

# INQAAHE Round table

«Quality Assurance in Education: current  
problems and ways of development»

October 1, 2020

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# Adapting IQAA to the rapid changes

- 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»**

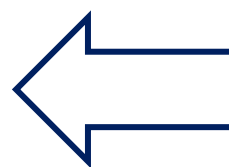


**A state of emergency in the country and the quarantine mode:  
cancellation of all flights, intercity trains and buses**



- Students in all higher education institutions of the country switch to distance learning from 16.03.2020;
- 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** and etc.

## Some 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**
- ✓ **Auezov University** uses the **Microsoft Teams, Platonus, Prometheus, Zoom, Webex**
- ✓ **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

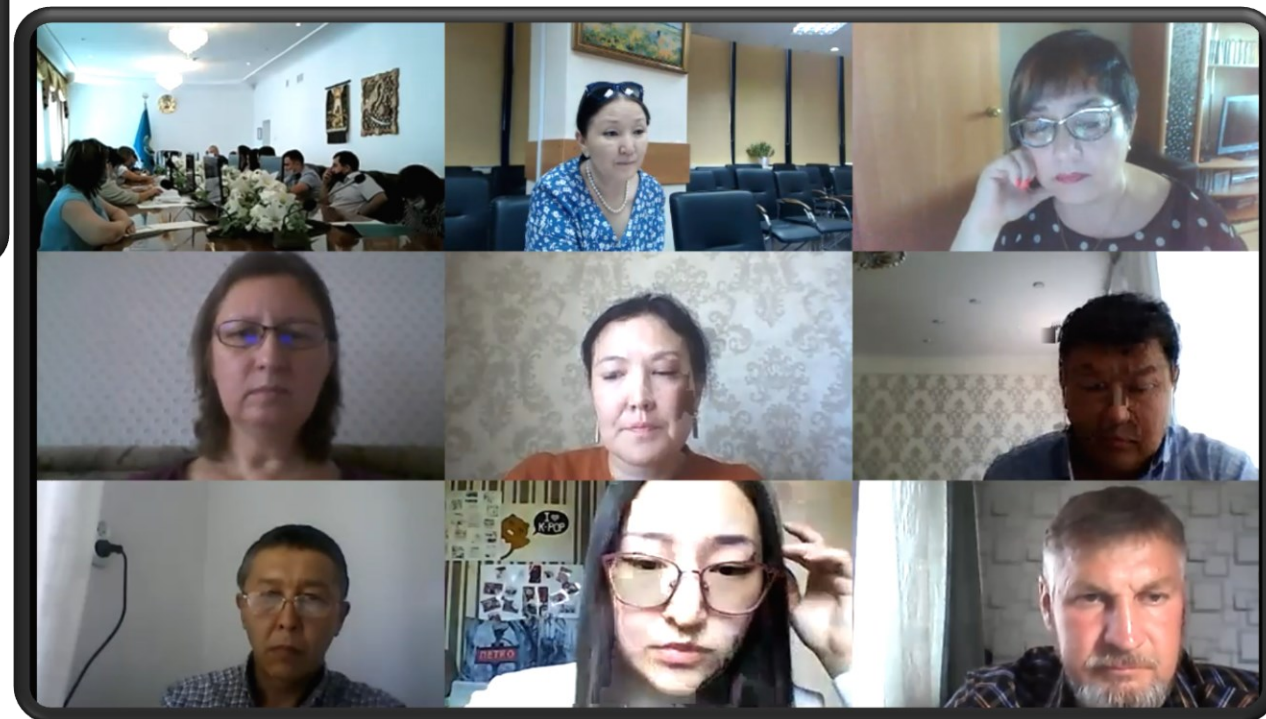
### Distant format

<b>Study of documentation distantly by an external expert group before external review:</b>	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>
<b>Expert group:</b>	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
<b>Interview:</b>	Personal interviews and links in ZOOM	Links in ZOOM
<b>Respondents: University management, faculty, students, employers, stakeholders, and others</b>	A limited number of representatives of the University are present in person with the social distance, the rest – participate distantly	All respondents participate distantly
<b>Visual review:</b>	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
<b>Visiting practice bases:</b>	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**

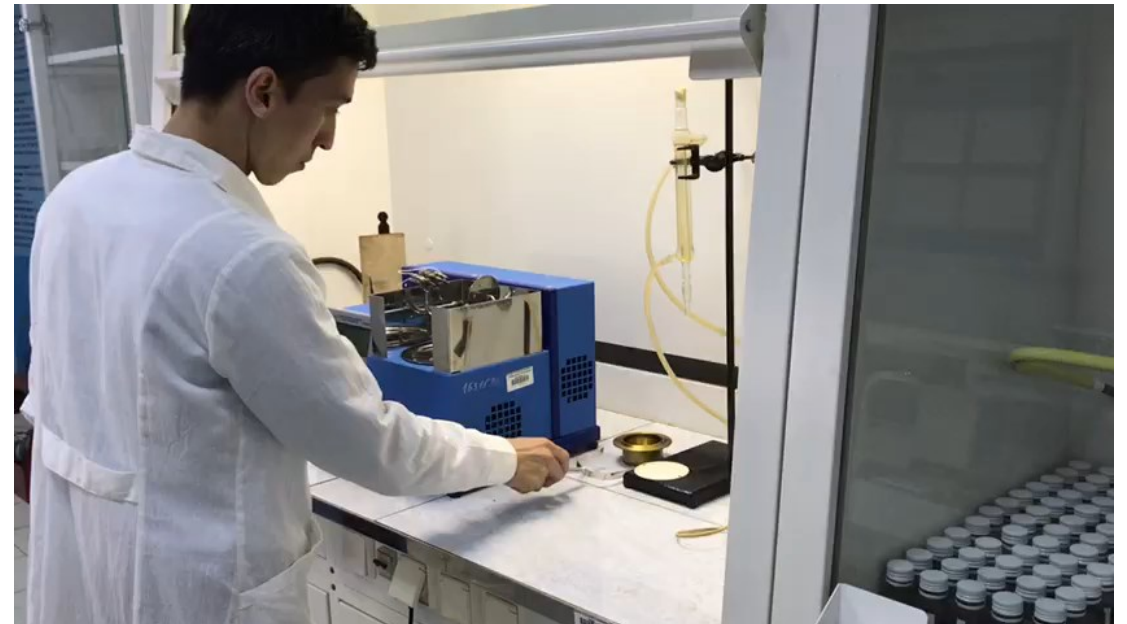
# The hybrid format of the audit

**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**

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

**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!

