

**REPORT
OF THE EXTERNAL EXPERT COMMISSION ON THE RESULTS OF THE EVALUATION
OF THE EDUCATIONAL PROGRAMME IN THE SPECIALTY 0515000-MANAGEMENT
(BY INDUSTRY AND APPLICATION AREAS) OF THE INSTITUTION "INTERNATIONAL
COLLEGE OF BUSINESS AND COMMUNICATIONS" FOR COMPLIANCE WITH THE
STANDARDS OF SPECIALIZED ACCREDITATION OF ORGANIZATIONS OF
TECHNICAL AND PROFESSIONAL EDUCATION**

period of external expert evaluation: 19.01.-21.01.2021

1. Composition of the External Expert (Evaluation) Commission

In accordance with ECAQA Order No. 01 dated January 11, 2021, an External Expert Commission was formed to conduct an external assessment from January 19 to January 21, 2021 within the framework of the institutional and specialized accreditation of the International College of Business and Communications Institution (hereinafter referred to as the college) in the following composition:



Chairman, academic expert - Baekesheva Aigul Sharapievnna, Candidate of Economic Sciences, Chairman of the Association of Educational Experts "InterSarap", expert consultant of educational organizations on the organization of the educational process and preparation for accreditation;



Foreign expert- Elena Vladimirovna Zamiralova, Candidate of Economic Sciences, Director of the Institute of Distance Learning, Institute of Additional Education, Siberian State University of Science and Technology named after Academician M.F. Reshetnev ", an expert on accreditation of the Certification Association "Russian Register", an expert on state accreditation;



National Academic Expert - Zhakenova Karlygash Amanbekovna, candidate of sociological sciences, director of the college NEI "Kazakh-Russian Higher Medical College";



National Academic Expert - Bukenbaev Adilzhan Nurlanovich, master of "Pedagogical education", teacher of special disciplines of the Department of Foreign Languages of the KGKP "Kostanay Pedagogical College" of the Education Department of the Akimat of Kostanay region;



Expert - Representative employers - Alexander Saveliev, a leading business sales coach in Kazakhstan. Expert in negotiations and building sales departments. Founder of the Closed Business Club of entrepreneurs in the RK "RichBRO";



Expert - student representative - Satybaldin Amir Timurovich, 3rd year student in the specialty "Computers and Software" of the Educational Institution "Central Asian Technical and Economic College";



ECAQA Observer - Umarova Makpal Aldibekovna, head of the accreditation and monitoring department of the NEI "Eurasian Center for Accreditation and Quality Assurance in Higher Education and Health Care".

The work of the EEC was carried out in accordance with the Regulations on the EEC (Order of the ECAQA Director General No. 4 dated February 13, 2017).

The EEC report contains an assessment of the educational programme in the specialty 0515000 - Management (by industry and application) Institutions "International College of Business and Communications" for compliance with the Standards of specialized accreditation of organizations of technical and vocational education (hereinafter - Accreditation Standards), recommendations of the EEC for further improvement of this college programme.

2. General part of the final report of the EEC

2.1 Introducing the International College of Business and Communications Institution and an educational programme in the specialty 0515000 - Management (by industry and application)

The college has been carrying out educational activities since September 2009 on the basis of a state license of the AA-5 series for No. 0102462 and annexes to the AA-5 license No. 0095964 issued by the Department of Economy and Budget Planning of Almaty on the basis of order No. 95-n / 1 dated July 07, 2009 year, valid for an indefinite period.

Legal address: 050063, Republic of Kazakhstan, Almaty city, microdistrict Zhetysu-2, building 16 A. There are premises at the address Auezovsky district, microdistrict Zhetysu-2, building 16 A.

In accordance with the re-registration of the Institution "College of Law, Economics and Nanotechnology" on 09.07.2014 to the Institution "International College of Business and Communications" (Certificate of state re-registration of a legal entity, registration number No. 7864-1910-02-UE of the Ministry of Justice of the Republic of Kazakhstan) was approved by the decision of the founder Charter dated June 14, 2016.

According to the Charter Institutions "International College of Business and Communications", approved by the Protocol of the General Meeting of Participants of June 14, 2016, the highest body in the college is the Pedagogical Council.

The organizational structure of management was approved by the meeting of the Pedagogical Council on September 7, 2018, the last changes were made in September 2020.

The college is managed by the Director General Iksanov Serik Shapkhovich...

The college has a Council of Deputy Directors, which includes deputies for: educational work, educational and production work, international relations, scientific and innovative work, educational work, information technology and administrative and economic work.

The organizational structure includes one subject-cycle commission, the head of the department, the department of career guidance, the college methodologist.

The educational process is carried out in accordance with the Law of the Republic of Kazakhstan "On Education", State Compulsory Education Standards of the Republic of Kazakhstan and Model Curricula approved by the Ministry of Education and Science of the Republic of Kazakhstan, the Labor Code of the Republic of Kazakhstan, the Law "On Social Partnership in the Republic of Kazakhstan" and other regulatory and instructional materials.

In December 2014, the college passed state certification.

The license for 7 educational programmes was issued on 11.12.2014 (No. KZ37LAA00003803) and includes the following: 1) 0516000 "Finance" (by industry); 2) 0515000-Management (by industry and application); 3) 0201000 - Jurisprudence; 4) 0512000 - Translation (by type); 5) 130600-Radio electronics and communications (by type); 6) 1304000- Computer equipment and software (by type); 7) 1305000 - Information systems (by fields of application).

The total contingent of students as of November 01, 2020 amounted to 540 people, including the Kazakh branch 192, the Russian branch 348.

In accordance with the requirements of the Ministry of Education and Science of the Republic of Kazakhstan No. 338 dated July 13, 2009 "On Approval of the Typical Qualification Characteristics of the Positions of Teaching Staff and Equated Persons", a qualified teaching staff with sufficient potential and the ability to solve modern training problems qualified specialists, qualitatively and quantitatively staffed for the implementation of educational programmes in the available specialties.

2.2 Information on previous accreditation

To date, the College has not been institutionalized or specialized accreditation. Agreement No. 14 on the preparation and conduct of institutional and specialized (programme) accreditation with the accreditation body - NEI "ECAQA" was concluded on August 19, 2020.

2.3 Analysis of the self-assessment report of the educational programme in the specialty 0515000 - Management (by industry and application)

Institutions "International College of Business and Communications" for compliance with the Standards of specialized accreditation of organizations of technical and vocational education

Self-assessment report of the educational programme in the specialty 0515000 - Management (by industry and application) presented on 131 pages, including applications on 21 pages.

The report is characterized by the completeness of responses to all 10 accreditation standards, structuredness based on the recommendations of the ECAQA Self-Assessment Guidelines, and the internal consistency of information provided by the accredited college. The report is accompanied by an accompanying a letter signed by the director Iksanov Serik Shapkhatoovich, confirming the accuracy of the information and data contained in the report.

