

**INDEPENDENT AGENCY FOR QUALITY ASSURANCE IN  
EDUCATION (IQAA)**



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**STANDARDS FOR INSTITUTIONAL  
ACCREDITATION OF HIGHER EDUCATION INSTITUTIONS**

**GENERAL PROVISIONS**

**ASTANA 2019**

## **PREFACE**

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# STANDARDS AND CRITERIA FOR INSTITUTIONAL ACCREDITATION

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## STANDARD 1. MISSION, STRATEGIC PLANNING AND QUALITY ASSURANCE POLICY

### 1.1 General provisions

1.1.1 The University should have a clear, clearly formulated mission in the context of the national system of higher education, which explains the purpose of this educational organization, the set goals and objectives.

1.1.2 The Strategic plan for the development of the University should reflect the context of the state policy in the field of education, and its target indicators should be measurable and aimed at achieving the goals and objectives of the University, as well as the higher education system as a whole.

1.1.3 Quality assurance policies and processes should support the development of a quality culture. All team members should take responsibility for quality and participate in the development and internal quality assurance system.

### 1.2 Mission and strategic planning evaluation criteria

1.2.1 Compliance of the mission with the current management system, policy in the field of quality assurance of education, its adoption by the Academic Council.

1.2.2 Compliance of the mission, goals and objectives with the available resources, opportunities of the University and the requirements of the labor market.

1.2.3 Objectives of the University aimed at improving the effectiveness of student education.

1.2.4 Defining the objectives of the University in the context of educational, scientific and social activities of the University to improve its institutional effectiveness and image.

1.2.5 Availability of the strategic plan of the University development approved at the Academic Council (Academic Senate) of the University, defining all types of its activities, as well as action plans for the medium and short-term periods for the implementation of this strategy. Compliance of the strategic plan with the mission, goals and objectives of the University.

1.2.6 Compliance of the strategic plan with material resources and intellectual assets of the University, focus on meeting the needs of students, faculty and staff.

1.2.7 Systematic evaluation of the effectiveness, goals and objectives of the educational organization.

1.2.8 The allocation of resources is carried out in accordance with the strategy of the University development to achieve the stated mission.

1.2.9 Analysis and evaluation of the competitive position of the University in the market of educational services.

### **1.3 Quality assurance policy evaluation criteria**

1.3.1 The University has a policy in the field of internal quality assurance system: the procedure for its adoption and approval, ensuring its accessibility and effectiveness.

1.3.2 Compliance of the quality assurance policy with the strategic plan, mission, goals and objectives of the University.

1.3.3 Characteristics of the elements of the internal quality assurance system based on ESG standards, its accessibility and effectiveness, the main characteristics of the quality culture and values of the University, the level of formation of the quality culture and values of the University.

1.3.4 Participation of administration, teaching staff in the implementation (formation and maintenance) of the policy of quality assurance of education: responsibilities of faculties and other structural units, as well as management, individual members of staff in the field of quality assurance. Participation of external stakeholders in the implementation of the quality assurance policy.

1.3.5 Implementation of internal and external quality assurance (organization of students' participation in all internal and external quality assurance processes, continuous monitoring of students' survey results, informing students about the results of audits and subsequent procedures).

1.3.6 Ensuring policies to support academic integrity protect against any kind of intolerance and discrimination against students or staff.

1.3.7 Ensuring anti-corruption in the University, the availability of anti-corruption measures, the availability of University management for faculty and students, the flexibility to respond to requests.

1.3.8 Assessment of the degree of policy implementation in the field of quality assurance is adequate to the directions of the strategic plan, material resources and intellectual assets of the University focus on meeting the needs of students, faculty and staff.

1.3.9 Efficiency and systematic use of evaluation results to improve and adjust long-term development directions, setting new goals in accordance with changes in environmental conditions.

## **STANDARD 2. MANAGEMENT AND INFORMATION MANAGEMENT**

### **2.1 General provisions**

2.1.1 The University should have a management system aimed at implementing its strategy, achieving its mission, goals and objectives. The management system of the University should be based on the competencies of educational institutions established by the “On education” Law of the Republic of Kazakhstan.

2.1.2 Management at the University should be based on the principles of the quality management system: leadership of the head, information management, process and system approaches, involvement of employees, continuous improvement, orientation to students and stakeholders. In addition, it is necessary to implement the principles of corporate governance, providing for the separation of powers and responsibilities between management.

