, professors, 161 candidates of science, associate professor, 18 doctors of PhD and 251 masters. External mobility of teaching staff is 29 people. The Erasmus + KA1 project is being updated on the development of International Credit Mobility for students, faculty and administration with universities as: Yasi Kuzy University, Romania; University of Cadiz, Spain; University of Vigo, Spain; University of Perpignan Via Domitia, France; University of Poitiers, France and others.

There are 7 faculties: the Faculty of International Relations, the Faculty of Economics and Law, the Faculty of Management and International Communications, the Pedagogical Faculty of Foreign Languages, the Faculty of Translation and Philology, the Faculty of Oriental Studies, the Faculty of Postgraduate Education. 27 departments, including the military department function at the university.

In order to introduce a unified, integrating polyfunctional university activities the university platforms and the management system, a unique model of research and development centers were developed, which simultaneously laid the foundation for the vertical-cluster mechanism for the development and management of the university. The

university has introduced new format of the university's infrastructure as a scientific innovative vocational education complexes (SIVE-complexes). That allows integrating and purposefully managing the mission of an innovation-oriented university to ensure international integration and innovation-oriented unity "science - professional education - production". The university has 6 research and innovation-applied schools.

First foreign language set of dictionaries and phrasebooks in 5 working languages were created for the exhibition EXPO-2017. The university has initiated the creating the associations of scientific and professional communities; the Associative Association of Translators of Kazakhstan became the first one. It has gained a decent reputation and recognition. According to the implementation of the trilingual program to the practical demonstration of the scientific and educational role of the university as the leading university for the development and provision of foreign language training and retraining of teaching staff, the University has trained 500 trainees on the advanced training program for 2 years, receiving high quality recognition.

The Confucius Institute on the basis of the university was opened as a strategic center for the training of specialists in industry-specific language training for the implementation of the New Silk Road project. An agreement was signed with the leadership of the International Certification Programs for Language Standardization in the NILE format, conducted by the University of Norwich (UK). In order to introduce effective forms of spiritual, moral, civic-patriotic and aesthetic education, cultural and educational activities at the university, a Plan of educational work and a Target Program "Formation of anti-corruption consciousness in the youth environment and prevention of anti-corruption actions in Kazakh Ablai Khan University for 2017 -2019 years. Systematic monitoring and diagnostics of social well-being of students is conducted by the Center for Social and Religious Risks, which was launched in 2014.

The development of a culture of quality assurance takes place within the framework of the introduction of European programs in the field of higher education, namely, under the programs ERASMUS MUNDUS, TEMPUS TACIS and ERASMUS +. Documentation on the quality assurance of educational programs: DOQUP model. Project TEMPUS No. 517340-TEMPUS-1-2011-1-IT-TEMPUS-SMGR. The project "Implementation of Education Quality Assurance System through Cooperation - University-Business-Government in HEIs" - "Implementation of a quality assurance system for education through cooperation University-Business-State in universities" (2017-2020). The consortium consists of 17 university partners: 6 partners from the EU and partner countries, including universities from Ukraine (4 universities) and Kazakhstan. One of the project's associated partners is the IAAR of the Republic of Kazakhstan.

Six Study programs (International Tourism, Translation Studies and Foreign Language: two foreign languages) for the first time passed the international accreditation of AQAS for five years period (until 30.09.2017) in 2011. Nineteen University Study programs passed the international accreditation with ACQUIN for 5 years period until September 30, 2022.

Among the most significant in terms of assessments, international recognition is ranked by the world's top Universities: the university retains its 801 place in the QS world rating scale; the University strengthens its position to 147th place in the rating of the Eastern Europe, CIS and Central Asia regions. In the IAAR General ranking for 2018, the university ranks 9th place, in humanities – 3rd place, in social sciences – 5 place. First place was gained by the Foreign language: two foreign languages bachelor and doctoral programs; Translation studies bachelor and doctoral programs; Foreign philology doctoral program, Oriental studies master program, International relations doctoral program. Second place was gained by the Foreign philology bachelor and master programs; Translation Studies (master program); International Relations (Master program). Third place – by International Relations bachelor program, Regional Studies bachelor and master programs, Oriental

Studies bachelor program, International Law master program. In the rating of the Atameken National Chamber of Entrepreneurs the Foreign philology program takes the second position, Foreign language: two foreign languages - the third one, International relations the 5th position.

Today Kazakh Ablai Khan University is a member of 14 reputable international associations and organizations.

Pedagogical and educational activities to train bachelors on 5B020200 - International relations are conducted in full compliance with the State license for the right to conduct educational activities of the AB series No. 0137365 of February 3, 2010, supplement to license No. 0111728 (bachelor degree). The term of the license is unlimited.

Training of the Bachelors on 5B050500 - Regional Studies SP has been carried out since 2004. State license for the right to conduct educational activities on the AB series No. 0137365 dated February 3, 2010, number of the application to the license No. 0107029 (bachelor degree). The validity period of the license is unlimited.

Training of the masters of humanities under the 6M020200 - International relations SP is conducted in accordance with the State license for the right to conduct educational activities of the AB series No. 0137365, license application No. 0111718 dated February 3, 2010. The validity period of the license is unlimited.

Training of the masters of humanities under the 6M050500 - Regional Studies SP is conducted in accordance with the State license for the right to conduct educational activities of the AB series No. 0107032, license application No. 0107032 dated February 3, 2010. The validity period of the license is unlimited.

Training of the doctoral students of humanities under the 6M020200 - International relations SP is conducted in accordance with the State license for the right to conduct educational activities of the license application No. 0110692 dated February 3, 2010. The validity period of the license is unlimited.

The number of students on the International Relations SP amounted to 386 people to the 2015-2016 academic years; to 2016-2017 academic years - 476 people; in 2017-2018 academic years - 527 students; in 2018-2019 - 616. The number of students enrolled in government grants in the 2015-2016 academic year was 23 people; in 2016-2017 academic year - 20; in 2017-2018 academic year - 21; in 2018-2019 academic year - 21.

The number of students on the Regional Studies SP amounted 163 people in the 2015-2016 academic years; in 2016-2017 academic years - 187; in 2017-2018 academic years - 189; in 2018-2019 academic years - 200 people. The number of students enrolled in government grants in the 2015-2016 academic year was 4; in 2016-2017 academic years - 5; in 2017-2018 academic years - 6; in 2018-2019 academic years - 9.

As part of the accredited SP cluster, plans have been developed for academic mobility of teaching staff and for attracting foreign professors to the educational process.

IV. DESCRIPTION OF PREVIOUS ACCREDITATION PROCEDURE

Specialized accreditation at Kazakh Ablai Khan University was conducted in 2014 by the Independent Agency for Accreditation and Rating in accordance with the order No. 2-14 of the Independent Agency for Accreditation and Rating dated March 27, 2014. The visit of the EEC took place from April 9 to April 12, 2014 in accordance with the standards of the specialized accreditation of the IAAR (No. 09-OD, dated April 26, 2012, second edition). 5B020200 / 6M020200 / 6D020200 - International Relations, 5B050500 / 6M050500 - Regional Studies Study programs have been accredited for the five years period.

Previous committee members:

The committee chairperson - Marina Aleksandrovna Skiba, Candidate of Pedagogical Sciences, Associate Professor, Head of the Department for Development Strategy and Quality Control at T. Ryskulov Kazakh Economic University (Almaty);

1st foreign expert - Nako Raynov Stefanov, Doctor of History, Ph.D. in Management, Professor, St. Clement of Ohrid Sofia University (Sofia, Bulgaria);

2nd foreign expert - Tatyana Igorevna Kuznetsova, Director of the Center for Linguistic Education, Head of the Department of Foreign Languages, Russian Mendeleev University of Chemical Technology (Moscow, Russian Federation);

Expert - Galiya Rishatovna Kirillova, Ph.D. in Philosophy, Associate Professor, Head of the Department for Monitoring Research Projects and Standards Control, Kazakh Abay National Pedagogical University (Almaty);

Expert - Yernur Kumatuly Belgorzha, Senior Researcher at the Central State Museum of the Republic of Kazakhstan (Almaty);

Expert - Galiya Akhmetvalievna Movkebayeva, Doctor of Historical Sciences, Professor of the Department for International Relations and World Economy, Kazakh Al-Farabi national university (Almaty);

Expert - Gulzhan Mukhametkaliyeva, Candidate of Pedagogical Sciences, Acting Associate Professor, Eurasian Gumilev National University (Nur-Sultan);

Expert - Sholpan Baykadiyeva, Ph.D., lecturer, Kazakhstan Institute of Management, Economics and Forecasting (KIMEP, Almaty);

Agency Observer - Eleonora Mirzagayeva, IAAR Director;

Employer - Sattar Fazilovich Mazhitov, Doctor of Historical Sciences, Professor, Academician of the Russian Academy of Natural Sciences, General Director of the Kazakh Research Institute of Culture (Almaty);

Employer - Lyailya Zadadinovna Makhanova, Ph.D., editor-analyst, JSC Khabar Agency (Almaty);

Student - Shyryn Muratzyzy Tlenchieva, 2 year undergraduate student on Social work, Kazakh Al-Farabi National University.

In 2014 the following recommendations were given by the IAAR EEC:

1. To continue conducting external, including international examination of SP.
2. To follow up on building joint educational programs with foreign universities.
3. To envision alternative ways of professional competences formation, including dual educational programmes.
4. To enable studying of disciplines and traineeship at the expense of additional credits over the minimum volume of labour input
5. To intensify efforts on incorporating trilingual education
6. To consider the possibility of educational platforms inclusion in the educational process. This will embrace the best online courses offered by international universities (e.g. courser.org, unweb, open learning).
7. To consider the possibility of widening the range and choice of elective courses above the basic working curriculum and taking into account future employers' and students' opinions, as well as serving the interests of the region.
8. To harmonize educational programmes by taking into account the leading foreign universities experience and the SCO network university in the context of regulations of the national qualification system.
9. To organize students' scientific seminars, conferences, and clubs.
10. To carry on involving students in scientific projects
11. To initiate joint research projects with foreign universities.

12. To organize and conduct hands on training workshops on how to write and successfully publish research papers in foreign impact-factor journals as well as effectively use scientific databases.

13. To continue using the results of scientific projects and relevant scientific research in the educational process.

14. To intensify patent activity of faculty members.

15. To develop and implement personnel reserve and beginner teachers' professional development programmes.

16. To post faculty members' information on the university website including their personal data, courses taught, professional development background, publications, et al.

17. To lay solid groundwork for inclusion of University research journals in the list of national and international impact factor publications.

18. To broaden the scope of teacher-student joint research cutting across neighbouring research fields.

19. To boost the development of academic courses aiming at the formation of competences needed to conduct scientific research on relevant and topical international scientific subjects.

20. To carry out the diagnostics of students' competences in compliance with SP Cluster 2 study programmes at the start of modules.

21. To disseminate the case-study approach in student independent work

20. To enable logical and critical thinking in compliance with the prospective employers' demands.

22. To widen internal mobility possibilities directed at acquisition of professional competences thus expanding the field of employment.

23. To develop and implement a comprehensive program in support of gifted students.

24. To expand the range of additional continuous programs for university graduates

25. To intensify the use of information networks for public awareness and education.

26. To create the teaching staff personal pages on the University website

27. Consideration should be given for setting up after hours rest and recreation students' corners.

28. To supply ergonomical classroom furniture (to adequately address such flaws, as low and unadjusted chairs and insufficient depth of tables)

The analysis of the implementation of the above recommendations showed the following:

1. In 2015 Regional Studies specialization working curriculum and such disciplines as "Regional Conflicts", "International Regional Organizations for Safety (UN, OSCE, CICA)" for 3d year students underwent an expert assessment by the Russian Presidential Academy of National Economy and Public Administration (RANEPA.)

2. In "International Relations" (IR) specialization a joint plan for implementing the SP in dual diplomas with the University of International Business and Economics (Beijing) was developed and approved at the Department meeting (Minutes No 2 of 25 September 2015)

3. In the course of its work the expert commission made sure that since September 2014 the SP is conducted on the basis of the developed program of alternative ways of professional competences formation for 5 years, including dual educational programs

4. In the course of its work EEC made sure that heads of OP, Educational management and Educational and methodological management are considering the possibilities of implementation of disciplines and internship opportunities at the expense of additional credits over the minimum volume of labour input from 2016-2017 academic year.

5. In the course of its work EEC made sure that the teaching process is devised so that all contact and out-of-class hours are conducted in three languages. This includes the

teaching of CD/CC and PD/CC subjects in Kazakh and Russian, EC and SIAL subjects in English, as well as SP oriental studies specialties Chinese, Korean and Japanese.

6. In the course of its work EEC made sure that, upon the discussion and analysis of the EEC recommendation, the teaching staff is actively using such electronic educational platforms as coursera.org, unweb, open learning et.al in the course of SP training.

7. EEC made sure that measures were taken to eliminate unclaimed disciplines and trajectories from syllabus. Further to this, taking into account the opinion of employers, students, as well as employers' opinion survey analysis, more hands on oriented courses and elective disciplines were included in the basic working curriculum to develop new trajectories.

8. EEC made sure that there is an ongoing analysis of educational programs of foreign universities and the SCO network university in the context of regulations of the national qualification system.

9. EEC made sure that Students Scientific Debating Club "Zhassarapshy" was created under the guidance of International Relations Department. The provision and work plan of this Club were developed and approved at the Department meeting (Minutes No.2 of 25.09.15)

10. Master student Nurtazin A. (specialization- IR) participated in the Giessen University of Justus network project. Undergraduate students Terlikbayev M. and Mukhammadula S. are completing work on the project "Geopolitical Expert Analysis of the Modern International Relations" (research supervisor - D.S. Professor, Ph.D.).

11. EEC made sure that work is under way on establishing ties with foreign universities to conduct joint research projects in accordance SIASH and SIAL.

12. The academic staff participates annually in workshops on writing articles for submission to impact-factor international journals. These workshops are conducted by the Information and Library Center together with the Department of Science.

13. In "Regional studies" the results of Professor Kadyrzhanov R.K's monograph "Transformation of Kazakhstan's Ideological Space" (Almaty, 2014) were applied in the master's programme courses.

