



**Rules for organizing and conducting professional practice, defining organizations as without practice of Karaganda University named after academician E.A. Buketov**

**General Provisions**

During the course of studies, in accordance with the State Compulsory Standard of Higher and Postgraduate Education, students are required to undergo professional practice. According to Article 38 of the Law of the Republic of Kazakhstan "On Education", professional practice of students is an integral part of educational programs for training personnel.

Professional practice is carried out in relevant organizations and is aimed at consolidating the knowledge gained during the course of studies, acquiring practical skills and mastering advanced experience.

Professional practice is a mandatory component of the educational program for training personnel. It is divided into:

- Educational
- Pedagogical
- Research
- Production

Pre-diploma (paragraph 37 of the Model Rules of Educational Organizations Implementing Higher and (or) Postgraduate Education Programs (Order No. 595 dated October 30, 2018, as amended as of June 9, 2021).

For professional practice, Karaganda University named after Academician E.A. Buketov (hereinafter referred to as KarU Buketov) identifies organizations as practice bases on a contractual basis, coordinates goals and objectives, the duration of practice, and the number of students.

Students who have successfully mastered the cycle of disciplines for which a specific type of professional practice is provided are allowed to undergo professional practice.<sup>1</sup> The duration and content of each type of practice are determined by the approved documents: the educational program, the working curriculum, the academic calendar, the calendar schedule of professional practices, and the practice program.

**2. Normative References**



These Rules for the organization and conduct of professional practice and the identification of organizations as practice bases of KarU Buketov have been developed in accordance with the following regulatory documents:

The Law of the Republic of Kazakhstan "On Education" dated July 27, 2007 No. 319-III

The Labor Code of the Republic of Kazakhstan dated November 23, 2015 No. 414-V

The State Compulsory Standard of Higher Education, approved by Order of the Ministry of Education and Science (MES) of the Republic of Kazakhstan (RK) dated October 31, 2018 No. 604 (Annex 7)

The State Compulsory Standard of Postgraduate Education, approved by Order of the MES RK dated October 31, 2018 No. 604 (Annex 8)

Model Rules for the Activities of Higher and Postgraduate Education Organizations, approved by Order of the MES RK dated October 30, 2018 No. 595 (Annex 5)

Rules for organizing the educational process using credit technology of education, approved by Order of the Minister of Education and Science of the Republic of Kazakhstan dated April 20, 2011 No. 152

Methodological Recommendations of the MES RK on the organization and conduct of professional practice in educational organizations

### 3. Procedure for Organizing and Undergoing Professional Practice

#### 3.1 Basic Requirements for Organizing Professional Practice

All types of professional practice are carried out in accordance with the sections and topics of the relevant modules of educational programs. The Department of Practice, together with the departments, concludes agreements with practice bases according to the form of the agreement on professional practice no later than 1 month before the start of practice (Annex 1). The duration of practice is determined in weeks, based on the standard time of a student's work on practice during the week, equal to 30 hours (6 hours per day with a 5-day working week). To calculate the number of weeks, the amount of practice in credits is multiplied by the complexity of the corresponding type of practice in academic hours and divided by the duration of the student's work on practice during the week, that is, by 30 hours (Table 1). In the context of practice being carried out in parallel with theoretical training, its duration is increased with a work schedule of 15 hours per week, or 6 hours per week.

Departments develop practice programs taking into account the relevance of the requirements for modern specialists, focusing on the disciplines studied. The content of the programs should ensure the consistency of the process of forming a system of professional skills, abilities and competencies among students at all stages of practice and the complication of tasks as they move from one type of practice to another. If necessary, for students of a certain educational program (hereinafter referred to as *EP*), departments develop individual practice plans and assignments, on the basis of which the procedure for undergoing practice is carried out.

Table 1



### Complexity of 1 credit of professional practice

Type of Practice	Until 2019: In hours	Until 2019: In weeks	From 2019: In hours	From 2019: In weeks
Education	15 hrs	0.5 weeks	30 hrs	1 week
Pedagogic	30 hrs	1 week	30 hrs	1 week
Production	75 hrs	2.5 weeks	30 hrs	1 week
Pre-diploma	60 hrs	2 weeks	30 hrs	1 week
Research			30 hrs	1 week

The referral of students to all types of professional practice is formalized by the Order of the Chairman of the Management Board and Rector, indicating the duration of the internship, the base and the head of practice from the department. When sent to professional practice, students are given a work plan and schedule for professional practice, a diary of professional or pedagogical practice.

The pedagogical practice of undergraduates is carried out at the university in order to develop practical skills and teaching methods. Pedagogical practice can be carried out during the period of theoretical training without interruption from the educational process.

The research practice of undergraduates of the scientific and pedagogical direction and doctoral students is carried out at the place of the dissertation in order to familiarize themselves with the latest theoretical, methodological and technological achievements of domestic and foreign science, with<sup>1</sup> modern methods of scientific research,<sup>2</sup> methods of processing and interpreting experimental data for their presentation in the dissertation research.

The production practice of undergraduates and doctoral students of the specialized direction is carried out in order to consolidate the theoretical knowledge gained during the course of studies, acquire practical skills, competencies and experience in professional activities according to the EP being studied, as well as master advanced experience and improve the professional level.

The referral to production or pedagogical practice of students (undergraduates, doctoral students) can be carried out on an individual basis: at the place of residence (if there are good reasons); at the place of future employment (for final year students). In this case, a tripartite individual agreement is concluded with the practice base with a guarantee of providing guidance and compliance with safety regulations (Annex 2).

