



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

**Report on the external review of  
Kostanay State Pedagogical Institute**

written by the IQAA expert group after the study of the self-evaluation report and  
the external review visit to the educational organization in the framework of  
specialized accreditation of the study programme

**5B090200 – Tourism**

Date of the site visit: 27-28 November, 2015

**Kostanay, 2015**

## COMPOSITION OF THE EXPERT GROUP



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## Отчет по внешнему аудиту НКАОКО-IQAA

*Уровень соответствия отчета по самооценке образовательной программы «5В090200 – Туризм» Костанайского государственного педагогического института по каждому стандарту*

Стандарты	Отметьте уровень соответствия отчета по самооценке фактическому состоянию дел в вузе для каждого стандарта			
	Соответствует	Соответствует с небольшими замечаниями	Соответствует с замечаниями	Не соответствует
<i>Стандарт 1</i> Цели образовательных программ и политика в области обеспечения качества		+		
<i>Стандарт 2</i> Разработка, утверждение образовательных программ и управление информацией	+			
<i>Стандарт 3</i> Студентоцентрированное обучение, преподавание и оценка	+			
<i>Стандарт 4</i> Прием студентов, успеваемость, признание и сертификация		+		
<i>Стандарт 5</i> Профессорско-преподавательский состав	+			
<i>Стандарт 6</i> Учебные ресурсы и поддержка студентов	+			
<i>Стандарт 7</i> Информирование общественности	+			

**The level of compliance of the self-evaluation report within the specialized accreditation of the study programme 5B090200-Tourism with the actual state of affairs at Kostanay State Pedagogical Institute**

Standards	Level of compliance of the self-evaluation report with the actual state of affairs in the university by each standard			
	Complies fully	Complies with minor remarks	Complies with significant remarks	Doesn't comply
<i>Standard 1</i> Aims of study programmes and policy in the field of quality assurance		+		
<i>Standard 2</i> Development and approval of study programmes and information management	+			
<i>Standard 3</i> Student-centred learning, teaching and assessment	+			
<i>Standard 4</i> Admission of students, progression, recognition and certification		+		
<i>Standard 5</i> Teaching staff	+			
<i>Standard 6</i> Learning resources and student support	+			
<i>Standard 7</i> Public information	+			

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## **CHAPTER 1**

### **CONTEXT AND AIMS OF THE SITE VISIT**

#### **Introduction**

The external review site visit of the IQAA expert group in the framework of programme accreditation of the study programme 5B090200 – Tourism of Kostanay State Pedagogical Institute (hereinafter the Institute or KSPI) was held on November 27-28, 2015.

The external review site visit took place according to the programme, developed by the head of the expert group together with IQAA, and agreed with the administration of the Institute. All the necessary materials for work (programme of the site visit, self-evaluation report of the study programme, Guidelines on organization and conducting the self-evaluation procedure of the study programme of higher education) were sent to the expert group in advance, which gave an opportunity to get prepared for the external review procedure on time.

Meeting with the administration of KSPI allowed the expert group to get acquainted with the Acting Rector, who gave a brief description and told about achievements of the Institute for the recent years. The planned activities of the site visit contributed to a more detailed acquaintance with the material and technical base, teaching staff of the Department, students, graduates and employers. It allowed the expert group to independently assess the compliance of the self-evaluation report with the actual state of affairs of the study programme.

The experts had a visual review of the Department, Office of the Registrar, library, classrooms, etc.

Interviews with the Acting Rector, Vice-Rectors, dean of the Faculty, head of the Department, teaching staff, students, graduates and employers showed that all of them are aware of the aims and objectives of the study programme.

In the course of the external review the expert group studied documentation of the Department and selectively visited classes for a more detailed acquaintance with the document flow, teaching and logistical support, as well as visited places of practice base («Tselinnaya Hotel» LLP, Hotel and Restaurant Complex «Golden Pheasant», the tourist agency «Best KZ» LLP, the «Lavka stranstviy» LLP).

#### **Main characteristics of the higher education institution**

Full name of the higher education institution is the Republican State Enterprise on the Right of Economic Conduct “Kostanay State Pedagogical Institute”.

KSPI was established in accordance with the Resolution of the Government of the Republic of Kazakhstan dated 3 February, 2004 No.128 “On reorganization of individual Republican state enterprises of the Ministry of Education and Science of RK”.

Location of KSPI: Republic of Kazakhstan, Kostanay, Taran Str., 118, tel.: 53-04-55.

Web-site: [www.kspi.kz/rus/](http://www.kspi.kz/rus/)

E-mail: kgpi118@mail.ru

The student population in the study programme 5B090200 - Tourism is 61 students (11 students with Kazakh language of instruction and 50 students with Russian language of instruction). The study is conducted in a state and Russian languages, on the basis of state grants and tuition fee.

The organizational structure of KSPI includes:

- 7 faculties: Natural and Mathematical Sciences, Foreign Languages, Kazakh and Russian Philology, Pedagogics and Psychology, History and Arts, Physical Culture, Sports and Tourism, Distance Learning;
- Office of the Registrar;
- Department on Social and Educational Work;
- Department of Science, International Relations and Innovative Development;
- Scientific Educational Center on Problems of Physical Upbringing and Sports Training;
- Department of Technical Support;
- Department of Programme Support and Information;
- Department of Testing and Monitoring of Quality of Education.

Training of specialists in the study programme 5B090200-Tourism is realized by the Department of Theory and Practice of Physical Culture, Sports and Tourism, which is part of the structure of the Faculty of Physical Culture, Sports and Tourism.

In 2015-2016 academic year the number of regular teaching staff is 187 persons, among them 50,8% have scientific degrees (7 Doctors of Sciences, 88 Candidates of Sciences, 3 PhDs).

## **CHAPTER 2**

### **THE EXTERNAL REVIEW REPORT OF THE EXPERT GROUP**

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#### **Introduction**

The activity of the external expert group was carried out according to the agreed programme of specialized accreditation of the study programme 5B090200 - Tourism on November 27-28, 2015.

In order to assess the content of the provided self-evaluation report, the expert group held interview meetings with the Acting Rector, Vice-Rectors, Dean of the Faculty of Physical Culture, Sports and Tourism, Head of the Department of Theory and Practice of Physical Culture, Sports and Tourism, teaching staff of the Department, students of 2-4 year of study, graduates and representatives of employers.

KSPI offers the study programme 5B090200-Tourism since 2000.

The Department offering the study programme 5B090200-Tourism is the Department of Theory and Practice of Physical Culture, Sports and Tourism. The study programme offers training in the following educational trajectories:

- Management of international and internal tourism;
- Management of children and youth tourism with the instruction training in the field of active and sports tourism;
- Management of sightseeing business.