14. EEC made sure that authors identifiers as copyright certificates are given to:

1) Kunanbayeva S.S. Competence-based modelling of professional foreign-language education (DOI: 10.17513/np.105);

2) Kunanbayeva S.S. Modern foreign-language education: methodology and theory. (DOI: 10.17513/np.108);

3) Kunanbayeva S.S. Modern theory and practice of foreign-language education (DOI: 10.17513/np.107);

4) The copyright certificate on a cognitive lingvo culturological methodology (No. 1560).

15. EEC made sure that there is an ongoing process of building up the core of academic staff, from among masters and PhDs who underwent preparatory selection and possess the required potential for carrying out their direct duties.

16. EEC made sure that, data in the Russian language on the academic staff are posted in open access on the University website. It includes biographical data, information on the courses read, scientific interests, record of their professional development, and number of publications. Work is under way to post similar data in Kazakh and English.

17. EEC made sure that, since 2015 the teaching staff of all departments takes an active part in ensuring the inclusion of the KazUWL&IR journal "Izvestiya" in the Kazakhstan base of citing.

18. EEC made sure that since September 2014 in regional studies work in the framework of SIAL 2 "The international integration. Regional aspects of contemporary international relations" is carried out.

19. In regional studies syllabi «Socio-political and economic modernization in contemporary world»; «The models of crisis management in different world regions: comparative analysis» et al. have been developed

20. The subject teachers conduct testing and questioning among students both before and after classes to monitor their competencies.

21. Case studies have been developed for all elective courses in Regional studies. They are incorporated in the EMCD. The total of cases for 12 elective courses are 78.

22. In the course of its work EEC made sure that there is collaboration with employers on the formation of a discipline component which includes evaluative logical blocks and their subsequent incorporation in the educational process

23. The University concluded mutually advantageous agreements in the field of academic mobility of students and teachers with universities of the Republic of Kazakhstan.

24. EEC made sure that the University supports gifted students. Towards this goal the Rules of Scholarship Awarding and the Provision "On the Order of the Rector's Grant Awarding" were approved.

25. The range of programs of additional education are being improved. New disciplines and courses are incorporated in the educational process which take into account modern market requirements for competitiveness of graduates.

26. EEC made sure that the University uses a multichannel system of feedback focused on students, employees and interested persons.

27. Information in Russian about the teaching staff is posted on the University website (including biodata, courses taught, their scientific interests, data on their professional development, number of publications, etc.)

28. In the course of its work EEC made sure that the University is consistently and comprehensively taking efforts to create after hours rest and recreation nooks for learners in dormitories, academic buildings, on campus.

Compliance of the components of the information and subject environment of study rooms/classes to their ergonomic principles has been analysed.

IARA experts note that the University has taken results-oriented measures and actions to implement the recommendations of the previous EEC specialized accreditation.

V. EEC VISIT DESCRIPTION

EEC work was carried out on the basis of the approved programme of the commission of experts visit on the institutional accreditation of the Kazakh Ablai Khan University of International Relations and World Languages during the period from April 9 to April 11, 2019.

On 8 April 2019 a formative meeting was held in order to coordinate EEC work. In the course of the meeting the scope and level of authority among EEC members were distributed, the schedule of the visit was finalized, and a consensus was reached with regard to the selection of the choice of examination methods.

According to standard requirements the programme of the visit included: meetings with the rector, the vice rectors, the heads of structural divisions, the deans, the heads of university departments, the teachers, students, graduates, as well as with employers and employees from various divisions, interviewing and questioning of teachers and students. In total 434 people participated in meetings (Table 1).

Table 1. Information about the employees and students who participated in meetings with External Experts Commission (EEC) of Independent Agency of Accreditation and Rating (IAAR)

Participants Category	Number
Rector	1
Vice-Rector	4
Heads of structural divisions	18
Deans of Faculties	7
Departments Heads	15
Faculty members	83
Students, undergraduates, doctoral candidates	174
Graduates	85
Employers	47
Total	434

EEC members attended a practical lesson on the course "Influence of the consequences of globalization processes on the international economic relations", conducted by senior teacher Samatov Ilyas Kayratovich (Room 503 of the Main Building , Lesson time: 10.55-11.45).

During a tour of the University premises, EEC members examined the state of material and technical resources:

- Room 205 Academic Building (AB) No 1. The Library of World Languages and the "Laboratory of on Foreign Languages Teaching " cluster 2 "Foreign philology".
- Room 211 AB1 "Early Learning" Laboratory, cluster 1 "Foreign Language: two foreign languages".
- AB3 Students.Service Center
- Room 102 AB1 Center of monitoring and management of the university.
- Room 111 AB1 Office of student government.
- Room 108 AB1 Science lab Cluster 3 "International Relations" and "Regional Studies"
- AB1 University Sports Complex.
- Main Building (MB) Assembly Hall "Simultaneous interpreters-translator" Lab Cluster 1 "Translation"
- Room 203 MB "Oral and consecutive interpretation" Lab Cluster 1 "Translation"
- Room 302 MB Students Leisure Room» Cluster 1 "Translation", Cluster 2 "Foreign Philology"/
- Room 303 MB "Multimedia/Testing Centre»
- Room 305 MB "Linguoculturological Center" Cluster 1, 2 "Translation", Cluster 2 "Foreign Philology".
- Room 308 "Multimedia Lab/Internet Room" Cluster 1, 2 "Translation", Cluster 2 "Foreign Philology".
- Room 312 "Multimedia Lab/Internet Room" Cluster 1, 2 "Translation", Cluster 2 "Foreign Philology".
- Room 315 "Simultaneous interpretation Lab" Cluster 1 "Translation"
- Room 402 MB "Criminology Lab".
- Room 403 MB "Hall of Court Sessions" Lab

In the course of their work IAAR experts visited the following internship venues: the RK Representative Office of the Ministry of Foreign Affairs and the Department of International Cooperation of the Abay Kazakh National Pedagogical University (KazNPU). The internship venue representatives have confirmed that interns are accepted on the basis of agreements with the University; internship starts with a general briefing, upon internship completion each student is given a completion of internship report with a summary of

results, and the most capable students are offered employment opportunities to fill vacant positions.

In compliance with the accreditation procedure a representative survey of 93 teachers and 167 students of both junior and senior levels was conducted.

To confirm the information provided in the University Self-Assessment Report the external experts have requested and analysed the University work documentation. Along with it, the experts studied the University's internet positioning through its <http://www.ablaikhan.kz/ru/> official site.

EEC experts were provided with all conditions, including access to all necessary information resources. The staff of the Kazakh Ablai Khan University of International Relations and World Languages ensured availability of all persons listed in the visit schedule as well as observance of the established period of time.

In accordance with the planned programme, at the meeting with Kazakh Ablai Khan University of International Relations and World Languages management on 11 April 2019 the EEC submitted their recommendations on enhancing the activities of the University which were developed by EEC following the results of its examination.

VI. COMPLIANCE WITH SPECIALIZED ACCREDITATION STANDARDS

6.1. Standard "Educational program Management"

Evidence part

Procedures for assessing the quality of study programme at the university are generally defined and documented. The main directions of study programme development correspond to the national policy in the field of education, science and innovation development, the mission of the university, which are defined in the University Charter, the University Development Strategy and the Tactical Plan for 2018-2019. (University strategy dated September 3, 2018 http://www.ablaikhan.kz/ru/about-us/our-university/mission/strategy_rus.html).

The study of the submitted documents (University Academic Policy, University Development Strategy, Minutes of "International Relations and Regional Studies" Department Meetings, Regulations and Minutes of the Academic Council of the Faculty of International Relations, Minutes of Meetings of the Educational and Methodological Council of the Faculty of International Relations, Nomenclature of Documents of Departments for providing accredited SP), interviews with students, lecturers and employers have convinced experts that future-oriented and strategic issues of study programme development are decided taking into account the views of students, lecturers, university employees and employers.

The University is reviewing the strategic objectives of the university in the light of changes in external factors and new key areas of public policy.

The members of the EEC are convinced that the university has developed a policy in the field of quality assurance aimed at the continuous improvement of the educational process, research activities, and implementation of innovative projects. This policy is based on the mission, vision and values of the university. The quality policy is reflected in local acts and regulations - internal documents of the university.

The document "Academic Policies" Kazakh Ablai Khan University (approved at the meeting of the Academic Council, Minutes №7 dated January 14, 2019), reflecting the development strategy, and other regulatory documents are available for study in all structural divisions of the university, are posted on the university website, which is a guarantee of transparency, openness and accessibility not only for employees and students, but also for employers and other interested parties (<http://www.ablaikhan.kz/ru/study-process/study-process/academic-policies.html>).

Accredited educational programs are implemented in the department of international relations and regional studies. The Department of International Relations has been operating since 1994, the Department of Regional Studies - since 2004. On the basis of a decree №70a dated 09/09/2018, the department of international relations and the department of regional studies were combined: the department of international relations and regional studies of the faculty of international relations.

The development plans of accredited study programmes, approved by the university management on June 30, 2016, the study programme quality assurance policy reflect the link between research, teaching and training, which confirms the existence and functioning of the internal quality assurance system of study programme.

The content, goals, structure and form of study programme are discussed beforehand at the Academic Council of educational programs, consistent with the goals and objectives stipulated in the Development Strategy of Kazakh Ablai Khan University until 2021 as an innovative-oriented university of internationally adaptive type.

The EEC confirms the compliance of the Development Plans of the accredited study programmes of the University's Development Strategy with the program documents adopted at the republican and regional levels.

The departments have a monitoring system for the implementation of Development Plans of accredited study programmes, an analysis of the results of external periodic evaluation of study programmes. The results of the discussion of the implementation of the study programme development plans are then reviewed at the meeting of the Educational and Methodological Council of the University and the Academic Council (Minutes №4 on October 11, 2018, № 5 dated October 25, 2018).

The university monitors employer satisfaction with university graduates.

The departments have employer reviews containing external study programme assessments for each level and recommendations for improving their content, in particular, for the inclusion of relevant elective courses.

According to the study programme 5B020200 - International Relations, 6M020200 - International Relations and 6D020200 - International Relations are licensed by the partner university of Kazakhstan Center for Humanitarian and Political Trends (President, Doctor of Political Science, Professor Aliyarov E.K.)

Study programme 5B020200 - International relations on the recommendation of the stakeholders (Representation of the Ministry of Foreign Affairs of the Republic of Kazakhstan in the person of the political group leader Arenova A.A.) was strengthened by the language component, the following disciplines were introduced in the regional specialization languages and English language, "Political English vocabulary "; "Political vocabulary of the Turkish language"; "Political Chinese vocabulary".

According to the study programme 5B050500 / 6M50500 - Regional studies basic licenses are given by Khusainov G.T., Director of the International Tourism and Logistics Company "Silk Road Kazakhstan".

Cluster specialties occupy leading positions in national ratings of universities (IAAR, The national chamber of entrepreneurs of the Republic of Kazakhstan "Atameken"). According to the IAAR rating in 2018, EP 6D020200 - International Relations takes the 1st place, 6M020200 - International Relations - the 2nd place, 5B020200 - International Relations - the 3rd place. By specialty 5B050500 - Regional Studies - 3rd place, 6M050500 - Regional Studies - 3rd place.

In November 2016, the international accreditation agency ACQUIN (Germany) conducted an accreditation of educational programs 5B020200 - International Relations, 6M020200 - International Relations, 6D020200 - International Relations, 5B050500 - Regional Studies, 6M050500 - Regional Studies, certificates received until September 30, 2022.

Analytical part

During the visit, the level of provision of disciplines of the department with teaching materials was determined. In order to determine the relevance of the content of educational materials of study programme, the educational and methodical complexes of the departments were reviewed.

During the review it was established that the disciplines of the accredited study programme are provided with educational and methodical complexes. However, the analysis of the content of EMCD showed that the form of EMCD, introduced at the university, has drawbacks that affect the quality of provision of accredited study programme with teaching materials. In particular, there is no general requirement for the structure of the content of EMCD, for which the majority of EMCD of departments do not contain a general list of recommended literature for students on the discipline and the list of questions for the current, intermediate control of students' knowledge. The absence of these structural elements of the EMCD interfere an objective assessment of students' knowledge.

The policy of ensuring the quality of instruction under the accredited study programme is to a certain extent supported by the scientific activities of lecturers, for example, under the grant of the MES RK "Geopolitical expert analysis of modern international relations". Deadline was 2015. Supervisor - Rayev D.S., Doctor of Philosophy, Dean of the Faculty of International Relations.

In line with the disciplines taught by the accredited study programme teaching staff of the department have publications in various scientific journals and international conference information packages.

Dissertations Board on the specialty "6D020200 - International Relations" was opened. (<http://control.edu.gov.kz/main/evaluation-of-the-quality-of-training/57/>).

The planning of the educational process is represented by the structure of interrelated documents (curricula, modular educational programs, catalogs of educational modules, individual curricula of students) and a complex of various types of educational and methodical documentation. For the implementation of the study programme there was developed Catalog of elective modules, containing descriptions of the disciplines of the component of choice with an indication of brief content, pre- and post requisites.

The university shows objectivity and self-criticism in identifying its weaknesses in evaluating the accredited study programmes in terms of risk management in the process of study programme administration. However, the accredited study programmes are consistent with the mission of the university and the relevant requests of employers.

The university carries out systematic monitoring, assessment of performance and revision of the quality assurance policy of the accredited study programmes. The monitoring of the development of specialty programs in accredited specialties is carried out in the following forms: analysis of the results of the implementation of operational plans of the educational program, collection of semi-annual and annual reporting of departments, monitoring the preparation process for the new academic year, etc.

Analysis of the internal and external environment, the market of educational services revealed the strengths of study programme, which include brand awareness of Kazakh Ablai Khan University, as one of the leading universities of foreign language education. The strength is the presence of the University's Strategy and Plans for its implementation, strong ties with foreign universities and employers, a high level of qualification of teaching staff of the department, the relevance of graduates in the labor market, the participation of students, employers and other stakeholders in the development of study programme.

Development Strategy of Kazakh Ablai Khan University for 2018-2022 corresponds to the current legislation of the Republic of Kazakhstan in the field of education and science, strategic and program documents adopted at the republican level. The formation and

management of accredited study programmes is carried out on the basis of scientifically based approaches to planning, methodological provision and training technologies. The implementation of study programme corresponds to the legislation of the Republic of Kazakhstan in the field of education, including the State Compulsory Educational Standard of RK.