If a bachelor's student provides an individual agreement on undergoing practice with an organization that is not at his place of residence, then a written consent of one of the parents with an attached copy of an identity card is required (Annex 3).

Full-time students using distance learning technology (hereinafter referred to as DLT), provided they work in their specialty, are exempted from professional practice. In this case, they provide the university with a certificate from the place of work and a description reflecting their professional duties, indicating an assessment of their professional activities (Annex 4).

By the decision of the department, the assessment is set as the final one for this type of practice.



DLT students who are not working in their specialty undergo professional practice on a common basis, are sent to practice bases according to the EP profile that have contractual relations with KarU, or conclude an individual agreement with enterprises/organizations at their place of residence, at the place of future distribution.

Students who have completed the theoretical course and have no debts in subjects are allowed to professional practice in the final year.

Teachers, senior teachers, associate professors, professors, assistant professors, associate professors, practicing specialists with appropriate higher and (or) postgraduate education are allowed to supervise the professional practice of bachelor's students. The head of the diploma work (project) may supervise the pre-diploma practice.

The pedagogical practice of master's / doctoral students is supervised by leading specialists, teachers with one of the degrees: Candidate of Sciences, Doctor of Sciences, Doctor of Philosophy (PhD), Doctor of Science in the relevant field, including the departments of the Faculty of Pedagogy and Psychology, whose experience in scientific and pedagogical work is at least three years. The research (production) practice of master's / doctoral students is supervised by the scientific supervisor/consultant of the dissertation/project.

Professional practice of students can be carried out using the e-portfolio format. The use of an electronic portfolio provides control over trainees, both from the university and from practice bases.

At least 2 weeks before the start of practice, the department agrees with the practice base on the number of students and clarifies the program (Annex 5). If necessary, it provides the practice base with information about the students' academic achievements.

The annex to the order on sending students to practice is prepared by the responsible department in the prescribed form at least 10 days before the start of practice. It defines the heads of practice from the department, the place of practice (Annex 6). In the case of exemption of DLT students from professional practice, an annex to the order is also prepared in the form, which indicates the place of work of the student, position, full name of the head of the enterprise/organization (Annex 7).

From the moment students are sent to the practice base, the labor protection rules and internal regulations in force in the organization apply to them. The duration of the working day of trainees on educational practice is 6 hours, and at enterprises/organizations in accordance with the current Labor Code of the Republic of Kazakhstan, for the relevant categories of employees, depending on their age and production conditions. The involvement of students in work not provided for by the practice program is not allowed.

Students sent to production or pedagogical practice at the place of future distribution or residence on the basis of an individual agreement receive weekly consultations from the head of practice online.

Based on the results of professional practice, students submit reporting documentation to the relevant department in accordance with the practice program,



which is checked by the head. After checking the documentation by the head, students receive admission to the defense of the practice report.

The defense of practice reports takes place in the presence of a commission created by order of the head of the department and is formalized by a protocol (Annex 8). The results of the report defense are evaluated according to the established point-rating letter grading system. The final results and analysis of the practice are heard and approved at a meeting of the department.

Students who have not undergone practice, have not completed the practice program, have received a negative feedback on their work or an unsatisfactory grade (F grade) when defending the report, are sent for practice again on a paid basis in the next academic period in parallel with theoretical training or during the summer semester (with the exception of final year students).

In the case of implementation of the academic mobility program, illness, childbirth, reinstatement, passing the academic difference and other valid reasons for sending to practice, a student's application indicating the reason, supporting documents and a submission from the dean of the faculty are required.

### **3.3 Rights and Responsibilities of the Head of Professional Practice**

Heads of professional practice have the right to:

- participate in the development, modification and supplementing of practice programs and coordination of the content of work programs of disciplines of the curriculum in accordance with the types of practice;
- study, generalize and implement best practices;
- petition the heads of structural divisions of the faculty (dean, head of the department) for encouragement or punishment of trainees;
- make suggestions for improving the organization of professional practice.

Head of the department:

- directly supervises the practice of students in their subgroup;
- fills in the referral to practice in the diary;
- organizes and conducts an installation conference and defense of reports of trainees;
- ensures the implementation of the practice program, assists students in drawing up an individual plan, approves it and monitors its timely implementation;
- advises students on various issues of the practice program;
- advises students sent to production or pedagogical practice at the place of future distribution or residence on the basis of a 3-way individual agreement online on a weekly basis;
- promotes the establishment of communicative relations between students and employees of practice bases;
- analyzes the reporting documentation of students and gives admission to the defense of reports on practice, gives recommendations on the assessment for practice;
- draws up a report and submits it to the head of the department;
- fills in the timesheet for hourly payment of pedagogical practice and submits it to the Department of Practice in the same calendar month of the end of practice no later than the 20th.



Head of practice from the practice base:

- organizes and conducts practice for students based on concluded agreements;
- provides students with a practice place in accordance with the program;
- during the period of practice, creates the necessary conditions for students to acquire knowledge and practical skills, in accordance with the educational program;
- monitors the timing of practice agreed with the university;
- provides trainees with the opportunity to use the available scientific literature, other documentation, and technical means, if this is provided for by the agreement;
- assists in the selection of materials for coursework and diploma work, as well as for the preparation of practice reports;
- conducts mandatory briefings on labor protection and safety at the workplace with the execution of the established documentation, if necessary, conducts training in safe working methods;
- ensures that trainees comply with the internal labor regulations established at this enterprise, including the time, start and end of work;
- controls the maintenance of diaries, preparation of reports of trainees and compiles reviews (characteristics, conclusions, reviews, "Assessment sheet") (Annex 9) containing data on the implementation of practice programs and individual assignments by trainees.