Studies in the study programme 5B090200-Tourism is conducted in full-time and distance forms.

The Department conducts systematic work on admission, formation and maintaining of the student body. The Department staff in the Admission Committee works on recruitment of students, professional guidance work in schools, colleges and cities of the region: advertising campaigns in the framework of "Open Days", meetings with the students of high schools and colleges of the region, conducting tours for high school students, etc.

In study and methodological plan the teaching staff's efforts were directed at providing each student of Tourism with the possibility of forming an individual educational trajectory; continuous quality improvement of the educational process through the introduction of new educational technologies, based on the increase in the proportion of independent work of students and continuous evaluation of their academic achievements, on the implementation of quality management systems of education, on post-diploma support of graduates (qualification development, professional training), promoting their careers; on the formation of study and methodological complex of specialty disciplines, adjustment of curricula, development of tests for disciplines taught, the introduction of computer technologies in the study process, etc.

The educational process is provided by highly qualified teaching staff. The total number of full-time teachers, serving the programme in all disciplines is 29

persons, of which 20 persons have a degree of Dr.Sc. or Candidate of Sciences. The proportion of teaching staff with scientific degrees is 69%. The Department of Theory and Practice of Physical Culture, Sports and Tourism has 23 full-time teachers, of which there are eight Doctors or Candidates of Sciences, two Honored Coaches of the Republic of Kazakhstan, two Honored Instructors in Tourism of the Republic of Kazakhstan, four teachers with the qualification "Coach of higher national category", one teacher with the honorary sign "For merits in the development of tourism in the Republic of Kazakhstan". The proportion of teaching staff with scientific degrees is 52%. The average age of full-time teachers serving the programme is 51 years.

During a visual review the expert group members familiarized with the state of the material-technical base of the specialty, visited the study building, the Dean's office of the Faculty of Physical Culture, Sports and Tourism, the Department of Theory and Practice of Physical Culture, Sports and Tourism, classrooms, office of the Registrar, the library, and practice bases.

All necessary conditions were created for the work of the external expert group. The access of the expert group to all information resources was ensured.

## **Compliance with the standards of specialized (programme) accreditation**

### **Standard 1. Aims of the study programme and policy in the field of quality assurance**

Aims of the study programme correspond to the mission, strategic plan, aims and objectives of the Institute.

Factors and directions of economic development, needs of the labor market of both the region and the country are considered in the formation of the aims of the study programme. A big emphasis is placed on a student-centred approach.

KSPI has an established procedure for the adoption and approval of the policy of systematic quality assurance and regular monitoring, assessment of efficiency, revision of the policy in the field of quality assurance of study programmes.

Administration of the Institute, teaching staff of the Department and students of the study programme actively participate in the formation and maintenance of the quality assurance policy of the study programme.

For realization of the policy, the study programme attracts external stakeholders – employers in the field of tourism and graduates.

Administration of the Institute and the Faculty is open for teaching staff and students, flexibly reacts on their suggestions and requests. There are measures to support academic integrity and academic freedom. The anti-corruption measures are supported.

Assessment results are effectively and systematically used for improvement and adjustment of long-term directions of the study programme.

#### ***Evidence:***

Aims of the study programme correspond to the mission, strategic plan, aims and objectives of KSPI, normative requirements adopted at national level, and requirements of the State Obligatory Standards of Education of RK.

Aims of the study programme are continuous and systematic training of highly qualified specialists of the new formation, competitive and demanded in the labor market of both the region and the whole country. The aims envisage improvement of the structure, content, and technology of tourism education; ensuring connection of tourism education with scientific, technological and innovation policies; formation of social and personal students' qualities; strengthening of methodical and methodological content of tourism education, which allows graduates to possess generic, research and subject-specialized competences, contributing to their social stability and mobility in the labor market.

In the course of meetings with the administration of the Institute, Faculty and Department, it was found that the policy in quality assurance is regularly monitored at different levels. The level of educational services rendered, their qualitative and quantitative changes are determined. During these activities, the ways of policy review in order to increase its effectiveness are suggested.

The website of KSPI has a portal for vote, where teaching staff and students can make suggestions on the formation of the study programme and its quality improvement. The progress of implementing the policy on quality assurance of study programmes is discussed at meetings of the Methodical Commission of specialty "Tourism", the Department of Theory and Practice of Physical Culture, Sports and Tourism, and the Faculty Council.

In interviews with employers - employees of the tourism industry and graduates of the Institute it was revealed that they are attracted to implementation of the policy on quality assurance of the study programme at a variety of meetings and round tables.

During an interview with the teaching staff and students it was found that the administration of the Institute and the Faculty is available to them, promptly responding to their inquiries of various kinds concerning solving study, educational, and financial problems. Policy of academic integrity and academic freedom is promoted by credit technology of education, which allows students to build individual learning paths, independently master their own courses, and track their academic ranking.

Support for anti-corruption measures is reflected in the availability of communications at all levels of administration, carrying out planned activities, for example, a survey of teachers and students.

Effective and systematic use of evaluation results to improve and adjust the long-term directions of the study programme is evidenced by a systematic consideration of the issues at meetings of the Methodical Commission of specialty "Tourism", the Department, the Faculty Council, Dean's Office, the analysis of students' progress, the results of study and industrial practices, state examinations and defense of theses, degree of students' satisfaction with the quality of teaching through questioning.

The monitoring of students' satisfaction, conducted by the expert group, showed that 90% of respondents (students of Tourism, 2-4 years of study, 20 persons in total) were satisfied with the quality of the study process.

***Good practice:***

KSPI has the documents to maintain academic integrity, such as the "Code of Honor of Teaching Staff", "Code of Honor of Students". The Institute regularly conducts systematic monitoring and evaluation of effectiveness, review of policy on quality assurance of study programmes.

Efficiency of the study programme is achieved by the interaction of the Department with the relevant structures of KSPI.

***Remark:***

In the course of the interview with employers it was found that they participate in the realization of policy on quality assurance. However, not all employers know about their possibility to suggest recommendations to the list and content of disciplines within the study programme.

***Recommendation:***

The Department is recommended to actively involve employers to the formation of modular study programmes.

## **Standard 2. Development and approval of study programmes, and information management**

KSPI has internal rules for development and approval of study programmes. The study process on specialty is conducted according to these norms. The structure of the study programme and its content are approved by the internal rules.

Compulsory components of the study programme meet the requirements of the State Obligatory Standard of Higher Education and a model curriculum.

The structure and content of curricula correspond to a model curriculum and the catalogue of elective disciplines.