2.1.3 For effective management, the University should carry out information management: to systematically collect, accumulate and analyze information about its activities and to assess its strengths and weaknesses (SWOT analysis), on the basis of which the management and management bodies (Board of Trustees, Academic Council, Rector's office, Senate) determine the policy of quality assurance, develop strategic and operational plans, disseminate information for effective management.

### **2.2 Management evaluation criteria**

2.2.1 Reflection of the management system and organizational structure of the University in the documents (Charter, regulations on the organizational structure of the University, etc.).

2.2.2 Completeness of competences coverage of the educational organization established by the “On education” Law of the Republic of Kazakhstan in functional duties of heads and structural divisions of the University.

2.2.3 Compliance of the organizational, functional and staff structures of the University with its mission, goals, objectives and policy in the field of quality assurance.

2.2.4 Evaluation system of the Academic Council, faculties, departments and other structural units.

2.2.5 Compliance of staff qualifications of structural units with management tasks.

2.2.6 The effectiveness of the certification system, motivation and evaluation of faculty and staff to achieve strategic goals and objectives.

2.2.7 Participation of staff in the management of the University.

2.2.8 Participation of students in the management of the University (representation of students in all decision-making bodies, training and training of new representatives of students, informing students and coordination of issues).

2.2.9 Policy for resolution of conflict of interest and relationship.

2.2.10 Study and approval of the distribution of financial resources of the University (University budget).

2.2.11 Compliance of standards of business ethics, presence and implementation of the Code of honor of the head, faculty, employees and technical personnel.

2.2.12 Presence of electronic document management.

### **2.3 Information management evaluation criteria**

2.3.1 Making optimal management decisions at the University based on the established system of collection, analysis and evaluation of information on activities, including the following data:

- ✓ key performance indicators (KPIs);
- ✓ structure of the student body in the context of specialties and courses of study;
- ✓ the academic performance of students, their success and the proportion of discharged;
- ✓ methods and periodic assessment of student satisfaction with programs and disciplines;
- ✓ periodic assessment of staff satisfaction with working conditions, management system, available resources, etc.;
- ✓ assessment of the availability of resources for student learning and support;
- ✓ employability of graduates, communication with them, monitoring of their career.

2.3.2 Assessment of management decisions made by management on the basis of analysis and study of information on the effectiveness of educational programs, the effectiveness of research, social needs of students, faculty and staff, the resource support of the University.

2.3.3 Periodic analysis of the information received, if necessary, revision of methods of collection, their compliance with current trends and needs of the University.

## **STANDARD 3. STUDENT-CENTERED LEARNING, TEACHING AND EVALUATION**

### **3.1 General provisions**

3.1.1 The educational activity of the University should be based on the academic policy, which is aimed at meeting the needs of different categories of students: on an educational grant, on a paid basis, at the expense of other organizations; employed full-time, partially or fully working, with limited opportunities (physical and / or material).

3.1.2 The University should provide student-centered learning and teaching, which play an important role in stimulating student motivation to learn and actively participate in the learning process.

3.1.3 The University should conduct systematic monitoring of the quality of student knowledge, the results of which should be used to improve the educational process, educational technologies, teaching methods, content of educational programs and assessment tools.

### **3.2 Student-centered learning evaluation criteria**

3.2.1 Academic policy of the University, characteristics of its elements and tools aimed at student-centered learning.

3.2.2 The University's policy of supporting the diversity of students and their needs.

3.2.3 Planning and implementation of expected learning outcomes (organization of learning based on expected learning outcomes, continuous analysis of expected learning outcomes through assessment and discussion with students, inclusion of formal and informal learning outcomes in the Diploma Supplement).

3.2.4 Providing students with various types of manuals (reference guide, internal regulations, mode of operation of various services, the order of payment for education; policies and procedures for assessing the educational achievements of students; information about educational programs).

3.2.5 Availability of documents explaining the basic policy of the University, intended for students (location of information materials: educational and methodical complexes of disciplines, schedules of study sessions, etc.); academic regulation (requirements for exams), rules and procedures for registration for academic disciplines, rules of credit and credit transfer, procedures for expressing complaints and appeals (including academic integrity), regulations on academic mobility (internal and external).

3.2.6 Presence of catalogs of educational programs (including the catalog of elective disciplines) available to students.