The specialized self-assessment of the college was carried out on the basis of the order on the formation of the composition of the internal self-assessment commission No. 24-OD dated 09/01/2020.

The report contains a list of 10 members of the internal self-assessment commission, indicating the responsibility of each employee, information about the representative of the organization responsible for the institutional self-assessment - Svetlana Omurzakovna Serikpaeva - deputy director of the college. The chairman of the working group on preparation for institutional accreditation is the director of the college Iksanov S.Sh.

The working group for the preparation of the self-assessment report has done some work: the key aspects of the implementation of the educational programme were analyzed, the necessary information was collected in accordance with the accreditation standards; a thorough analysis, updating and addition of methodological and educational materials was carried out, their content is reflected in the report. There are links to regulations, model rules, regulations, teaching documents, website pages www.icb.kz...

The content of the Self-Assessment Report is structured in accordance with the ECAQA Accreditation Standards and includes a description of the strengths, areas for improvement for each of the 10 standards. Description of the implementation of the educational programme fairly complete and updated software the number of students, teachers, administration, information on selection and admission, learning outcomes, knowledge and skills assessment results, material and technical base, contractual obligations with partners, financial information, plans for development and improvement, etc.

Conclusion on each of the 10 accreditation standards includes a description of strengths and areas for improvement.

The report is written in a competent language, the wording for each standard is clear and understandable, the tables contain references in the text and are consecutively numbered.

Thus, the self-assessment report of the educational programme in the specialty 0515000 - Management (by industry and application) college contains objective, detailed, structured information on all activities in accordance with ECAQA accreditation standards.

The total contingent of students for 2017-2020 on the educational programme 0515000 - Management (by industry and field of application) is 213 people.

The mission of the college, concluded in 4C: student, status, service, synergy, determines the main directions of educational activities and emphasizes that:

- the main activity of the educational institution is aimed at the student and the training of a highly qualified specialist;
- status among educational institutions, students, parents;
- the best service in the provision of educational services;
- synergy determines the growth and development of the college, where an important factor is

also the quality management of internal processes that form the basis of educational activities.

The college has formed a qualified teaching staff, aimed at solving the problem of training qualified specialists.

3. External expert evaluation

3.1 Description of the visit of the external expert committee

External expert work on the assessment of the educational programme in the specialty 0515000-Management (by industry and application) of the college was organized in accordance with the Guidelines for the external assessment of educational institutions and educational programmes of ECAQA (approved by the order of the Director General of the NEI "Eurasian Center for Accreditation and Quality Assurance in Higher Education and Health care "No. 5 of February 17, 2017) and according to the programme of the external visit, approved on January 8, 2021 by the Director General of ECAQA Sarsenbayeva S.S. and agreed with the Director General of the college Iksanov S.Sh.

To obtain objective information on the expert assessment of the college, the members of the EEC used the following methods: interviews with management and administrative staff, observation, study of the website, interviews with students of the educational programme, interviewing teachers, questioning teachers and students, reviewing resources in the context of fulfilling accreditation standards, study of the State Educational Standard for EP 0515000-Management (by industry and field of application), Standard and work programmes in the specialty, teaching materials, work plans of the SCC, educational department, educational and methodological documentation, the schedule of the educational process, the schedule of classes, examination materials.

On the part of the college staff, the presence of all persons indicated in the visit programme and according to the lists of interview sites is ensured (Appendix 1).

It should be noted that the work of the EEC was carried out in strict accordance with the Work Plan of the EEC, agreed by the Director of the College and approved by the Director General of ECAQA.

The first day of the visit 01/19/2021.

According to the approved plan of the visit, a meeting was held at which the Chairman of the Commission Baekesheva Aigul Sharapievnna introduced the members of the EEC, focused on the purpose of the visit and clarified the responsibilities of the EEC members. The EEC members exchanged views on the preliminary results of the College's self-assessment report and the college website.

Further, according to the plan, meetings were held with the director of the College Iksanov Serik Shapkhovich, the administrative and managerial staff of the college.

The director of the college Iksanov S.Sh., in the course of the conversation, acquainted the members of the EEC with the Mission and Strategy of the College, the material and technical base of the college and the specialties for which training is conducted, also spoke about social partners, and focused on the employment of graduates. One of the main tasks for himself, the director identified the creation of his own enterprises.

The first head was asked questions by members of the EEC. It was found that management decisions are made by the director and he is the founder of the College. There is a Board of Deputy Directors. Currently, 540 students are studying, 200 of them are on state order. In the future, they want to abandon the state order and reduce the admission of applicants. The emphasis will be placed on the quality of training of specialists.

Further, meetings were held with the heads of structural divisions responsible for the work:

- admissions committee (career guidance manager Muduarova Larisa Mukhametkaliev);
- educational and methodological department (Medeova Firuza Erkinovna Deputy Director for Academic Affairs, Beksultanova Kuralai Beldibaevna Deputy Director for Educational and Industrial Practice);
- scientific, methodological and educational department (Serikpayeva Svetlana Omurzakovna - Deputy Director for Scientific and Innovative Work (until September 2020), Ibraimova Moldir Erganatovna

Deputy Director for Educational Work, Baigonusov Erbol Modanovich, teacher-organizer for BMT. Nurakhanova Kanatkul Sergazievna college methodologist until September 2020).

During the interview, some discrepancies in the structure of the college were revealed. Which of the structural divisions (EMA and NM and BP) is operating at the moment.

During the meeting of the EEC members, issues were raised regarding the provision of the educational programme with teaching staff, the effectiveness of educational programmes and their compliance with professional standards, the work of the subject cycle commission, the conditions for organizing the work of the college in a pandemic, the organization of the educational process in distance learning, industrial practice, educational work, career guidance work, work with parents.

During the meeting with the heads of structural divisions, issues of academic honesty and anti-plagiarism were raised, as well as issues related to the system of assessing students' knowledge. During the interview, it was recommended to start implementing the Policy of Academic Integrity and Anti-Plagiarism, as the graduates of the EP write their graduation works.

The external expert evaluation programme made it possible to meet with individual members of the college self-assessment report working group, during which EEC members received confirmation of the statistical and factual data presented in the self-assessment report.

Career guidance manager Muduarova Larisa Mukhametkaliev introduced the college's strategy for attracting and recruiting applicants, about the activities, plans for the admissions committee with schoolchildren, about social networks through which this work is carried out, the approved rules for admitting applicants.

Employees of the educational and methodological department Medeova Furuza Erkinovna, Beksultanova Kuralay Beldibaevna answered the questions of experts about the composition of the EMA and SCC, about control and measuring instruments, the organization of the practice of students, the participation of employers in the development of the educational programme.