The study programme includes components that contribute to the personal students' development, on the basis of which professional competences are formed, and creative abilities are developed.

From the side of students and labor market there is noted a demand for the study programme. There are some disciplines, included to the curriculum according to the employers' recommendations.

The study programmes meet the National Qualifications Framework and Professional Standards. They are approved in the presence of external expertise and reviews.

The study process is based on credit system of education. The level, quality of implementation and functioning of the system correspond to the Rules on organization of the study process by credit technology. The workload of disciplines in modular study programmes, curricula and catalogues of elective disciplines is put in Kazakhstani and ECTS credits.

There is a continuous mechanism of internal assessment of quality and expertise of study programmes, which ensures control of realization of curriculum and set objectives, as well as feedback for their improvement.

After graduation of the Institute, a graduate has an opportunity to continue education on study programmes of postgraduate and additional professional education.

### ***Evidence:***

The development of the content of the study programme is carried out, taking into account the requirements of the State Obligatory Standard of Higher Education, approved by the Resolution of the Government of the Republic of Kazakhstan dated August 23, 2012 № 1080, Rules on organization of study process by credit technology of education, approved by the order of MES RK №152 from April 20, 2011, and model curriculum, approved by the order of MES RK № 343 from August 16, 2013.

Teaching on the study programme is carried out with a clear focus on the objectives of disciplines and expected learning outcomes, taking into account a

practice-oriented approach. The study programme is designed in accordance with professional and scientific requirements to social and professional competences.

The study programme, according to the State Standard, includes a full list of disciplines in three cycles: general education, basic disciplines, major disciplines, with compulsory intermediate and final attestation.

Development of working curricula is based on the principles of competence-based approach and academic freedom of the Institute in organization of the study process, flexibility and mobility of the study programme. The working curriculum includes the following elements: a complete list of academic disciplines; code, number of credits, workload in academic hours and credits (in a traditional form and ECTS) for each discipline; distribution of disciplines by semesters, showing the form of final control (including course work) and number of credits; additional types of learning, types of professional practice and state final attestation, their workload and distribution by semesters.

With the change of the content of the model curriculum, changes are made in the working curriculum as well. For example, when changing the model curricula in 2012 and 2013 there was a change of study programmes that reflected both on the disciplines of compulsory component (discipline "Management and Marketing of Tourism" has been divided into two separate disciplines: "Tourism Management" and "Tourism Marketing", discipline "Excursion" was recognized as mandatory) and on elective disciplines (respectively, on the content of the catalogue of elective disciplines).

For students' personal development, formation of professional competences, development of creative abilities, elective subjects are introduced. For example, an educational trajectory in the direction of "Management of Tour Business" includes the following disciplines: "Tourist Local History and Geography in Tourism", "Fundamentals of Entrepreneurship", "Culture of Service and Hospitality", "Planning and Organization of Tourist Activities", "Innovative Technologies in Tourism Activities", "Management of Internal Tourism".

After studying these disciplines, students form such competences as ability to develop the technology to work with different programs of excursions and tours; ability to use tools and techniques for management of the organization of a competitive tourist business; ability to use modern methods of designing the programs of tours, tour packages, excursions and other products of tourist activities.

The need for the study programme and its compliance with the requirements of industry and practice is carried out through the collection and processing of suggestions, observations and recommendations of teaching staff - practitioners, leaders of organizations of catering and accommodation, tourism companies, government bodies and public organizations, members and chairpersons of the State Attestation Commission, reviewers of diploma works, heads of professional practices; study of employers' survey and their feedback on the graduates; survey of graduates. As an example, disciplines such as "Physical Geography of the World and Kazakhstan", "Advertising and Promotional Activities in Tourism", "World

Economy and International Economic Relations" by the recommendations of the employers were replaced with the disciplines "Tourist Local History and Geography in Tourism", "Innovative Technologies in Tourist Activities", "Financial and Economic Activities of Tourism Enterprises".

In interviews with stakeholders, it was found that the effectiveness of the implementation of the study programme is evaluated by the internal control, which tests the study and methodical documentation, conducts analytical monitoring of students' achievement. As a result of this monitoring, corrective actions are made in the study programme, aimed at improving the quality of education and organization of the study process.

***Good practice:***

Students of the specialty have an opportunity to choose an educational trajectory: Management of international and internal tourism, Management of children and youth tourism with the instruction training in the field of active and sports tourism, and Management of sightseeing business.

KSPI realizes the study programme in Tourism with the use of distance learning technologies.

***Recommendations:***

1. To observe the relationship between the components of studies in the chosen educational trajectory: disciplines learnt by students, themes of course works, practice bases, the topic of diploma work should comply with the chosen educational trajectory.

2. To consider the topicality of a discipline and its necessity; to avoid duplication of the content of disciplines in the process of introducing elective disciplines.

### **Standard 3. Student-centred learning, teaching and assessment**

A student chooses an educational trajectory himself/herself in accordance with his/her abilities. The components and elements of the study programme are reflected in the individual student plan.

There is a clear procedure of registration for disciplines, practice of its realization and compliance with it.

Assessment of learning outcomes and level of students' training are conducted in accordance with the Model rules of the ongoing monitoring of progress, intermediate and final assessment of students in higher education institutions. Assessment policy and procedures are transparent and accessible for students.

Students are informed on assessment criteria, time of current, intermediate and final control, and forms of examination. There are approved exam tests and assessment questions on the disciplines of the study programme.

The Institute has an established system of internal monitoring of quality of students' knowledge.

KSPI applies an official procedure of considering students' requests (or appeals). Students follow the Code of Honor of Students, adopted by KSPI.

Students participate in research work. There are examples of students, who study in Kazakhstani and foreign higher education institutions in the framework of academic mobility.

KSPI periodically conducts an analysis of achieved learning outcomes, comparing them with the intended results, and carries out a survey of students' satisfaction with the quality of educational service.

***Evidence:***

As the external review shows, a student of Tourism choses an educational trajectory with the help of an adviser and forms an individual study plan for each academic year. Registration for disciplines precedes the formation of the individual study plan. Advisors help students to fill in a registration form, which includes mandatory and elective disciplines, and names of the teachers conducting the classes.

An individual study plan also includes disciplines of academic debt from the previous academic year or differences in curricula as a result of a transfer or restoration, and the timing of their study.

The expert group was demonstrated the system of assessment of knowledge, skills and competences and its compliance with the accepted practice at national level. Information on criteria for assessment of students' knowledge, the time of the current, mid-term and final control, and the exam form is written in a syllabus, which is issued to students at the beginning of a semester.