### **3.4 Responsibilities of Coordinators of Professional Practice**

Head of the Practice Department:

- organizes, coordinates and controls the work of faculties and departments on all types of practice in educational programs of the university;
- supervises the timely development and approval of practice programs;
- together with the departments, concludes agreements on professional practice;
- prepares draft orders and instructions on the organization and conduct of professional practice for students;
- monitors the progress of practice;
- can take part in installation conferences, meetings of departments, Faculty Councils and methodological seminars on practice issues.

Dean of the Faculty:

- supervises the organization and conduct of professional practice, compliance with its deadlines and content of practice;
- 10 days before the start of practice, forms a submission on the conduct of professional practice from the faculty addressed to the Chairman of the Management Board and Rector;
- visits practice bases in order to monitor the compliance of the practice base with the tasks to be solved according to the program, provides advice;
- organizes, if necessary, a medical examination of students sent to practice;
- takes part in installation conferences;



- creates a commission and takes part in the work on the defense of practice reports;
- considers the results of practice at the Faculty Council and meetings of the dean's office.

Head of the department:

- selects base enterprises/organizations for practice and concludes an agreement with them no later than 1 month before the start of professional practice.
- two weeks before the start of practice, coordinates with the base enterprises/organizations all organizational issues for the practice and admission of students;
- appoints teachers, senior teachers, associate professors, professors, and practitioners with relevant higher and (or) postgraduate education who are well aware of the specifics of the profession and the activities of practice bases as heads of practice;
- 10 days before the start of practice, submits to the Practice Department: an annex to the order on sending and/or exemption from practice for students, with a package of documents confirming the place of work of DLT students;
- considers the progress and results of practice at meetings of the departments;
- supervises the progress of practice and take measures to eliminate shortcomings in the organization and conduct of practice;
- hears at a meeting of the department and approves the report on the results of practice, with suggestions for improving its organization and conduct, and submits it to the Practice Department from the university no later than 4 weeks after the end of practice.

### **3.5 Management of Professional Practice in the Context of Distance Learning**

DLT students undergo professional practice in offline and online formats. Educational and pre-diploma practice is organized at the departments of the university online, production (pedagogical) practice is organized at the student's place of residence in a mixed format. The head of practice from the department, from the practice base and the trainee are constantly in touch through the platform idl.ksu.kz, WhatsApp and Telegram messengers.

Stages of professional practice in the online format:

- preparation for practice;
- practice management in the online format;
- summing up the practice: report and defense of practice in the online format.

At the stage of preparation for practice:

The student declares the place of production (pedagogical) practice (chooses from the available practice bases, negotiates independently at the place of residence) one month before the start of practice. If the practice base is located at the student's place of residence, they are required to undergo practice offline and keep in touch with the university supervisors online.

Head of the department:

- forms lists of organizations ready to accept trainees;
- obtains consent and confirmation from organizations (in pdf, jpeg format);



- if necessary, concludes collective and individual agreements, sends them via Kazpost;

- forms lists of trainees sent to practice, collects contact details of students (phone numbers, email) for transfer to practice bases (Annex 10);

- sends the lists for verification to the head of the department (by email);

- corrects the practice program, forms individual assignments depending on the specifics of the practice base;

- posts on the platform [idl.ksu.kz](http://idl.ksu.kz) in the forum the date and time of the installation conference, the conference identifier;

- conducts an installation conference with trainees with the participation of the head of the department on the Zoom platform, draws up a conference protocol.

Head of the department:

- distributes the heads of practice in accordance with the pedagogical load;

- checks the practice bases indicated in the lists for compliance with the EP profile;

- sends the lists through the Electronic Document Management System (hereinafter referred to as EDMS) to form a submission to the dean of the faculty.

Dean of the Faculty:

- checks the lists of trainees;

- makes a submission addressed to the Chairman of the Management Board and Rector;

- sends the lists and submission to the Practice Department 10 days before the start of practice to form an order.

Head of the Practice Department:

- enters collective and individual agreements into the database;

- forms orders for practice.

At the stage of practice management in the online format:

Head of the department:

- organizes practice online and offline, establishes contacts with the heads of enterprises (via email, WhatsApp and Telegram messengers);

- posts tasks on the forum on a weekly basis, if necessary, daily, both general for the whole group and individual;

- defines and posts on the forum the requirements for reporting documentation on practice;

- creates a cloud link ([mail.ru](http://mail.ru) or Google) for each assigned student with the right to upload materials, shares this link with the head of practice from the enterprise;

- sends the heads of practice from the enterprise the "Criteria for assessing the passage of professional practice" (Annex 11), which can be supplemented depending on the specifics of the educational program.

Head of practice from the practice base:

- interacts with trainees offline and online, gives assignments, monitors their implementation through available means of communication, uses the cloud link created by the head of practice from the department for each assigned trainee;

- analyzes the quality of completed assignments in the "Electronic diary".



Trainee:

- keeps records in the "Electronic diary" located in the cloud created by the head of the department;
- completes tasks from the head of the practice base online;
- accepts tasks from the head of the department on the forum, completes them, uses the idl.ksu.kz file manager, cloud link or email to send completed tasks for verification.

At the stage of summing up the practice: report and defense of practice in the online format.

