



Co-funded by the  
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Implementation of Education Quality Assurance System  
via Cooperation of University- Business-Government in  
HEIs (EDUQAS)

Project no. 586109-EPP-1-2017-1-RO-EPPKA2-CBHE-SP  
(2017-2895/001-001)



**Results of participation of Kazakh Ablai Khan University of International Relations and  
World Languages  
in the project "Implementation of a quality assurance system in education through  
cooperation University-Business-State in universities."**

<b>Normative base in the field of quality</b>	
<b>Before project</b>	<b>After</b>
Quality management system (QMS) documents Quality Policy and Objectives.	Strategy for quality assurance in education for 2020 - 2024 (Approved by the Decision of the Academic Council of KazUIR & WL named after Abylai Khan Protocol No. 1 dated August 27, 2020). Quality guide. Regulations "Student life cycle". Regulations "On the system for assessing activities by key performance indicators." A page on the official website "Quality Policy and Objectives" has been created. Regulation on the Office for Quality Assurance, job descriptions of the Office employees
<b>Structural changes</b>	
<b>Before project</b>	<b>After</b>
Quality Management System Department as part of the Department of Strategy Development and Monitoring	1. The Quality Assurance Office was created as part of the Department of Strategy Development and Monitoring on the basis of the Quality Management System Department, with the expansion of activities in the direction of improving, developing and improving the quality of the educational process. 2. A new position of the leading specialist of the Quality Assurance Office was introduced. 3. Trained and certified auditors for monitoring the quality of the University's education and business processes from among the experienced staff of the teaching staff and heads of structural divisions.
<b>Transformations in the educational process</b>	
At University were established Academic Councils of Faculties and Commercialization Office established Long-term contractual relationships with strategic partners New topical special courses have been developed Conducting external expertise of educational programs The presence of joint EP with foreign educational organizations Monitoring procedures have been expanded (updating the content of programs, monitoring student progress, assessing the quality of teaching) The involvement of employers in the development and implementation of the EP has increased Cooperation with foreign universities has expanded An innovative approach to the development of new special courses, based on the availability	



of new scientific results that are important in their application in practice;  
Based on the new results obtained, writing new topical monographs and teaching aids.  
Implementation of the results obtained jointly by teachers and students, undergraduates in the educational process.

#### **Changes in research activities**

The introduction of the results of scientific research of teaching staff into the educational process has increased.

The number of publications of faculty members in international rating journals has increased.

Participation in grant research of the Ministry of Education and Science of the Republic of Kazakhstan and international scientific projects has intensified.

#### **Impact of participation in the EDUQAS project on the students training**

Participation of students in the development of educational programs

Selection of places of practice and work, contributing to the professional growth of students.

Promotion of employment of graduates

In order to actively interact with employers at the university, work is being carried out to implement the project "Council of Employers" as an advisory body that determines the range of requirements for university graduates. Some of them are co-developers of working curricula, provide students with a practice base and they also actively involved in the final state certification.

The University has representative collegial bodies of students (Council, club, association).

Leaders from among students are included in the Academic Council of the University, educational and methodological councils of faculties, where proposals are developed and made to improve the quality of educational, scientific processes. They participate in the discussion and approval of documents and teaching materials; monitor student satisfaction with the quality of educational services; cooperate with youth public associations by student government bodies, including other universities.

#### **Impact of participation in the EDUQAS project on teaching staff**

**1. Categorization of teaching staff:**

assessment of the teacher's professional growth;

diagnostics of pedagogical qualities;

identification of the degree of student satisfaction with the teaching staff and the university; the practice of public reporting of heads of functional units at the Academic Council and Rectorate.

**2. Key performance indicators:**

determination of the effectiveness of the work of employees and heads of educational departments.

**3. Formation of academic career of teaching staff:**

the influx of talented young researchers into the academic environment;

formation of a personnel reserve.