3.2.7 Individual curricula of University students in accordance with the

requirements of credit technology, the possibility of forming an individual study trajectory of students. Individual curricula of graduate and doctoral students.

3.2.8 Presence of the code of honor of students. They know and comply with its principles and provisions.

### **3.3 Student-centered teaching evaluation criteria**

3.3.1 Academic policy of the University, characteristics of its elements and tools aimed at student-centered teaching.

3.3.2 Support the learner's sense of autonomy with simultaneous and appropriate guidance and assistance from the faculty. Assisting students in the formation of individual educational trajectories through the Institute of advisors.

3.3.3 Use of different forms of teaching (where possible) and use of different pedagogical methods.

3.3.4 Evidence of changing the learning process in the University, representing the new position of the faculty: from the transfer of ready information to the position of organizer of the active and independent acquisition of students required competences, like consultant in such a process, the use of the following innovative learning technologies: information and communication, interactive, case-study etc.

3.3.5 Having systematic and consistent work with students, from 1st year to graduation, to ensure the progress of students in their academic careers.

3.3.6 Presentation of evidence in changing the academic environment of the University, promoting mutual respect in the relationship "Student-faculty", "Student-staff", academic integrity of students and faculty.

3.3.7 Training of faculty in technologies of student-centered learning, informing faculty of students about the principles of student-centered learning, their new role and rights.

3.3.8 Presence of the faculty work on academic support of the students who are not coping with academic requirements (additional consultation or carrying out additional lessons), Institute of Tutors.

### **3.4 Assessment of students' learning outcomes**

3.4.1 Evidence of the presence and effectiveness of the system of intra-University quality assurance of education, including the current monitoring of students' progress, including final control, intermediate and final certification of students.

3.4.2 Presence of criteria and assessment methods available to students (publication on the website or in the guidebook).



3.4.3 Compliance of the students' knowledge assessment system with the principles of clear generally accepted evaluation criteria, objectivity, fairness and transparency. Uniform use of assessment criteria for all students.

3.4.4 The procedure of testing, examinations, tests, protection of abstracts, term papers and other forms of assessment shall be carried out by several examiners.

3.4.5 Assessment rules should include consideration of mitigating circumstances

3.4.6 There should be a formal procedure for appealing the results of the examination.

3.4.7 The University should provide the availability of standardized tests approved by the University and examination tickets for the disciplines of educational programs offered by the University.

3.4.8 The University should provide samples of student works (abstracts, term papers, theses (projects), master's and doctoral theses with different levels of performance) available to students for self-evaluation.

3.4.9 System of certification of graduate and doctoral students, the implementation of their individual work plans.

3.4.10 Results of final certification of graduates (assessment of quality of the presented final works).

3.4.11 Satisfaction of students with the quality of educational services, evaluation of learning outcomes (the results of a systematic survey of students in each discipline).

## **STANDARD 4. THE ADMISSION OF STUDENTS, LEARNING OUTCOMES, RECOGNITION AND QUALIFICATION**

### **4.1 General provisions**

4.1.1 Presence and use of the same published rules for the entire period of student education: admission, study, assessment rules, transfer from course to course, recognition and qualification.

4.1.2 Presence of procedures and tools for collection, monitoring and follow-up based on student body and performance information.

4.1.3 Procedures for the recognition of informal and non-formal education outside the University, including the mobility of students (domestic and foreign).

4.1.4 The procedure for awarding an academic degree and qualification, registration of documents of graduates.

### **4.2 Documentation evaluation criteria**

4.2.1 The University should provide documentation on all the rules of the "life cycle of students", provide evidence of the presence of rules for all students (distribution of published materials, including on the website), conducting training seminars for first-year students for their adaptation in the University and other events that show the work of the University with students.

4.2.2 Providing examples of uniform rules: admission, training, assessment rules, transfer from course to course, recognition and qualification for students of all faculties and specialties. The implementation procedure for the admission to the specialty, requiring special or creative preparation (pedagogical, art, sports, etc.).

### **4.3 Information collection and monitoring of students and their performance evaluation criteria**

4.3.1 Presentation of statistical indicators of formation of student body: number of applications; the average grades of the unified national test and complex testing of 1 year students, minimum/maximum score of the applicants; the number of students from rural/urban schools; the number of holders of "Altyn Belgi" award, winners of International and/or Republican Olympiads and competitions of scientific projects.