The defense of practice reports is carried out no later than 2 weeks after the end of practice.

Head of the department:

- in the last week of practice, reminds trainees on the idl.ksu.kz forum that reporting documentation should be uploaded to a folder in the cloud storage of the department;
- checks all documents and assignments;
- checks the completion of the "Assessment sheet" by the heads of the enterprise;
- sets a date and creates a Zoom conference for the defense of practice reports, provides a link for trainees, members of the commission, heads of the practice base to enter (if the documentation is submitted by trainees in the last 2 days of practice and checked, then the defense can be organized on the last day of practice);
- forms a general report, a protocol for the defense of practice;
- gives a final grade for practice in the personal account.

Head of the department:

- creates a commission by order of at least 3 people;
- invites heads of practice bases to online defense;
- participates in the defense of practice reports.

Head of practice from the practice base:

- fills in the "Assessment sheet" for trainees and gives a grade, certifies it with a signature and seal of the enterprise/organization (Annex 12);
- sends the "Assessment sheet" to the head of the department;
- participates in the defense of practice reports.

Trainee:

- sends the reporting documentation (diary, report, photos, videos, etc.) to the head of practice to the cloud link created by the head of the department, or to the idl.ksu.kz file manager within the established time frame;

- participates in the defense of practice reports, makes a presentation.

Defense of practice reports in the online format:

- the duration of the defense is 10-40 minutes, including questions and answers of students;
- after the end of the presentation, students are temporarily removed from the conference to discuss reports;
- the head of practice and the commission members connected online discuss the presentation and report of the trainee and give grades;



- the head of practice connects the trainees to the conference and announces the decision of the commission.

### **3.5.1 Special Requirements for Forced Transition to Distance Learning**

In the context of a pandemic, tightening of the quarantine regime and a complete transition to distance learning, practice is provided in a mixed format or online. Students interact with the heads of practice from the department through the platform [idl.ksu.kz](http://idl.ksu.kz) and cloud links. They follow the work algorithm presented in clause 3.5 of the Rules.

All reporting documentation is submitted by trainees in the form of an electronic portfolio to the cloud storage of the department. The reporting documentation of the heads of the department is also posted there.

### **3.6 Documentation of Professional Practice**

Timely and high-quality completion and organization of all types of practice require the following documents:

1. Calendar schedule of professional practice is compiled twice a year:
  - in the spring as part of the preparation plan for the new academic year for students of 2-5 courses;
  - in the fall, upon enrollment, for 1st year students.

The practice plan specifies the name of the educational program, the year of admission, the course in which the practice is conducted, the name of the practice, credits, semester, duration, timing and places of their conduct, the number of students in the course by source of funding. The schedules are certified by the head of the department, the dean of the faculty and submitted within the time frame established by the order of the Chairman of the Management Board and Rector (Annex 13).

2. Professional practice program. The practice program should be aimed at the learning outcomes presented in each educational program, both Soft skills and professional competencies, and the content of the developed programs should correspond to the profile of educational programs. The structure of the program of each type of practice includes:

1. General Provisions
  - 1.1. Features of professional practice (indicating prerequisites, postrequisites)
  - 1.2. Purpose and objectives of practice
  - 1.3 Form of organization and management of practice
  - 1.4 Responsibilities of practice managers
  - 1.5. Rights and responsibilities of the trainee
2. Content of practice
  - 2.1. Procedure for organizing and undergoing practice
  - 2.2. Calendar plan of practice
    - 2.2.1. In the traditional format
    - 2.2.2. In the online format
  - 2.3. Quality control of practice
  - 2.4. Evaluation of the work of trainees
  - 2.5 Summing up the practice



- requirements for the design of reporting documentation;
- requirements for the defense of reports of trainees;
- scale for assessing professional practice.

3. List of references and Internet sources.

4. Appendix

The practice program is drawn up by the graduating departments and approved at meetings of the department, by the quality assurance commissions at the faculties. The programs are updated and changed as needed, with the introduction of new regulatory documents, educational programs, etc.

3. Agreement on professional practice. The agreement on professional practice defines the legal basis for the practice and is the main form of communication between the department and the base organizations. With an individual determination of the practice base, individual students submit applications (Annex 14) or 3-way individual agreements with the practice base to the head of practice with a guarantee of providing guidance and the availability of conditions for the implementation of the practice program. For final year students, there are 3-way individual agreements at the place of future distribution. The collective agreement is concluded for a period of 3-5 years with subsequent renewal, the individual agreement is concluded for the period of practice or the period of study. The collective agreement is filled in in two copies, the individual agreement is filled in in three copies, certified by the signatures of the heads and seals. Agreements with practice bases must be concluded no later than 1 month before the start of professional practice.

4. Referral to all types of practice. The referral to practice is formalized by the order of the Chairman of the Management Board and Rector, indicating the duration of the practice, the practice base and the heads of practice based on the annex to the order. It is filled in by the head of the department in the practice diary, signed by the dean (Annex 15).

5. Annex to the order on sending to practice and/or exemption from professional practice of students. The annex to the order is compiled for each type of practice separately, indicating the list of students of the respective groups of educational programs, places and timing of practice, heads of departments and faculties of the university, signed by the dean and the head of the department. The annex, together with the submission of the dean, is submitted by the department to the head of practice of the university 10 days before the start of practice (Annexes 5, 6).