**4. Capacity building of teaching staff, administrative and managerial personnel, employees involved in the quality assurance cycle (refresher courses, seminars, round tables)**

**5. Auditors are trained to assess the internal system for assessing the quality of the educational process**



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### **Improving internal information systems for assessing the quality of the University**

Modules for the information system have been created to automate:

- monitoring of learning outcomes (based on data from an electronic journal),
- rating assessment of the activities of scientific and pedagogical staff, departments and faculties;
- work on the deployment of cloud infrastructure in the data center "On @ Cloud".
- work on the transfer, configuration and optimization of the LMS Moodle system (taking into account the increased load).
- integration with Microsoft Active Directory for a unified authorization system (Portal - Moodle - Microsoft Office 365).
- implementation of the Microsoft Office 365 cloud platform, in particular, the centralized deployment of the MS Teams video conferencing system for the entire contingent of students and teaching staff of the university.
- developed a support site help.ablaikhan.kz, three main sections: Students, Teachers, Employees (information and reference material, video instructions, frequently asked questions, etc.)
- implemented various functional elements for communication with those. user support on the main website, educational portal and e-learning system.
- integration of the online proctoring system AERO and LMS Moodle (lms.ablaikhan.kz) for midterm and examination controls with the proctoring procedure. -integration of the StrikePlagiarism plagiarism checker system and LMS Moodle (lms.ablaikhan.kz)
- developed a module bypass sheet online (bypass sheet for students, which is filled out in electronic format and available to all actors, as well as a general summary for deans)



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**Results of Participation of the Kazakh University of Economics, Finance and International Trade in the project “Implementation of quality assurance system in education through university-business-state cooperation in universities”**

<b>Внутренняя нормативная база в области качества</b>	
<b>Before project</b>	<b>After</b>
<p>1 Documents within the quality management system (QMS):</p> <ul style="list-style-type: none"> <li>-Quality policy.</li> <li>-Quality objectives.</li> <li>-Documented procedures of the quality management system</li> </ul> <p>2.Internal documents on the organization of the educational process of the university, scientific activity and educational work.</p>	<p><b>1. Internal university documents have been developed:</b></p> <ul style="list-style-type: none"> <li>-Strategy of education quality assurance in KazUEFIT for 2021-2024 years (approved by the decision of the Academic Council of KazUEFIT, Minutes № 1 from 27.08.2020, 1st edition);</li> <li>-Internal Quality Assurance Policy of KazUEFIT (approved by the decision of the Academic Council of KazUEFIT, Minutes № 1 from 27.08.2020, 1st edition);</li> <li>-Rules of recognition of learning outcomes obtained through non-formal education in KazUEFIT (approved by the decision of the Academic Council of KazUEFIT, Minutes № 7 of 14.11.2018, 1st edition);</li> <li>- Regulations on the development and implementation of dual degree programs and joint educational programs in KazUEFIT (approved by the decision of the Academic Council of KazUEFIT, Minutes № 7 of 14.11.2018, 1st edition);</li> <li>- Regulations on the order of registration and issuance of the European Diploma Supplement (approved by the decision of the Academic Council of KazUEFIT, Minutes № 10 of 29.12.2018, 1st edition);</li> <li>- Regulations on the Quality Assurance Commission (approved by the decision of the Academic Council of KazUEFIT, Minutes № 1 from 27.08.2020, 1st edition).</li> <li>- Regulations on the department of quality assurance and strategic analysis; 3 job descriptions: the head, chief and leading specialists.</li> <li>-Life cycle of a student.</li> </ul> <p><b>2. Internal normative documents were updated, taking into account the quality assurance of education at the university</b> (2018/19 academic year - 38 documents; 2019/20 academic year - 27 documents; 2020/21 academic year - 15 documents), among which:</p> <ul style="list-style-type: none"> <li>- Academic policy (approved by the decision of the Academic Council of KazUEFIT, Minutes № 8 of 28.01.2021, 7th edition);</li> <li>- Objectives and policy in the field of quality assurance of education in KazUEFIT</li> <li>- Regulations on the examinations in KazUEFIT</li> </ul>