The SCES confirms the existence of study programme development plans, which allows for the synchronous development of various study programmes in the context of the university strategy. The experts were convinced of the coherence of the university's strategic goals, the adequacy of the mission, vision, strategy to the available resources: financial, informational, material resources and technical base.

According to EEC experts the uniqueness and advantages of accredited study programme are more weakly expressed compared to other programs in the region and the country. Based on interviews with target groups, it can be concluded that the transparency of the development plans for accredited study programmes is not always ensured.

The results of the study of documentation, meetings, interviews and interviewing showed that implementation of joint / double-diploma education is poorly conducted.

According to the results of meetings, documentation review of the university, material and technical base and information and methodical resources of the university and departments, student survey and teaching staff, the IAAR EEC notes the following:

- the individuality and uniqueness of study programme development plan, teaching staff and students are not keenly aware of the uniqueness and features of the accredited study programmes compared with other programs implemented in the region and the republic, which limits the possibilities of career guidance among schoolchildren and attracting applicants;

- development plans of the accredited study programmes partially contain the planned result, which indicates the need to finalize the form of study programme development plan at the university;

- there is no training in English in the specialty "Regional Studies" in line with the leading trends of the national educational policy in the field of education (multilingual education), which limits the possibilities for international mobility of students;

- within the framework of study programme, there is no mechanism for the selection of stakeholders to participate in the formation of study programme development plans and the educational programs itself;

- the openness and transparency of study programme development plan is not always ensured, since the circle of employers, involved in the management and formation of study programme, is rather narrow, some of the prospective potential employers of the region are not aware of the possibility of participating in the development of the strategy of study programme development;

- graduates of the accredited study programme are not involved in the activities of the University Alumni Association and do not participate in the popularization of study programme;

- in the educational and methodical complexes, providing the implementation of the accredited study programme, there are no lists of recommended literature for students in recent years of publications on the studied disciplines, as well as lists of questions for current and intermediate control.

The survey of faculty members conducted during the visit of the IAAR EEC showed that lecturers highly appreciated the attention of the management to the content of educational programs: "very good" - 81.7%, "good" - 8.6%, "relatively bad" - 9.7% .

On the basis of meetings, conversations and interviewing of vice-rectors for the areas of activity, deans and heads of departments, managers and employees of structural units, academic teaching staff, students, graduates and employers the IAAR EEC notes that when

managing educational programs, the university has a quality assurance policy that meets accreditation requirements.

Strong sides / best practices of the study programme on 5B020200 - International Relations, 6M020200 - International Relations, 6D020200 - International Relations, 5B050500 - Regional Studies, 6M050500 - Regional Studies:

- study programme administration demonstrated progress achieved since the last external quality assurance procedure.
- The University has a developed system of information resources and processes of dissemination of information on EP development.

Recommendations of EEC on the study programme 5B020200 - International Relations, 6M020200 - International Relations, 6D020200 - International Relations, 5B050500 - Regional Studies, 6M050500 - Regional Studies:

- to involve students more actively in the formation of study programme development plan, acquaint them with the possibility of choosing individual trajectories in study programme and ensure the implementation of selected individual trajectories (specialization);
- when managing study programme, to conduct an analysis of identified nonconformities, to implement the developed corrective and preventive actions in accordance with the requirements of QMS; to analyze the effectiveness of changes;
- to improve the functioning of the communication channel through which any interested person could make innovative proposals for improving the activities of study programme to management, as well as demonstrate examples of the analysis of these proposals and their implementation.

Additional recommendations for the study programme on 5B050500 - Regional Studies, 6M050500-Regional Studies:

- to consider the question of amending the form of study programme development plan 5B050500 - Regional Studies and 6M050500 - Regional Studies to include the "expected result" criterion;
- to provide alternative ways of forming professional competencies, including dual educational programs;
- to provide the opportunity to study disciplines and practice through additional credits in excess of the minimum amount of complexity.

Conclusions of EEC on the criteria:

According to the standard "Management of the educational program" study programme on 5B020200 - International Relations, 6M020200 - International Relations, 6D020200 - International Relations, 5B050500 - Regional Studies, 6M050500 - Regional Studies have 10 strong and 7 satisfactory positions.

6.2. Standard "Information Management and Reporting"

Evidence part

Information about the university's activities during the academic year is covered on the university's website, university newspaper pages, presentations of management and faculty members in the media (television, radio, and social networks), the pages of the scientific journal "Khabarshysy-Izvestiya Kazakh Ablai Khan University", etc. University

takes part in national ratings and accreditations, national and international subject competitions and in conferences of different levels.

In order to improve the system of collecting, analyzing and managing information, an electronic access system has been created at the university.

The collection and analysis of information based on the use of modern ICTs takes place through the educational portal Kazakh Ablai Khan University: www.portal.ablaikhan.kz.

Portal sections: Academic calendars; Catalog of elective disciplines; Regulations; Payment procedure; Guidebook for undergraduate; Work plan. Students can use the following services: the choice of elective disciplines based on their description in CED and prerequisites; view ads and information; review the reference guide; familiarization with regulatory documents; view academic calendar.

The activities of the university and its news are systematically covered on the website of Kazakh Ablai Khan University (www.ablaikhan.kz), where the rector's report is published annually (<https://www.ablaikhan.kz/ru/about>); the page "Stop Corruption", "Stop Terrorism" (www.ablaikhan.kz) is functioning; posted the faculty profiles of departments on, which are updated, supplemented and edited as and when necessary (personal data, information about the disciplines, the teacher's scientific interests, data on advanced training, number of publications, etc.). This information is available to any visitor to the site. Graduates, students, employers can fill in the relevant questionnaires online. The blog of the rector functions: <https://www.ablaikhan.kz/blog/>. Every year, the rector reports to the university staff at the end of the academic year. Timely data is being filled in the Information system of the university in accordance with the decree of the Ministry of Education and Science of the Republic of Kazakhstan №570 "On approval of administrative reporting forms" dated December 27, 2012.

The University uses the following information and communication technologies in the information management process:

- on the basis of the automated system platform, the organization of the educational process is collected, analyzed and managed: the formation of curricula for specialties, individual curricula, teachers' loading of their disciplines, viewing of teaching materials on the disciplines, setting estimates by type of control, filling in the electronic journal of progress and attendance the teaching staff, formation (by staff) and viewing (by students) of the academic calendar for the academic year, etc.;

- the university's corporate portal: the lecturer's personal account (lecturer, employee, and student), including class schedules for the study period, tuition fees, information about ongoing events, announcements, participation in discussing certain topics in communities, etc.;

- the portal of the university is a combination of the official website and its pages (administration, faculties, LIC, etc.);

- library information system "KABIS", which provides students and staff with access to the electronic catalog,

- University repository, including publications and teaching materials of lecturers and university staff in the public domain.

The materials of the educational programs of the specialties "International Relations" and "Regional Studies" posted on the website are protected from distortion of information. In order to prevent hacker attacks on university resources, periodic monitoring of the state of services responsible for service performance is carried out, and restrictions have been imposed on user access to resources. Analyzed event logs in the operating system. The embedded system is configured to restrict access to system services to prevent network attacks.

The management of the accredited study programme systematically monitors the progress and achievements of students, in particular, at the department meetings the results of the examination sessions are discussed (e.g.: the minutes of the department meetings “International Relations and Regional Studies” (minutes № 11 dated July 26,2018).

There is a process of engaging students, employees and teaching staff, employers in the process of collecting and analyzing information, as well as making decisions based on them. The properties and characteristics of the collected and processed information are determined by the university’s mission and are aimed at finding the most effective and efficient methods and ways to improve the quality of the educational and related services provided, as well as improving the social conditions of employees and students. The university has responsible executives in charge of the accuracy of the information, timely informing the structural units of the university and the faculty.

One of the tools for analyzing the activities of the university departments, assessing their effectiveness are annual surveys of students, lecturers and university employees through electronic resources. For example, after completing the study of study programme disciplines an anonymous survey is conducted among students through the use of computer technology to identify students’ satisfaction with the implementation of study programme and the quality of education at the university, then data is monitored.

In all divisions of the university, records management is carried out in accordance with the approved nomenclature of affairs, the safety and archiving of documents is ensured, work is underway to switch to electronic document circulation. Structural departments, halls of electronic resources of the university are connected to the Internet. The university provides free access to lecturers and students to the Internet and Wi-Fi on campus.

Reports of heads of departments, questionnaires, audits and surveys are used to assess the organizational structure of the university and the implementation of corrective actions. Evaluation is made in all areas of educational, educational-methodical, informational, scientific, educative activities and equipment and material procurement of the educational process.

Front office provides communication and information exchange at the university through the distribution of organizational and administrative documentation, informing about the decisions of the Academic Council, the administration and other types of documentation, including the results of appeals on personal and official matters; conducting business correspondence (reports and service notes, explanatory notes, statements); demonstration of visual information materials; placing information on information stands and the university website. Students, employees and interested persons can personally contact the head of departments, vice-rectors, and the rector within a specially allotted time.

The results of the QMS survey of students and teaching staff show that the majority of students noted the prestige of training in Kazakh Ablai Khan University. The 3rd year students answered the question “The level of information services (sufficiency and quality of library and methodical support; availability of computer networks of the university; organizational information at the faculty (department)” answered: 80% positive, 12% satisfactory, 8% difficult to answer. The 4th year students answered the question “The level of organization of practical training”: 84% - positive, 10% - satisfactory, 6% - difficult to answer. In general, students are satisfied.

Analytical part

The system of collecting, analyzing and managing information at the university is based on the application of information and communication technologies and software. For information management, the educational portal of the university is used, where documents containing the quality policy and academic policy of the university are posted. Access to information on the management, planning and implementation of educational programs is

made through the educational portal of the university. A process of involving students, employees and teaching staff in the process of collecting and analyzing information, as well as making decisions based on them, has been established.

The survey of faculty and staff is conducted annually and includes a study of the level of satisfaction of faculty and staff with working conditions, prospects for professional development and administrative management of the university.

Students are surveyed about satisfaction with the quality and conditions of study programme implementation in order to study students' opinions on the quality of the university's educational and administrative services.

Each student / faculty when the enrolment/labor contract was concluded fills in a personal statement confirming the consent or disagreement on the processing of personal data, which is in the personal file of each student / faculty.

In order to determine the quality of the educational process by providing information sources, the entrance to the program "MOODLE" was made from the personal offices of the teaching staff of the department - senior lecturer Isaliyeva A.M. with her permission. The content of educational content includes: a register of progress and attendance of students, educational flows, testing, educational and methodical complexes of disciplines of study programme. The educational portal of the university and the "MOODLE" program are evidence of the fulfillment by teachers of all types of planned workload.

There is a PSC where you can get a certificate stating that a student is studying at a university, if necessary, students have the opportunity to apply for accommodation in a dormitory, register for elective disciplines, apply for participation in academic mobility, and make other appeals to study programme administration through the student service on the university website.

Feedback and communication of management with students and staff is carried out through free distance (blog) and personal (reception, participation in collegial bodies) communication.

Strong sides / best practices of the study programme on the 5B020200 - International Relations, 6M020200 - International Relations, 6D020200 - International Relations, 5B050500 - Regional Studies, 6M050500 - Regional Studies:

- the study programme administration approved the documentation of procedures, the availability and functionality of automated information management systems and its availability, the active use of ICT in the implementation of the educational program;
- Ensured openness and accessibility of programs for students, teaching staff, employers and other interested parties.
- Also demonstrated the existence of a communication mechanism with students, employees and other stakeholders;
- Made available educational resources and support systems for students;
- Provided employment and career growth of graduates.

Recommendations of the EEC on the standard for the study programme on 5B020200 - International Relations, 6M020200 - International Relations, 6D020200 - International Relations, 5B050500 - Regional Studies, 6M050500 - Regional Studies:

- to regularly update information on the site about study programme development plan and its implementation, the participation of students, faculty and employers in the development, revision of content and review of the accredited study programme.

Additional recommendations of the EEC for the study programme on 6M050500- "Regional Studies":

- to provide the opportunity to study disciplines and practice through additional credits in excess of the minimum amount of complexity.

Conclusions of EEC on the criteria:

According to the standard “Information Management and Reporting” study programmes on 5B020200 - International Relations, 6M020200 - International Relations, 6D020200 - International Relations, 5B050500 - Regional Studies, 6M050500 - Regional Studies have: 11 strong positions, 6 satisfactory positions.

6.3. Standard “Development and approval of the educational program”

Evidence part

At university the order of development and the statement of study programme is established. Procedures for the development and evaluation of the quality of study programme are documented, the frequency, forms and methods for assessing the quality of study programme are established; monitoring of the quality of study programme is established; requirements for study programme are determined depending on their specificity.

Study programmes are developed in accordance with scientific, theoretical and practice-oriented requirements for professional and social competencies.

Development and management of accredited study programme 5B020200 - International Relations, 6M020200 - International Relations, 6D020200 - International Relations, 5B050500 - Regional Studies, 6M050500 - Regional Studies are carried out on the basis of SES RK (Basic Provisions), Dublin Descriptors, Rules for the organization of educational process on credit technology of education.

The analysis of documents, submitted additional materials by the university, as well as the results of meetings with students, faculty, employers and graduates confirmed that the priorities of the development of study programme correspond to the national policy in the field of education.

The development of accredited study programmes is carried out in accordance with the State Educational Standard of Specialties. The university has documented the procedure for developing and assessing the quality of study programme, the frequency, forms and methods for assessing the quality of study programme are set out in the study programme development plans.

The university has developed models of graduates of accredited EP, including knowledge, skills and professional competencies.

Faculty of International Relations and Regional Studies, students, representatives of employers participate in the development of study programme. Study programmes are approved at a meeting of the Scientific Council of the University and the Academic Council (Minutes № 11 dated May 27, 2018).

The management defines the goals of the implemented study programme. For example, the goals and objectives of the study programme “International Relations” are aimed at shaping a new approach in training diplomatic personnel for various sectors of foreign policy and public administration based on the multi-level training of a modern international affairs specialist, competitive in the labor market, demanded by employers, who possess practical professional skills and abilities along with theoretical knowledge, capable of working in a specialty at the level of modern standards, ready for continuous professional growth. Similar current goals and objectives are provided for other accredited study programmes.