6. Protocols of the installation conference, defense of reports on the practice of students. The minutes are drawn up upon completion of the conferences in the form of QMS F.PC-PU-4.2.3-DP-04. The protocol for the defense of practice reports must contain a resolution of the commission on the approval of student reports and the evaluation of their activities during professional practice. The text of the protocol should contain the rationale for the grades given.

7. Report of the head of the department. The report of the head of the department is heard and approved at a meeting of the department, submitted to the head of practice from the university with the attached protocol for the defense of



reports of students (Annex 16). The student's reporting documentation on practice (diary and report) is kept at the department for one year after the end of practice.

#### **4. Requirements for the Content of Types of Professional Practice**

##### **4.1 Educational Practice**

Educational practice is mandatory for each educational program, as it allows students to form an idea of their chosen profession. Depending on the specifics of a particular subject area and the professional competence of the future specialist, there are introductory, field, open-air, language and other types of educational practice. The types of educational practice are specified for each educational program and approved at a meeting of the faculty's quality assurance commission. The duration of educational practice is, as a rule, 2-4 weeks. Depending on the prerequisites, it can be organized in 1-3 courses. The basics of the formation of professional competence are laid in the process of undergoing the first educational (introductory) practice. The peculiarity of practice is that it is carried out both with and without interruption from studies, with introductory excursions to organizations that are objects of future professional activity. Educational (introductory) practice is assigned to the department that trains personnel for this educational program. For pedagogical EPs, it is pedagogical.

The purpose of educational (introductory) practice is to familiarize the student with the objects of future professional activity, the areas of activity of the enterprise/organization, the functions and tasks of future professional activity.

The main objectives of educational (introductory) practice are:

1. general acquaintance with organizations (organizational and legal form, management system, structure, etc.) that are objects of the future profession;
2. studying the types, functions and tasks of future professional activities;
3. studying business correspondence and maintaining records management;
4. acquiring skills of working in a team.

Educational (field) practice is designed to instill in students the skills of research work and scientific creativity. When developing programs for educational field practices, it is necessary to take into account specific socio-economic and geographical conditions. The subjects of study in field practices are natural and natural-economic objects and phenomena, territorial systems and complexes of local and regional rank. The purpose of these types of practice is to develop competencies among students that complement and accompany the development of professional functions.

Programs of other types of professional practice are developed by departments that train specialists in this EP. Educational practice (open-air) is carried out in nature, production with an open nature of work, places that are distinguished by a variety of architectural motifs, and is part of a holistic process in the system of training future specialists in the field of design and fine arts. The purpose of this practice is to consolidate and deepen the knowledge and skills acquired in the classroom in painting, drawing, composition and color science, to develop a professional opinion and a conscious attitude to art; in acquiring painting skills in natural conditions, in a natural light-air environment.



In the course of educational practice "open-air", such tasks are solved as:

1. formation of skills in conveying lighting, air condition, multicolor palette, tonal relationships;
2. formation of the ability to depict from nature in the open air;
3. demonstration of skills in working with various artistic materials when making drawings of animals, birds, human figures, architectural motifs in the open air;
4. development of skills and abilities in performing a landscape in a certain color, conveying accurate tonal and color relationships in still lifes in the open air, and independently choosing expressive techniques in various materials;
5. readiness to show skills and abilities in the implementation of landscapes using various compositional techniques, images in various materials of more complex architectural fragments and structures in linear and aerial perspectives;
6. readiness for independent artistic and creative activity in the field of fine and decorative-applied arts, design and computer graphics.

Educational (language) practice is conducted for students of educational programs that train personnel with knowledge of languages and with multilingual education. It is organized in the 2nd or 3rd year, depending on the prerequisites of the educational program. Language practice is assigned to the department that trains specialists in this EP. The language practice program should take into account the requirements of the level model for learning and mastering foreign languages and the principles of multilingual education. The purpose of language practice is to develop the skills of oral and written translation among students, as well as the skills of business and friendly communication.

The main objectives of language practice are:

1. to familiarize students with the basics of the theory and practice of oral and written translation;
2. to consolidate and expand theoretical and practical knowledge and skills;
3. to gain practical skills and abilities in the field of language communications;
4. to expand and consolidate the skills of translating special vocabulary;
5. to increase vocabulary in the relevant educational program;
6. to develop and consolidate conversational speech, a dialogic form of communication in a foreign language.

Based on the results of educational practice, the following reporting documentation is provided: practice diary, report on the work done. The report should reflect: the purpose, place and time of practice; the sequence of practice, the list of works completed in the course of practice, photo and video materials. The trainee is given 2 days to draw up a report at the end of practice.

#### **4.2 Pedagogical Practice of Bachelor's Students**

Students of pedagogical EPs undergo pedagogical practice, which is organized after the completion of the study of the cycle of basic or specialized disciplines (retraining), pedagogical or methodological modules or the theoretical course of study as a whole. The purpose of pedagogical practice is to consolidate and deepen



knowledge in general scientific, cultural, psychological,<sup>1</sup> pedagogical, methodological and special disciplines, as well as to form pedagogical skills,<sup>2</sup> abilities and competencies on the basis of theoretical knowledge.

The main objectives of pedagogical practice are:

1. acquisition of initial experience in pedagogical activity;
2. mastering the methodology of teaching and learning;
3. knowledge of the basics of pedagogical skills;
4. instilling the skills and abilities of independent conduct of educational, educational and teaching work;
5. mastering the skills of scientific, psychological and pedagogical research;
6. mastering the methodology of educational work;
7. knowledge of innovative<sup>3</sup> teaching technologies;
8. implementation of an individual approach to students<sup>4</sup> in the course of educational and educational work, taking into account the peculiarities of their development.<sup>5</sup>

Pedagogical practice is organized in various educational organizations. In accordance with the specialist model, the practice of students in the bachelor's degree is focused on improving competent readiness for teaching at school and performs the following functions: constructive planning, educational, organizational, stimulating, information and technological.

