

**NJSC "ABAI KAZAKH NATIONAL PEDAGOGICAL UNIVERSITY"**

**RECOMMENDATIONS for internal quality assurance  
at NJSC "Abai KazNPU" for the 2023/24 academic year**

**Almaty, 2023**

## **Introduction**

The main goal of the internal education quality assurance system is to assess the quality of the educational process, as well as the continuous improvement and development of educational programs. The internal quality assurance system at the university is a set of measures and procedures aimed at:

### *1) Assessment and management of the quality of education:*

- Educational programs and curricula must be developed taking into account current scientific knowledge, global trends, requirements for relevant educational standards, international benchmarking guidelines and the needs of students and employers.
- Evaluation and analysis of educational programs using various methods, such as stakeholder surveys, expert assessments, including assessment of student performance, the effectiveness of teaching and assessment methods.

### *2) Development and advanced training of teaching staff:*

- Teaching staff with high qualifications and professional competencies is a key aspect of ensuring the quality of education.
- Assessment of the activities of teaching staff through a survey of students, colleagues and heads of educational programs, as well as the effectiveness of teaching and assessment methods (post-course surveys).

### *3) Development of infrastructure and other resources:*

- The availability of modern textbooks, teaching materials, equipment, laboratories, libraries and other resources is also important to ensure the quality of education. Students must have access to modern technologies and resources that will help them effectively master educational material and achieve planned learning outcomes

### *4) Continuous improvement and innovation in education:*

- Systematic analysis and assessment of the effectiveness of the educational process and EP to identify aspects for development and good innovations for dissemination.
- Development and implementation of innovative technologies and modern approaches to student-centered learning.

### *5) Monitoring and quality assurance:*

- Establishing a system for monitoring and ensuring the quality of the educational process, including curricula, students' knowledge level, analysis of grades, etc.
- Conducting regular audits and inspections to identify and eliminate inconsistencies and violations in the field of quality assurance.

### *6) Establishing feedback with students:*

- Students make demands on the quality of the educational program (content reflecting the interests and needs of the student), the educational environment (infrastructure) and the educational process (organization, technologies and methods of teaching, assessment).

The system of internal quality assurance in education is results-oriented, with a desire to improve the quality of the educational process and meet the needs of students, employers and society as a whole.

### **Current state of the IQA system**

The internal quality assurance model chosen by the university corresponds to the National Quality Assurance Model and is built taking into account three main components of the educational process:

- Learners and stakeholders;
- Teaching staff;
- Resource support (organizational, material and technical, educational and methodological, informational, financial).

Thus, the internal quality assurance system is aimed at achieving the following goals:

- Ensuring the quality of training (achievability of learning outcomes);
- Ensuring the quality of teaching (compliance of teaching methods and assessment with the goals and objectives of the EP);
- Ensuring the quality of resources (compliance of the existing material and technical base with the needs of the EP);
- Ensuring compliance with labor market requirements (compliance of the goals and results of EP training with the requirements of employers);
- Guarantee of external quality (compliance of the educational program with the requirements of accreditation agencies, as well as international benchmarking guidelines).

Internal quality assurance standards are developed in accordance with ESG and taking into account national priorities, characteristics, and tasks solved by the higher education system.

In order to achieve the set quality assurance goals, the following activities are carried out.

#### *Education quality assessment:*

At the level of departments and institutes, mutual visits to teaching staff training sessions and open lectures are organized, which are aimed at assessing the quality of education and adjusting teaching methods, if necessary, to achieve a high level of teaching and learning. At the university level, a survey of students, graduates and employers is conducted annually to determine satisfaction with the quality of educational services provided by the university.

However, there is insufficient systematization and use of the results of the above-mentioned activities to assess the quality of education by EP managers to implement specific measures to improve and develop EP.

#### *Feedback from students:*

Post-course surveys of students are provided through the AIS “UNIVER” to identify the effectiveness of teaching methods and the sufficiency of educational and methodological content in the disciplines.

However, there is low student involvement in constructive feedback, as well as insufficient use of teaching staff feedback results to improve teaching and assessment methods.