Accredited study programmes are governed by the quality management system introduced at the university including quality policy, internal regulations, instructions and rules (<http://www.ablaikhan.kz/ru/about-us/our-university/news/12-university/1427-monito-ring.html>).

Curriculum development is carried out on the basis of model curriculum and meets the requirements of the logical connection of disciplines. The practice of forming a list and a logical sequence of elective disciplines in the university contributes to the development of students' personal and professional competencies.

The content of the accredited study programme revealed the following: a complete list of disciplines in terms of cycles of disciplines was determined; ensured the necessary integrity of study programme, combining the fundamental nature of the training of students with the interdisciplinary nature of the graduate's professional activity; determined the relationship between compulsory and elective disciplines, as well as between the classroom workload and independent work of students; described the logic in creating study programme; determined the most effective goals, in terms of achieving, of the organization of educational and methodical work.

Work plans are developed and approved for all years and forms of education in accordance with the model curriculum, and comply with the requirements of SES RK. Security standard and curriculum is 100%.

The university provides training in a modular system. Requirement for getting semester credit hours by module is a positive assessment of the intermediate control, as well as the performance of all types of work provided for by the module. Different types of activity in the structure of study programme are reflected in additional modules - these are all types of internships, diploma and master's theses, research work, the number of credits of which is not included in the total number of credits of theoretical education.

Internship planning is carried out on the basis of working curricula for specialties, methodical instructions, internship programs and the results of previous internships. Internship programs are developed for each course with the presented goals and objectives, the content of each type of internship, general internship planning guidelines, requirements for trainees, the duties of head of internship from the department, the responsibilities of head of internship from the organization, the type and duration of the internship and requirements for registration report.

Accredited study programmes are implemented within the framework of the credit technology training, which determines the structure of the program, types of studies, forms of knowledge control and principles of planning the learning path. The structure and content of the educational and methodical complexes on discipline of all accredited specialties allow students to form a holistic view of the course concept and the system of requirements for studying it.

In addition to the modular academic program and the specialty work plan, CED is developed, which is a systematic list of all the disciplines of the electoral component, containing the code, name, prerequisites, post requisites, the volume of disciplines in credits and hours, a brief description of the discipline indicating the purpose of the study, content and expected results. CED for accredited study programmes provide students with the opportunity to alternatively choose one elective course out of 3 recommended by familiarizing themselves with their content.

CED for accredited study programme is approved by the university and available on paper. The disciplines included in the CED of accredited specialties reflect current trends in the development of various sectors of the economy, to deepen knowledge of individual institutions of branches of the national legal system, historical knowledge about the country and native land. CED is based on the logical sequence of the disciplines and consists of two main cycles: basic disciplines and major disciplines. Elective disciplines of the main

disciplines cycle take into account recent changes in the labor market, reflect the interests of employers, and are aimed at developing the professional competence of students.

The results of the survey for the analyzed period show that 85% of students are fully satisfied with the general quality of the university curricula, 12.6% of students are partially satisfied whereas 85% are fully satisfied with informing students about courses, educational programs and 13.2% of students are partially satisfied.

The content of the disciplines is disclosed in detail in EMCD. Provision with the paper version of EMCD is 100%. The departments are working on the development, updating and adjustment of educational and methodical materials that form the content of study programme, which is reflected in the work plans of the departments and is under the control of the educational and methodical council and educational and methodical management of the university.

The organization and conduct of professional internships is carried out in accordance with the model curriculum of specialties and the Provision on Professional Internship (Minutes of the meeting of the CS №1 dated August 31, 2017). Guidelines for the passage of professional internships developed and approved at the departments, which implement the accredited study programme. Programs are developed for each type of internship, they give general provisions for planning internship, types and duration of the internship, goals and objectives, the content of each type of internship, requirements for trainees, duties of the head of internship from the department, duties of the head of internship from the organization and requirements for reporting trainee on internship. Methodical materials are provided to students at the installation conference on internship, and a final conference is held on the basis of the results of educational, industrial or research internship.

In the course of the interview, graduate students noted the satisfactory work of EP administration on providing places of internship.

During the visit, experts of the IAAR visited the places of internship: the Representative Office of the Ministry of Foreign Affairs of the Republic of Kazakhstan and the Department of International Cooperation of Abai KazNPU. Representatives of the internship places confirm that students are accepted for internship on the basis of contracts with the university. Students' internship begins with a general briefing, at the end of the internship each student is given feedback on the results of the internship, and the most capable students are invited to vacant jobs.

Analytical part

The university has defined and documented the procedure for assessing the quality of study programme, has developed the structure of study programme. The conditions for the organization and conduct of professional internship are demonstrated.

Taking into account modern professional requirements, the needs of the labor market and the proposals of employers, the content of study programme is reviewed, but the university does not establish a procedure for periodic review of study programme.

The conditions for organizing and conducting professional internship are demonstrated, but the programs of professional internship do not contain the developed criteria for assessing students' competencies.

An analysis of the list of places for internship by accredited study programmes and contracts concluded with them showed that not all organizations are suitable for use as places for internships for accredited study programmes, since they have their own specifics.

The EEC obtained evidence that the structure and logic of the working curricula comply with the established SES standards and employers participate in the formation of study programme. The organization of IWS is disclosed in EMCD (syllabuses of disciplines, guidelines for studying disciplines and fulfilling tasks on IWS) which is available to students and teaching staff in the MOODLE program. At the same time, the stated outcome-based

approach to training in accredited study programme is not fully implemented, since the evaluation of the educational achievements of students on disciplines is made without defining the evaluation criteria.

In the programs of internship established a link between the content (assignments to the internship) of professional internship with competences as learning outcomes and criteria for assessing their formation with employers as well. However, internship programs contain an assignment in the most general form, which insufficiently addresses various types of activities to form competencies.

Typical representatives of employers are involved in the review of study programme, taking into account the specifics of the implemented study programme. During the visit, the head of the internship places confirmed their participation in the external examination of the accredited study programmes.

The study programme administration is cooperating and exchanging experience with other educational organizations implementing similar study programme. There are no joint educational programs with foreign educational organizations. Also, the university does not take enough measures to harmonize the content of study programme with similar study programmes of Kazakhstani educational institutions.

Workload of study programme is clearly defined in Kazakhstani credits and ECTS. Information support and control over the compilation of the individual study programme of students is carried out by department advisors.

The university has developed models of graduates of accredited study programme, including knowledge, skills and professional competencies.

A survey of students, conducted during the visit of the IAAR EEC, showed that the level of accessibility and responsiveness of the university management is rated as good - 80.8%. Availability for academic counseling is rated as not bad - 85%

Strong sides/best practices of the 5B020200 - International Relations, 6M020200 - International Relations, 6D020200 - International Relations, 5B050500 - Regional Studies, 6M050500 - Regional Studies Study Programs

- The study programme administration has demonstrated external examinations of study programme;
- Provided the content of academic disciplines and learning outcomes level of education (bachelor, master, doctorate studies).

Recommendations of EEC on the 5B020200 - International Relations, 6M020200 - International Relations, 6D020200 - International Relations, 5B050500 - Regional Studies, 6M050500 - Regional Studies Study Programs:

- to harmonize the content of the accredited study programme with similar educational programs of leading foreign and Kazakhstani educational institutions in order to create joint educational programs, to continue cooperation and exchange of experience with other educational institutions implementing similar study programmes;
- to ensure the availability of research elements in the content of study programme;
- to consider the possibility of preparing students for professional certification.

Additional recommendations of EEC for the 5B050500 - Regional Studies and 6M050500 - Regional Studies Study Programs:

- to develop the system of double-diploma education, since this direction of work is planned in the strategy of the university and study programme development plans by study programme 5B050500 - Regional Studies and 6M050500 - Regional Studies;

- to strengthen the role of internal and external academic mobility and international cooperation in the implementation of the policy of internal quality assurance of study programme.

Conclusions of EEC on the criteria: according to the Standard "Development and Approval of the Educational Program", the accredited study programme has 9 strong and 3 satisfactory positions.

6.4. Standard "Continuous monitoring and periodic evaluation of educational programs"

Evidence part

The study of regulatory documents, minutes of department meetings for 2016-2018, the report on self-assessment, the results of the survey of lecturers and students and the results of the interviews confirmed that the university monitors and periodically evaluates the accredited study programme.

The procedure for monitoring and periodic evaluation of study programme at the university is carried out on the basis of internal regulatory documents (University Development Strategy for 2018-2022, Regulations on the procedure for awarding scholarships, Regulations on the procedure for awarding Rector's scholarship, etc.).

A schedule of activities to monitor the quality of education has been approved, according to which the university monitors and periodically evaluates the study programmes to achieve the goals and meet the needs of students and society. To determine the level of satisfaction of internal needs, the university each academic period organizes and conducts surveys of students, teachers and university staff. Questionnaires used for the survey: "Assessment of satisfaction with the quality of educational services provided by students", "The lecturer through the eyes of a student".

Such a survey is carried out in order to establish the level of satisfaction of the educational needs of students, their attitude to the learning process and socio-cultural environment, etc.

According to the survey results of employers 25% of respondents rate the quality of training at the university as "good", 75% - "very good".

The results of the survey are statistically processed, discussed at meetings of the Rector's office and taken into account in the further planning of educational activities. According to statistical monitoring data, a report is periodically analyzed and formed on the results of the sessions, which is submitted for consideration by the Academic Council of the university to take the necessary measures to achieve the desired results, at the management level of the study programme.

Analytical part

Minutes of meetings of departments and collegial bodies confirm the participation of students and employers in the development of study programme. However, there is no evidence that all changes made to the study programme under study are published on the website in a timely manner or are available to students and other interested persons in another open form.

During the classes, modern multimedia was demonstrated for presenting the material, and the members of the EEC were convinced when attending the classes. In particular, a practical lesson on the discipline: "The Impact of the Effects of Globalization on International Economic Relations" was attended, which was conducted by the senior lecturer Samatov Ilyas Kairatovich, room 503, main building. Class time: 10.55-11.45.

Logistic and information resources used in education and science are sufficient and correspond to the requirements of the educational process within the framework of the accredited EP.

The use of DOT is announced as the innovative teaching methods. The form of control and deadlines for the IWS are regulated by the schedule for performing and passing tasks for IWS contained in the structure of the EMCD. During the visit, the EEC presented materials on performing IWS in the disciplines placed in the MOODLE program. During the meeting with the students, the demand for the MOODLE educational process was confirmed. The experts found that the required teaching materials are available for the accredited study programmes, but they require partial updating since the educational and research facilities of the study programme are not disclosed, especially the literature in the Kazakh language.

Based on the reviewed documents of the study programme on 5B020200 - International Relations, 6M020200 - International Relations, 6D020200 - International Relations, 5B050500 - Regional Studies, 6M050500 - Regional Studies (topics of master's theses, reports on research internships, topics of publications of undergraduates and doctoral students) it was realized that the research directions of departments are formulated and are at the stage of development.

Interviews with students and teachers, as well as the study of the submitted documentation showed the presence of guidelines and requirements for the implementation and design of master's and doctoral theses (content, schedule, research volume, etc.). Anti-plagiarism system is used at university in order to identify the degree of borrowing information in master's theses without reference to a source.

The study programme administration presents measures to ensure the revision of the content and structure of the study programme, taking into account changes in the labor market, employers' requirements and social demands of the society. However, the procedure for informing interested parties about any planned or taken actions regarding the study programme is weakly expressed. The mechanism for publishing changes made to the study programme is not regulated.

Strong sides / best practices of the 5B020200 - International Relations, 6M020200 - International Relations, 6D020200 - International Relations, 5B050500 - Regional Studies, 6M050500 - Regional Studies Study Programs

- 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;
- the effectiveness of assessment procedures for students.

Recommendations of EEC for the 5B020200 - International Relations, 6M020200 - International Relations, 6D020200 - International Relations, 5B050500 - Regional Studies, 6M050500 - Regional Studies Study Programs:

- to regularly publish on the website of the university criteria and methods for evaluating the planned learning outcomes for the accredited study programme.
- department of IR and regional studies should be reflected on one page.

Conclusions of EEC on the criteria:

According to the standard "Continuous monitoring and periodic evaluation of educational programs" 5B020200 - International Relations, 6M020200 - International Relations, 6D020200 - International Relations, 5B050500 - Regional Studies, 6M050500 - Regional Studies Study Programs gain 5 strong and 5 satisfactory positions.

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

Evidence part

Kazakh Ablai Khan University in accordance with the Bologna Declaration conducts activities within the framework of the principles of shifting of emphasis in the educational process from “transmission” of teaching staff’s knowledge to the development of student’s cognitive activity.

Monitoring of students' satisfaction with the professional internship is carried out by means of a questionnaire, which results in changes and additions to the Regulation on the organization and conduct of professional internship. The department and the Career Development Center are engaged in organizing and conducting professional internships. Employers' satisfaction with the training level of students is assessed through questionnaires, interviews, meetings and feedback from employers on the results of the internship (minutes of the meeting of the Educational and Methodological Board and the Academic Council of the Faculty of International Relations №15 dated May 3, 2018).

There is a blog of the rector on the official website <http://www.ablaikhan.kz>, where students can address complaints and various questions. There is an automatically opened dialog box where the consultant answers questions online, including complaints and suggestions of students and parents. On the website of the University there is a page "Anti-Corruption policy of the University" (<http://www.ablaikhan.kz/ru/stop-corruption.html>). Mechanisms for identifying conflicts are statements of students, a personal appeal to the head, in the foyer of the University there is a box for complaints and suggestions. Also, student trade Union and the Committee on youth Affairs are involved in the work on the consideration and resolution of complaints of students.

Organizations - employers attract students of 2-3 courses for internships, participation in competitions and projects, which contributes to the acquisition of not only practical and professional skills by students, as well as the ability to work in a team, to make decisions. The information obtained as a result of the survey of employers makes it possible to form a more complete picture of the employment and personnel situation of organizations in the labor market. The results of the survey are analyzed and brought to the attention of the University management in order to carry out work to eliminate shortcomings and improve the quality of education (eg., minutes of the meeting of the Department "International relations and regional Studies" and №4 from 25.08.2018).

Annual meetings are held with the leadership of the SP, where the issues of satisfaction of students with the educational process are discussed and appropriate decisions are made (Academic Council of the faculty of international relations, Protocol No. 8 of April 12, 2018).