The bases of pedagogical practice are:

1. preschool organizations;
2. educational organizations (primary, basic secondary, general secondary);
3. organizations of technical and vocational education;
4. special educational organizations;
5. specialized educational organizations.

Pedagogical practice is carried out in each course throughout the entire period of study for students and includes the following types:

1. educational (introductory) practice for 1st year students;
2. pedagogical (psychological and pedagogical) practice for 2nd year students;
3. pedagogical (educational and educational) practice for 3rd year students;
4. pedagogical (production) practice for 4th year students.

The types of pedagogical practice are specified and approved at a meeting of the faculty's quality assurance commission. Psychological and pedagogical practice is assigned to the departments of psychology, pedagogy and methods of primary education, as well as to the graduating departments of preschool and psychological and pedagogical training, special and inclusive education, social work and social training, depending on the specifics of the EP. Programs and pedagogical practice are developed and approved by the graduating department or specialized department. The program of pedagogical practice should be aimed at developing professionally significant skills among students and the formation of key competencies:

- planning, forecasting, analysis of the main components of education and upbringing in accordance with the requirements of the updated content of various levels of education;



- development of short-term plans for the subject based on long-term and medium-term ones;
- ability to work with children with special educational needs;
- identification of the degree of compliance of the applied methods and teaching aids with didactic goals and objectives;
- reproduction of the teacher's/educator's activities: on organizing independent, differentiated, individual work of students/pupils in the lesson/class in the context of pedagogical practice; on the criteria-based assessment of expected learning achievements of students and pupils; on the organization of collaborative learning, the creation of a collaborative learning environment;
- implementation of an individual approach to students in the course of educational and educational work, taking into account the peculiarities of their development;
- conducting pedagogical diagnostics of the state of the pedagogical process;<sup>6</sup>
- assessment of the results of the activities of students, teachers and self-assessment;
- interaction with parents of students/pupils of the assigned class/group;
- application of modern learning strategies (critical thinking, functional literacy, criteria-based assessment, collaborative learning), innovative educational technologies (personality-oriented, dialogic, ICT, SMART and STEM-learning, etc.) in practice.

During the period of pedagogical practice, students collect factual material for the thesis research, conduct ascertaining and forming experiments on the basis of an educational organization in natural conditions. Based on the results of pedagogical practice, a portfolio and a report of the trainee are prepared. The report should reflect: the purpose, place and time of practice; the sequence of practice, the list of works completed in the course of practice. The main part of the report should include: a description of the organization of work in the process of practice; a description of the work performed on the sections of the practice program; a description of the practical tasks solved by the student during the pedagogical practice; an indication of the difficulties that arose during the practice; presentation of controversial issues that arose on specific issues and their solution. The conclusion should contain: a description of the skills acquired during the practice; suggestions and recommendations of the student made during the practice. The report is accompanied by a review (characteristic, conclusion, review, assessment sheet) of the head of practice from the practice base on the work of the trainee. The content of the portfolio is specified in the practice programs, taking into account the specifics of the educational program. The trainee is given 2 days to draw up a report at the end of practice.

#### **4.3 Pedagogical Practice of Master's and Doctoral Students**

Pedagogical practice is aimed at combining general scientific, didactic, methodological, subject and psychological and pedagogical training<sup>1</sup> and is carried out with the aim of forming practical skills and professional and personal



competencies. Pedagogical practice is carried out with the aim of mastering the basics of pedagogical skills, forming the ability to independently conduct teaching and educational work at the university. At the same time, undergraduates are involved in conducting classes in the bachelor's degree, and doctoral students are involved in the bachelor's and master's degrees.

The purpose of pedagogical practice is to consolidate and deepen the skills of practical activity in the implementation of the educational process in higher education, including teaching special disciplines, organizing educational activities of students, and scientific and methodological work on the subject.

Objectives of pedagogical practice:

1. consolidation of knowledge of the basic principles, methods and forms of organization of the pedagogical process at the university and methods of monitoring and evaluating the professionally significant qualities of students;
2. formation of skills in conducting classes, speaking in front of an audience and creating a creative atmosphere in the classroom;
3. formation of skills in analyzing difficulties arising in pedagogical activity and adopting an action plan to resolve them;
4. formation of adequate self-esteem, responsibility for the results of their work;
5. improvement of analytical and reflexive activity of novice teachers.

The program of pedagogical practice should be aimed at developing professionally significant skills among students and the formation of the following key competencies:

- planning, forecasting, analysis of the main components of the process of education and upbringing;
- identifying the degree of compliance of the applied methods and teaching aids with didactic goals and objectives, using modern educational and upbringing technologies;
- implementation of an individual approach to students in the course of the pedagogical process, taking into account the peculiarities of their development;
- conducting pedagogical diagnostics of the state of the pedagogical process;<sup>2</sup>
- assessment of the results of the activities of students, teachers and their own activities.

In order to monitor the progress of pedagogical practice, a schedule of credit classes for master's and doctoral students is drawn up (Annex 17).

Based on the results of pedagogical practice, the following reporting documentation is provided: practice diary, report on the work done. The report should reflect: the purpose, place and time of practice; the sequence of practice, the list of works completed in the course of practice, photo and video materials. The trainee is given 2 days to draw up a report at the end of practice.