*Development and advanced training of teaching staff:*

Development and advanced training of teaching staff is an important component of the educational process. Continuous training and development of teaching staff helps improve the quality of education, ensure the use of modern methods and technologies, and also improve the professional skills and competencies of teachers. For these purposes, the university annually conducts winter and summer schools for advanced training of teaching staff, organized by the center of teaching excellence.

However, despite the work done, there is a weak participation of teachers in activities for their professional development. The work of university departments to improve the qualifications of teaching staff in the profile of the disciplines taught is not systematized.

*Development and updating of educational programs:*

Educational programs are developed by academic committees created at the EP level, which include experienced teachers, representatives of employers, students and graduates

However, a more systematic analysis of modern labor market requirements, updating and optimization of educational programs is required, taking into account the latest changes made by legal acts in the field of education.

For example, in the group of educational programs B031-Fashion and Design, 3 EPs have been developed and are functioning at the university (Fashion Design, Graphic Design, Architectural Design). According to the results of the Rating of educational programs for 2022, conducted by the Atameken National Chamber of Entrepreneurs, these 3 educational institutions were included in the list with the lowest level of employment and occupy the last places in the Republic, namely the level of stable employment is only 16.7%. As is known, the level of employment is one of the important indicators of the academic reputation of a university and the quality of education. In addition, out of 19 criteria for assessing educational programs in this rating, the entire employment level is 35%. Similarly, low results (level of stable employment less than 50%) were shown by EP 6B03101-International relations in the context of globalization, 6B03119-International relations in the conditions of the new world order, 6B04102-Management, 6B02302-Translation.

*Use of innovative technologies:*

The University annually holds the Competition “The Best Teacher of the Non-Profit Joint Stock Company “Abai Kazakh National Pedagogical University””. The purpose of which is to promote the improvement of the quality of education, support creative, innovative initiatives and increase the teaching skills of the teaching staff, and encourage the best teachers of the University.

However, experience shows low activity and involvement of teaching staff in disseminating new methods and providing students with access to additional

innovative educational resources, as well as sharing experience among teaching staff. For example, in 2023, only 20 teachers expressed a desire to participate in this competition, which is approximately 2% of the total number of teaching staff.

*Monitoring and quality control:*

In accordance with EQA standards, forms of annual monitoring of EP have been developed, which allow EP managers and participants in the educational process to identify aspects for improvement and good practice for wide dissemination.

At the same time, annual monitoring should be perceived not as a method or lever for control, but as an event aimed at ensuring and improving the quality of educational services in the relevant EP. Thus, the internal quality assurance system should gradually move from a control function to quality assurance.

*Evaluation of the EP by external stakeholders:*

Evaluation of educational programs by external interested parties, or stakeholders, is an important tool for ensuring the quality of education.

To evaluate educational programs by external stakeholders, various methods are used: surveys and questionnaires, focus groups, expert assessments, analysis of statistical data, comparison with similar programs, feedback. The information obtained in this way helps improve the quality of education and ensure that students are better prepared for future challenges in the labor market.

EP managers need to update their activities with external stakeholders and ensure their active participation in the implementation of educational programs.

## **Recommendations for implementation Internal Quality Assurance Standards**

### **Standard: Quality Policy**

**Recommendation 1.** Ensure that all stakeholders in the educational process are familiar with the updated quality assurance policy (deadline November 1, 2023);

**Recommendation 2.** Ensure the participation of a variety of interested stakeholders in the process of developing a development plan for the educational program, including representatives of students, employers, representatives of practice bases and other interested parties in the collegial governing bodies of the EP (ongoing);

**Recommendation 3.** Make adjustments to the plans for the development of educational programs taking into account the new Concept for the development of science and higher education of the Republic of Kazakhstan for 2023-2029 and the development program of Abai KazNPU (deadline 01.11.2023).

### **Standard: Development and approval of programs**

**Recommendation 4.** Conduct an audit of the activities of the educational program, analyzing its results, relevance, competitiveness and compliance with the needs of students, employers and the state as a whole (deadline 12/01/2023);

**Recommendation 5.** Conduct an analysis for the consistency of the EP training results, teaching methods and assessment (constructive coordination) (deadline 12/01/2023).