4.3.2 Statistical indicators for the last 5 years on the contingent of students in the context of courses and specialties (the number of students enrolled on grants and on a fee basis, forms of education, levels of education, in areas/specialties of training, foreign students, different categories of students: orphans, children left without parental care, from low-income families, children with disabilities, children whose parents are disabled, from large families).

4.3.3 Statistical indicators for the last 5 years in the context of courses, disciplines and specialties on student performance.

4.3.4 Statistical indicators of students' ability to graduate in the context of specialties by levels of education (bachelor, master, doctoral). For graduate and doctoral students - graduation rate with the award of the desired degree.

4.3.5 Statistical indicators on employment of University graduates, including specialties, career growth of graduates, monitoring for the last 3-5 years, the level of salary of graduates.

#### **4.4 Student learning outcomes, recognition of training and qualification evaluation criteria**

4.4.1 Presence of well-established published procedures for admission of students from other universities, recognition and credits based on the principles of the Lisbon recognition Convention.

4.4.2 Presence and effectiveness of international exchanges and internships. Academic mobility: internal and external. Credit transfer rules, including those based on ECTS.

4.4.3 Results of external evaluation of educational achievements (External evaluation of educational achievements) conducted by the National testing center of MES RK.

4.4.4 Issuance of a Diploma Supplement reflecting the obtained qualification, the achieved results of training, as well as the context, content and status of study, including the issuance of a European Diploma Supplement.

4.4.5 Annual survey results on employers' satisfaction with the quality of graduate training (presence and analysis).

4.4.6 Monitoring of employment of graduates and career growth of graduates.

## **STANDARD 5. EDUCATIONAL PROGRAMS: THEIR DEVELOPMENT, EFFECTIVENESS, CONTINUOUS MONITORING AND PERIODIC EVALUATION**

### **5.1 General provisions**

5.1.1 Educational programs should be developed based on the requirements of professional standards, according to the National qualifications framework, which should include a qualification clearly defined and awarded based on the development of the educational program.

5.1.2 The content of educational programs should provide the requirements of the General level of education, social and ethical competencies, economic and organizational and managerial competencies, requirements for the readiness to change social, economic, professional roles, geographical and social mobility in the conditions of increasing dynamism of changes and uncertainties, as well as additional competencies: creativity, critical thinking, innovative dimension, including

5.1.3 Educational organizations should constantly monitor, periodically review and revise their educational programs, ensure that they achieve the goals set for them and meet the growing demands of students, the labor market and society.

### **5.2 Educational programs evaluation criteria**

5.2.1 Presence of procedures for the development, approval and implementation of educational programs, the nature of interaction of structural units involved in these processes.

5.2.2 Participation of students in the development of course content, teaching and evaluation methods (presence of flexible curricula and educational trajectories, freedom of choice of disciplines and faculty, autonomy of students in the choice of teaching and evaluation methods, independence in the preparation of individual curriculum).

5.2.3 Compliance of educational programs with the formulated goals, consistent with the mission of the University, the requests of employers.

5.2.4 Reflection of learning outcomes and competencies based on Dublin descriptors in educational programs.

5.2.5 Structure and content of educational programs, application of the modular principle of their construction on the basis of the analysis of educational disciplines of the General education cycle.

5.2.6 Presence in the educational programs of disciplines of general education cycle for the training and for the development of intelligence, critical thinking, the ability to self-education and self-development, ability to change the social, economic and professional roles in the dynamism of change, flexible,

expert, competitive ownership-based information and communication technologies, as well as ability to communicate in Kazakh, Russian and foreign languages.

5.2.7 Level of organization of independent work of students, provision of students with necessary educational and methodical materials.

5.2.8 Compliance of educational programs with the current State compulsory standard of education of the Republic of Kazakhstan of higher and postgraduate education. Compliance of disciplines of general education cycle with standard educational programs.

5.2.9 Implementation of educational programs of higher education in accordance with the requested direction of the training and classification areas of education and training with higher and postgraduate education (on the basis of order of MES RK “About modification and additions in the decree of the Minister of education and science of the Republic of Kazakhstan from June 17, 2015 № 391 “On approval of qualification requirements to educational activities, and the list of documents confirming compliance with it”)

5.2.10 Logical sequence of disciplines of a general education cycle and reflection of the basic requirements in curricula and educational programs.

5.2.11 Quality of development of the elective disciplines catalogue, its structure and presence in it of prerequisites and post-prerequisites of educational disciplines.