Monitoring the progress of students on the educational trajectory begins with the control of learning outcomes. The University is guided by the "Rules of credit technology of education", according to which in the learning process there are the following mandatory types of control: current control, midterm control 1 and 2, intermediate certification (final control), final certification (passing a comprehensive exam, a thesis defense). Regularly at the meetings of the departments achievements of students on the basis of information provided by advisors are discussed the, then the results are submitted to the meeting of the Educational Council of the University (minutes №14 from April 19, 2018).

Monitoring of the progress at SP is carried out through the implementation of the students IEP (Individual Educational Plan). The Registrar's office keeps records of the results of educational achievements of students in the context of all types of control (midterm control, interim certification, final certification (state examination and defense of the thesis/project)).

The University uses AIS "MOODLE", which provides accounting and registration of educational achievements of students. The points received by the student on the results of each type of control (current, midterm, intermediate and final certification) are reflected, accumulated in the database AIS "MOODLE", which allows to get information for any period of students' study in the context of study periods, disciplines studied and the number of credits on them, learning results (assessment) and the level of GPA.

Students who do not agree with the assessment obtained on the results of the exam, have the right to approach the appeal Commission, which is formed from among the teachers whose qualifications correspond to the profile of disciplines by order of the rector of the University (Academic policy of the University – <http://www.ablaikhan.kz/ru/study-process/study-process/academic-policies.html>).

The system of assessment of students' knowledge on credit technology is based on the score-rating system and provides for the separation of the learning process from the knowledge assessment process. The rating system of knowledge allows implementing the mechanisms of quality assurance and evaluation of learning outcomes, to activate the educational work of students who have incentives to manage their academic performance. <http://www.ablaikhan.kz/ru/about-us/our-university/mission/pod.html>).

Analytical part

At the University, orientation to the students' interests and ensuring equal opportunities for students is carried out in all spheres of their life and continues throughout the period of study, starting with the process of admission to training.

Equal opportunities for students are provided regardless of the language of instruction for the formation of an individual educational program (trajectory) aimed at the formation of professional competence.

The catalogue of elective subjects, regardless of the language of instruction, is identical and is created taking into account the interests and needs of students, expert opinions of employers and other stakeholders. Formation of an individual trajectory of education is carried out by students on their own and on the basis of the advisors' recommendations.

The choice of three disciplines and two or three teachers, of which the student chooses one discipline and one teacher according to the approved model of competence. To choose a discipline and a teacher, during the presentation week students get acquainted with the syllabus of the discipline, which defines the goals, objectives of the course, methods, technologies of interactive learning and forms of control.

Students who have received a set level of the final score are transferred to the next course by order of the rector. The final score for transfer from course to course is established by the decision of the Academic Council of the University. The student, who has not received the established transferable point, remains on a repeated course of training. To transfer from course to course, the general point average (GPA) is determined.

The University adheres to the conformity of procedures for assessing the level of knowledge of students to the planned learning outcomes and objectives of the program according to certain criteria and methods of evaluation. This process is regulated by internal documents of the University.

For the organization of the current control of students' knowledge on SP, the following forms are used: oral hearing-colloquium - control, conducted after studying the material on one or more topics (sections) of the discipline in the form of answers to questions, discussions of situations, etc.; written control (control or laboratory work) - control, involving work with questions, problem solving, analysis of situations, the implementation of practical tasks on specific topics (sections) of the course; combined survey - control, providing simultaneous use of oral and written forms of assessment of knowledge on one or more topics; defense and presentation of homework, independent work of the student -

control of knowledge on individual or group homework in order to verify the correctness of their performance, the ability to summarize the material and publicly present it, to trace the logical link between the; discussion, training, "round tables" - group service issues of a problematic nature, allowing to demonstrate the skills of independent thinking and the ability to make decisions; projects defense; tests – a set of tasks of a certain form (open, closed, combined), allowing to assess the educational achievements of students objectively and qualitatively.

The survey of students conducted during the visit of EEC IAAR showed that students Express full satisfaction with the level of quality of teaching (88%); fairness of examinations and certification (89.8%); tests and examinations (92.8%).

Strengths/best practice 5B020200 – International relations, 6M020200 – International relations, 6D020200 – International relations, 5B050500 – Regional Studies, 6M050500 – Regional Studies Study Programs:

- equal opportunities created for students by the management of SP, including regardless the language of instruction, to form an individual educational trajectory aimed at the formation of professional competence;
- optimal conditions created for students for the material and technical base. Favorable conditions created for the social development of students by the leadership of the SP.

The recommendations of the EEC for 5B020200 – International relations, 6M020200 – International relations, 6D020200 – International relations, 5B050500 – Regional Studies, 6M050500 – Regional Studies Study Programs:

- to strengthen the provision of MOODLE with teaching materials for awareness and provision of students with information sources.

Additional EEC recommendations for 5B020200 – International relations 6M020200 – International relations, 6D020200 – International relations Study Programs:

- to develop English-language programs for the development of academic mobility (all disciplines, including CD should be in English.)

***The conclusions of the EEC according to the criteria:
the standard of "Student-centred learning, teaching and performance assessment"
in 5B020200 – International relations, 6M020200 – International relations, 6D020200 – International relations, 5B050500 – regional Studies, 6M050500 – regional Studies Study Programs gains 5 strong and 5 is satisfactory positions.***

6.6. Standard "Students»

The evidence part

Admission of students to Kazakh Ablai Khan University of International Relations and World Languages is made in accordance with the decree of the Government of Kazakhstan "On approval of the Standard rules of admission to study in educational institutions, implementing professional training programs of higher education (AAPG - Assembly of acts of the President and government) of the Republic of Kazakhstan, 2012, №26, Art. 363, from January 19, 2012 №111, with amendments and additions from 27.12.2018, № 895), in accordance with subparagraph 25 of article 4 of the law of the Republic of Kazakhstan "On education" (with amendments and additions as of 22.12.2016) and the rules of the University, developed on their basis.

The policy on formation of the contingent of students is to receive individuals who are the most prepared to study at the University, consciously chose a specialty, subject to a set of the required number of points on the results of the UNT and CT, as well as specialists with diplomas for a second higher education on the basis of an interview.

Every year, in order to ensure the quantitative and qualitative recruitment of students in the specialty "International relations" and "Regional Studies" the action Plan for the organization of career guidance and the Plan of career guidance is approved in schools and colleges of Almaty city and Almaty region for the current academic year.

There is a flexible system of discounts and grants (for active participation in the social life of the University; for excellent study; for studying at the University at the same time several children from the same family; for disabled people and students from low-income families). The amount of discounts for training and the conditions for their provision are approved by the Academic Council of the University. In case of financial difficulties for students, the management of the SP provides an opportunity to defer payment on the application.

The SP provides for the possibility of training on an individual curriculum (IC), the choice of disciplines of the variable part of the Working Curriculum, places of practice, themes of research and project work in accordance with the provisions. The organization of the educational process, in which the individual form of training is a priority, allows students of the specialty "International relations" and "Regional Studies" to build individual educational trajectory. On the basis of Working Curriculum and CED (catalogue of elective disciplines) a student forms independently his/her own learning path the selection of disciplines on the educational portal Moodle.

In the formation of individual plans of undergraduates and doctoral students a list of mandatory disciplines and disciplines of choice according to Working Curriculum and CED is offered. Compiled ICP in 2 copies, it is signed by the student and in the absence of comments, the student agrees it with the head of the Department, supervisor, then submitted for approval to the Dean of the faculty. After approval, 1 copy remains with the student, the 2nd remains at the Department and serves as the basis for monitoring the implementation of the student curriculum.

Students studying in foreign Universities on the basis of international exchange educational programs or partner academic programs are credited with the credits they received during their studies abroad in the disciplines corresponding to the approved curriculum of the University specialty.

Personal Affairs of students are in the educational part of the University until the graduation of students. Then transferred to the archive. Orders and internal orders on educational process are carried out by the Deputy Dean on EW for the visa of the Dean and are stored for 1 year, according to the nomenclature of Affairs to faculty (No. 21-06). According to the results of the end of the educational process, the student receives information about the assignment of qualifications for the desired educational programs, with the award of a state diploma and an Annex to the diploma, which reflects the assessment of each discipline on the percentage and letter system of assessments of knowledge, indicating its volume in the credits of the national scale and scale ECTS in three languages. Students who have received a diploma with honors, have the opportunity after the bachelor's degree to enter the master's degree in the profiles of training.

Analytical part

Students, undergraduates and doctoral students are the main consumers of educational programs, so their interests are at the head of the implementation of these programs. The educational environment models the following characteristics of students:

individuality, the desire for greater freedom, the process of achieving integrity, personal and professional growth, independence and self-esteem.

The current model of formation of the contingent of students at the University meets the requirements of the legislation of the Republic of Kazakhstan and is based on the principle of election of students of higher education and educational programs. To increase the number of applications for admission from applicants, the faculty conducts active professional orientation work with graduates of secondary schools and colleges, organizes work with parents and teachers to explain the terms. Meetings with potential applicants are conducted by members of the selection Committee and University teachers responsible for career guidance at the departments. To promote accredited programs, the faculty actively attracts graduates (open day, meetings, round tables, etc.).

The dynamics of the increase is noted in the contingent of accredited undergraduate, graduate and doctoral programs over the past three years. Work to monitor the employment of graduates is carried out on a regular basis.

For adaptation of students orientation week is held, in order to familiarize students with the rules of credit technology training; system of knowledge assessment; rules of translation and calculation of GPA; rules of regulations and the Charter of the University; rules of residence in the hostel; with the current University and faculty circles and student organizations of self-management; with the mode of work of the library, instructions for using reading rooms and subscription, electronic information search system.

The University creates conditions for gifted and socially vulnerable students, who are given discounts on tuition fees.

Forms of examinations are considered at meetings of departments, decisions are recorded in the Protocol and approved by the Academic Council of the University. The schedule of examinations and consultations is approved by the Vice-rector for educational and methodical work, then brought to the attention of teachers and students no later than two weeks before the examination session.

The results of the current certification are brought to the attention of students, discussed at the meetings of the departments, according to their results, measures are taken to improve the quality of conducting classes and SIW, methodological and information support. In case of academic debts, the procedure of liquidation of academic debts is carried out on a fee basis during the summer semester, according to the approved academic calendar. Students who have not passed the examination session in a timely manner due to illness or other valid reasons, documented, given the opportunity to extend the session and set deadlines for their delivery.

Strengths of the 5B020200 – International relations, 6M020200 – International relations, 6D020200 – International relations, 5B050500 – Regional Studies, 6M050500 – Regional Studies Study Programs:

- the life cycle of students at the University from admission to completion is fully regulated, approved and published;
- the University has an effective system of support for gifted students;
- strong base of practice: representation of the MFA in Almaty and the international Department of Abay KazNPU (all events involving students, reflected on the University website represents the base practices);
- effective activity of RWS (research work of students) in the framework of the scientific student Association "Sciencelab", under the guidance of a full-time foreign teacher from the UK J. Williams.

The recommendations of the EEC for 5B020200 – International relations, 6M020200 – International relations, 6D020200 – International relations, 5B050500 – Regional Studies, 6M050500 – Regional Studies Study Programs:

- to expand opportunities to support academic mobility of students, to assist in obtaining external grants for training;
- to develop a plan and a program of research undergraduates and doctoral students;
- to take measures to enhance the activities of the alumni Association, to attract students to participate effectively in educational and extracurricular activities.

Additional recommendations the EEC for 5B020200 – International relations, 6M020200 – International relations, 6D020200 – International relations Study Programs:

- involvement of students in the implementation of scientific projects;
- initiate joint research projects with foreign universities;

Additional EEC recommendations for 6D020200 – International relations Study Programs:

- to conduct training seminars on writing articles in foreign journals with impact factor and effective use of scientific databases.

The conclusions of the EEC according to the criteria:

The standard "Student" in the 5B020200 – International relations, 6M020200 – International relations, 6D020200 – International relations, 5B050500 – Regional Studies, 6M050500 – Regional Studies Study Programs are: 8 – strong, 4– satisfactory positions.

6.7. Standard "Teaching staff»

The evidence part

The University implements the personnel policy in accordance with the main priorities of the development strategy of Kazakh Ablai Khan University of International Relations and World Languages. According to the educational programs "International relations" and "Regional Studies" concerning personnel there is a set of documents: duties, professional development and professional development, motivation system, dismissal, etc. Teaching staff in the educational process using innovative methods and technologies of training conducted a survey of teaching staff, employees and management team.

Currently, all teachers of the Department of "International relations and regional studies" have basic education, also have certificates of professional development from international centers of education and domestic schools of advanced training.

In 2018-2019 school year, the number of teaching staff, providing 5B020200 – International relations, 6M020200 – International relations, 6D020200 – International relations, 5B050500 – Regional Studies, 6M050500 – Regional Studies Study Programs is 19 teacher. Full-time teachers working under an employment contract and accepted on a competitive basis is 19 people or 100% of the total number of teachers providing accredited P. The share of teachers conducting classes in the state language is 50%. The number of teachers with academic degrees – 11 people, which is 57% of the total number of teaching staff, including doctors of science – 3 (15%), PhD – 2 (10%), candidates of science – 6 (32%). The average age of teaching staff accredited by the EP is 44 years, while there is a rejuvenation of the teaching staff with academic degrees and titles at the expense of teaching staff with a PhD degree.

The distribution of the teaching load regulated by the "Academic policies KazUIR & WL named after Abylaikhan" (<http://localdoc.ablaikhan.kz/doc>).

The amount of academic work planned for each teacher depends on the need of his/her participation in the best performing a particular kind of educational, educational-methodical, scientific, organizational and methodical, educational and other types of work based on skills and individual capabilities. The main document defining work of each teacher is the Individual work plan in which the educational, educational and methodical, research, organizational and methodical work and other types of works planned for the current academic year is brought.

Scientific management of master's and doctoral studies is determined by "Academic policy of Kazakh Ablai Khan University of International Relations and World Languages" with the reflection of the scale of the criteria and requirements for teaching staff of SP (<http://localdoc.ablaikhan.kz/>).

Requirements for teaching staff from management of SP: academic degree, the availability of publications in proceedings of international conferences near and far abroad, the availability of publications in scientific journals database Scopus, Thomson Reuters, Clarivate Analytics, JSTOR, availability of publications in CCES MES RK, participation in national and international projects, English language, etc.