A teacher keeps a record of ongoing monitoring of students' progress in the electronic journal. All forms of control are carried out in accordance with the Model rules of the ongoing monitoring of progress, intermediate and final assessment of students in higher education institutions. The results of intermediate assessment, boundary control and final state attestation are discussed at the Department's meetings.

In order to improve the efficiency, objectiveness and quality of the entire educational technology, the study process and the final control of knowledge of students are divided. Monitoring and assessment of students' knowledge is carried out by a score and rating system. Mastering the study programme during a semester is controlled by an oral examination, test, written report and two boundary controls with scoring by a 100 point system. The final grade is composed of the results of the rating (60%) and exam (40%). Taking an exam is mandatory.

The Appeals Commission works during the exam period. In case of receiving an appeal from a student, the procedure of considering the appeal is carried out.

The Institute has adopted a "Code of Honor of Students", which establishes uniform requirements to the behavior of students since their enrollment until the completion of studies. On first curator's classes a curator of the academic group introduces students to the "Code of Honor of Students".

The external review showed that students had an opportunity to carry out research work in student societies and problem groups. The Department has six student societies ("Development of active and sports tourism", "Health and behavior of students", "Excursion and local history potential of Kostanay region", "Problems of improving the tourist activity in the conditions of modern Kazakhstan", "Formation of innovative competence of future professionals of the tourism industry", "Problems and prospects of development of children and youth tourism in Kostanay region"), led by the teachers of the Department. In the past five years students have published about eighty articles. Every year students participate and make presentations at the Institute Student Scientific Conference. In 2013, based on materials of scientific conference "The role of physical education and sports in the system of professional education of young people", held at the Faculty of Physical Culture, Sports and Tourism, a collection of students' research works was released.

In 2014, a team of students of Tourism won the institutional competition of innovative projects. In the same year, the team of specialty "Tourism" took the 3<sup>rd</sup> place in the national competition "Enactus Kazakhstan", presenting the best students' business and social projects.

The expert group was demonstrated materials that prove conducting periodic analysis of learning outcomes, achieved in relation to the intended results. Progress of senior students in the last three years is stable: the average score of the state exam is within 85 points, the average rate of defense of degree works is within 89 - 90 points.

Conducted by the expert group survey showed that 90% of students were satisfied with the quality of educational services.

***Good practice:***

The fundamental principle of ensuring the study process for students of 5B090200 - "Tourism" is taking into account their educational interests and needs. Using the credit system of training and control of knowledge in the study process promotes the development of autonomy and responsibility of future specialists.

***Recommendation:***

To intensify the work on introducing polylinguism - to conduct basic and major disciplines of "Tourism" in foreign languages.

#### **Standard 4. Admission of students, progression, recognition and certification**

The Institute and the study programme have an established system of professional orientation work for the selection of an applicant, deliberately choosing this study programme.

There are conditions ensuring the stability of student admission for studying in the study programme.

KSPI has developed and implements orientation procedures for freshmen and adaptation of exchange students from other higher education institutions to the conditions of studies at KSPI.

The Institute periodically conducts a monitoring of student performance and

students' achievements in assessment of learning outcomes and defense of diploma works.

KSPI periodically conducts an analysis of main indicators of learning outcomes and their assessment.

Students' diploma works are checked on independence of their implementation – an assessment of information borrowing.

The procedure of awarding an academic degree and a qualification, issuance of graduation documents meet the normative documents.

The Institute adheres to the procedures of recognition of students' studies outside of KSPI in external and internal academic mobility.

The Department constantly carries out monitoring of employment and career growth of graduates.

The Department works closely with employers on improving the quality of specialists' training.

***Evidence:***

Department of Career Guidance is aimed at attracting high school and college graduates to enroll them on the study programme "Tourism". Career guidance is performed in several ways: through the media, through a link with the education authorities, through the tourist and sports organizations. Every year the Department holds a meeting with graduates of schools of the city and the region, carries out consultations on the conditions of admission to KSPI and trial testing at the Institute for the graduates of previous years. Teachers review the scientific projects of high school students and distribute advertising and promotional materials. Annually, KSPI organizes the "Open Door" days, the Department actively participates in organizing and conducting tourism activities and competitions, such as "My Motherland Kazakhstan", "Golden Autumn", "Young Tourist Environmentalist" and others.

Conditions that ensure stability of student enrollment for the study programme of Tourism are conducting a systematic career guidance, the presence of issuing Department with highly qualified teaching staff, modern material and technical base, and the availability of long-term cooperation with tourism businesses and organizations of Kostanay region.

Adaptation and orientation for first-year students are achieved through annual events such as an introductory week, the dedication of freshmen in tourists, Week of the Department, etc. KSPI has a Guide for first-year students, which includes the basic concepts of credit system of education, students' rights and obligations, a system of monitoring and assessment of students' knowledge, etc. The relevant activities are also carried out for adaptation of exchange students from other universities to the conditions of studies in KSPI.

In order to identify the degree of preparedness of graduates to meet the requirements of the state educational standards, the Institute periodically conducts monitoring for current academic performance of students and the quality of the final state attestation. The analysis showed that the academic performance of students

increased every year (absolute performance in 2013 - 2014 academic year was 83%, in 2014 - 2015 academic year it was 88%). The proportion of graduates with a "good" and "excellent" mark for diploma work is very high (in 2013 - 2014 academic year - 100%, in 2014 - 2015 academic year - 94.5%).

The Department periodically conducts an analysis and assessment of the main indicators of learning outcomes. The Department carries out monitoring for ongoing academic performance of students and the quality of the final state attestation. Analysis of the exam period results shows the dynamics of growth of a quality indicator and absolute student performance, that demonstrates the effectiveness of training of students of Tourism. Analysis of the defense of diploma works reflects the growth of qualitative indicators of the results of mastering the study programme. The analysis of the employers' reviews shows effective and high-quality training of specialists. Employment of graduates reflects the level of demand of Tourism specialists in the labor market of Kostanay region. In 2014, 100% of graduates were employed, in 2015, 89% of the study programme graduates found their employment.

The procedure for awarding an academic degree and a qualification, as well as issuance of documents to graduates are implemented in accordance with the Model rules of the ongoing monitoring of progress, intermediate and final assessment of students in higher education institutions.

Office of the Registrar documents the procedures for recognition of students' studies outside of KSPI by academic mobility programmes. In 2013 two students of Tourism spent a semester under the programme of academic mobility: Akkudastan Abikalikov (Almaty) and Dana Salpina (Perpenyan, France).

During the visit to the Department, it was found that it constantly monitors the employment and career development of graduates, working closely with employers on improving the quality of training. To identify the level of employers' satisfaction with the quality of students' training the Department carries out a survey and feedback on the need to adjust the skills, knowledge, and competences of graduates. All employers in their comments give a positive assessment to graduates of Tourism.