5.2.12 Reflection in educational programs of system of the account of educational loading of students and faculty in credits, its compliance with the parameters of the credit system of training accepted at the national level.

5.2.13 System of quality assurance of educational and didactic materials corresponding to the purposes of training, and their scientific level.

5.2.14 Presence of student assessment procedures in programs and their effectiveness.

5.2.15 Presence in programs of industrial practice for fixing of the theoretical material expressed in educational loading in credits.

5.2.16 Frequency of updating of general education disciplines taking into account interests of students.

5.2.17 Quality monitoring of educational programs: services, tools and methods. Satisfaction of students with the quality of educational programs.

5.2.18 Availability of an effective, continuous mechanism for internal quality assessment and examination of educational programs, ensuring the achievement of objectives, as well as feedback for their improvement and periodic review. Revised aspects of the program are promptly communicated to students.

## **STANDARD 6. FACULTY AND TEACHING EFFECTIVENESS**

### **6.1 General provisions**

6.1.1 The teaching staff of the university is the main resource of educational activity available to students, so the university should have a personnel policy that establishes clear, transparent and fair recruitment processes, employment conditions and advanced training.

6.1.2 The university must show that it has the teaching staff in accordance with the qualification requirements for licensing educational activities.

### **6.2 Teaching staff and teaching effectiveness evaluation criteria**

6.2.1 The university's personnel policy, which reflects the institutional procedures in relation to the teaching staff (transparency of hiring, promotion, reduction, dismissal; rights and obligations, including job descriptions), its availability for teaching staff and staff.

6.2.2 Presentation of indicators on the quality of faculty, the category of faculty (full-time faculty, part-time faculty, percentage of graduation) over the past 5 years.

6.2.3 The presence of a systematic assessment of the effectiveness and quality of teaching by management and colleagues (open classes, control and mutual attendance of classes), as well as through a survey of students. Survey results "Faculty through the eyes of students".

6.2.4 Achievement indicators of teaching staff (the number of faculty who received honorary titles and badges of the Ministry of Education and Science of the Republic of Kazakhstan, grants of the Ministry of Education and Science of the Republic of Kazakhstan "The Best University Faculty staff", scientific awards, etc.).

6.2.5. The requirements for the faculty staff for the development of educational-methodical complexes of disciplines, teaching and conducting scientific work.

6.2.6 Presence of individual work plans for faculty (pedagogical workload, teaching and methodological, research, educational work, organizational and methodological activities and supervision, counseling and social work, consistent with the mission, goals and objectives of the university).

6.2.7. Clarity and completeness of the faculty annual reports for the past five years, including a list of textbooks, teaching aids, teaching materials and publications of scientific papers, including in publications recommended by the Control Committee in Education and Science under the Ministry of Education and Science of the Republic of Kazakhstan, international publications with a non-zero impact factor.

6.2.8 The presence of a system of advanced training and professional

development, including courses, various in terms, content, aimed at ensuring:

- the use of faculty flexible trajectories, various forms of training, taking into account the diversity of students, differentiation of their needs;
- selection and use of various pedagogical methods, the introduction of innovations in the educational process;
- knowledge of existing testing methods and various forms of examinations to assess students' progress.

6.2.9 The presence of favorable conditions for the work of teaching staff and employees.

6.2.10 The presence of motivation mechanisms for faculty and staff for high pedagogical skills, scientific results and dedication, the development of a quality culture.

6.2.11 Participation of teaching staff in the public work of the university, in the education of youth and society (the role of teaching staff in the education and science of the region, etc.).

6.2.12 Mechanisms for the removal of teaching staff from teaching activity with a low level of qualification and a violation of ethical standards, the Code of Honor of the faculty.

## **STANDARD 7. RESEARCH WORK (CREATIVE ACTIVITY)**

### **7.1 General provisions**

7.1.1 The university should create conditions for the integration of education, science and innovation and motivate faculty to make a research.

7.1.2 Scientific and / or creative activities of the university should be carried out in accordance with the mission, goals and objectives of the university.

7.1.3 The university should develop a teaching staff incentive programme to research and publish, actively involve students, undergraduates and doctoral students.

### **7.2 Research work evaluation criteria**

7.2.1 Policy in the selection of areas of research / creative activity, compliance with its mission, development strategy.