Competitive selection of candidates for vacant positions is carried out in accordance with the qualification characteristics of the positions of scientific and pedagogical workers, as well as by placing ads in the national newspaper: "Kazakhstanskaya Pravda" and on the official website of the University.

Analytical part

Personnel policy of the University is carried out in accordance with the main priorities of the University strategy. Indicators on the qualitative and quantitative composition of the teaching staff confirm the availability of human resources necessary for the implementation of educational programs and relevant qualification requirements for licensing of educational activities. Personnel management processes are regulated by internal documents of the organization.

The University has an effective and transparent personnel policy, the main purpose of which is to create conditions for professional and personal growth of staff and employees.

The University has a specialized division of the University – "Department for work with personnel" as part of the "Department for work with personnel", which carries out clear and transparent processes of employment, employment conditions, familiarization with the rights and obligations, incentives in accordance with the legislative acts of the Republic of Kazakhstan and internal regulations.

In accordance with this policy, Internal labor regulations, Regulations on remuneration developed and put into effect in the framework of the Charter and Mission of the University.

Analysis of teachers' activities is carried out monthly by department heads according to the approved plan. At the end of each semester and academic year faculty reports on the work done, it can be indicated by minutes of department meetings, conclusions of department heads in the individual plans of the faculty.

Handwritten records of the date, time, subject, amount of hours, type of classes, certified by the teacher and head of the department stipulated in the journals of teaching load.

The University has a system of motivation of teachers and staff, stimulating effective activities to achieve their goals, which involves monetary compensation for the writing and publication of textbooks, monographs, training students to participate in competitions, contests, etc.

The staff consists of leading practices and experts from various sectors of the economy with experience in implementing various innovative projects. Particular importance is attached to the issue of attracting foreign experts and professors, the development of exchange of experience with other international organizations and universities. Teachers on a regular basis are trained abroad, thanks to the funding of the University.

As part of the preparation of educational programs, practitioners of leading government organizations, international companies that are partners of the University (in the form of workshops, seminars, trainings, presentations) are actively involved in the educational process.

Improvement of credit technology involves the development of academic mobility of University teachers in the framework of the Bologna process. Academic mobility at the University is carried out through the implementation of such mechanisms as the organization of internships of teaching staff in other universities of Kazakhstan and abroad in order to expand academic exchange, attracting teachers of large educational organizations. Academic mobility of teaching staff contributes to the exchange of teaching experience between teachers, improving the quality of teaching through the introduction of interactive innovative techniques, the implementation of joint projects and research, enrichment of cultures.

A survey of faculty conducted in the course of the visit of the EEC IAAR showed that:

- the University provides opportunities for faculty to use innovation in learning – very good -65.6 % and good – 23.7%;
- the University provides an opportunity for continuous development of teaching staff potential – very good – 74.2% and good – 16.1%;
- teaching staff highly appreciates the support of the University and its administration in research initiatives of teaching staff – 66,7%;
- the level of feedback of teaching staff with administration is satisfactory for 64.5 %;
- satisfied with the organization of academic mobility: very good - 63.4% and good – 34.4% of staff, and the plan of work to improve the skills of staff: very good - 75.3% and good – 24.7% of staff;
- the level of combining teaching with research: very good - 53.8 % and good – 44.1 % of teaching staff;
- the level of combining teaching with applied activities: very good - 58.1 % and good – 40.9 % of teaching staff.

Strengths/best practice 5B020200 – International relations, 6M020200 – International relations, 6D020200 – International relations, 5B050500 – Regional Studies, 6M050500 – Regional Studies Study Programs:

- The University provides opportunities for career growth and professional development of teaching staff which accredits SP.

The recommendations of the EEC for 5B020200 – International relations, 6M020200 – International relations, 6D020200 – International relations Study Programs:

- to continue work on the development of academic mobility of teaching staff and the invitation of leading foreign and domestic scientists;
- to increase the responsibility of teaching staff for the quality of the developed educational and methodical complexes of disciplines in accordance with the personal load.

The recommendations of the EEC for 5B050500 – Regional Studies, 6M050500 – Regional Studies Study Programs:

- to develop and implement a program of formation of personnel reserve and professional development of young teachers;
- to post information about the teaching staff on the website of the University, which contains personal data, information about the read disciplines, scientific interests of the teacher, data on training, the number of publications, etc.

The conclusions of the EEC according to the criteria:

According to the Standard "The Teaching staff" under "5B020200 – International relations, 6M020200 – International relations, 6D020200 – International relations, 5B050500 – Regional Studies, 6M050500 – Regional Studies Study Programs are: 7 is strong and 5 is satisfactory positions.

6.8. Standard "Educational resources and student support systems»

The evidence part

In Kazakh Ablai Khan University of International Relations and World Languages all the necessary conditions for the educational process and student support system have been created. Material and technical, library and information resources used for the organization of the learning process meet the requirements of each implemented educational program.

Information support of the Department meets the requirements of software maintenance. The library contains all the necessary information resources for training: educational, reference and General literature, scientific periodicals, etc.

The material and technical base of accredited programs contribute to the successful functioning of the desired educational programs in accordance with the national development priorities and strategy of the Academy.

The University has:

1. Library and information center (approximately 259,6 sq.m).
2. 11 reading rooms with a total area of 688.9 square meters, including rooms with access to electronic resources with an area of 114.1 square meters, where access to library resources through the educational portal is provided 24 hours a day.
3. 5 canteens with an area of 894.9 sq. m.
4. Sports complex with an area of 1402.4 sq. m.
5. Lounges in the dorms area is 120.2 sq. m.

LIC has a Fund of scientific works and dissertations, is in the Dissertation reading room named after M. M. Kopylenko and reflected in the electronic catalog of the library. Acquisition of literature is made at the request of the departments of the University, having analyzed the Library Council, which includes the Dean of the faculty, head of EMA (educational and methodical association) and head of TM (training management). Subscription to periodicals is also made on request, for 2019 a contract with the company "Eureka Press" for 32 Newspapers (30 Kazakhstan and 2 foreign) and 70 magazines (39 Kazakhstan and 31 foreign).

Analytical part

An important factor in ensuring the quality of education and a guarantee of sustainable development of the Department of accredited SP is the constant improvement of material, technical, information resources and support systems for students. The faculty has all the conditions for the training of students, undergraduates and doctoral students to conduct research, publication of the results of research faculty, staff and students.

Annually repair and preparation of classrooms is carried out to new academic year. Before the onset of the heating season, the heating system is prepared for uninterrupted

operation in the winter. All types of work are completed by obtaining an act of 100% readiness and permission for the use of heat and water. The availability of sports facilities, gyms, medical clinic, dining hall, Assembly hall etc. rooms, dormitories provide effective social policy. The University has an educational and scientific laboratory base providing the educational process in accordance with the training for accredited SP.

The University library has an Internet room equipped with computers and additional equipment - scanner, copier and printer. The formation of the library fund is carried out at the request of the departments, which reflect the profile of academic disciplines and take into account the requirements of the card index of the educational process. Full access of students to electronic scientific and educational resources of the University library fund is organized and provided.

Strengths/best practice 5B020200 - International relations, 6M020200 - International relations, 6D020200 - International relations, 5B050500 - Regional Studies, 6M050500 - Regional Studies Study Programs:

- sufficiency of material, financial and human resources;
- the effectiveness of support services for students and the availability of support procedures.

The recommendations of the EEC for the 5B020200 - International relations, 6M020200 - International relations, 6D020200 - International relations, 5B050500 - Regional Studies, 6M050500 - Regional Studies Study Programs:

- to regularly update the content of educational literature on the educational portal of the University, including maps of the provision of educational and scientific literature in the context of disciplines;
- to continue providing library resources with literature in the state language.

Additional recommendations the EEC for 5B050500 - Regional Studies, 6M050500 - Regional Studies Study Programs:

- to expand the scope of research at the junction of various scientific fields with the students involvement;
- to spread the experience of the organization of students independent work through the use of case-study.

The conclusions of the EEC according to the criteria

Standard "Educational resources and student support system" in the 5B020200 - International relations, 6M020200 - International relations, 6D020200 - International relations, 5B050500 - Regional Studies, 6M050500 - Regional Studies Study Programs are: 5 - strong, 5 - satisfactory positions.

6.9. Standard "public Information»

The evidence part

The University has various methods of dissemination of information: the official web site (<http://www.ablaikhan.kz>), social media, periodicals, reference, media, news banners and brochures, incorporating relevant information to inform the public and stakeholders.

The University publishes information about its activities and implementation of the EP on the official website <http://www.ablaikhan.kz>, which operates in 2 languages (Kazakh, Russian). The site contains the mission, goals and objectives of the University, information of

scientific and educational nature – the structure, history and achievements of the University, information about University and postgraduate training, international programs.

News about the events at the University (<http://www.ablaikhan.kz/ru/news/>) are placed weekly on the main page of the site.

AIS "MOODLE" (<http://portal.ablaikhan.kz/>) works on the official website of the University.

On the website of the University there are e-mail addresses and phone numbers of the University administration, departments, departments and services of the University. There is a trust box where anyone can leave their complaints or suggestions.

Information about the specifics of accredited educational programs is reflected on the University website in the section for applicants. Information about the educational process and teaching is also reflected on the website of the University in the section "Departments".

The University conducts career guidance work among potential applicants on the areas of training at the University, informs the public about its activities, including accredited SP.

Analytical part

The University operates on the basis of the principles of transparency, openness, involvement and awareness of all stakeholders in educational activities: students, faculty, and employers. One of the main opportunities for information is the use of information technology and the media. In addition to the information on the University website, information about the specifics of accredited educational programs is brought to the public and applicants through such events as "Open day".

At the same time, members of the EEC note that the information on the official website in the context of departments is not presented in full (in the form of separate presentations), personal pages of teachers are not available, information on scientific activities of departments is not fully presented, information of the selection Committee contains only a list of areas of training without any additional information.

Innovative proposals from stakeholders are received by the management through oral and written statements, an official appeal to the rector's blog through the website of the University or through a personal appeal during office hours. The received proposals are considered at the meetings of the departments and decisions are made on the possibility of implementing the proposals. In case of a positive decision on the introduction of innovative proposals, the issue is submitted to the collegial discussion at the level of the faculty Council.

However, during the visit of the EEC experts it was noted that the feedback form of the front office on the University website is not displayed in most modern browsers, the link to the mail server does not work, answers to questions in the rector's blog are published with a significant time delay, not all pages of the site are translated into state and Russian languages, there is no full English version of the site.

The survey of teaching staff conducted during the visit of EEC IAAR showed that the representatives of the teaching staff are mostly satisfied with the work of the Internet, the question "How often do you face the lack of access to the Internet in your work with " was answered: often -1.1%, sometimes – 23.9%.

Strengths/best practice of the 5B020200 – International relations, 6M020200 – International relations, 6D020200 – International relations, 5B050500 – Regional Studies, 6M050500 – Regional Studies SPs:

- the work of the University is fully reflected in social networks;
- the website of the University provides full information on teaching, learning, evaluation procedures.

The recommendations of the EEC for the 5B020200 – International relations, 6M020200 – International relations, 6D020200 – International relations, 5B050500 – Regional Studies, 6M050500 – Regional Studies SPs:

- to provide information to students about the implementation of accredited EP on the website of the Department, as well as to place the topics of diploma and master's works in the state, Russian and English languages;

- regularly inform students and stakeholders on the bases and types of practices, as well as organizations that have the opportunity to assist in the employment of graduates.

The conclusions of the EEC according to the criteria:

According to the standard "Informing the public" at the EP 5B020200 – International relations, 6M020200 – International relations, 6D020200 – International relations, 5B050500 – Regional Studies, 6M050500 – Regional Studies: have: 6 – strong, 5 – satisfactory, 2 – non-improving position.

6.10. Standard "Standards in the context of individual specialties»

The evidence part

Individuality and uniqueness of accredited programs is in the practical application of knowledge gained by students and undergraduates, innovative methods and technologies of training, in the development of trilingualism, the acquisition of students' personal and managerial competencies that cover the entire period of study and are formed in logical sequence according to the competence model of the graduate.

On accredited specialties binary classes are conducted with the participation of invited practicing diplomats, experts in international relations, civil servants, as well as teachers from other universities. Special attention is paid to teachers-practitioners who provide practice-oriented learning process in accredited specialties, which contributes to the formation of students' practical skills.

The organization of educational activities for accredited SP is carried out through the planning of the educational process and the content of education, the choice of ways to conduct them. The balance of theoretical and practice-oriented disciplines in the implementation of the EP are provided by the fact that the study of theoretical disciplines necessarily involves their practical orientation to the educational process in accordance with the General didactic principles, and the study of practice-oriented disciplines, including methodological ones, is based on fundamental theories.

Analytical part

Educational activities at the SP 5B020200 – International relations, 6M020200 – International relations, 6D020200 – International relations, 5B050500 – Regional Studies, 6M050500 – Regional Studies carried out on the basis of the following principles: system approach to the construction of the structure and content of the EP; knowledge structuring and collaboration teaching and learning; competence approach to the training of students, undergraduates and doctoral students; interdisciplinary approach to learning; the modular design of EP; the flexibility of the modular course and SP itself.

The University has a close relationship between teaching, students and employers. Both teachers and students of accredited SP, and experts, representatives of scientific and business community/employers are involved in realization of SP.

The process of formation of an individual learning trajectory is based on the content and logic of building individual educational trajectories based on the modular educational system of SP taking into account the individual needs of students and graduate competence models.

The University systematically analyzes the implementation of accredited SP through the Academic Council of the University, takes measures for the further development of SP, highlighting the priority task to meet the needs of employers and other stakeholders in the process of SP formation and instilling practical skills in students.

Planning and implementation of educational programs of Kazakh Ablai Khan University of International Relations and World Languages differs from other universities in the direction of comprehensive assimilation of additional elective modules by students in the field of innovative entrepreneurship through the use of the Internet and other modern information technologies.

At accredited SP binary classes are conducted with the participation of invited practicing lawyers and civil servants, as well as teachers from other universities. Special attention is paid to teachers-practitioners who provide practical orientation of the learning process for accredited SP, which contributes to the formation of practical skills of students. This has affected the evaluation of the effectiveness and efficiency of SP.