Every year the Department of Employment and the Department of Tourism study programme conduct systematic work on the monitoring of graduates' employment at enterprises and organizations of tourism.

The documents, presented to the expert group, indicate demand for tourism specialists in the labor market of Kostanay region. Graduates have achieved career growth. For example, Minova T.M. works as an administrator of the "Sosnovyi bor" sanatorium, Ishmukhanova D.B. is a Deputy Director of «ALLBIZ» LLP, Mekebayev D.A. is a Director of "Assel" travel company, Bindelvand O.V. is an administrator of "Tourist" hotel, etc.

***Good practice:***

As a good practice should be noted the Department's work on professional orientation of applicants, long-term cooperation with tourist enterprises and

organizations of Kostanay region. Graduates have an opportunity of a direct contact with employers, demonstration of their learning outcomes and professional skills.

***Remark:***

Low level of development of students' academic mobility (only two students), which indicates on non-compliance with the mandatory parameters of the Bologna Process.

***Recommendations:***

1. To intensify work on activation of students' academic mobility.
2. To work on introducing dual education.

## **Standard 5. Teaching staff**

The Institute and the Department operate the HR policy, which envisages creation of competitive academic environment.

The Department pays attention to improvement of qualitative composition of the teaching staff.

The teaching staff meets qualification requirements to licensing of educational activity and profile of the study programme.

The Department has data on workload of teaching staff in the framework of the study programme, on distribution of disciplines among the teaching staff.

There are individual working plans of teaching staff available in the Department. The structure of the plan and planning of teaching staff's work meet the relevant normative requirements.

Every teacher is involved to the internal system of quality assurance of education.

The Department has a system of qualification and professional development of teaching staff, which is controlled and followed.

The teaching staff of the Department follows the Code of Honor of Teaching Staff, which envisages academic integrity.

***Evidence:***

HR policy of the Department provides requirements for teaching staff, search and selection of candidates for vacant positions, rating activities, continuing qualification development, experience exchange among the staff, etc.

This academic year the total number of teaching staff of the Department of Theory and Practice of Physical Culture, Sports and Tourism is 23 persons, including 1 Doctor of Sciences, 6 Candidates of Sciences, 5 Associate Professors, 5 Masters of Sciences and 2 Honored Coaches of the Republic of Kazakhstan. Two teachers, Ogiyenko I.V. and Gurskaya I.F., have the title of "Distinguished Tourism Instructor of the Republic of Kazakhstan". Ogiyenko N.A. has the award "For merits in the development of tourism in the Republic of Kazakhstan". Four teachers have a qualification of a coach of higher national category, six teachers have a

qualification of judges of national and international levels. The staffing of faculty is 100%.

Competence of teaching staff is defined in job descriptions, developed on the basis of the "Model qualification characteristics of teachers and persons equated to them".

Analysis of the quality indicator of teaching staff showed that percentage of the number of teaching staff with scientific degrees corresponds to the license norms.

In the selection and placement of staff, KSPI considers basic education, academic qualification, work experience and professional teaching skills.

The individual work plans of teaching staff include study, methodical, organizational-methodical, scientific, educational, social, occupational, mass sports and recreational activities, and improvement of professional skills.

Analysis of Tourism teaching staff's knowledge showed its appropriate level. Classes for Bachelor students are taught by highly qualified and competent teaching staff. Lecturing is provided by highly qualified teachers, who have wide experience of scientific, pedagogical and practical activities. The Department conducts constant monitoring of teaching staff's professional competence by mapping characteristics through mutual assessment, filling in evaluation sheets of lectures and workshops. Reports on mutual visiting of classes with recommendations, aimed at enhancing the professional competence of teachers, are discussed at the Department's meetings.

Qualification development training of teaching staff is carried out at the National Training Center "Orleu", the Republican Institute for qualification development of management staff of the education system of Kazakhstan, etc. During the reporting period, six teachers of the Department passed training courses in the National Training Center "Orleu": Morozova D.A., Zhumekenova D.E., Paniyaz A.P., Gurskaya I.F., Malshakova V.V., Dosmukhamedov M.M.

The Institute developed the Code of Honor of Teaching Staff, which envisages academic integrity. Teachers of the Department follow the Code of Honor.

***Good practice:***

During the reporting period, teachers of the Department have defended a Doctoral thesis (Sivokhin I.P.), a Candidate of Sciences thesis (Morozov D.A.) and three Master's dissertations in the Russian Federation.

The study process uses innovative teaching methods: a problem-based method, discussions, work in groups of critical thinking, quizzes, business and role-playing games, quick survey, brainstorming and others. The study process uses a variety of programmes, widely used by specialists of tourism: a booking system, 1-C accounting, OCAD, ANOVA, SPSS.

***Recommendations:***

1. The Department is recommended to intensify work on academic mobility of teaching staff.

2. The teaching staff should work on the publication of articles in indexed journals.

3. To send junior teaching staff for studies in targeted PhD in Kazakhstani higher education institutions.

### **Standard 6. Learning resources and student support**

The Institute has services that support students in realization of their educational, personal and career needs.

The Office of the Registrar helps students to realize academic mobility.

KSPI has a single system of library and informational service. Purchase of study and methodical literature at the request of the Department is carried out in sufficient volume.

The Department has auditoriums, laboratories, modern tools and equipment, which are accessible and serviceable. The material and laboratory base of the study programme is maintained and periodically updated.

There is a single system of information support of students and teachers of the study programme. There are Wi-Fi hotspots to support access to the Internet in places convenient for students, faculty and staff.

There is a positive trend of financial resources allocated for the purchase of laboratory equipment, textbooks, periodicals, information resources and computers.

#### ***Evidence:***

The Institute has services, ensuring student support in realizing their educational, personal and career needs.

Information provision of the Institute meet the requirements of the programme. The library has all the necessary materials: study, technical, reference and general literature, and various periodicals. In the library there is an electronic catalogue, which allows searching for necessary literature and providing access to electronic versions of certain textbooks and teaching materials, including those developed by the Department.

The study programme has a sufficient number of classrooms, equipped with teaching aids, including audio and video tools. The total area of learning and laboratory facilities, used for the study process of the specialty, is 23704 sq.m. In KSPI there are eight computer classes with access to the Internet.

The Institute has an automated system for management of the study process, including a system of network testing of students, the electronic system "Dean's Office", "Applicant" and "Student Office", containing information about students, their performance, curricula of disciplines, and students' chancellery. There is an electronic catalogue, located at lib.kspi.kz. There is also the website of the Department serving the specialty "Tourism", at tourism.kspi.kz. The IP-VPN connection is established between the main building of the Institute, the student's residencies and the information and library center.

