

INQAAHE Round table
**«Certification of the quality of education:
problems and ways of development»**



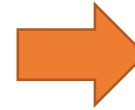
October 1, 2020

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Professor, Dr. Ped. Sc.

Adapting IQAA to the rapid growth in the diversity of forms of education in educational programs



- Decrees of the President of the Republic of Kazakhstan No. 285 of March 15, 2020 and No. 306 of April 14, 2020 "On the introduction of a state of emergency in the Republic of Kazakhstan»
- Orders of the Minister of education and science No. 108 of 14.03.2020 and No. 123 of 1.04.2020 "**On strengthening measures to prevent the spread of COVID-19 coronavirus infection in educational institutions during the pandemic»**

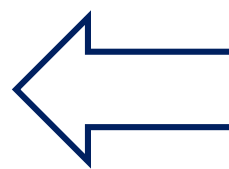


**A state of emergency in the country and the quarantine mode:
cancellation of all flights, intercity trains and buses**



- Students in all higher education institutions of the country switch to distance learning from 14.03.2020;
- Faculty in all higher education institutions switch to distant mode of work;
- All types of assessment of students' learning, including the defense of theses (projects) are conducted online.

**IQAA's
response**



Development of Guidelines for organizing and conducting hybrid and distant external review in the frames of institutional and specialized (program) accreditation.

Implementation of distance education by Kazakh universities



- Most universities quickly adapted to the new format of teaching and learning thanks to their existing and already implemented electronic platforms for blended learning, such as **ZOOM, Platonus, Moodle, Google class, Microsoft Teams, Cisco Webex**, etc.

Examples of best practices from some universities

- ✓ **Al-Farabi KazNU** has developed the **Univer 2.0** technology, which it uses together with **Moodle**
- ✓ **Satbayev University** has developed and uses its own **Polytech Online** platform
- ✓ **Abai KazNPU** uses the **Univer** system in accessible ICTs: **Skype, Moodle, ZOOM, Google Classroom**
- ✓ **International IT University** has a **special laboratory for the preparation of digital content**
- ✓ **University of International Business** offers free **Coursera** courses for students and faculty. Access to 3,800 courses and 400 specializations
- ✓ **Caspian University** offers online **consultations for students 24/7 on the ZOOM platform**
- ✓ **Almaty Management University** has been implementing its own MOOC system, **OpenAlmaU**, since 2016. During the pandemic, the University gave students access to all courses

Changes introduced during the pandemic

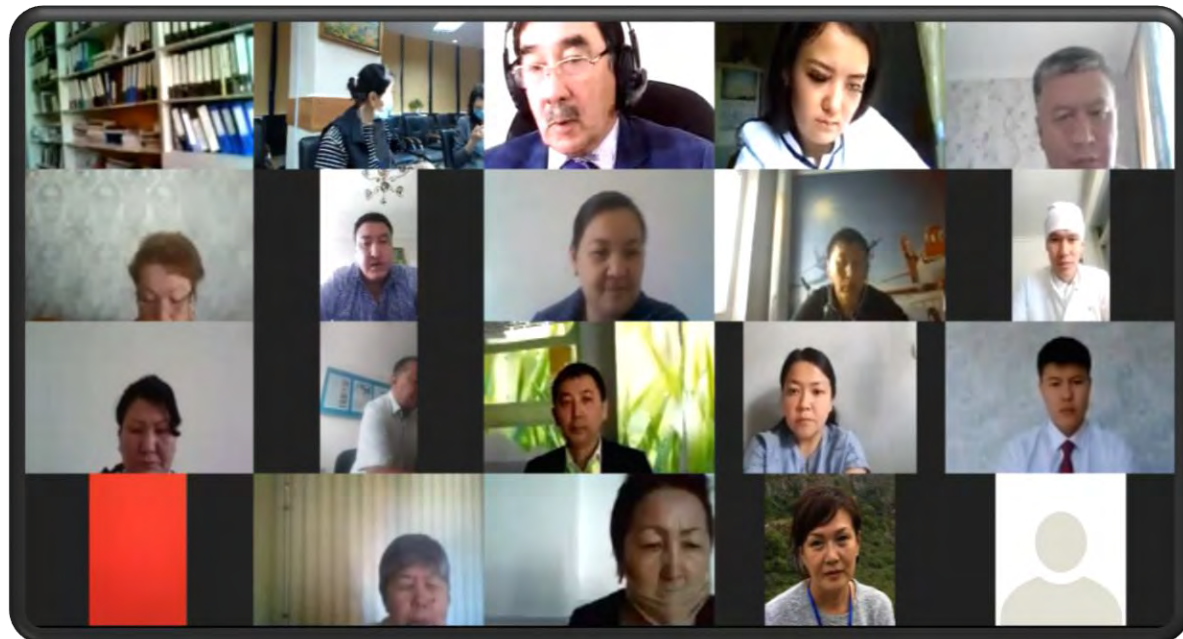
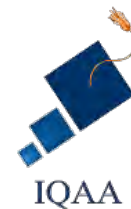
New formats for external review