The University in the framework of accredited SP actively cooperates with organizations-employers, occupying key positions in the Almaty city and Almaty region. During the visit of IAAR experts to the practice bases, representatives of employers were able to confirm cooperation with the University on the basis of contracts, which influenced the growth of employment rates of University graduates.

Strengths/best practice SP 5B020200 – International relations, 6M020200 – International relations, 6D020200 – International relations, 5B050500 – Regional Studies, 6M050500 – Regional Studies:

- the University in the framework of accredited SP actively cooperates with organizations - employers, occupying key positions in the region and Almaty;
- the University has a close relationship between teaching, students and employers. Both teachers and students of accredited SP, and experts, representatives of scientific and business community/employers are involved in realization of SP.

The recommendations of the EEC for SP 5B020200 – International relations, 6M020200 – International relations, 6D020200 – International relations, 5B050500 – Regional Studies, 6M050500 – Regional Studies:

- to continue to improve learning outcomes aimed at providing learners with specific skills that are in demand in the labour market.

Additional recommendations the EEC for EP 5B050500 – Regional Studies, 6M050500 – regional Studies:

- continue teaching the courses on the basis of modern achievements of world science and practice in the field of specialization with the use of modern and advanced teaching methods, show a clear division in the SP 5B050500 – regional Studies, 6M050500 – regional Studies;
- to carry out organizational actions for opening of doctoral studies on SP 6D050500 – regional Studies.

The conclusions of the EEC according to the criteria:

Standard "Standards in the context of individual professions" in the EP 5B020200 – International relations, 6M020200 – International relations, 6D020200 – International relations, 5B050500 – Regional Studies, 6M050500 – Regional Studies are: 6 – strong and 6 – satisfactory positions.

VII. REVIEW ON STRENGTH / BEST PRACTICES OF EACH STANDARD

Standard «Management of the educational program»

For (Educational Program) 5B020200 - International Relations, 6M020200 - International Relations, 6D020200 - International Relations, 5B050500 - Regional Studies, 6M050500 - Regional Studies SPs:

- The leadership of the SP has demonstrated progress achieved since the last external quality assurance procedure;
- The University has a developed system of information resources and processes of dissemination of information about the development of SP.

Standard «Information Management and Reporting»

For 5B020200 - International Relations, 6M020200 - International Relations, 6D020200 - International Relations, 5B050500 - Regional Studies, 6M050500 - Regional Studies SPs:

- The administration of SP approved the documentation of procedures, the availability and functionality of automated information management systems and its availability, the active use of ICT in the implementation of the educational program;
- Ensured openness and accessibility of programs for students, teaching staff, employers and other interested parties.
- Made the educational resources and support systems for students available;
- Provided employment and career growth of graduates.

Standard «Development and approval of the educational program»

For 5B020200 - International Relations, 6M020200 - International Relations, 6D020200 - International Relations, 5B050500 - Regional Studies, 6M050500 - Regional Studies SPs:

- The administration of the SP demonstrated external examinations of the SP;
- Provided the content of academic disciplines and learning outcomes and level of education (bachelor, master, PhD).

Standard «Continuous monitoring and periodic evaluation of educational programs»

For 5B020200 - International Relations, 6M020200 - International Relations, 6D020200 - International Relations, 5B050500 - Regional Studies, 6M050500 - Regional Studies SPs:

- 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;
- the effectiveness of assessment procedures for students.

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

For 5B020200 - International Relations, 6M020200 - International Relations, 6D020200 - International Relations, 5B050500 - Regional Studies, 6M050500 - Regional Studies SPs:

- The leadership of the SP created equal opportunities for students, including regardless of the language of instruction, to form an individual educational trajectory aimed at the formation of professional competence;
- For students created optimal conditions for the material and technical base. The management of SP created favorable conditions for the social development of students.

Standard «Students»

For 5B020200 - International Relations, 6M020200 - International Relations, 6D020200 - International Relations, 5B050500 - Regional Studies, 6M050500 - Regional Studies SPS:

- The life cycle of students at the university from admission to completion is fully regulated, approved and published;
- The university has an effective support system for gifted students;
- strong bases of practice: the representative office of the Ministry of Foreign Affairs in Almaty and the international department of ASU named after Abay (all activities with the participation of students, are presented on the website of the university representing the base of practice);
- The productive activity of SRW (Student research work) within the framework of the scientific student association "ScienceLab", is under the guidance of a full-time foreign teacher from the UK J. Williams.

Standard «Professorial/Teaching Staff»

For 5B020200 - International Relations, 6M020200 - International Relations, 6D020200 - International Relations, 5B050500 - Regional Studies, 6M050500 - Regional Studies SPs:

- The university provides opportunities for career growth and professional development of teaching staff of educational programs under accreditation.

Standard «Educational resources and student support systems»

For 5B020200 - International Relations, 6M020200 - International Relations, 6D020200 - International Relations, 5B050500 - Regional Studies, 6M050500 - Regional Studies SPs:

- sufficiency of material, financial and human resources;
- the effectiveness of student support services and the availability of support procedures.

Standard «Public Information»

For 5B020200 - International Relations, 6M020200 - International Relations, 6D020200 - International Relations, 5B050500 - Regional Studies, 6M050500 - Regional Studies SPs:

- University work is fully reflected in social networks;
- The university's website provides full information on teaching, training, assessment procedures.

Standard «Standards in the context of individual specialties»

For 5B020200 - International Relations, 6M020200 - International Relations, 6D020200 - International Relations, 5B050500 - Regional Studies, 6M050500 - Regional Studies SPs:

- within the framework of the accredited SP, the university actively cooperates with organizations - employers occupying key positions in the region and the city of Almaty;
- The university has a close relationship between teaching, students and employers. The implementation of the SP involves both teachers and students of the accredited SP, as well as experts, representatives of the scientific and business community / employers.

VIII. REVIEW OF RECOMMENDATIONS TO IMPROVE QUALITY

Standard «Management of the educational program»

Recommendations of the External Expert Commission (EEC) for the EP 5B020200 - International Relations, 6M020200 - International Relations, 6D020200 - International Relations, 5B050500 - Regional Studies, 6M050500 - Regional Studies:

- more actively involve students in the formation of the development plan for the EP, acquaint them with the possibility of choosing individual trajectories in the EP and ensure the implementation of selected individual trajectories (specialization);
- in the management of the EP, to analyze the identified inconsistencies, to implement the developed corrective and preventive actions in accordance with the requirements of the QMS; analyze the effectiveness of changes;
- to improve the functioning of the communication channel through which any interested person can make innovative proposals for improving the activities of the EP to management, as well as demonstrate examples of the analysis of these proposals and their implementation.

Additional recommendations for the EP 5B050500 «Regional Studies»:

- Consider making changes to the form of the development plan for EP 5B050500 - Regional Studies and 6M050500 - Regional Studies in order to include the criterion "planned result";
- provide alternative ways of forming professional competencies, including dual educational programs;
- to provide the opportunity to study disciplines and practice through additional credits in excess of the minimum amount of complexity.

Standard «Information Management and Reporting»

Recommendations of the EEC for the EP 5B020200 - International Relations, 6M020200 - International Relations, 6D020200 - International Relations, 5B050500 - Regional Studies, 6M050500 - Regional Studies:

- regularly update the information about the EP Development Plan and its implementation, the participation of students, faculty and employers in the development, revision of content and review of the accredited EP on the site.

Additional recommendations of the EEC for the EP 6M050500 «Regional Studies»:

- to provide the opportunity to study disciplines and practice through additional credits in excess of the minimum amount of complexity.

Standard «Development and approval of the educational program»

Recommendations of the EEC for the SP 5B020200 - International Relations, 6M020200 - International Relations, 6D020200 - International Relations, 5B050500 - Regional Studies, 6M050500 - Regional Studies:

- to harmonize the content of the accredited EP with similar educational programs of leading foreign and Kazakhstan educational organizations in order to create joint educational programs, to continue cooperation and exchange of experience with other educational organizations implementing similar EPs;
- to ensure the availability of research elements in the content of the EP;
- consider the possibility of preparing students for professional certification.

Additional recommendations of the EEC for EP 5B050500 - Regional Studies and 6M050500 - Regional Studies:

- to develop the system of double-diploma education, since this direction of work is planned in the strategy of the university and the development plans of EP, in EP 5B050500 - Regional Studies and 6M050500 - Regional Studies;
- enhance the role of internal and external academic mobility and international cooperation in implementing the policy of internal quality assurance of the EP.

Standard «Continuous monitoring and periodic evaluation of educational programs»

Recommendations of the EEC for the EP 5B020200 - International Relations, 6M020200 - International Relations, 6D020200 - International Relations, 5B050500 - Regional Studies, 6M050500 - Regional Studies:

- regularly publish criteria and methods for evaluating the planned learning outcomes for the accredited EP on the website of the university.
- Department of IR and regional studies should be demonstrated on one page.

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

Recommendations of the EEC for the SP 5B020200 - International Relations, 6M020200 - International Relations, 6D020200 - International Relations, 5B050500 - Regional Studies, 6M050500 - Regional Studies:

- Strengthen the provision of MOODLE teaching materials for awareness and providing information for students.

Additional recommendations of the EEC for EP 5B020200 - International Relations 6M020200 - International Relations, 6D020200 - International Relations:

- develop English-language programs for the development of academic mobility (all disciplines, including the general education disciplines should be in English).

Standard «Students»

Recommendations of the EEC for the EP 5B020200 - International Relations, 6M020200 - International Relations, 6D020200 - International Relations, 5B050500 - Regional Studies, 6M050500 - Regional Studies:

- to expand the possibilities of supporting the academic mobility of students, to assist in obtaining external grants for training;
- develop a plan and program of research for undergraduates and PhD students;
- take measures to enhance the activities of the alumni association, to attract students to effective participation in the educational and extracurricular activities.

Additional recommendations of the EEC for EP 5B020200 - International Relations, 6M020200 - International Relations, 6D020200 - International Relations:

- attracting students to the implementation of research projects;
- initiate joint research projects with foreign universities;

Additional recommendations of the EEC for the Ep 6D020200 - International Relations:

- conduct training seminars on writing articles in foreign journals with impact factor and the effective use of scientific databases

Standard «Professorial/Teaching Staff»

Recommendations of the EEC for 5B020200 - International Relations, 6M020200 - International Relations, 6D020200 - International Relations:

- to continue work on the development of academic mobility of faculty and inviting leading foreign and domestic scientists;
- to increase the responsibility of the teaching staff for the quality of the developed teaching and methodological complexes of disciplines in accordance with the personal load.

Recommendations of the EEC for EP 5B050500 - Regional Studies, 6M050500 - Regional Studies:

- develop and implement a program for the formation of personnel reserve and professional development of young teachers;
- post information about the faculty on the website of the university, which contain personal data, information about readable disciplines, the scientific interests of the teacher, data on advanced training, number of publications, etc.

Standard «Educational resources and student support systems»

Recommendations of the EEC for the EP 5B020200 - International Relations, 6M020200 - International Relations, 6D020200 - International Relations, 5B050500 - Regional Studies, 6M050500 - Regional Studies:

- Regularly update the content of educational and methodical literature on the educational portal of the university, including maps of the provision of educational, methodical and scientific literature in the context of disciplines.
- To continue providing library resources with literature in the state language.

Additional recommendations of the EEC for EP 5B020200 - International Relations, 6M020200 - International Relations, 6D020200 - International Relations:

- regularly update the content of educational and methodical literature on the educational portal of the university, including the provision of educational, methodical and scientific literature in the context of disciplines;
- continue to provide library resources with literature in the state language.

Additional recommendations of the EEC for EP 5B050500 - Regional Studies, 6M050500 - Regional Studies:

- to expand the scope of scientific research at the junction of various scientific areas with the involvement of students;
- to spread the experience of organizing independent work of students through the use of case-study.

Standard «Public Information»

Recommendations of the EEC for the EP 5B020200 - International Relations, 6M020200 - International Relations, 6D020200 - International Relations, 5B050500 - Regional Studies, 6M050500 - Regional Studies:

- Ensure that students are informed about the progress of implementation of the accredited EPs on the department's website, as well as post topics of diploma and master's works in the state, Russian and English languages.
- Regularly inform students and stakeholders about the bases and types of practices, as well as organizations that have the opportunity to assist in the employment of graduates.

Standard «Standards in the context of individual specialties»

Recommendations of the EEC for the EP 5B020200 - International Relations, 6M020200 - International Relations, 6D020200 - International Relations, 5B050500 - Regional Studies, 6M050500 - Regional Studies:

- continue to improve learning outcomes aimed at obtaining specific skills required for the job market by students.

Additional recommendations of EEC for EP 5B050500 - Regional Studies, 6M050500 - Regional Studies:

- continue to teach disciplines based on modern achievements of world science and practice in the field of specialization using modern and advanced teaching methods, show a clear division in EP 5B050500 - Regional Studies, 6M050500 - Regional Studies;

- to carry out organizational arrangements for the opening of PhD in EP 6D050500 - Regional Studies.