	<p>(approved by the decision of the Academic Council of KazUEFIT, Minutes № 4 of 29.10.2020, 8 edition);</p> <ul style="list-style-type: none"> <li>-Rules of transfer and restoration of students in KazUEFIT (approved by the decision of the Academic Council of KazUEFIT, protocol № 9 from 18.02.2021, the 3rd edition);</li> <li>- Rules for current control of progress, interim and final appraisal of students of KazUEFIT (approved by the Academic Council of KazUEFIT, protocol № 3 of 30.09.2020, the 4th edition);</li> <li>-Guide to the student of KazUEFIT</li> <li>-and others.</li> </ul>
<b>Structural changes</b>	
Quality Control Department (QCD)	<ol style="list-style-type: none"> <li>1. Restructured the QAC into the Quality Assurance and Strategic Analysis Department (QASD). Created an OQ&amp;ASA page on the official website <a href="https://kuef.kz/ru/about/okksa/">https://kuef.kz/ru/about/okksa/</a></li> <li>2. Expanded the OQ&amp;ASA staff: chief, chief and leading specialists.</li> <li>3. change and addition of functions for the department staff in order to improve the organization and quality of education at the university.</li> <li>4. Introduced the position of "Head of educational program".</li> <li>5. By the order of the rector in KazUEFIT established four commissions for quality assurance at faculties and ESCs, developed the relevant regulations.</li> </ol>
<b>Transformations in the educational process</b>	
<ul style="list-style-type: none"> <li>- An audit of educational programs (EPs) was conducted</li> <li>- SPs partially participated in national ratings, the analysis was not systematic, taking into account the focus on the quality of education</li> <li>-Academic Councils were functioning;</li> <li>- There were agreements of cooperation;</li> <li>- Two agreements with foreign universities for double-diploma education existed;</li> <li>- There were no joint EPs with foreign educational organizations</li> </ul>	<ul style="list-style-type: none"> <li>-Audit of educational programs (EP) was improved by adjusting the criteria and methods of evaluation.</li> <li>- All EPs implemented by KazUEFIT were included in the "Register of EPs of higher and postgraduate education" of the Republic of Kazakhstan after expert evaluation by independent experts through the Bologna Process Center.</li> <li>- In 2019, the teaching staff of KazUEFIT developed new programs "Information Technology and Data Protection", "Interior Design", "Web-design", in 2020. - Digital Marketing", included in the Register of educational programs of higher and postgraduate education of the Republic of Kazakhstan.</li> <li>- Participation in the independent national rating of EP allowed to improve the content of the university's EP.</li> <li>- The functions of the members of Academic Councils were expanded - the position of employers was strengthened, the Regulations on Academic Councils were updated,</li> </ul>



	<p>respectively, the involvement of employers - members of Academic Councils in the process of development and implementation of EP was increased.</p> <ul style="list-style-type: none"> <li>- Quality Assurance Commissions at the faculties is a permanent collegial management body.</li> <li>- In order to increase the internationalization of the university, further strengthen cooperation with partners and ensure the sustainability of the project results the university signed international treaties / agreements on cooperation with strategic partners of the project.</li> <li>-Cooperation with foreign universities in the framework of academic mobility of students and teaching staff was expanded.</li> <li>- External review of educational programs</li> <li>- Increase in double-degree and joint EPs with foreign educational organizations.</li> <li>-Monitoring procedures are expanded (updating the content of programs, monitoring of student progress, assessment of the quality of education).</li> <li>-Implementation of the results obtained in joint research of teachers and students in the educational process.</li> <li>-Student-oriented content and teaching methods</li> </ul>
<p><b>Changes in research activities</b></p>	
<ul style="list-style-type: none"> <li>- The rating of university scientists is determined (textbooks with the stamp of MES RK and publications in international ranking journals are taken into account)</li> <li>- There are faculty publications in international ranking journals; some faculty members have a Hirsch index of 26 (the highest index in the databases: Thomson Reuters - 2, Scopus -3).</li> <li>- insufficient participation in grant research.</li> </ul>	<ol style="list-style-type: none"> <li>1. In determining the rating of scientists and their publication activity in order to implement the results of research of the teaching staff in the educational process added incentives for teaching staff of the university who received a certificate of state registration of the right to the object of copyright, textbooks in English.</li> <li>2. The number of faculty publications in international ranking journals has increased. The share of teaching staff with Hirsch Index has increased (52 people, the highest index in the databases: Thomson Reuters / Elsevier - 4, in Scopus - 5).</li> <li>3.Participation in grant research of the Ministry of Education and Science of the Republic of Kazakhstan and international research projects has intensified.</li> </ol>
<p><b>Impact of participation in the EDUQAS project on the students training</b></p>	
<ul style="list-style-type: none"> <li>- Students were members of some collegial governing bodies (the Academic Council)</li> <li>- There were forms of questionnaires for surveys of</li> </ul>	<ul style="list-style-type: none"> <li>- Improving the quality of culture among students, through the implementation of the principles of student-centered approach.</li> <li>-Active participation of students in the development of educational programs.</li> </ul>