Deputy Director for educational work Ibraimova Molder Erganatovna, Baigonusov Erbol Modanovich, teacher-organizer on CWP acquainted the members of the expert commission with the circle work of the college, with measures for educational work and prevention of offenses.

Aitimova Diana Akserikovna Deputy Director for International Relations spoke about cooperation with the Professional College of the Kyrgyz National University. J. Balasagyn. It was noted that cooperation is only in the initial phase. There are no specific activities for academic mobility or other activities under the Cooperation Agreement.

Bondarenka Elena Grigorievna teacher of special Disciplines, at the same time the chairman of the SCC told the members of the EEC about the work of the SCC. The CPC has 32 teachers serving all specialties, which is an erroneous approach. (SCC is a methodological association of teachers of disciplines of the same direction). The close connection of teachers with graduates of the EP was noted. It was found that the educational process is conducted according to the traditional training system, despite the fact that from the 2019/20 academic year in the TVE system, the process of transition to a credit-modular training system began.

According to the programme of the visit of the EEC, meetings were held with support services.

- Bizhanov Nurzhan Nurbolovich - financial director
- Toktasynova Guldana Serikbaykyzy - Chief Accountant
- Mamutbekova Zhanar Madyarhanovna - Head of HR Department
- Seytkhaziev Dosymkhan Sherekhanovich - Deputy Director for IT.

The experts asked questions about the personnel policy of the college, the cost of training, and how the price for the EP is formed. The answers received showed that the college has a well-established recruitment policy, the college is interested in a high-quality teaching staff, and certain incentive measures have been developed for teachers. Such as support of young employees for master's and doctoral studies. The headmaster of the college will pay for their tuition. At the expense of the college, professional development courses for teachers are paid.

It was noted that almost 77% of the college's financial costs are for faculty and staff salaries.

The financial director pointed out the existing difficulties in paying off financial debts by students. But despite the failure of students to fulfill their contractual obligations to the college, the

educational process continues, work is underway to strengthen the material and technical base.

Deputy Director for IT Seytkhaziev D. Sh. Told about the work done to create his own educational platform and further replenishment of classrooms with new computers.

The virtual inspection showed a fairly good material base and the college's equipment with the necessary equipment.

The college has its own building of 9 floors, adapted, among other things, for teaching people with special educational needs (there is an elevator). The training is conducted in 29 classrooms. A cabinet system has been introduced in the college, there are special rooms for OP0515000 - Management (by industry and application). Some classrooms are equipped with interactive and software tools for the successful implementation of the educational programme, there are laptops, printers, scanners, copiers, video and audio tools.

The college has a gymnasium and an assembly hall, computer rooms, a library combined with a reading room.

During the examination of the library, the head was asked about the correspondence of the educational and educational-methodical per student. However, as the answer showed, the manager did not possess such information.

Members of the EEC noted the work of the medical office. The medical office has two rooms for receiving patients and a procedure room, which can be used as an isolation ward. The medical office is equipped with all the necessary equipment for first aid.

Further, the members of the EEC got acquainted with the documentation presented by the staff of the college. Among them, working curricula, training schedules, calendar-thematic plans of disciplines, educational and methodological complexes of disciplines, standard curricula for technical and vocational education (specialty: 0512000 Translation, qualification: 0512023 Guide-translator; specialty: 0515000 Management (according to industries and fields of application), qualification: 0515013 Manager), guidelines for the implementation and defense of diploma works, graduate theses, Agreements with enterprises on professional (industrial) practice (2017-2018 academic year, 2018-2019 academic year).

The examination of the documents showed that the working curriculum and CTP were drawn up in accordance with the State Standard of Education. In the educational and methodological complexes of disciplines, deficiencies were found in the part of the recommended educational literature. In the reviewed EMC, in the list of recommended publications, outdated literature of 2005 and 2007 is indicated. Violations in these were also revealed. So, it was found that the Supervisor's Review and the Review are 100% the same, which is unacceptable when admitting a thesis to defense. It was also found that the control and measuring materials (in the conditions of the distance learning format) for the 2019/20 and 2020/21 academic years, respectively, were not considered and approved at the EMA meeting, which is also a violation.

The members of the EEC did not have the opportunity to review the results of the questionnaire survey of students for satisfaction with the educational process for the analyzed years, which did not allow studying the feedback.

Second day of visit 20.01.2021

In order to validate standard 5, a meeting was held with college teachers, the lesson of the teacher Zhumakhmetova Gulmira Sharapatovna was attended. 2nd year. Topic: " Classification of enterprises, institutions, and organizations " according to EP 0515000 - Management (by industry and application), interviewing students of specialties **programmes "Management" and "Translation Studies"**.

At a meeting with teachers, those present from the college, answered the questions of experts on satisfaction with the conditions of work in the college, material incentives, wages, and advanced training. The participants in the meeting demonstrated a fairly high commitment and loyalty to the director of the college. They noted his interest in the professional growth of teachers and his availability for them. Faculty members are familiar with the college's strategic goals and objectives.

After meeting with the teachers, the EEC members attended a number of classes. So, on 2nd

course by EP 0515000 - Management (by industry and application) a lesson was held on the topic: "Classification of enterprises, institutions, and organizations"... The lesson was held online. When studying the topic of the lesson, the teacher used interactive teaching tools (showing video fragments of news broadcasts on television). It should be noted the active presence of students in the lesson.

Meetings with students of the 0515000 - Management programme (by industry and application) demonstrated good corporate spirit. Based on the responses of the students, it was concluded that they are satisfied with the quality of training, the student support service. They are ready to recommend the college to applicants wishing to get an EP education 0515000 - Management (by industry and application), as they consider their college to be the best. Almost the same conclusions were drawn from interviews with other college students.

It should be noted that for a relatively short period of work, the college has formed a good reputation among employers. According to working curriculum, students undergo practical training in various financial institutions. Employers noted a fairly good theoretical and practical training of students. Examples were given when individual graduates were hired immediately after their internship.

The graduates have shown quite high loyalty and commitment to the college. In the interview, the graduates especially noted their teachers, thanks to whom they received good knowledge, which allowed them to enter higher educational institutions in the future and get a good job.

Interviews with international partners showed that the college is interested in developing international relations. However, no specific measures were taken. This line of work is in progress.

Further, intercollegiate documents were studied: Regulations on the Council for the Prevention of Offenses of Students of the International College of Business and Communications, Regulations on the School of Young Educators, Regulations on the Educational and Methodological Complex, Internal Regulations for Employees, International College of Business and Communications Internal Rules of Students at the International College of Business and Communications.

The second day ended with a discussion of the results of the day, a discussion of the results, an exchange of views.

Third day of visit January 21, 2021

The last day of work of the EEC. The Chairperson briefed the commission members on preliminary recommendations for institutional accreditation and discussion of preliminary recommendations for EP 0515000 - Management (by industry and application) and 0512000 Translation studies, qualification: 0512023 Guide-translator.