Appendix 1. Evaluation table «SPECIALIZED PROFILE PARAMETERS» (5B020200 – International Relations, 6M020200 – International Relations, 6D020200 – International Relations, 5B050500 –Regional Studies, 6M050500 – Regional Studies)

№	№	Assessment criteria	Position of the organization of education			
			Strong	Satisfactory	Suggests improvement	Unsatisfactory
Standart «Management of the educational program»						
1	1.	The University must have a published quality assurance policy.		+		
2	2.	Quality policy should reflect the link between research, teaching and learning.	+			
3	3.	The University should demonstrate the development of a culture of quality assurance, including in the context of EP (Educational programme).	+			
4	4.	Commitment to quality assurance should apply to all activities performed by contractors and partners (outsourcing), including joint/double-degree education and academic mobility.		+		
5	5.	The management of the SP ensures transparency of the development plan of the SP based on the analysis of its functioning, the real positioning of the University and the focus of its activities to meet the needs of the state, employers, stakeholders and students.	+			
6	6.	The management of the SP demonstrates the functioning of mechanisms for the formation and regular revision of the development plan of the SP 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 SP.	+			
7	7.	The management of the SP should involve representatives of stakeholder groups, including employers, trainees and teaching staff, in the development of the SP.	+			
8	8.	The leadership of the SP should demonstrate the individuality and uniqueness of the development plan of the SP, its consistency with national development priorities and development strategy of the organization of education.		+		
9	9.	The University should demonstrate a clear definition of those responsible for business processes in the framework of the SP, a clear distribution of duties of	+			

		staff, the division of functions of collegial bodies.				
10	10.	The management of the SP should provide evidence of the transparency of the educational program management system.	+			
11	11.	The management of the SP should demonstrate the successful functioning of the internal quality assurance system of the SP, including its design, management and monitoring, their improvement, decision-making on the basis of facts.	+			
12	12.	The management of the SP should manage the risks.		+		
13	13.	The management of the SP should ensure the participation of representatives of interested persons (employers, teachers, students) in the collective management bodies of the educational program, as well as their representativeness in decision - making on the management of the educational program.	+			
14	14.	The University should demonstrate innovation management in the framework of the SP, including the analysis and implementation of innovative proposals.		+		
15	15.	The SP management should demonstrate evidence of openness and accessibility to learners, faculty, employers and other stakeholders.		+		
16	16.	Management of the SP should be trained in education management programs.	+			
17	17.	The management of the SP should ensure that the progress made since the last external quality assurance procedure is taken into account in preparing for the next procedure.		+		
Total			10	7	0	0
Standard "information Management and reporting»						
18	1.	The University should ensure the functioning of the system of collection, analysis and management of information through the use of modern information and communication technologies and software.	+			
19	2.	The management of the SP should demonstrate the systematic use of processed, adequate information to improve the internal quality assurance system.	+			
20	3.	Within the framework of the SP, there should be a system of regular reporting, reflecting all levels of the structure, including the assessment of the effectiveness and efficiency of the activities of divisions and departments, research.		+		
21	4.	The University should establish the frequency, forms and methods of evaluation of management of SP, the activities of collegial bodies and structural units, senior management, implementation of research projects.	+			
22	5.	The University should demonstrate the definition of the order and ensure the protection of information, including the identification of responsible persons for the accuracy and timeliness of information analysis and	+			

		data provision.				
23	6.	An important factor is the involvement of students, employees and teaching staff in the collection and analysis of information, as well as decision-making based on them.		+		
24	7.	The management of the SP should demonstrate that there is a mechanism for communication with learners, workers and other stakeholders, including conflict resolution mechanisms.	+			
25	8.	The University should provide a measure of the degree of satisfaction of the needs of faculty, staff and students within the framework of SP and demonstrate evidence of elimination of the found shortcomings.		+		
26	9.	The University should evaluate the effectiveness and efficiency of activities, including in the context of SP.	+			
		Information collected and analyzed by the University should take into account:				
27	10.	key performance indicator;	+			
28	11.	dynamics of the contingent of students in the context of forms and types;	+			
29	12.	level of academic performance, achievement of students and the dismissal;	+			
30	13.	satisfaction of students with the implementation of SP and the quality of education at the University;		+		
31	14.	availability of educational resources and support systems for students;	+			
32	15.	employment and career growth of graduates.	+			
33	16.	Students, employees and teaching staff must document their consent to the processing of personal data.		+		
34	17.	The guidebook of the SP should facilitate the provision of all necessary information in the relevant fields of science.		+		
Total			11	6	0	0
Standard "Development and approval of educational programs»						
35	1.	The University should define and document the procedures for the development of SP and their approval at the institutional level.		+		
36	2.	The guidebook of the SP should ensure that the developed EP meets the stated objectives, including the expected learning outcomes.	+			
37	3.	The SP guide should ensure that the developed models of the op graduate describe the learning outcomes and personal qualities.	+			
38	4.	SP leadership must demonstrate the conduct of external examinations SP.	+			

39	5.	The qualifications obtained at the end of the SP should be clearly defined, explained and consistent with a certain level of NSK.	+			
40	6.	The management of the SP should determine the impact of disciplines and professional practices on the formation of learning outcomes.	+			
41	7.	An important factor is the ability to prepare students for professional certification.		+		
42	8.	The management of the SP should provide evidence of the participation of students, faculty and other stakeholders in the development of SP, ensuring their quality.	+			
43	9.	The complexity of the SP should be clearly defined in Kazakhstan loans and ECTS.	+			
44	10.	Management SP should provide the content of academic disciplines and learning outcomes level (bachelor, master, doctoral).	+			
45	11.	The structure of the SP should provide for different activities corresponding to the learning outcomes.	+			
46	12.	An important factor is the presence of joint SP with foreign educational organizations.		+		
Total			9	3	0	0
Standard on Continuous monitoring and periodic evaluation of educational programs						
47	1.	The University should monitor and periodically evaluate the SP in order to achieve the goal and meet the needs of students and society. The results of these processes are aimed at continuous improvement of the SP.		+		
		<i>Monitoring and periodic evaluation of the SP should consider:</i>				
48	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;		+		
49	3.	changes in the needs of society and the professional environment;	+			
50	4.	workload, academic performance and graduation;	+			
51	5.	effectiveness of students' assessment procedures;	+			
52	6.	expectations, needs and satisfaction of students with op training;	+			
53	7.	educational environment and support services and their compliance with the goals of the SP.	+			
54	8.	The University and the management of the SP must provide evidence of the participation of students, employers and other stakeholders in the revision of the SP.		+		
55	9.	All stakeholders should be informed of any planned or undertaken actions with respect to the SP. All changes		+		

		made to the SP must be announced.				
56	10.	The management of the SP should ensure that the content and structure of the SP are reviewed in the light of changes in the labour market, employers' requirements and social demands of the society.		+		
Total			5	5	0	0
Standard "Student-Centered learning, teaching and performance assessment»						
57	1.	The leadership of the SP should ensure respect and attention to different groups of students and their needs, providing them with flexible learning paths.	+			
58	2.	The guidebook of the SP should ensure the use of different forms and methods of teaching and learning.	+			
59	3.	An important factor is the availability of own research in the field of teaching methods of academic disciplines SP.	+			
60	4.	The guidebook of the SP should demonstrate the existence of a feedback system on the use of different teaching methods and evaluation of learning outcomes.		+		
61	5.	The leadership of the SP should demonstrate support for the autonomy of students, with simultaneous guidance and assistance from the teacher.		+		
62	6.	The management of the SP should demonstrate that there is a procedure for responding to complaints from students.	+			
63	7.	The University should ensure consistency, transparency and objectivity of the learning assessment mechanism for each SP, including appeal.	+			
64	8.	The University should ensure that the procedures for assessing the learning outcomes of students SP planned learning outcomes and objectives of the program. The criteria and methods of evaluation for the SP should be published in advance.		+		
65	9.	The University should identify mechanisms to ensure the development of each graduate SP learning outcomes and ensure the completeness of their formation.		+		
66	10.	Evaluators should be familiar with modern methods of assessing learning outcomes and regularly improve their skills in this area.		+		
Total			5	5	0	0
Standard "Students»						
67	1.	The University should demonstrate the policy of formation of the contingent of students from admission to graduation and ensure transparency of its procedures. Procedures governing the life cycle of students (from admission to completion) should be defined, approved, published.	+			
68	2.	The leadership of the SP should demonstrate the implementation of special adaptation and support	+			

		programs for newly enrolled and foreign students.				
69	3.	The University must demonstrate its compliance with the Lisbon Convention on recognition.	+			
70	4.	The University should cooperate with other educational institutions and national centres of the "European network of national information centers for academic recognition and mobility/National academic Information Centres for Recognition" ENIC/NARIC to ensure comparable recognition of qualifications.	+			
71	5.	Management of the SP should demonstrate the existence 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.		+		
72	6.	The University should provide an opportunity for external and internal mobility of students of SP, as well as assist them in obtaining external grants for training.	+			
73	7.	The management of the SP should make the maximum amount of effort to provide students with places of practice, to promote the employment of graduates, to maintain communication with them.		+		
74	8.	The University must provide the graduates of the SP with documents confirming the qualifications obtained, including the achieved learning results, as well as the context, content and status of the education received and evidence of its completion.	+			
75	9.	An important factor is the monitoring of employment and professional activity of graduates of SP.		+		
76	10.	The management of the SP should actively encourage students to self-education and development outside the main program (extracurricular activities).	+			
77	11.	An important factor is the existence of an existing Association/alumni Association.		+		
78	12.	An important factor is the availability of a mechanism to support gifted students.	+			
Total			8	4	0	0
Standard "Teaching staff»						
79	1.	The University should have an objective and transparent personnel policy, including recruitment, professional growth and development of personnel, ensuring the professional competence of the entire staff.	+			
80	2.	The University should demonstrate the compliance of the staff potential of the faculty with the development strategy of the University and the specifics of the SP.	+			
81	3.	The management of the SP should demonstrate a sense of responsibility for its employees and ensure a favourable working environment for them.	+			
82	4.	The leadership of the SP should demonstrate the change in the role of the teacher in connection with the transition to student-centered learning.		+		

83	5.	The University should determine the contribution of teaching staff SP in the implementation of the development strategy of the University, and other strategic documents.		+		
84	6.	The University should provide opportunities for career growth and professional development of teaching staff SP.	+			
85	7.	The management of the SP should involve practitioners from relevant industries in teaching.		+		
86	8.	The leadership of the SP should ensure targeted actions for the development of young teachers.	+			
87	9.	The University should demonstrate the motivation of professional and personal development of teachers of SP, including the promotion of both the integration of research and education, and the use of innovative teaching methods.		+		
88	10.	An important factor is the active use of PPP information and communication technologies in the educational process (for example, on-line training, e-portfolio, etc.).		+		
89	11.	An important factor is the development of academic mobility within the SP, attracting the best foreign and domestic teachers.	+			
90	12.	An important factor is the involvement of PPP SP in society (the role of teaching staff in the education system, in the development of science, the region, the creation of a cultural environment, participation in exhibitions, creative competitions, charity programs, etc.).	+			
Total			7	5	0	0
Standard "Educational resources and student support systems»						
91	1.	The management of the SP should demonstrate the adequacy of logistical resources and infrastructure.	+			
92	2.	EP leadership must demonstrate the existence of procedures for support of different groups of students, including informing and consulting.	+			
		<i>The management of the SP should demonstrate the compliance of information resources with the specifics of the OP, including compliance:</i>				
93	3.	technological support of students and teaching staff in accordance with educational programs (for example, online training, modeling, databases, data analysis programs);		+		
94	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;		+		
95	5.	access to educational Internet resources;	+			

96	6.	examination of the results of research, final works, theses on plagiarism;		+		
97	7.	the functioning of WI-FI in the territory of the organization of education.		+		
98	8.	The University should strive to ensure that the training equipment and software used for the development of SP, were similar to those used in the relevant industries.	+			
99	9.	The University must ensure compliance with safety requirements in the learning process.	+			
100	10.	The University should strive to take into account the needs of different groups of students in the context of SP (adults, workers, foreign students, as well as students with disabilities).		+		
Total			5	5	0	0
Standard "Public Information»						
		<i>The information published by the University within the EP should be accurate, objective, relevant and should include:</i>				
101	1.	implemented programs, indicating the expected learning outcomes;			+	
102	2.	information on the possibility of qualification at the end of SP;			+	
103	3.	information on teaching, training, assessment procedures;		+		
104	4.	information about passing scores and training opportunities provided to students;		+		
105	5.	information on employment opportunities for graduates.		+		
106	6.	The management of the SP should use a variety of means of disseminating information (including media, web resources, information networks, etc.) to inform the General public and stakeholders.	+			
107	7.	Public awareness should include support and clarification of the country's national development programmes and higher and postgraduate education.	+			
108	8.	The University should publish audited financial statements on its own web resource.	+			
109	9.	The University should demonstrate the reflection on the web resource of information characterizing the University as a whole and in the context of the SP.		+		
110	10.	An important factor is the availability of adequate and objective information about the teaching staff SP, in the context of persons.		+		
111	11.	An important factor is to inform the public about cooperation and interaction with partners in the framework of the SP, including scientific/consulting organizations, business partners, social partners and educational organizations.	+			
112	12.	The University should post information and links to external resources based on the results of external	+			

		evaluation procedures.				
113	13.	An important factor is the participation of the University and implemented EP in a variety of external evaluation procedures.	+			
Total			6	5	2	0
Standards in the context of individual specialties						
HUMANITIES						
		<i>Educational programs in the field of "Humanities", such as "International relations", etc., must meet the following requirements:</i>				
114	1.	The management of the SP should demonstrate that the teaching in the framework of the program is based on modern achievements of world science and practice in the field of specialization, as well as using modern and advanced teaching methods;		+		
115	2.	The management of SP should guarantee access of students to the most modern and actual data (statistics, news, scientific results) in the field of specialization on paper (Newspapers, collections of statistical data, textbooks) and electronic media;	+			
116	3.	Goals, respectively, and the results of training should be aimed at getting students specific skills in demand in the labor market;	+			
117	4.	The management of the SP should demonstrate that graduates of the program have these skills and that these skills are really in demand in the market;	+			
118	5.	The SP should include a significant number of disciplines and activities aimed at obtaining practical experience of students in the application of theoretical knowledge, such as industrial practice, training in enterprises, participation in lectures and seminars of practitioners, etc.;		+		
119	6.	The management of the SP should demonstrate an analysis of the labor market and give examples of successful employment of graduates.		+		
			3	3		
SOCIAL SCIENCES						
		<i>Educational programs in the field of" Social Sciences, Economics and business", such as "regional Studies", etc., must meet the following requirements:</i>				
120	7.	The management of the SP should demonstrate that the teaching in the framework of the program is based on modern achievements of world science and practice in the field of specialization, as well as using modern and advanced teaching methods;	+			
121	8.	The management of SP should guarantee access of students to the most modern and actual data (statistics, news, scientific results) in the field of specialization on paper (Newspapers, collections of statistical data,		+		

		textbooks) and electronic media;				
122	9.	Goals, respectively, and the results of training should be aimed at getting students specific skills in demand in the labor market;	+			
123	10.	The management of the SP should demonstrate that graduates of the program have these skills and that these skills are really in demand in the market;	+			
124	11.	The SP should include a significant number of disciplines and activities aimed at obtaining practical experience of students in the application of theoretical knowledge, such as industrial practice, training in enterprises, participation in lectures and seminars of practitioners, etc.;		+		
125	12.	The management of the SP should demonstrate an analysis of the labor market and give examples of successful employment of graduates.		+		
total			3	3	0	0
In total			72	51	2	0