<p>students, but there was no systematic evaluation of the quality of education at the university.</p> <ul style="list-style-type: none"> <li>- Organization of graduate employment is not systematic.</li> <li>- Insufficient participation of students in the development of educational programs</li> </ul>	<ul style="list-style-type: none"> <li>- Systematic assistance to employment of graduates is organized, the percentage of employment of graduates has increased.</li> <li>- Selection of internships and jobs that contribute to the professional development of students.</li> <li>- Increased representation of students in collegial management bodies of the university (Academic Council, Coordinating Council, educational-methodical offices of faculties, etc.), where proposals to improve the quality of education at the university are developed and submitted.</li> <li>- Students participate in the discussion and approval of documents and teaching materials;</li> <li>- Forms of questionnaires are finalized taking into account the quality organization of academic life of students at the university.</li> <li>- The monitoring of the state of academic integrity at the university in accordance with the Rules of academic integrity of students and anti-corruption policy of KazUEFIT is conducted.</li> <li>- Systematically carries out an assessment of student satisfaction with the quality of educational services</li> </ul>
<p><b>Impact of participation in the EDUQAS project on teaching staff</b></p>	
<ul style="list-style-type: none"> <li>- Training of heads of departments in the basics of quality management system (QMS, ISO-9001); there was no training to ensure the quality of education in the university.</li> <li>- There were forms of questionnaires for surveys of teaching staff and employers, but there was no systematic evaluation of the quality of education at the university.</li> <li>- there was no rating of the university teaching staff</li> </ul>	<ul style="list-style-type: none"> <li>- Improving the quality of culture among teachers, the implementation of the principles of student-centered approach.</li> <li>- Conducting training seminars / trainings for teaching staff to ensure the quality of education at the university. Organization of professional development of administrative and managerial staff and employees involved in the cycle of quality assurance.</li> <li>- Organization of webinars to train teaching staff to work on streaming platforms to conduct online classes during the pandemic.</li> <li>- Determination of student satisfaction with the teaching staff.</li> <li>- On the basis of data from a cumulative online survey of students about the quality of classes in KazUEFIT (all disciplines), reports of heads of departments and the final report of the Department of planning and monitoring the educational process, the rating of teaching staff KazUEFIT was made.</li> <li>- The practice of public reporting by heads of functional departments in the Academic Council is carried out.</li> <li>- The number of practical tasks, cases and in general interactive methods used in the educational process by teachers has increased.</li> </ul>



### Improvement of internal information systems and quality assessment

- There were computer labs. Not all classrooms were fully equipped with computers, projectors and interactive whiteboards. There were no smart boards.  
- The "e-University" project developed a "learning process" subsystem

- Purchased equipment (projector, laptops, computers, smart board)  
- Developed "ECE Portal" (<http://dot.kuef.kz/>) HAS BEEN DEVELOPED.  
- Work has been done to integrate the MOODLE-based LMS with AIS Platonus.  
- Implementation of an internal project "E-University" to automate the activities of the educational process:

- Refactoring of the function of maintaining journals (weekly and semester), records, transcripts.
- Refactoring of the function of controlling current, midterm, rating, final grades, session results.
- Refactoring of the function of controlling the results of state exams.
- Refactoring of GPA calculation, control and management function.
- Refactoring of the password generation function and transfer to the dean's office.
- Refactoring of the function of printing diplomas and applications / issuing duplicates of diplomas (applications in case of loss). the functions of the "Academic Support for Students" subsystem have been expanded
- Developed a subsystem "International Cooperation Management" necessary to account for academic mobility, submission of applications for academic mobility, accounting for international agreements on cooperation.

- In connection with the changes in the NLA (November 2018) conducted work on refactoring the functions of the subsystem "learning process" such as: transfer of credits in ECTS format, changing formats of TEPs, QEDs, MEPs, WEPs, academic streams, load.  
-The study (offline and online) to determine and improve the quality culture of students, teaching staff and administrative staff of universities, included three stages and took place in the period from September 2018 to January 2021.





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<b>Cross-country influence</b>	
-	<ul style="list-style-type: none"><li>- The project ensured the synergy of the quality assurance agencies of Ukraine (NAQA) and Kazakhstan (IAAR). During the evaluation of EP in KazUEFIT, Nur-Sultan (February 2020) a meeting was organized between the National Agency for Higher Education Quality Assurance (Ukraine) and the Independent Agency for Accreditation and Rating (Kazakhstan), which resulted in the signing of a memorandum of cooperation.</li><li>- The KazUEFIT project team gained international experience in quality assurance as a result of trainings at universities in France, Sweden, Bulgaria, Austria, Lithuania and exchange of experience in evaluating EP with partner universities from Ukraine.</li></ul>