In KSPI there are Wi-Fi zones, ensuring access to the corporate network and the Internet, IP telephone line and a system of videoconference.

On the floors of the Department there are electronic touch information kiosks that provide information about the structure of the Institute, graphs of the study processes, and timetable of classes. In the students' residencies of the Institute each room has LAN and Wi-Fi areas, that provides wireless access for all students and teachers to the information resources of KSPI and the Internet.

There are developed manuals, electronic textbooks, presentations, and videos, which are periodically supplemented and updated: "Mass Events in Sports Tourism", "Safety Basis of Tourist Activity", "Tourist Formalities", "Risk Management and Insurance in Tourism", etc. There is a course of video lectures available for the discipline "Technique and Tactics of Active Kinds of Tourism".

During the interview, 95% of students were satisfied with a reasonable degree of provision of educational, methodical and scientific literature in general, basic and major disciplines of the study programmes on paper and electronic media.

The documents proved the adequate funding of study programmes, both at the expense of budget financing, and revenues from the provision of paid educational services, performing research or other activities that do not contradict the national legislation.

***Good practice:***

The study programme has a laboratory of sports tourism with the proper equipment for training in the techniques of sports tourism, tourist all-around, organization of active and sports tourism, etc., which allow students to form the skills, abilities and knowledge through the use of practical and competitive game methods in the study process.

There is a learning station for tourist field practices in "Sosnovyi Bor" recreation area, equipped with maps and all the necessary equipment.

***Recommendations:***

n/a

## **Standard 7. Public Information**

Applicants interested in Tourism specialty can get information about the study programme and its expected learning outcomes.

This information is available on the webpages of the Department and Faculty, KSPI portal, information stands and booklets. The website contains information on the number of students and teaching staff conducting the classes.

There is also available information on the awarded academic degrees, qualifications, teaching methods, assessment criteria, percentage of progress, as well as materials on graduates and their employment opportunities.

***Evidence:***

During the visit to the Department it was found that information on the programme under accreditation, activities of the Department was available on the educational website [www.tourism.kspi.kz](http://www.tourism.kspi.kz), developed in four languages (Kazakh, Russian, English and French). The website contains both information useful for the

educational activities of students, and general information, including background information on tourism.

The website of the Institute ([kspi.kz](http://kspi.kz)), in addition to information about the institution, provides information necessary for students: information on the activities of the "Bolashak" Centre of International Programmes, Serpin-2050 programme, public service provided by the Institute, etc. However, there is a need to replenish and update information on the study programme under accreditation.

The website of the automated information system Platonus ([acse.kspi.kz](http://acse.kspi.kz)) provides personal virtual space (webpages) to the Office of the Registrar, the Admission Committee, Dispatching service, HR Department, Academic administration, a teacher, and a student.

Digital Library ([lib.kspi.kz](http://lib.kspi.kz)) provides access to the databases of the electronic catalogue and full-text documents via the Intranet and Internet.

The electronic journal ([journal.kspi.kz](http://journal.kspi.kz)) provides systematization of the study process, ensures transparency and objectivity in giving rating points to students. It includes class schedule of students/teaching staff, student progress in the chosen subject according to the schedule of ongoing and boundary control, an indicative plan, a survey on various aspects of satisfaction with the organization of the study process.

***Good practice:***

The website of distance learning ([lms.kspi.kz](http://lms.kspi.kz)) allows conducting studies of Tourism specialty with the use of distance learning technologies.

***Recommendation:***

To update the information on the website of the Institute in the specialty 5B090200 - Tourism as necessary.

### **CHAPTER 3 CONCLUSION**

Based on results of the analysis of the self-evaluation report of “5B090200 – Tourism” study programme and the external review, the level of compliance by each standard and recommendations for improvement have been determined as following:

**According to “Standard 1 – Aims of the study programme and policy in the field of quality assurance” complies with minor remarks**

***Remark:***

In the course of the interview with employers it was found that they participate in realization of policy on quality assurance. However, not all employers know about their possibility to suggest recommendations to the list and content of disciplines within the study programme.

***Recommendation:***

The Department is recommended to actively involve employers to the formation of modular study programmes.

**According to “Standard 2 - Development and approval of study programmes, and information management” complies fully**

***Recommendations:***

1. To observe the relationship between the components of studies in the chosen educational trajectory: disciplines learnt by students, themes of course works, practice bases, the topic of diploma work should comply with the chosen educational trajectory.

2. To consider the topicality of a discipline and its necessity; to avoid duplication of the content of disciplines in the process of introducing elective disciplines.

**According to “Standard 3 - Student-centred learning, teaching and assessment” complies fully**

***Recommendation:***

To intensify the work on the introduction of polylinguism - to conduct basic and major disciplines of "Tourism" in foreign languages.

**According to “Standard 4 - Admission of students, progression, recognition and certification complies” with minor remarks**

***Remark:***

Low level of development of students’ academic mobility (only two

students), which indicates on non-compliance with the mandatory parameters of the Bologna Process.

***Recommendations:***

1. To intensify work on activation of students' academic mobility.
2. To work on introducing dual education.

**According to “Standard 5 - Teaching staff” complies fully**

***Recommendations:***

1. The Department is recommended to intensify work on academic mobility of teaching staff.
2. The teaching staff should work on the publication of articles in indexed journals.
3. To send junior teaching staff for studies in targeted PhD in Kazakhstani higher education institutions.

**According to “Standard 6 - Learning resources and student support” complies fully**

***Recommendations: n/a.***

**According to “Standard 7 – Public Information” complies fully**

***Recommendation:***

To update the information on the website of the Institute in the specialty 5B090200 - Tourism as necessary.