Further, a meeting of the EEC members was held on the results of an external evaluation of the educational programme 0515000 - Management (by industry and application) for compliance with accreditation standards. A final discussion of the results of external assessment, study of documents, results of interviews, questionnaires was held. The members of the EEC started to design the final report of the EEC.

A meeting of the EEC members was held. EEC members made generalizations of the assessment results of college educational programme. EEC members carried out an assessment of the college's conformity according to the developed ECAQA "Quality profile and criteria for external evaluation of the educational programme 0515000 - Management (by industry and application) for compliance with ECAQA Accreditation Standards ". The above document was individually completed by each member of the EEC. No comments were made by the EEC members.

Recommendations for improving the implementation of the educational programme for the college were discussed. A draft report and a recommendation for improvement were prepared. The Chair conducted a final open vote on college recommendations and a final vote on recommendations for the ECAQA Accreditation Board.

The programme and schedule of the external expert assessment of the EEC has been completed in full. On the part of the college staff, the participation of all persons indicated in the programme is ensured.

3.2 Results of the survey of key stakeholders

An observer from ECAQA in the period 19-20.01.2021 conducted an online survey of college students and teachers on the resource <https://webanketa.com/...>

Student survey results:

In total, the proposed questionnaire contains 22 questions, including an assessment of satisfaction with training and organization resources. The total number of students on the list is 58. The total number of respondents is 53, of which the OP0515000 - Management (by industry and application) - 21, which amounted to 39.6%

According to the data, 56% are ready to recommend to friends, acquaintances, relatives to study in this organization, 26.42% are partially ready, 13.21% are not ready. According to the data obtained, it can be concluded that more than half of the respondents would recommend their college to their relatives, friends and acquaintances.

58.49% fully agree with the statement about the awareness of programme managers and teachers about the problems of students related to learning, and partially 24.53%. Totally dissenting people make up a very small number (5.66%). The findings suggest that programme managers and educators are, for the most part, aware of student problems.

The data on the answers to the question about satisfaction with the conditions of equipping classrooms and classrooms of the college allow us to conclude that the overwhelming majority of teachers are satisfied with the state of classrooms and classrooms. Indicators for the answer options "fully satisfied" (62.26%) and "partially satisfied" (22.64%) together make up more than 85%.

The results of answers to the question about the conditions created for students in college (rest rooms, benches, buffet / canteen) indicate sufficiently favorable conditions for their comfortable stay. The general data on "completely agree with the statement that conditions for rest and food have been created" is almost 70%.

Less than 50% of the respondents are ready to confirm the availability of syllabuses and additional literature to prepare for classes. Almost 40% expressed partial agreement. Taking into account that about 15% of the respondents' answers are the answer options "completely disagree" (9.43%), "partially disagree" (3.77%), "I doubt the answer" (1.89%), it is possible to do the conclusion that more than half of the students who took part in the survey are rather dissatisfied than satisfied with the provision of syllables and additional literature for training.

According to the data received for approval "The educational organization has access to participation in research work", it can be assumed with a certain degree of confidence that the college is working to attract students to research work. So, as almost 53% of respondents fully agree with this statement, partially agree with 15.09%, found it difficult to answer about a quarter of the respondents, and a very small number expressed their disagreement (5.66%, 1.89%).

The overwhelming majority of respondents ("completely satisfied" 62.26%, "partially" 15.09%) expressed their satisfaction with the library fund / college resources. In their opinion, the college has all the necessary textbooks. The indicators for dissatisfied and partially dissatisfied are less than 10%.

Similar data were obtained on satisfaction with electronic educational resources. The overwhelming majority (almost 85%) confirmed the availability of electronic educational resources.

According to the data obtained, it can be concluded that the educational process is sufficiently provided with both educational literature and electronic educational resources. It was gratifying to note that almost all survey participants confirmed the respectful attitude of teachers and staff towards students.

The answers to the following three questions regarding student support showed that the college has developed a certain system aimed at social and academic support for students. Almost 80% of the respondents confirmed the existence of social programmes to support students (material and psychological), 64.15% of a career counseling service and more than 80% (56, % in full and 28.3% in part), a system of self-study.

A well-designed lesson schedule is one of the conditions for a clear organization of the educational process. Thus, the data of the questionnaire survey demonstrate a fairly high degree of satisfaction with the schedule of training sessions. It suits 90% of survey participants (77.36% in full, 18.87% in part). 85% of respondents testify to the objectivity of teachers in assessing knowledge and skills.

The results of answers on such indicators as the use by teachers of interesting forms of teaching and conducting classes, as well as the use of feedback practice (hears out the opinions of students, conducts a mini-questionnaire, works on mistakes) showed that less than half of teachers (45, 28) use interesting forms learning, 32.08% believe that sometimes, and 17% rarely. Feedback, according to the respondents, is well established among 56.6% of teachers. These teachers regularly maintain feedback with the teachers, according to 28.3% this work is carried out periodically...

One of the important indicators of the success of any educational institution is practical training. Thus, the results show that 47.17% are completely satisfied with the organization of the practice, 18.87% are partially satisfied. The indicators for dissatisfaction, partial satisfaction, as well as those who did not answer this question, totaled 34%. This is a fairly high indicator, according to such an important criterion for assessing the activities of the college, which should be paid attention to.

The data on student engagement in scientific work shows that only about a quarter of the respondents are engaged in scientific circles or participate in scientific projects. It can be assumed that students are not interested in doing research work, or these are shortcomings on the part of those responsible for this area of work.

Almost 70% of the respondents answered affirmatively to the question about the adequacy of the knowledge and skills they received, within the walls of the college, in their chosen specialty. About 10% are not yet ready to answer this question, the same number of survey participants want to believe it. A very small part of the respondents (5.66%) has doubts.

Answers to the question of attracting students to activities to prepare for institutional and specialized accreditation confirm the activity of college students and their involvement in management. Thus, about 90% of the survey participants took a direct part in the preparation for accreditation. They participated in the preparation of the self-assessment report (52.83%), in organizing a meeting of external experts (5.66%). The data obtained show that for 73.58% of the respondents who participated in the survey, the questionnaire questions were clear, 9.43% chose the option "some were not clear". The rest of the answer options have insignificant indicators (less than 10%). Thus, we can assume with a significant degree of confidence that the results of the survey are reliable.

Findings: the results of the survey made it possible to confirm the correctness of the conclusions made by members of the EEC on the issues of loyalty and commitment of students to their college, an established system of interaction between the teaching staff and students, a good material and technical base and equipment of the college, provision of educational literature, creating comfortable conditions for students, satisfaction with the organization of the educational process.

The survey data also indicate the presence of shortcomings in providing students with syllabuses., additional literature for preparation for classes, organization of practice, attraction to scientific research work.