7.2.2 Range of scientific research: the presence of fundamental and / or applied research, experimental development. Correspondence of the research work of the university with qualification requirements when licensing the educational activities of the undergraduate and doctoral studies.

7.2.3 Statistical indicators of R&D / creative activity over the past five years in terms of financing and performance (availability of patents, copyright certificates, certificates of intellectual property, the publication of monographs, textbooks, manuals, scientific articles in publications with non-zero impact factor).

7.2.4 Introduction of the results of scientific research into the educational process of a university or production.

7.2.5 The infrastructure of research / creative activity and the effectiveness of its use, the availability of mechanisms for evaluating the effectiveness of research in a university. The presence of research institutes, centers, technology parks, other research units that perform scientific work and commercialization centers. The presence of specialized scientific, technical, methodological, clinical, experimental base for the relevant scientific specialties of training (undergraduate and doctoral studies).

7.2.6 International cooperation in the field of scientific research (the availability of joint scientific research) and its effectiveness, the availability of international research grants. University participation in international, national and regional alliances, associations, etc.

7.2.7 Number and level of international, republican scientific-methodical conferences, seminars, exhibitions, competitions, etc. Participation of teaching staff, employees in international symposia, conferences, seminars, exhibitions, contests, olympiads, festivals, etc.

7.2.8 Cooperation with research and industry structures for the creation of educational and research centers in priority areas of science and technology, the



creation and implementation of innovative technological products (pilot small-scale production, the implementation of scientific and technical developments), the commercialization of research.

7.2.9 The level of organization and involvement in research / creative activities of students of all levels, their participation in olympiads, competitions, scientific conferences, funded scientific topics, scientific publications.

7.2.10 The level of scientific management of students, undergraduates, doctoral students, compliance with qualification requirements for licensing:

- the level of professionalism, effectiveness and the amount of academic workload of scientific advisers;
- analysis of the results of a student survey based on satisfaction with the management of scientific works;
- events conducted by the university to prevent plagiarism by students.

**Note:** Universities that prepare specialists only for creative professions are additionally evaluated according to criteria reflecting their specific indicators - creative achievements.

## **STANDARD 8. RESOURCES AND STUDENT SUPPORT SERVICES**

### **8.1 General provisions**

8.1.1 Resource support of the university should correspond to the stated mission, goals and objectives should be easily accessible for students and faculty, who should be informed about the availability of necessary resources. The financial strategy of the university should comply with the strategic plan for the development of the university and provide financial resources for its activities.

8.1.2 The university should have structures that support students, improve their academic performance and develop life skills in society, and cultivate tolerant behavior.

8.1.3 Supporting structures should carry out continuous and consistent work with students outside of classes to progress in their studies, provide conditions and support their personal development.

### **8.2 Financial resources and budget of the University evaluation criteria**

8.2.1 The structure of the financial resources of the university: sources of formation, spending directions; ratio.

8.2.2 Funding allocation of the educational activities over the past five years.

8.2.3 Indicators of financial activities of the university (income by type, expenses by type; average cost of studying in undergraduate, graduate programs) over the past five years.

8.2.4 The average salary of the administration, faculty and staff, etc. over the past five years, an analysis of the dynamics.

8.2.5 The activities of the university in the provision of paid services in accordance with the Charter and the current legislation of the Republic of Kazakhstan.

8.2.6 Transparency of budget allocation. Financial reporting and the existence of an internal audit system.

8.2.7 The annual external audit of the university in accordance with international standards and the policy of the management to take corrective actions on the recommendations and comments of the audit.

### **8.3 Material, technical and information resources evaluation criteria**

8.3.1 Availability and level of support of the material and technical base corresponding to the mission, goals and objectives of the university:

- the presence of the required number of classrooms equipped with modern technical training tools, multimedia equipment; educational and scientific laboratories, training grounds, technology parks and clinics equipped with modern equipment, relevant to the implemented educational programs, sanitary and epidemiological norms and rules.

- the number of computer classes, reading rooms, multimedia, language laboratories and scientific-methodical rooms, the number of seats.
- the total number of computers and their ratio with the given students contingent, the number of computers. Percentage of annual renewal of the computer park.
- the presence of the printing base and its effectiveness.

8.3.2 Availability and accessibility of the Internet launched for students, faculty and staff; Internet access via Wi-Fi for students, faculty and staff.

