

Қазақстан Республикасы Мәдениет және спорт министрлігі		Ministry of Culture and Sports of the Republic of Kazakhstan
«Халықаралық туризм және меймандостық университеті» коммерциялық емес акционерлік қоғамы		Non-Profit Joint-Stock Company «International University of Tourism and Hospitality»

«APPROVED»

Chairman of the Management Board-Rector
NJSC «International University of
Tourism and Hospitality»



M.S. Murzamadiyeva
« 23 » 10 2020 y.

ACTION MAP

FOR THE IMPLEMENTATION OF THE DEVELOPMENT PROGRAM OF THE INTERNATIONAL UNIVERSITY OF TOURISM AND HOSPITALITY

FOR 2020-2024 yy.

”APPROVED”

at the meeting of the Academic Council

(Minutes №. 2 of " 23 " 10 2020 y.)

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ACTION MAP

FOR THE IMPLEMENTATION OF THE DEVELOPMENT PLAN OF THE INTERNATIONAL UNIVERSITY OF TOURISM AND HOSPITALITY

FOR 2020-2024 yy.

№ n/n	Target indicator	Responsible persons	Source of information	Unit of measurement	Planning time (years)				
					2020	2021	2022	2023	2024
1	2	3	4	5	6	7	8	9	10
Strategic direction 1. Ensuring high-quality training of competitive specialists									
Goal 1. Training of personnel with higher and postgraduate education, meeting the needs of industrial and innovative development of the economy of the Republic of Kazakhstan, the needs of the internal and external labor market									
1.1	Involvement of highly qualified specialists from foreign universities in the implementation of study programs, including under an employment contract (at least 6 months)	Dean's Office, departments	Reporting data	In person	-	2	3	4	5
1.2	Attracting domestic and foreign specialists from the tourism, hospitality and sports industries to train students, including in the framework of scientific activities (participation in projects, management of	Dean's Office, departments	Reporting data	In person	-	2	3	4	5

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		Departments	Reporting data	%	-	10	14	17	20
1.3	dissertation research) Updating and introducing innovations in the educational activities of each department in all disciplines, the best methods of innovative pedagogy, including the assessment of students' knowledge based on world pedagogical methods								
1.4	Implementation of professional software in the study process	Department of Digitalization and Internal Administration	Reporting data	In Units	-	2	3	4	4
1.5	Introduction of elements of the dual system in study programs, including the use of branch offices of the university department in production sector	Department of study process organization, departments	Reporting data	In Units	-	2	3	4	5
1.6	The number of employees and teaching staff who have completed advanced training, retraining, internships within the University, including scientific internships, within the country and abroad	Dean's Office, Center of Competence and Youth Policy, departments	Reporting data	%	-	60	75	84	90

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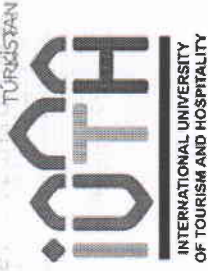
1.7	The share of students studying on a fee-based basis in the total number of University students	Dean's Office, Admission Campaign and Marketing Department	Reporting data	%	10	10	10	10	10
1.8	The number of study programs of higher and postgraduate education taught in English	Department of study process organization	Reporting data	In Units	-	-	3	4	5
1.9	The number of joint study programs of higher and postgraduate education, including two-degree study programs	Department of study process organization	Reporting data	In Units	-	-	2	3	4
1.10	The position of the University in the ratings of the IAAR, IQAA, etc.	Department of study process organization	Reporting data	Place	-	-	-	-	x
1.11	Participating in the national and international accreditations (at the IAAR, IQAA, FIBAA, etc.)	Department of the quality control of the study process, dean's office, departments	Reporting data	In Units (Number of accredited study programs)	1	6	2	2	2
1.12	Study programs taught in foreign languages	Dean's Office, departments	Reporting data	Study programs	-	-	2	2	2
1.13	Launching of the college	Rector's Office, Department of	Reporting data		-	-	x	-	-

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	study process organization												
1.14	Launching of the Master's degree program	Rector's Office, Department of study process organization	Reporting data	-	-	x	-	-	-	-	-	-	-
1.15	Launching of the PhD programs	Rector's Office, Department of study process organization	Reporting data	-	-	-	-	x	-	-	-	-	-
Strategic direction 2. Qualitative improvement of the University's human resources and management system													
<i>Цель 1. Повышение профессионального уровня административно-управленческого и учебно-вспомогательного персонала</i>													
1.1	The number of senior officials and employees of the University's structural divisions who have been retrained in the field of management	Center of Competence and Youth Policy	Reporting data	0	10	20	30	40					
1.2	Development of internal regulatory documents in the field of personnel policy, including qualification requirements, job descriptions and regulations on the structural divisions of the University	Legal and Human Resources Department	Reporting data	-	x	x	x	x					
1.3	Monitoring of the completion of advanced training courses	Department of quality control	Reporting data	-	x	x	x	x					