Teacher survey results:

The survey involved 22 teachers of them working in the specialty 0515000 - Management (by industry and application) 7, accounting for 31.82%. According to the data, 59.09% of respondents have been working in this college for more than 10 years, 13.65% from 5 to 10 years. Just over a quarter (27.27%) are under 5 years old. The results testify to the stability of the teaching staff.

Almost 90% of the respondents expressed their satisfaction with the organization of the educational process. The same high rates (95.45%) are also observed in the observance of ethics and subordination in relations between colleagues, teachers, and management.

Satisfaction with the organization of work and workplace was expressed by 86.36% and partially agreed by 13.64%. There are no disagreements with this statement. 72.73% of respondents indicate

that the college has created conditions for career growth and development of teachers' competencies, 22.73% partially agree with this statement.

Fully agree with the statement that the college provides opportunities for scientific work and publication of research results 77.27%, partially agree 18.18%.

More than half (54.55%) of the survey participants are satisfied with their salary, and taking into account the data on the answer option "more yes than no" (13.64%), then without a doubt it can be concluded that the overwhelming majority of teachers are satisfied payment of their labor. Also, the overwhelming majority (86.36%) of respondents are satisfied with personnel work.

There is a clear trend in the growth of indicators for advanced training courses, the number of teachers who have completed advanced training courses on an annual basis is growing. So, if the number of teachers who took advanced training courses more than three years ago was 22.73%, then 45.45% indicated that they took courses less than one year ago, and this year already 31.82%. Taking into account the fact that the activity of passing the refresher courses for teachers is held during the summer period (the end of the academic year), these indicators will increase significantly.

According to the data, a favorable microclimate has been created in all structural divisions of the college. All survey participants expressed their satisfaction on this issue.

72.73% of respondents agree with the statement that this educational institution has an opportunity for professional growth, 27.27% partially agree. There are no disagreements or doubters. It follows from this that the college has the conditions for professional growth.

The answers to the question about support for the participation of teachers in conferences (international, republican) show that more than half of the survey participants are not particularly interested in the issues of participation in conferences. This can be judged by the following data. So, 40.91% of the survey participants did not contact the management about this, 18.18% did not answer it at all. 13.64% confirmed the support of the management (payment of travel, travel expenses and registration fee), 4.55% indicated that they paid for the trip. About 10% indicated the answer option "does not pay for any expenses" and 13.64% indicated that they are in favor of self-financing participation.

Among the teachers who participated in the question, 86.36% are full-time college employees, 4.55% part-time and 9.09% hourly.

41% of respondents point to the existence of social programmes to support teachers. Fifty percent do not know about such programmes and 9.09% answered negatively.

Answers to the question "Do the heads of the organization listen to your opinion in relation to questions on the educational process, upbringing work, research work, practice" 81.82% answered in the affirmative, 9.09%, yes, sometimes. Almost the bulk of the respondents confirm that the management takes into account the opinion of the teachers.

Ranking of answers to the question "What teaching methods do you most often use in the process of teaching students?" showed that the most popular methods used by teachers are (in descending order):

- lectures 86.36%
- oral analysis of the lesson 68.18%
- oral survey of students 63.64%
- written assignments 59.09%
- test solution 41%
- implementation of abstracts 45.45%
- practical training in the development of skills in the training center 31.82%
- implementation of projects, term papers 27.27%.

Less popular were such methods as rewriting thematic information from textbooks and additional literature 13.64%.

The same indicators (18.18%) for such answer options as:

- problem-oriented learning;
- interactive training;
- analysis of situational tasks;

- preparation and solution of cases;
- work in small groups.

The results of answers to this question are quite expected. The college still works according to the traditional system, which involves the use of precisely those teaching methods that have received the largest number of answers.

Findings:

Thus, according to the results of a survey of college teachers, the following conclusions can be drawn:

The college has a stable teaching staff with good potential for further development.

The college management has created favorable conditions for work, research activities and career growth.

The college has a favorable climate and a social support programme. The overwhelming majority of employees are satisfied with their wages.

However, the management of the college and the teaching staff in general, it is necessary to consider issues on the active use of interactive forms of education by teachers.

3.3 Conclusions from external expert evaluation

As part of an external expert assessment of the educational programme in the specialty 0515000 - Management (by industry and application) college for compliance with ECAQA Accreditation Standards by members EECs are carefully studied and evaluated the main indicators relevant to this programme.

The information received by external experts during the study of the self-assessment report, preparation of a written review with recommendations for improvement, interviews with management, employees of departments, study of documentation, during interviews with 17 administrative employees, interviews with 31 students, 17 teachers, 11 employers, and questioning 53 students, 22 teachers, including 1 part-time and 2 hourly workers. All information received was compared with the data of the self-assessment report, which made it possible to ensure the accuracy and validation of the information provided by the college and supporting documents for compliance with the above-mentioned ECAQA Accreditation Standards.

During the external expert evaluation, the members of the EEC studied over 30 documents (Appendix 2) and videos on learning resources, which made it possible to identify the correspondence educational programme in the specialty 0515000 - Management (by industry and application) accreditation standards...

Recommendations for improving the educational programme, developed by the EEC based on the results of the expert evaluation, were presented at a meeting with the management on January 21, 2021.

Thus, the external assessment and the visit of the EEC members made it possible to verify and validate the data of the self-assessment report. educational programme college in full.

For the work of EEC, comfortable conditions were created, access to all necessary information and material resources was organized. The commission notes the high level of corporate culture of the college, the high degree of openness of the team in providing information to members of the EEC.

3. Analysis for compliance with the accreditation standards of the educational programme in the specialty 0515000 - Management (by industry and application) Institutions "International College of Business and Communications" and an overview of the strengths for each standard

Standard 1: MISSION AND POLICY OF EDUCATIONAL ORGANIZATION FOR QUALITY ASSURANCE

The expert commission received convincing data that the study of the college corresponds to the tasks of the development of the the national system of technical and vocational education. During the

interview, they obtained confirmation of the involvement of a certain circle of stakeholders (students and teachers) in its discussion and acceptance.

The participation of teachers, staff, students in the discussion of the mission and goals meets the criteria of Standard 1. to ensure the involvement of all stakeholders in its discussion and adoption.

Confirmations were received that the activities of the educational institution are aimed at training a quality specialist who meets the requirements of the labor market, has basic and professional competencies, with a developed sense of responsibility, who is able to bear responsibility to society.

Strengths:

1) Availability of a Strategic development plan with a definition of the mission and directions of the college

2) Stakeholder participation in the development of the Strategic Development Plan

3) Close integration of large companies in the profile of the college.

Conclusions of the EEC on the criteria. Out of 10 standards conform: completely - 1, significantly -3, partially -5, do not correspond - 0.

Standard 1: completed

Recommendations for improvement identified during the external visit:

1) Create a quality department to monitor students' satisfaction with the quality of educational services provided, employers' satisfaction with the quality of training;

2) Improve the principles of strategic management.