8.3.3 The presence of an electronic platform for the implementation of the educational, scientific process of the educational institution. Resources providing informatization of education and university management.

8.3.4 The availability of educational, methodological and scientific literature on general education, basic and specialized disciplines of educational programs, including in the state language, and the effectiveness of its use; Updatability of literature funds in accordance with the rules defined by qualification requirements for licensing.

8.3.5 The availability of educational literature on electronic media, the share of electronic educational materials in the total volume of library resources; electronic textbooks developed by university faculty acquired. Compliance with their qualification requirements for licensing. Accessibility of electronic textbooks, the fund of the electronic reading room, educational TV for students.

8.3.6 Availability of electronic catalogs in the library and their availability on the Internet (Intranet); support for students, faculty and staff in access to modern databases (Scopus, Thomson Reuters, etc.).

8.3.7 The number of annual subscription publications on the profile of the university (domestic and foreign).

8.3.8 Evaluation of the dynamics of the development of material and technical resources and the effectiveness of using the results of the assessment for adjustments in planning and budget allocation.

8.3.9 The frequency of interviewing teaching staff and students on satisfaction with the level of technical training tools, their compliance with modern requirements, the presentation of questionnaire results.

#### **8.4 Student support services evaluation criteria**

8.4.1 Availability of student support services at the university, working to meet their educational, personal and career needs: libraries, dormitories, canteens, medical centers, employment and career centers, gyms and clubs that meet the interests of students.

8.4.2 Meeting the needs of various groups of students: full-time, employed, foreign students, students with disabilities.

8.4.3 The social dimension (providing social, psychological support to

students, educational support for students with a broader interest in learning and, conversely, having educational difficulties; assistance in finding work in their free time, the balance between study, work and personal life students).

8.4.4 The presence of a service (department) for the organization of practices, for the employment and career growth of students. Involvement of corporate partners in the organization of professional practice. Participation of companies and employers in the organization and implementation of professional practices, and the employment of graduates.

8.4.5 Forms of student government, their effectiveness and interaction with the structural units of the university.

8.4.6 Students' participation in public associations, in career guidance work; public activity of students, involvement in active types of sports, achievements in the universiade.

8.4.7 The level of professionalism of student support staff and opportunities for improving their qualifications.

8.4.8 The existence of a mechanism for regular evaluation of student support services, continuous monitoring and improvement.

## **STANDARD 9. PUBLIC AWARENESS**

### **9.1 General provisions**

9.1.1 The university must provide information on its activities, including all educational programs conducted; information must be clear, accurate, objective, relevant and accessible.

### **9.2 Public awareness evaluation criteria**

9.2.1 Accessibility of information about the mission, goals and objectives of the university, the public policy on quality assurance (the availability of information on the website of the university, printed documents).

9.2.2 The degree of accessibility, accuracy and relevance of information about the activities of the university, educational programs indicating the proposed learning paths and awarded qualifications provided to the public.

9.2.3 Information on the employment of university graduates in the context of each program and the career growth of graduates.

9.2.4 Availability of information on the conditions for admission of applicants, the rules and conditions for teaching students, the rules for conducting various types of exams, tests, methods and criteria for grading.

9.2.5 Information on the calendar of the educational process, including exams and vacations.

9.2.6 Information about student support services, including dormitories and other units aimed at creating conditions for learning.

9.2.7 The system of indicators and directions of the university, open to the public.

## **STANDARD 10. PERIODIC EXTERNAL QUALITY ASSURANCE AND FOLLOW-UP PROCEDURES**

### **10.1 General provisions**

10.1.1 The university must undergo an external quality assurance procedure in accordance with the standards of the agency on a periodic basis at least once every five years.

10.1.2 Quality assurance should be a continuous process that does not end with external feedback or a report, or subsequent procedures at the university.

10.1.3 External quality assurance in its various forms should verify the effectiveness of internal quality assurance in universities, act as a catalyst for their improvement and present new perspectives.

### **10.2 Periodicity of external assessment evaluation criteria**

10.2.1 Higher education institutions undergo post-accreditation monitoring to evaluate the work of the university in correcting comments and implementing recommendations based on the results of an external assessment. To evaluate this work, two years after accreditation, a visit to the university is organized for 1-2 experts and a coordinator. Universities annually report on changes in the internal quality assurance system.

10.2.2 The university submits an application and concludes an agreement on institutional accreditation 1 year before the expiration of the certificate of accreditation.