Hybrid format

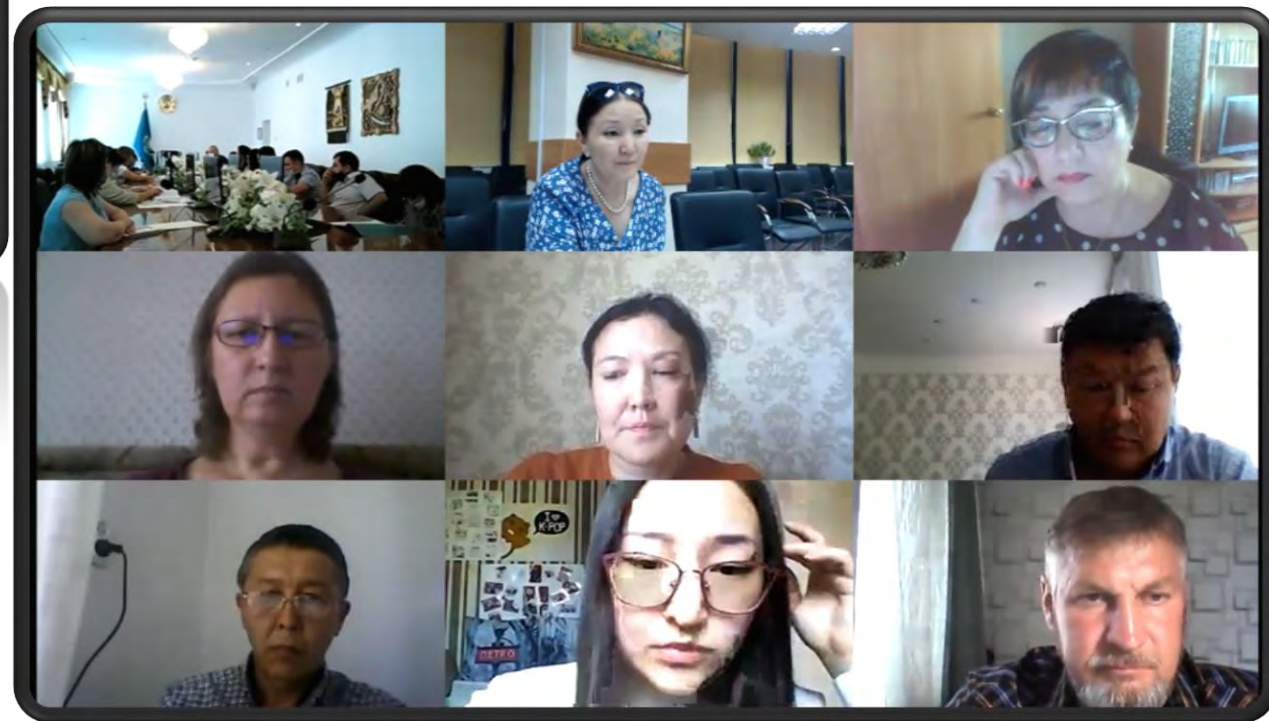
Distant format

Study of documentation distantly by an external expert group before external review:	Digitization of documents, use of the website / portal / personal account of the educational organization. <i>This work was carried out earlier before</i>	Digitization of documents, use of the website / portal / personal account of the educational organization. <i>external review, during audit</i>
Expert group:	A limited number of people are present in person at the University, the head of expert group and coordinator are required, the rest – participate distantly	All experts, including the head of expert group and coordinator, participate distantly
Interview:	Personal interviews and links in ZOOM	Links in ZOOM
Respondents: University management, faculty, students, employers, stakeholders, and others	A limited number of representatives of the University are present in person with the social distance, the rest – participate distantly	All respondents participate distantly
Visual review:	Personal visit to the University, photo and video recordings, transmission of information via video in real time	Photo and video recordings, transmission of information via video in real time
Visiting practice bases:	Personal visit to the University, photo and video recordings, transmission of information via video in real time	Photo and video recordings, transmission of information via video in real time

Online interviews with faculty and heads of structural divisions



**Distant audit in the framework of specialized accreditation of Karaganda State Industrial University,
02-03.06.2020
Online interviews with heads of structural divisions**



**Distant audit in the framework of specialized accreditation of Zhangir Khan WKATU,
01-03.07.2020
Online interview with faculty**

The hybrid format of the audit

**Audit in a hybrid format in the framework of specialized accreditation
Atyrau University of Oil and Gas,
04-05.06.2020**



Visual review in distant audit format

**Audit in a hybrid format in the framework of specialized accreditation
Atyrau University of Oil and Gas,
04-05.06.2020**



Changes in IQAA activities in the hybrid and distant review formats

I stage – no changes

II stage

NB: The practice of conducting online training of experts before the audit was conducted in IQAA before the pandemic

Hybrid format
Conducting a mixed interview: in-person and online between experts and University representatives and their stakeholders

Distant format
Conducting online between experts and University representatives and their stakeholders

NB: Distant audit format is possible only when reaccrediting an educational institution or educational programs

III stage

The meeting of the IQAA Accreditation Council is held entirely in a distant format using the Polycom and Zoom system

NB: Members of the accreditation Council could participate distantly before the pandemic, using the Polycom System

The meeting of the IQAA Accreditation Council in distance format



The meeting of the Accreditation Council from 20.06.2020

The meeting of the Accreditation Council from 25.07.2020



Factors for successful changes

- ✓ Rethinking the methodology associated with the switch of educational activities to the Internet space;
- ✓ Conducting **INQAAHE, ENQA and QAA** webinars that presented the best practices of the world's accreditation agencies in the context of the pandemic;
- ✓ Providing **IQAA** advisory support for universities in the form of individual consultations;
- ✓ Development of Guidelines for **expert groups**;
- ✓ Special emphasis on the ethical aspects of external evaluation experts;
- ✓ **IQAA** technical support throughout the audit process.



Thank you for attention!