Standard 2: EDUCATIONAL PROGRAMME

In the course of an external assessment, confirmation was received about the provision of EP with highly qualified teaching staff, the compliance of the educational regulatory framework of the State Educational Standard of the Republic of Kazakhstan. When organizing the educational process, both traditional and innovative teaching technologies are used. Teachers actively use information and communication technologies in classrooms and extracurricular activities.

It should be noted the rather effective organization of the educational process in the distance mode. Created its own information platform convenient for students and teachers.

Curriculum documentation (curriculum, standard working curricula, individual curriculum for each discipline) are developed in accordance with the requirements and correspond to the objectives and content of the educational programme to achieve the expected learning outcomes. Educational and methodological documentation is reviewed and approved by the collegiate divisions of the college.

The volume of classroom lessons does not exceed 36 hours per week, with a total student workload - 54 hours per week, including all types of extracurricular work. The distribution of classroom hours into theoretical and practical components is carried out taking into account the status of the disciplines and belonging to a particular cycle.

The college has all the necessary software and educational equipment for the effective implementation of the educational programme. The college is equipped with classrooms, sports and assembly halls, computer labs, which are equipped with interactive whiteboards and a library.

Strengths:

1) Good material and technical base

2) Stable professional teaching staff

Conclusions of the EEC on the criteria. Out of 12 standards conform: completely - 4, significantly -3, partially -5, do not correspond - 0.

Standard 2: completed

Recommendations for improvement identified during the external visit:

1) Develop a system for attracting employers and other stakeholders to develop an educational programme "Management (by industry)"

2) Ensure the transition of training specialists to modular and credit training technology.

3) Ensure the active participation of stakeholders in the process of developing and improving the educational programme, assessing the quality of educational services.

Standard 3. STUDENT-CENTERED LEARNING AND STUDENT'S VALUATION

The expert commission studied the system for assessing student achievement. It is based on TVE regulatory documents. Evidence was obtained that the college uses effective internal assessment mechanisms to assess the basic and professional competencies of students.

EEC members got acquainted with control and measuring materials, theoretical journals; selectively reviewed grade books and statements, class schedules, studied the methods and practices used by teachers to assess the achievements of students. They got evidence that the college attracts social partners (employers) to assess the professional competencies of students.

The expert commission concluded that the analyzed documents allow corrective measures to be taken to improve the educational level of students and educational programmes. The applied principles, methods and practice of assessing educational achievement are comparable to the methods of teaching and teaching and guarantee the achievement of the final results by the learners. The student assessment policy is based on transparency, objectivity and accessibility.

Strengths:

- 1) Close interaction of the teaching staff and students
- 2) Favorable environment of mutual respect and understanding between students and teachers.

Conclusions of the EEC on the criteria: Out of 12 standards conform: completely - 8, significantly 3-, partially - 1, do not correspond - 0.

Standard 3: completed

Recommendations for improvement identified during the external visit:

1) Develop an academic policy, including a description of the procedure for assessing the knowledge and skills of students, criteria for establishing points and the number of allowed retakes, counseling.

Standard 4: STUDENTS, ADMISSION POLICY AND QUALIFICATIONS

College Admissions is conducted in accordance with the approved Admission Rules of the Ministry of Education and Science of the Republic of Kazakhstan "Standard Rules for Admission to Educational Organizations Implementing Professional Educational Programmes of Technical and Vocational Training" dated October 18, 2018 No. 578.

The college has a system of academic counseling for students on the correct choice of a future profession. The college provides discounts on tuition fees to students from a socially vulnerable category: disability, orphans, large families.

The college has created conditions for the development of the creative and personal abilities of students. The college has circles, sports sections. A sports hall, a canteen, a first-aid post, reading and assembly halls, and a library work to serve students.

Students take part in the life of the college, make proposals for improving the educational process, take part in solving important issues of the college, are members of the Pedagogical Council. Students' proposals for improvement are considered at meetings of collegial bodies.

Strengths:

- 1) A well-developed policy of admission of applicants;
- 2) Effectively operating student support service;
- 3) Conditions have been created for the realization of creative potential and personal growth.

Conclusions of the EEC on the criteria. Out of 13 standards conform: fully - 11, significantly - 0, partially - 2, do not correspond - 0

Standard 4: completed.

Recommendations for improvement identified during the external visit:

- 1) To intensify the research work of students.

2) By intensifying international cooperation, introduce programmes of academic mobility and double-diploma education.

Standard 5: ACADEMIC STAFF / FACULTY

The educational process for EP is provided with sufficiently highly qualified personnel. The policy of admission and selection of personnel has been established. Much attention is paid to improving the qualifications of the teaching staff. The School of Young Teachers is successfully operating. The level of professional competence, qualifications of members of the teaching staff correspond to the stated mission, goals and objectives of the strategic plan. The high-quality staff of the college teachers creates favorable conditions for competitive specialists.

Strengths:

- 1) Policy of selection and placement of teaching staff in accordance with regulatory documents on personnel management procedures;
- 2) Systematic work to improve the professional level of the teaching staff.

Conclusions of the EEC on the criteria. Out of 8 standards conform: completely - 4, significantly -2, partially - 2, do not correspond - 0.

Standard 5: completed

Recommendations for improvement identified during the external visit:

- 1) Ensure the systematic improvement of the professional and managerial level of the heads of the structural divisions of the college.

Standard 6: LEARNING RESOURCES AND SUPPORT OF STUDENTS

The Expert commission received sufficient evidence that students have created favorable conditions and a safe, health-preserving environment for learning and mastering the EP, which includes material, technical, information and educational resources. The available resources in sufficient volume meet the requirements of the SCES and regulatory legal acts, correspond to the stated mission, strategic goals and are available to teachers and students of the college.

The educational process is provided with a fairly good educational and educational-methodical literature, both on paper and on electronic media.

A club of young scientists has been created and operates in the college, whose activities contribute not only to the scientific and professional growth of teachers, but also to the development of research and development work and research work in general.

Strengths:

- 1) A good material and technical base, corresponding to the State Educational Standard of Education and SanPiN, and a qualified teaching staff.

Conclusions of the EEC on the criteria. Out of 13 standards conform: fully - 5, significantly - 6, partially - 2, do not comply - 0

Standard 6: completed

Recommendations for improvement identified during the external visit:

- 1) Continue work to strengthen and expand the educational, auxiliary, information and resource support of the educational programme.

Standard 7: INFORMATION AND ACTIVITY MANAGEMENT

In the course of the work of the external expert commission and the study of documents, it was concluded that the college has established a system for managing information and using it to improve the activities of the entire college and the current educational programme.0515000 - Management (by industry and application). The structural divisions of the college analyze the educational and educational achievements of students, monitor the movement of the student body, summarize the results of the test and examination session, and regularly monitor the employment of graduates. The analysis of the data obtained is submitted to a meeting of the pedagogical council for making appropriate decisions. The expert commission received evidence of the openness and accessibility of

the manual for students and their parents. The management of the college has the necessary competencies to ensure the processes aimed at fulfilling the mission and development strategy of the college.