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	for Administrative and managerial personnel (AMP) and Training and support personnel (TSP)	of the study process								
1.4	Schedule of advanced training courses for AMP and TSP	Center of Competence and Youth Policy	Reporting data	-	x	x	x	x	x	x
1.5	Development and implementation of professional development programs in the field of management in education at the University	Department of quality control of the study process	Reporting data	x		x	x	x	x	x
1.6	Implementation of the KPI system among employees and teaching staff	Rector's Office (Vice-Rector for Educational and Social Work)		-		-	x	-	-	-
<i>Goal 2. Improving the professional level of the teaching staff</i>										
2.1	The ratio of the number of teaching staff with a degree and the total number of teachers	Heads of departments, Legal and Human Resources Department	Reporting data	%	50	55	60	65	70	
2.2	The share of doctors of science, candidates of science, PhD doctors from the total number of employed	Heads of departments, Legal and Human	Reporting data	%	50	52	55	57	60	

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	Resources Department	Reporting data	In person	5	10	15	20	25	
2.3	The number of senior officials and employees of the University's structural divisions who have been retrained in the field of management	Heads of departments, Legal and Human Resources Department							
2.4	The share of full-time teaching staff under the age of 39 from the total number of full-time teaching staff	Heads of departments, Legal and Human Resources Department	%	40	45	50	55	60	
<i>Goal 3. Improving the competence of the teaching staff, AMP and TSP in the field of quality management</i>									
3.1	Completion of Quality System courses and internships for teaching staff, AMP and TSP	Department of quality control of the study process	Reporting data	%	Teaching staff – 10% AMP, TSP (whenever possible)	Teaching staff – 10% AMP, TSP (whenever possible)	Teaching staff – 10% AMP, TSP (whenever possible)	Teaching staff – 10% AMP, TSP (whenever possible)	Teaching staff – 10% AMP, TSP (whenever possible)
3.2	Completion of Teaching staff, AMP, TSP courses and internships on document management	Department of quality control of the study process	Reporting data	%	Teaching staff – 10% AMP, TSP (whenever possible)	Teaching staff – 10% AMP, TSP (whenever possible)	Teaching staff – 10% AMP, TSP (whenever possible)	Teaching staff – 10% AMP, TSP (whenever possible)	Teaching staff – 10% AMP, TSP (whenever possible)

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3.3	Monitoring and updating of Internal and Regulatory Documents (IRD)	Department of Quality control of the study process, Legal and Human Resources Department	Official documents	as necessary	as necessary	as necessary	as necessary
3.4	Attending classes to assess the quality of teaching	Dean's Office, Department of Quality control of the study process	Reporting data	Constantly	Constantly	Constantly	Constantly
Strategic direction 3. Improving the conditions for the development of research and innovation activities							
Goal 1. Increase of the research potential of the University							
1.1	The number of publications of university scientists in journals included in the rating of the foreign databases	Department of Science	Database of Thomson Reuters, Scopus	In Units	2	4	8
1.2	The citation rate of publications based on the Web of Science Core Collection (Thomson Reuters) from the total number of publications for the year	Department of Science	Database of Web of Science, Core Collection	In Units	-	1	3
1.3	Number of monographs, textbooks, teaching tutorials	Department of Science	Reporting data	In Units	-	2	6
							9
							10
							3
							9

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1.4	Number of publications in scientific publications of the Republic of Kazakhstan recommended by the KKSON of the Ministry of Education and Science of the Republic of Kazakhstan	Department of Science	Reporting data	In Units	10	15	25	35	35
1.5	The number of partners of the University from among the leading foreign research centers	Department of Science	Reporting data	In Units	2	2	5	5	10
Goal 2. Increase of the innovativeness of scientific developments									
2.1	Number of implemented projects for grant funding of scientific research	Department of Science	Reporting data	In Units	-	-	2	2	2
2.2	Number of monographs written jointly with foreign partners	Department of Science	Reporting data	In Units	-	-	1	2	2
2.3	Number of international grants	Department of Science	Reporting data	In Units	-	-	1	1	1
Goal 3. Encourage young scientists to conduct research and develop a talent pool									
3.1	The number of prepared applications and submitted projects for participation in a science competitions	Department of Science	Reporting data	In Units	-	-	1	2	2
3.2	Number of young scientists participating in funded research projects	Department of Science	Reporting data	In Units	-	-	2	2	2