#### **4.4 Production Practice of Bachelor's and Master's Students**

The purpose of production practice is to consolidate professional competence, acquire practical skills and experience in professional activities.



The main objectives of production practice are:

1. to study the types of professional activities according to the EP, their functions and tasks;
2. to consolidate theoretical knowledge and form professional skills, abilities and competencies on this basis;
3. to master innovative technologies, advanced methods of labor and production;
4. to gain organizational and professional experience;
5. to acquire teamwork skills, competencies in corporate management principles;
6. to master the ability to independently plan their activities, establish useful contacts with colleagues, determine a role-based professional position, and form a sense of responsibility.

The organization of production practice at all stages should be aimed at ensuring the continuity and consistency of students' mastering professional activities in accordance with the requirements for the level of training of a graduate. The types of production practice are specified for each educational program and approved at a meeting of the faculty's quality assurance commission.

In master's and doctoral studies, production practice is organized for students of specialized programs with the aim of consolidating the theoretical knowledge gained in the learning process and improving the professional level. The program of production practice is developed by the graduating department, taking into account the profile of the EP, the topic of the dissertation research, the nature of the enterprise, institution, organization of the practice object. Particular attention should be paid to the specific wording of questions and tasks for production practice, a description of methods for familiarizing themselves with the activities, organizational structure and management system of practice bases, a description of methodological recommendations for completing practice assignments and methodological recommendations for preparing a portfolio and report. The content of the production practice of undergraduates/doctoral students is determined by the topic of the dissertation research.

The bases of production practice can be government agencies, enterprises and organizations of various forms of ownership that correspond to the profile of the EP, have a modern material and technical base and information resources necessary to implement the practice program and assigned to the educational institution. The duration and number of production practices are determined by the relevant educational programs.

Based on the results of production practice, students submit a portfolio to the department, which is checked by the head of practice and defended before a commission created by order of the head of the department. The results of the portfolio defense, including the report, are evaluated according to the established point-rating letter grading system.

The portfolio is recommended to include:

1. Diary of production practice.
2. Practice report.



The production practice report should contain:

- a brief description of the practice base (specific production unit) and the organization of its activities;
- information about the specific work performed by the student during the production practice;
- the main methods used in the implementation of the practice program;
- conclusions and suggestions.

3. Illustrative materials on the implementation of tasks according to the practice program (graphic, audio, photo, video, statistical and stock materials, schematic sketches, herbarium folders, card schemes, complex geographical profiles, visual samples of products confirming practical experience gained in practice, etc.).

The content of the portfolio is specified in the practice programs, taking into account the specifics of the educational program. The trainee is given 2-3 days to draw up a portfolio at the end of practice.

#### **4.5 Research Practice of Master's and Doctoral Students**

Research practice is an integral part of the main educational program of professional training of masters/doctors (PhD). The research practice of master's/doctoral students is supervised, as a rule, by the scientific supervisor/consultant of the dissertation.

The purpose of research practice: consolidation of the acquired theoretical knowledge in basic and specialized disciplines of master's/doctoral programs, mastering the necessary professional competencies in the chosen area of specialized training, and mastering practical research skills.

Objectives of research practice:

1. mastering modern research methods on topical scientific problems and acquiring relevant practical skills;
2. collection of necessary theoretical and practical materials, experimental data for the implementation of a master's/doctoral dissertation;
3. consolidation of skills in planning and organizing scientific research, developing an experiment toolkit, and processing experimental data;
4. improvement of analytical and reflexive activity of novice researchers.

The content of the research practice of undergraduates/doctoral students is determined by the topic of the dissertation (project) research.

Based on the results of research practice, the following reporting documentation is provided: practice diary, report on the work done. The report should reflect: the purpose, place and time of practice; the sequence of practice, the list of works completed in the course of practice, materials of experimental work. The trainee is given 2 days to draw up a report at the end of practice.

#### **4.6 Pre-diploma Practice**

For the preparation and writing of the thesis (project), the educational program provides for pre-diploma practice. It is the final stage of study and is carried out



after the student has mastered the program of theoretical and practical training. The purpose of pre-diploma practice is to complete the writing of the thesis (project).

The main objectives of pre-diploma practice are:

1. collection, processing and generalization of practical material on the topic of the thesis (project);
2. analysis of statistical data and practical material on the topic<sup>1</sup> of the thesis research;
3. formulation of conclusions, patterns, recommendations and suggestions on the topic of the thesis (project);
4. registration of the thesis (project) in accordance with the established requirements.

Scientific supervision of pre-diploma practice is carried out, as a rule, by the scientific supervisor of the thesis (project). The content of pre-diploma practice programs should include such procedures as preliminary defense, data correction, preparation for passing regulatory control, preparation of slide presentations, photo and video materials, and presentation for the defense of the thesis.

Based on the results of pre-diploma practice, students submit a diary and a report to the department, which is checked by the head of practice and defended before a commission created by order of the head of the department. The results of the report defense are evaluated according to the established point-rating letter grading system.

## **5. Criteria for Evaluating the Activities of Trainees During Professional Practice**

The following methods are used to evaluate the results of practice:

- observation of trainees in the process of practice and analysis of the quality of certain types of their work;
- conversations with the heads of practice bases, with trainees;
- analysis of student characteristics, evaluation forms given by the heads of practice bases;
- analysis of the results of information and analytical, organizational and creative, design and technological, scientific and research work in the process of practice, self-assessment of trainees of the degree of their preparedness for practical activities and the quality of their work;
- analysis of student documentation on practice;
- quality of the report defense before the commission.