Strengths:

1) Openness, transparency and availability of management.

Conclusions of the EEC on the criteria. Out of 7 standards conform: completely - 2, significantly -2, partially -3, do not correspond - 0

Standard 7: completed

Recommendations for improvement identified during the external visit:

1) Ensure the organization of effective management of the college to achieve the mission, goals and objectives of the Strategic College Development Plan.

Standard 8: PUBLIC INFORMATION

The members of the EEC got acquainted with the documents regarding the mission and purpose of the college, the rules for admission of applicants and internal regulations, and the conditions of study. Students of the educational programme 0515000 - Management (by industry and field of application) are informed about the qualifications that will be awarded upon completion of the EP, about the qualification requirements for assessment methods.

However, it should be noted that the college website is not very informative. The site contains information about the specialties for which training is conducted in this educational institution. The presented material does not fully reflect the activities of the educational institution. It is difficult to determine the achievements of the college in recent years, there is no archive of events.

Strengths:

1) The interest of the teaching staff and students in the progressive development of the college.

Conclusions of the EEC on the criteria. Out of 2 standards conform: completely -0, significantly -0, partially - 2, do not correspond - 0

Standard 8: completed

Recommendations for improvement identified during the external visit:

1) Increase the level of transparency of the college's activities by informing the public and partners by posting accurate information on the college's website.

Standard 9: MONITORING AND EVALUATION OF EDUCATIONAL PROGRAMME

The expert commission received information that the evaluation of educational programmes is carried out on the basis of the progress and quality of knowledge of students.

Internal monitoring of the activities of the college and its divisions is carried out in accordance with internal regulations and is of a planned nature. The presented materials adequately reflect the criteria of this standard. Internal monitoring of the activities of the college and its divisions is carried out in accordance with internal regulations and is of a planned nature.

Strengths:

Quite high indicators of satisfaction of teachers, staff, students, employers with the conditions of the organization of the educational process, the quality of graduates and working conditions in the college.

Conclusions of the EEC on the criteria. Out of 6 standards conform: completely -0, significantly -3, partially - 3, do not correspond - 0.

Standard 9: completed

Recommendations for improvement identified during the external visit:

1) Develop a system for monitoring and evaluating the educational programme.

2) Provide a systematic analysis of students' satisfaction with the quality of educational services.

3) Regularly conduct an analysis of employers' satisfaction with the quality of training specialists under the programme 0515000 - Management (by industry and application).

Standard 10: PROCEDURES OF EXTERNAL QUALITY ASSURANCE AND STEADY IMPROVEMENT

Members of the EEC have received evidence that the college leadership is interested in conducting an external assessment of the academic process. For this purpose, certification was carried out in 2014 for the conformity of the college activities for compliance with the qualification requirements for educational organizations implementing educational programmes of technical and vocational education. For the same purpose, a visit of an external expert commission was organized to determine compliance with the Standards of specialized accreditation of organizations of technical and vocational education.

An internal quality assurance policy is developed and approved by the College's Pedagogical Council, which is refined in the concept of graduate manager demand. The college demonstrates an effective continuous mechanism for internal quality assessment and examination of the educational programme by monitoring the quality of education, various types of control over the training of students. Monitoring analysis allows you to carry out the necessary corrective measures to improve the quality of the educational programme. Adjustment of the educational process takes place in accordance with the regulatory and legal framework of TVE and on the basis of internal regulations, guidelines and instructional letters.

The process of recruiting faculty members to college is characterized by objectivity and transparency. The management policy is carried out within the framework of such principles as: the availability of leadership, creating an environment for creative activity, stimulating the activities of teachers, improving qualifications, equipping the audience with modern teaching aids, access to library resources and digital resources.

Strengths:

1) College management is built on the principles of trust and responsibility.

Conclusions of the EEC on the criteria. Out of 6 standards conform: completely - 1, significantly - 4, partially - 1, do not correspond - 0.

Standard 9: completed

Recommendations for improvement identified during the external visit:

1) Develop an internal Quality Policy.

Thus, all 10 accreditation standards have been met, no inconsistencies in the fulfillment of the criteria of each of the basic accreditation standards in the process of analyzing the self-assessment report and carrying out the examination as part of the tasks of the external expert evaluation programme were found.

6. Recommendations for improving the implementation of the educational programme in the specialty 0515000 - Management (by industry and application) Institutions "International College of Business and Communications":

1. Create a quality department to monitor students' satisfaction with the quality of educational services provided, employers' satisfaction with the quality of training.
2. Improve the principles of strategic management.
3. Develop a system for attracting employers and other interested parties to develop an educational programme "Management (by industry)".
4. Ensure the transition of training specialists to modular and credit training technology.
5. Ensure the active participation of stakeholders in the process of developing and improving the educational programme, assessing the quality of educational services.
6. Develop an academic policy, including a description of the procedure for assessing the knowledge and skills of students, criteria for establishing points and the number of allowed retakes, counseling.
7. To intensify the research work of students.
8. By intensifying international cooperation, introduce programmes of academic mobility and double-diploma education.

9. To provide systematic improvement of the professional and managerial level of the heads of the structural divisions of the college.
10. Continue work to strengthen and expand the educational, auxiliary, information and resource support of the educational programme.
11. Ensure the organization of effective management of the college to achieve the mission, goals and objectives of the Strategic College Development Plan.
12. Increase the level of transparency of the college's activities by informing the public and partners by posting accurate information on the college's website.
13. Develop a monitoring and evaluation system for the educational programme.
14. Provide a systematic analysis of students' satisfaction with the quality of educational services.
15. Regularly analyze the satisfaction of employers with the quality of training specialists under the programme 0515000 - Management (by industry and application)
16. Develop an internal Quality Policy.

7.Recommendation to the ECAQA Accreditation Council

The EEC members came to a unanimous opinion to recommend the Accreditation Board to accredit the educational programme in the specialty 0515000 - Management (by industry and application) Institutions "International College of Business and Communications", conforming to the Standards of specialized accreditation of organizations of technical and professional ECAQA / ECAQA education for a period of 3 years.