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3.3	Number of publications of young scientists	Department of Science	Reporting data	In Units	-	2	5	8	10
3.4	Annual participation in scientific conferences	Department of Science	Reporting data	In Units	1	2	3	5	5
3.5	High informatization and participation of young scientists in national and international competitions, exhibitions, competitions within the university and Research Institutes of the Ministry of Education and Science of the Republic of Kazakhstan	Department of Science	Reporting data	In Units	-	1	2	2	2
Strategic direction 4. Integration of education, science and service sector									
<i>Goal 1. Implementation of the results of educational and scientific activities in the service sector</i>									
1.1	The share of teaching staff involved in the implementation of fundamental and applied programs from the total number of the teaching staff	Department of Science	Reporting data	%	-	10	50	50	50
1.2	The share of research structures of the University that have implemented the results of their own research in production sector	Department of Science	Reporting data	%	-	-	10	10	10

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1.3	The share of income from educational and scientific activities of the University in the implementation of applied scientific research from consumers of the service sector	Department of Science	Reporting data	%	-	-	10	10	10
Strategic direction 5. Development of infrastructure and material and technical base									
Goal 1. Strengthening the material and technical base of the University									
1.1	Equipment of classrooms building 1	Vice-Rector for Financial and Economic Affairs (FEA), Department of Economic and Budget Planning (DEBP), Administrative and Economic Department (AED)	Reporting data	thousand tenge	-	308 157,0			
1.2	Equipment of classrooms building 2	Vice-Rector for FEA, DEBP, AED	Reporting data	thousand tenge	-	242 308,0			
1.3	Equipment of the polygon 1. Restaurant (Laboratory of national cuisine)	Vice-Rector for FEA, DEBP, AED	Reporting data	thousand tenge	-	62 056,0			

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1.4	Equipment of the polygon 2. Hotel (9 rooms for 13 people)	Vice-Rector for FEA, DEBP, AED	Reporting data	thousand tenge	-	45 957,0			
1.5	Equipment of the polygon 3. Showrooms (lux hotels, semilux, hostels)	Vice-Rector for FEA, DEBP, AED	Reporting data	thousand tenge	-	13 146,0			
1.6	Equipment of the polygon 4. Language Center (Language classes)	Vice-Rector for FEA, DEBP, AED	Reporting data	thousand tenge	-	108 931,0			
1.7	Equipment of the polygon 5. Digital Laboratory of Hospitality Technologies (Computer classes)	Vice-Rector for FEA, DEBP, AED	Reporting data	thousand tenge	-	44 130,0			
1.8	Equipment of administration and auxiliary offices and squares building 1	Vice-Rector for FEA, DEBP, AED	Reporting data	thousand tenge	-	133 900,0	-	-	-
1.9	Equipment of administration and auxiliary offices and squares building 2	Vice-Rector for FEA, DEBP, AED	Reporting data	thousand tenge	-	177 130,0	-	-	-
1.10	Equipment of the dormitory	Vice-Rector for FEA, DEBP, AED	Reporting data	thousand tenge	-	156 699,0	-	-	-
1.11	Acquisition of intangible assets	Vice-Rector for FEA, DEBP, AED	Reporting data	thousand tenge	-	58 457,0	-	-	-
1.12	Expenses for replenishment of the book fund and educational and methodical literature	Vice-Rector for FEA, DEBP, AED	Reporting data	thousand tenge		18 447,0	29 572,0	40 683,0	44 448,0

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	AED, Department of Digitalization and Internal Administration (DDIA)								
<i>Goal 2. Ensuring the accommodation and recreation of students, the work of teaching staff and employees</i>									
2.1	Number of buildings for study	Vice-Rector for FEA, DEBP, AED	Reporting data In Units	-	3	3	3	4	
2.2	Total area	Vice-Rector for FEA, DEBP, AED	Reporting data m ²	-	14 894.4	25 594.4	36 294.4	41 600	
2.3	Number of dormitories	Vice-Rector for FEA, DEBP, AED	Reporting data In Units	1	2	3	4	5	
2.4	The number of beds in the dormitories	Vice-Rector for FEA, DEBP, AED	Reporting data In Units	290	690	1190	1890	2600	
Strategic direction 6. Financial support of the University's activities									
<i>Goal 1. Increasing the financial resources of the University</i>									
1.1	Financial resources, including (see 1.2; 1.3):	Vice-Rector for FEA, DEBP, AED, Financial and Accounting Department (FAD)	Reporting data thousand tenge	220 181,0	1 101 600,0	3 106 985,0	3 056 986,0	3 251 375,0	