**Programme of the external review site visit within the framework of specialized accreditation of the study programme 5B090200-Tourism of Kostanay State Pedagogical Institute**

<b>Time</b>	<b>Activities</b>	<b>Participants</b>	<b>Venue</b>
26 November, during a day	Arrival of the expert group		“Tourist” Hotel
<b>Day 1: 27 November, 2015</b>			
8:30 - 9:00	Transfer to the Institute	H, EG, C	Study building №1, Taran Str. 118
9:00-9:30	Placement of the expert group in the working room. Briefing.	H, EG, C	Room Г-205
9.30-10.10	Meeting with the Rector	H, EG, C	Rector’s Office, Room №101
10.10-11.00	Interview meeting with Vice-Rectors and review of materials by profile of their activities	H, EG, C, Vice-Rectors	Room Г-203
11.00-11.10	Exchange of opinions of the expert group	H, EG, C	Room Г-205
11.10-12.00	Interview with Dean of the Faculty of Physical Culture, Sports and Tourism and Head of the Department of Theory and Practice of Physical Culture, Sports and Tourism	H, EG, C, Dean, Head of Department	Room Г-203
12.00-12.10	Exchange of opinions of the expert group	H, EG, C	Room Г-205
12.10-13.00	Visual review of the study building and selective visit of classes of the study programme in Tourism	H, EG, C, RP, Dean, Head of Department	Study building №1,
13:00-14:00	Lunch	H, EG, C	“Tumar” cafe
14:00-15.00	Study of documents of the Department of Theory and Practice of Physical Culture, Sports and Tourism	H, EG, Head of Department, teaching staff	Study building №1, Department of Theory and Practice of Physical Culture, Sports and Tourism, Room №603
15.00-15.50	Meeting with students of Tourism (2-4 year of study)	H, EG, C, students	Room Г-203
15:50-16:00	Exchange of opinions of the expert group	H, EG, C	Room Г-205
16.00-16.50	Meeting with teaching staff of the Department of Theory and Practice of Physical Culture, Sports and Tourism	H, EG, C, teaching staff	Room Г-203
16:50-17:00	Exchange of opinions of the expert group	H, EG, C	Room Г-205
17.00-17.50	Meeting with graduates of Tourism	H, EG, C, graduates	Room Г-203

17.50-18.00	Exchange of opinions of the expert group	H, EG, C	Room Г-205
18.00-18.50	Meeting with employers of the study programme	H, EG, C, employers	Room Г-203
18:50-19:50	Exchange of opinions of the expert group	H, EG, C	Room Г-205
19.50-20.00	Transfer to the hotel	H, EG, C, RP	“Tourist” Hotel
20.00-21.00	Dinner	H, EG, C	“Tourist” Hotel
21.00 - 22.00	Preparation for the next day	H, EG, C	“Tourist” Hotel
<b>Day 2: 28 November, 2015</b>			
8:30 - 9:00	Transfer to practice bases	H, EG, C, RP	Baitursynov Str. 95, Taran Str. 70, Abay Ave. 166
9.00-10.40	Visiting practice bases Tselinnaya Hotel, LLP “Golden Pheasant” Hotel and Restaurant Complex “BEST KZ” tourist company, LLP “Lavka stranstviy” tourist company, LLP	H, EG, C, Head of Department	Baitursynov Str. 95, Taran Str. 70, Abay Ave. 166
10.40-11.00	Transfer to the study building	H, EG, C, Head of Department	Taran Str.118
11.00-12.00	Visiting classes in Tourism study programme, Office of the Registrar and the Information and Library Center	H, EG, C, RP, Dean of Faculty, Head of Department, Head of the Office of the Registrar, Head of the Information and Library Center	Study building №1
12.00-13.00	Study of the documents of the Department of Theory and Practice of Physical Culture, Sports and Tourism	H, EG, Heads of Departments, teaching staff, personnel	Study building №1, Department of Theory and Practice of Physical Culture, Sports and Tourism, Room №603, 604
13:00-14:00	Lunch	H, EG, C	“Tumar” cafe
14.00-17.00	Exchange of opinions of the expert group, drafting the external review report and recommendations	H, EG, C	Room Г-205
17.00-17.30	Meeting with the administration of the Institute, presentation of preliminary results and recommendations	H, EG, C, Rector, Vice-Rectors	Rector’s Office, Room №101
17.30-18.00	Transfer to the hotel	H, EG, C	“Tourist” Hotel
18:00-19:00	Dinner	H, EG, C	“Tourist” Hotel
29 November, during a day	Departure of the expert group according to the transport schedule	H, EG, C, RP	



## IQAA external review report

**Note:** H - head of the expert group; EG – expert group; C – coordinator; RP – responsible person from the higher education institution.

### List of interview participants

Position	Full name	Room
Rector	Baimyrzayev Kuat Maratuly	103
Vice-Rector on Research and International Cooperation	Abil Yerkin Amanzholuly	114
Vice-Rector on Study and Methodical Work	Tolegen Mukhtar Adilbekuly	111
Vice-Rector on Educational Work, Social and Economic Affairs	Akhmetov Tlegen Almukhanovich	124
Position	Full name	Room
Vice-Rector on Research and International Cooperation	Abil Yerkin Amanzholuly	114
Head of the Department of Academic Affairs	Юрьевна Kifik Natalya Yuriyevna	106

#### Deans and Head of Department

FACULTY OF PHYSICAL CULTURE, SPORTS AND TOURISM		
Dean	Biktasheva Galiya Sharafovna	621-622
Department of Theory and Practice of Physical Culture, Sports and Tourism	Ogiyenko Nadezhda Anatolyevna	603-604
Study and Educational Center of Physical Training	Bikenov Nagashybay Saruarovich	628
FACULTY OF DISTANCE LEARNING		
Dean	Samarkin Sergey Vladimirovich	419
Head of the Center of Distance Learning	Radchenko Petr Nikolayevich	313-314

#### Students of the study programme 5B090200 - Tourism

№	Full name	Year of study, language of instruction
1.	Yerzhanova Makhabbat Ayuyevna	2 <sup>nd</sup> year, Russian
2.	Karimova Adelina Albekovna	2 <sup>nd</sup> year, Russian
3.	Seilkhanova Zarina Yerikbayevna	2 <sup>nd</sup> year, Russian
4.	Terentyeva Alla Vitalyevna	2 <sup>nd</sup> year, Russian
5.	Rudenko Anzhelika Yevgenyevna	2 <sup>nd</sup> year, Russian
6.	Sultanova Akmaral Amangeldiyevna	2 <sup>nd</sup> year, Russian
7.	Kolesnuk Tatyana Alexandrovna	2 <sup>nd</sup> year, Russian
8.	Batyrguzhin Amir Serikovich	3 <sup>rd</sup> year, Russian
9.	Kurmetova Zarina Vladimirovna	3 <sup>rd</sup> year, Russian
10.	Khvan Veronika Yuriyevna	3 <sup>rd</sup> year, Russian
11.	Pereyma Mariya Bogdanovna	3 <sup>rd</sup> year, Russian
12.	Kaidarov Didar Nurumzhanuly	3 <sup>rd</sup> year, Russian