**Recommendation 6.** Ensure the real involvement of various interested stakeholders, such as students, teachers, employers and representatives of practice bases, in the process of developing and updating the educational program (ongoing).

#### **Standard: Student-Centered Learning, Teaching and Assessment**

**Recommendation 7.** In order to improve student-centered learning, ensure the effectiveness of student assessment procedures, taking into account advanced methods and best practices. Provide training seminars or master classes for teaching staff in this area at the department level (deadline 12/01/2023)

**Recommendation 8.** To create a more attractive and effective learning environment, ensure greater use of active learning methods and ensure that EP learning outcomes are aligned with labor market needs (ongoing).

#### **Standard: Student admission, performance, recognition and certification**

**Recommendation 9.** Develop and publish procedures regulating the life cycle of educational programs for students from the moment of admission to completion of training. Ensure that these procedures are accessible and understandable for students so that they can clearly understand their rights and responsibilities at each stage of their studies (due until 01/01/2024).

**Recommendation 10.** Create a systematic graduate employment database and collect information on graduate careers, achievements and job satisfaction. Provide feedback to alumni to learn about their experiences and suggestions for improving the educational program (ongoing).

#### **Standard: Teaching staff**

**Recommendation 11.** Ensure the involvement of each faculty member in developing a culture of quality and academic integrity by assessing and recognizing their contribution to achieving the goals of the educational program (ongoing);

**Recommendation 12.** Draw up a long-term plan and ensure advanced training of teaching staff in the profile of the disciplines taught within the time limits specified in the qualification requirements of teaching staff.

#### **Standard: Learning resources and student support system**

**Recommendation 13.** Conduct an audit of the educational and methodological support of the EP (educational materials, textbooks, online resources and other educational materials) in order to improve and determine their compliance with the latest achievements of science and technology when licensing the EP.

**Recommendation 14.** Conduct an audit of educational and methodological content in the academic disciplines of the department loaded into the AIS “UNIVER” system and evaluate the degree of its effectiveness for organizing student-centered learning and the achievability of learning outcomes in the EP.

### **Standard: Information Management**

**Recommendation 15.** Heads of departments (heads of EP) need to collect and analyze current information about the activities of EP and take appropriate corrective actions to ensure the quality of education (Deadline 01/01/2024);

### **Standard: Public Information**

**Recommendation 16.** To ensure reliability, objectivity, relevance of information, reflection of all areas of activity in the context of the EP, conduct an audit of the structure, content of the site and updating of information (deadline until 01.11.2023).

### **Standard: Continuous monitoring and periodic evaluation of programs**

**Recommendation 17.** Heads of departments (heads of educational programs) must ensure regular informing of students, teachers and other interested parties about planned and undertaken actions within the framework of the educational program (continuously).

**Recommendation 18.** Heads of departments (heads of EP) must ensure periodic (annual) assessment of EP and documentation of corrective actions (ongoing).

### **Standard: Periodic external quality assurance**

**Recommendation 19.** Conduct an analysis of the relevance of the portfolio of educational programs being implemented according to the relevant state educational programs, draw up a long-term plan for accreditation (re-accreditation) of the educational program for the purpose of externally ensuring the quality of education (deadline 12/01/2023).

**Recommendation 20.** Ensure that corrective actions have been documented in relation to the EP since the last external quality assurance assessment based on the recommendations of the EEC of the accreditation agencies (ongoing).

**Office of Institutional Effectiveness**

**09/01/2023**

#### **Note:**

*When developing general recommendations, materials from the following sources were additionally used:*

- 1) Results of a survey of students, graduates and employees;*
- 2) Results of post-course surveys of students;*
- 3) Results of the Rating of educational programs of "Atameken";*
- 4) EEC reports on passing specialized accreditation"*

- 5) *Results of studying the positioning of educational programs on the official website of the university;*
- 6) *The results of a random quality check of educational and methodological content in academic disciplines uploaded into the Univer system.*