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1.2	Budget (state order)	Vice-Rector for FEA, DEBP, AED, FAD	Reporting data	thousand tenge	208 581,0	950 000,0	2 826 985,0	2 776 986,0	2 971 375,0
1.3	Extra-budgetary funds	Vice-Rector for FEA, DEBP, AED, FAD	Reporting data	thousand tenge	11 600,0	151 600,0	280 000,0	280 000,0	280 000,0
<i>Goal 2. Provision of extra-budgetary funds for additional expenses from the provision of paid services (study programs on a paid basis)</i>									
2.1	Share of extra-budgetary funds in the full budget of the University (1.3/1.1*100%)	Vice-Rector for FEA, DEBP, AED, FAD	Reporting data	%	5.2	13,7	9.0	9.1	8,6
<i>Goal 3. Increase of the authorized capital</i>									
3.1	Increase in the authorized capital of NJSC "International University of Tourism and Hospitality»	Vice-Rector for FEA, DEBP, AED, FAD	Reporting data	thousand tenge	126 281,0	1 350 831,0			
Strategic direction 7. Improving educational work and social policy									
<i>Goal 1. Conducting systematic social and educational work</i>									
1.1	Conducting of the multi-format intellectual and educational events	Center for Competence and Youth Policy	Reporting data	In Units	12	19	26	33	40
1.2	Holding meetings with successful people of the region within the framework of the project "100 new names of Kazakhstan»	Center for Competence and Youth Policy	Reporting data	In person	3	10	15	20	25

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1.3	Launching of the student clubs	Center for Competence and Youth Policy	Reporting data	In Units	2	3	5	7	10
1.4	Involvement of students in the ranks of volunteers	Center for Competence and Youth Policy	Reporting data	In Units	30	60	90	120	150
Goal 2. Education of young people in the spirit of Kazakhstan's patriotism and the formation of a firm ideological position, values of interethnic and interfaith harmony									
2.1	Organization and implementation of measures for the prevention of religious extremism and terrorism	Center for Competence and Youth Policy	Reporting data	In Units	3	5	10	14	16
2.2	Holding events to promote the unity and harmony of the people of Kazakhstan	Center for Competence and Youth Policy	Reporting data	In Units	2	10	15	20	22
2.3	Ethno-cultural tours of students	Center for Competence and Youth Policy	Reporting data	In Units	1	3	5	6	7
Goal 3. Formation of a healthy lifestyle. Education of ecological culture among young people									
3.1	Implementation of measures for the prevention of drug addiction, HIV infection	Center for Competence and Youth Policy	Reporting data	In Units	7	15	22	27	32

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3.2	Conducting sports and recreation events	Center for Competence and Youth Policy	Reporting data	In Units	1	6	9	12	15
3.3	Holding of the environmental actions, measures for the formation of ecological culture	Center for Competence and Youth Policy	Reporting data	In Units	4	9	12	15	18
Goal 4. Formation of corporate culture among students and anti-corruption immunity									
4.1	Conducting of the multi-format events in order to instill anti-corruption immunity	Center for Competence and Youth Policy	Reporting data	In Units	2	3	4	4	4
4.2	Cultivating and promoting standards of integrity in the university environment	Center for Competence and Youth Policy	Reporting data	In Units	x	x	x	x	x
Strategic direction 8. Effective cooperation and expansion of international partnership									
Goal 1. Attracting foreign students from near and far abroad countries									
1.1	The number of events to attract foreign students, trips to the countries of the near and far abroad	Admission Campaign and Marketing Departme	Reporting data	In Units	-	3	5	7	10
1.2	Number of incoming international students	Center for International Cooperation and Language Development	Reporting data	In Units	-	10	20	30	40
1.3	Number of international students studying in English	Center for International	Reporting data	In Units	-	-	20	30	40

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		Cooperation and Language Development								
Goal 2. Development of academic mobility and international internships.										
2.1	Number of joint study programs with partner universities	Center for International Cooperation and Language Development	Reporting data	In Units	-	2	2	2	3	
2.2	Number of contracts concluded with foreign organizations	Center for International Cooperation and Language Development	Reporting data	In Units	10	12	12	12	15	
2.3	Number of students planning to participate in the external academic mobility program	Center for International Cooperation and Language Development	Reporting data	In Units	-	5	15	20	25	
Goal 3. Organization of training of students and attraction of foreign teaching staff										
3.1	Number of invited foreign teachers (Doctors of Science, PhD) for conducting classes and guest lectures	Center for International Cooperation and Language Development	Reporting data	In person	-	2	4	5	7	
3.2	Number of additional language courses	Center for International	Reporting data	In Units	1	3	4	5	6	

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1.4	Proportion of graduates who need assistance in finding a suitable job and are recognized as unemployed	Center for Competence and Youth Policy	Reporting data	%					7.64

Agreed:

Vice-Rector for Academic and Scientific Work



A. Ivashov