13.	Layevskaya Anzhelika Alexandrovna	3 <sup>rd</sup> year, Russian
14.	Khoroshevskaya Victoriya Victorovna	3 <sup>rd</sup> year, Russian
15.	Suyuntayeva Saltanat Yerdavletovna	3 <sup>rd</sup> year, Russian
16.	Babiyev Bogdan Vassilyevich	4 <sup>th</sup> year, Russian
17.	Gumirov Valeriy Ruslanovich	4 <sup>th</sup> year, Russian
18.	Aknazarova Aidyn Makhsetovna	4 <sup>th</sup> year, Kazakh
19.	Kenes Torgay Aitpaikyzy	4 <sup>th</sup> year, Kazakh
20.	Popovich Rustam Anatolyevich	4 <sup>th</sup> year, Russian
21.	Golubeva Natalya Olegovna	4 <sup>th</sup> year, Russian
22.	Grinvald Alena Yuryevna	4 <sup>th</sup> year, Russian
23.	Tukeshev Maksut Sabrzhanovich	4 <sup>th</sup> year, Russian
24.	Knaus Dariya Valeryevna	4 <sup>th</sup> year, Russian
25.	Zhalmaganbetova Aida Zhenisovna	4 <sup>th</sup> year, Kazakh

### Teaching staff of the study programme 5B090200 - Tourism

<b>№</b>	<b>Full name</b>	<b>Degree, position</b>	<b>Faculty, Department</b>
1.	Gurskaya Irina Fedorovna	Master, senior teacher	Faculty of Physical Culture, Sports and Tourism, Department of Theory and Practice of Physical Culture, Sports and Tourism
2.	Ogiyenko Igor Vladimirovich	Honored Instructor of Tourism, senior teacher	Faculty of Physical Culture, Sports and Tourism, Department of Theory and Practice of Physical Culture, Sports and Tourism
3.	Paniyaz Ainur	Master, senior teacher	Faculty of Physical Culture, Sports and Tourism, Department of Theory and Practice of Physical Culture, Sports and Tourism
4.	Malshakova Valeriya Vladimirovna	Master, teacher	Faculty of Physical Culture, Sports and Tourism, Department of Theory and Practice of Physical Culture, Sports and Tourism
5.	Artykov Marat Abdiyevich	Candidate of Biological Sciences, Associate Professor	Faculty of Physical Culture, Sports and Tourism, Department of Theory and Practice of Physical Culture, Sports and Tourism
6.	Ibrayeva Rakhima Zhaudanovna	Associate Professor	Faculty of Physical Culture, Sports and Tourism, Department of Theory and Practice of Physical Culture, Sports and Tourism
7.	Kovsh Natalya Alexeyevna	Senior teacher	Faculty of Physical Culture, Sports and Tourism, Department of Theory and Practice of Physical Culture, Sports and Tourism
8.	Motoriko Ludmila Grigoryevna	Senior teacher	Faculty of Physical Culture, Sports and Tourism, Department of Theory and Practice of Physical Culture, Sports and Tourism
9.	Pletneva Assiyat Galymzhanovna	Master, teacher	Faculty of Physical Culture, Sports and Tourism, Department of Theory and Practice of Physical Culture, Sports and Tourism
10.	Struchkova Nelly Mikhailovna	Senior teacher	Faculty of Foreign Languages, Study and Educational Center of Language Training

11.	Sivokhin Ivan Pavlovich	Doctor of Pedagogical Sciences	Faculty of Physical Culture, Sports and Tourism, Department of Theory and Practice of Physical Culture, Sports and Tourism
12.	Nurmagambetova Lidiya Iskendirovna	Candidate of Economic Sciences	Faculty of Physical Culture, Sports and Tourism, Department of Theory and Practice of Physical Culture, Sports and Tourism
13.	Zhumabayev Kanat Akanovich	Candidate of Economic Sciences	Faculty of Physical Culture, Sports and Tourism, Department of Theory and Practice of Physical Culture, Sports and Tourism
14.	Samarkin Sergey Vladimirovich	Candidate of Historical Sciences	Faculty of Distance Learning, Department of Theory and Practice of Physical Culture, Sports and Tourism
15.	Ismagulova Gulnar Kulmukhanbetovna	Candidate of Philological Sciences, Associate Professor	Faculty of Foreign Languages, Department of Foreign Languages

### Graduates of the study programme 5B090200 - Tourism

№	Full name	Place of work, position
1.	Minova Tatyana Mikhailovna	Sanatorium «Sosnovyi Bor» LLP, administrator of the building №4
2.	Modenko Yekaterina Vladimirovna	Tourist company «Lavka stranstviy» LLP, advisory manager in tourism
3.	Ishmukhanova Darina Bissengaliyevna	«ALLBIZ» LLP, deputy director
4.	Mekebayev Dauren Yerkanovich	«Assel» tourist company, Director of the branch
5.	Fedorova Yelena Anatolyevna	«NurAi&Co» LLP
6.	Selivanov Sergey Sergeevich	Kostanay Social and Technical University, teacher
7.	Lukina Kseniya Nikolayevna	«Ostrov» Hotel, Deputy Director
8.	Zazerskaya Kristina Vladimirovna	"MEGA TOUR" LLP
9.	Shudrenko Alexandra Yuryevna	«Dvorovyi club» SI, sports instructor
10.	Alzhanov Sabit Muratovich	«Master otdykha» LLP, manager
11.	Bindevald Olga Victorovna	«Tourist» Hotel, administrator
12.	Bushuyeva Svetlana Andreyevna	«Ostrov» Hotel, administrator
13.	Fogel Kristina Yevgenyevna	«Express Vernaya Ocenka» LLP, specialist of the Assessment Department
14.	Tikenov Yerkin Amangeldinovich	ABACUS CENTRAL ASI, manager on work with corporate clients and business development (Almaty)

15.	Tovbulatova Svetlana Mikhailovna	IBIS Astana hotel, Front office department, Shift Leader
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### Employers of the study programme 5B090200 – Tourism

№	Full name	Place of work, position
1	Aubakirov Didar Abilbekovich	Sanatorium «Sosnovyi Bor» LLP, Director
2	Dudin Yevgeniy Leontyevich	«Ostrov» Hotel, Director
3	Shabayev Vyacheslav Vladimirovich	«Sky Wings tour» (SW TOUR), Director
4	Kassymov Yerken Tulegenovich	Tourist company «Lavka stranstviy» LLP, Director
5	Shablova Tatyana Nikolayevna	Tourism agency «SunTravelClub», Director
6	Kapenova Gulmira Amangeldiyevna	«BEST KZ» LLP, head
7	Bazhenova Nina Alexandrovna	Tourism agency «Tourist travel», Deputy Director
8	Kussainova Ludmila Narimanovna	«RIA pod solncem» LLP, Director
9	Beloglazova Galina Ivanovna	«Tselinnaya Hotel» LLP, Director
10	Shnaider Galina Borissovna	“Golden Pheasant” Hotel and Restaurant Complex, Director