Chairman, academic expert - Baekesheva Aigul Sharapievna

Foreign expert - Elena Vladimirovna Zamiralova

National Academic Expert - Zhakenova Karlygash Amanbekovna

National Academic Expert - Bukenbaev Adilzhan Nurlanovich

Expert - Representative employers - Alexander Saveliev

Expert - student representative - Satybaldin Amir Timurovich

ECAQA Observer - Umarova Makpal Aldibekovna

Председатель, академический эксперт – Баекешева Айгуль Шарапиевна



Зарубежный эксперт – Замиралова Елена Владимировна



Национальный академический эксперт – Жакенова Карлыгаш Аманбековна



Национальный академический эксперт – Букенбаев Адильжан Нурланович



Эксперт – представитель работодателей – Александр Савельев



Эксперт – представитель студентов – Сатыбалдин Амир Тимурович



Наблюдатель от ЕЦА – Умарова Макпал Альдибековна



Quality profile and criteria for external evaluation of the educational programme in the specialty 0515000 - Management (by industry and application) of the Institutions "International College of Business and Communications" for compliance with the Standards of institutional accreditation of technical and professional organizations

Standard	Criteria for evaluation	Number of standards = BS * / SU	Evaluation			
			Totally coincides	Significantly corresponds	Partially compliant	Does not match
1.	Mission and policy of educational organization for quality assurance	9 = 9BS 1SU	1	3	5	-
2.	Educational programme	12 = 7BS 5SU	7	2	3	-
3.	Student-centered learning and student's valuation	12 = 8BS 4SU	8	3	1	-
4.	Students, admission policy and qualifications	13 = 10BS 3SU	11	-	2	-
5.	Academic staff/Faculty	8 = 5BS 3SU	4	2	2	-
6.	Learning resources and support of students	13 = 9BS 4SU	5	6	2	-
7.	Information and activity management	7 = 3BS 4SU	2	2	3	-
8.	Public Information	2 = 2BS 0SU	-	-	2	-
9.	Monitoring and evaluation of educational programme	6 = 5BS 1SU	-	3	3	-
10.	Procedures of external quality assurance and steady improvement	6 = 3BS 3SU	1	4	1	-
	Total:	88	39	25	24	-

List of documents requested by members of the EEC during the period of the external expert assessment of the educational programme

No.	Names of documents	amount	Date approved
1.	Structure of the International College of Business and Communications Institution	1	
2.	Working curricula	2	
3.	Training Session Schedules	1	
4.	Calendar-thematic plans	2	
5.	Lesson plans (flow charts of lessons)		
6.	Code of Academic Integrity for Faculty, Staff and Students	1	
7.	International College of Business and Communication Student Code of Honor	1	09/01/2020
8.	Educational-methodical complexes of disciplines	2	
9.	Typical curricula for technical and vocational education (specialty: 0512000 Translation, qualification: 0512023 Guide-translator)	1	
10.	Working curriculum of technical and vocational education (specialty: 0512000 Translation studies, qualification: 0512023 Guide-translator)	1	
11.	Extract from the work plan for 2018-2019, 2019-2020 academic year (specialty: 0512000 Translation studies, qualification: 0512023 Guide-translator)	1	
12.	Personal files of students	2	
13.	Control and diagnostic materials. Criteria for assessing the knowledge, skills and competencies of a student for the course theory and practice of translation (on a 5-point scale)	1	
14.	Rules of pedagogical ethics	1	September 28, 2020
15.	Admission rules for training at the Institution "International College of Business and Communications" for the 2020-2021 academic year	1	
16.	List of ICBiC employees for the 2016-2017 and 2017-2018 academic years	1	
17.	Student guidebook (2020)	1	
18.	Methodical instructions for the implementation and defense of thesis	1	
19.	Thesis: Diploma work in the specialty 0512000 - "Translation" on the topic "Features of translation of realities". Muratkyzy Madina. Dec 2019 Thesis in the specialty 0512000 - "Translation" on the topic "Difficulties in translating a book on composition by Andrew Lumis. Peculiarities of Translation of Drawing Aids". Beysembay Akzel Temirkyzy. Dec 2019	2	
20.	Job descriptions of employees (2020). Job	1	01.09.2016

	description of a methodologist		
21.	Arrivals and Departures	1	
22.	Information and information on employment and employment of graduates for 2018, 2019, 2020		
23.	Standard rules for the activities of the methodological (educational, methodological, scientific and methodological) council and the procedure for its election	1	
24.	Library annual report	1	
25.	Library annual work plan	1	
26.	Cooperation agreements	8	
27.	Register of a standard contract for professional practice. The list of enterprises (organizations) as bases for professional practice (by type) of students for the 2018-2019 academic year	1	
28.	Register (electronic) of contracts for professional practice (by type) of students, 2018-2019 academic year	1	
29.	Work plan of the Deputy Director for Academic Affairs for the 2018-2019 academic year	1	31.08.2018
30.	Methodist work plan for 2018-2019 and 2020-2021 academic year	1	
31.	Work plan of the scientific and methodological council of the ICBiC for the 2018-2019 academic year	1	08/31/2018
32.	Regulation on the Council for the Prevention of Offenses of Students of the International College of Business and Communication	1	09/02/2019
33.	Regulations on the School of Young Teachers	1	August 29, 2018
34.	Regulations on the educational and methodological complex	1	28.08.2018
35.	Internal Rules of Procedure for International College of Business and Communication Staff	1	September 05, 2017
36.	House Rules for Students at the International College of Business and Communication	1	09/01/2020
37.	Internal labor regulations	1	01 September 2020
38.	Rules and conditions for the certification of teaching staff and persons equated to them holding positions in educational organizations that implement educational programmes for preschool, primary, basic secondary, general secondary, technical and vocational, post-secondary education	1	January 27, 2016 No. 83
39.	Order No. 12-OD on the establishment of the final certification commission	1	April 27, 2020
40.	Order No. 67-OD "On Approval of the Code of Academic Integrity of Teaching Staff, Staff and Students"	1	
41.	Order No. 583 "On approval of the rules for the organization and implementation of educational and methodological work"	1	November 29, 2007
42.	Protocol No. 1 of the Pedagogical Council	1	September 01, 2017

43.	Protocol of the Scientific and Methodological Council 2019-2020 academic year. 1) Protocol No. 1 dated August 29, 2019 of the meeting of the Scientific and Methodological Council; 2) Protocol No. 1 dated August 31, 2018 of the meeting of the Scientific and Methodological Council; 3) Protocol No. 2 dated October 22, 2018 of the meeting of the Scientific and Methodological Council.	3	
44.	Report on scientific and innovative activities of the ICBiC for the 2018-2019 and for the 2019-2020 academic year	2	
45.	Quality management system (international standard ISO 9001). Job description of the methodologist of the college QMS DI ICBiC P 02/2	1	03.09.2018
46.	Quality management system (international standard ISO 9001). Regulations on the pedagogical council of the QMS ICBiC P 01/1	1	
47.	Cooperation agreement between the Professional College of the Kyrgyz National University named after J. Balasagyn and the International College of Business and Communications	1	12.12.2019
48.	Anti-Corruption Strategy of the International College of Business and Communication	1	31.08.2018
49.	Plan of scientific seminars of the club of young scientists for the 2019-2020 academic year	1	29.08.2019