The final assessment of the student on professional practice consists of (Table 2):

- attendance during the practice period;
- volume and quality of implementation of the practice program and individual assignments;
- assessment of the head of practice from the practice base, presented in the review (characteristic, conclusion, review, assessment sheet);
- quality of materials presented in the report;



- assessment of answers to questions when defending practice reports.

The criteria are specified in the programs, taking into account the specifics of educational programs.

Table 2

Differentiated score by type of work

Current work (attendance, quality of individual assignments)	Work volume and implementation of practice	Reporting documentation (quality of materials presented in the report)	Overall result (assessment of the head of practice from the practice base, assessment of answers to questions when defending practice reports)
25-40	15-35	10-25	

Grades for practice are put simultaneously in the statement and the record book in the appropriate section by the head of practice in accordance with the approved scale for assessing professional practice (Table 3).

Table 3

Scales for assessing professional practice

Traditional assessment	Total score
"excellent"	90- 100
"good"	70- 89
"satisfactory"	50- 69
"unsatisfactory"	0-49

In the case when a student receives an "unsatisfactory" grade with a score of 25-49 (FX), they have the right to be re-sent to professional practice free of charge. Students who received an unsatisfactory grade with a score of 0-24 (F) are sent to practice again on a paid basis in the next academic period in parallel with theoretical training or during the summer semester.

It is recommended to evaluate the activities of trainees during the practice period in accordance with the criteria for evaluating the quality of professional practice (Annex 11). The head of practice has the right to introduce other criteria into the practice program, indicated by the specifics of the educational program and not reflected in the proposed criteria.

## 6. Rules for Identifying Organizations as Practice Bases

Organizations whose activities correspond to the profile of specialist training and the requirements of the educational program, which have qualified personnel to supervise professional practice and a material and technical base, are identified as the base for professional practice of students. When concluding agreements on industrial or pedagogical practice, it is recommended to give preference to organizations that are branches of departments with extensive work experience. For pedagogical practice, it is recommended to give preference to educational organizations whose teachers have more than 5 years of work experience, as well as innovative, specialized institutions. For students of educational programs in the



field of "Pedagogical Sciences", educational organizations of state ownership, or other forms of ownership that have state licenses, are determined as practice bases; carrying out educational activities in accordance with the State Compulsory Standard of Education.

If necessary, it is allowed to conclude agreements with individual entrepreneurs who have enterprises with at least 3 years of experience in the market (translation, travel agencies, advertising companies, design services, transport services, lawyers, bailiffs, etc.).

It is allowed to conclude a collective agreement for a period of 3-5 years or an individual agreement no later than one month before the start of practice. The terms of the agreement may be changed and supplemented by mutual agreement of the parties. The agreement defines the responsibilities and liability of the educational institution, the enterprise/organization that is the base of professional practice, and the students. The functions, duties and responsibilities of the heads are determined by these rules and the enterprise/organization that is the base of practice by agreement.

The bases of pedagogical practice of master's/doctoral students are educational organizations that provide higher professional education, have modern educational and methodological support, and successfully use modern educational technologies in their activities. The bases of production practice of master's/doctoral students are educational organizations that provide higher professional education, enterprises and organizations of the corresponding profile that have a modern material and technical base and information resources necessary to implement the practice program. The bases of research practice of master's/doctoral students can be educational organizations, research centers, design bureaus, innovation-oriented enterprises that have a modern material and technical base and information resources necessary to implement the practice program.

The costs of professional practice are planned by the educational institution and the enterprise/organization that is the base of practice, and are determined by the agreement on professional practice. For professional practice, the university coordinates the individual work schedule of the trainee with the practice base, reflected in the diary. The practice base may consider the candidacy of a graduate who has studied under an educational grant for employment in accordance with the qualification obtained, if there is a relevant vacancy.

In accordance with the Labor Code of the Republic of Kazakhstan, the practice base is responsible for accidents with students during the period of professional practice.

## **7. Material Support, Workload Planning and Payment for Practice Supervision**

The costs of professional practice are provided by the university and practice bases. The amount of these costs is determined by the concluded agreements and the university's cost estimate. The university's cost estimate also provides funds to pay for the travel of full-time students to the place of educational (field) practice



and back. For the period of educational (field) practice associated with departure from the location of the university, full-time students are paid daily allowances in the amount established by the current legislation for the entire period of practice at the expense of the funds provided for in the university's cost estimates. Payment for business trips of teachers who travel to supervise practice is made by the university in accordance with the legislation on payment for business trips. During the period of practice, the student retains the right to receive a scholarship on a general basis.

The total volume of all types of professional practice is:

- 10-12 credits for students of full-time reduced form of study and using DLT of all EPs;
- 25-30 credits for full-time students of pedagogical EPs;
- 20-28 credits for full-time students of all other EPs.

For the supervision of practice, the teacher is assigned a pedagogical workload at the rate of 1 academic hour per week per student. When planning the pedagogical workload for professional practice, it is necessary to leave vacancies for hours (at the expense of the pedagogical workload of the department) for payment for the supervision of production practice by the base enterprise/organization.

Payment for the supervision of pedagogical practice of students to employees of educational organizations is made according to the calculation method presented in the "Methodological Recommendations on the Organization and Conduct of Professional Practice in Educational Organizations" of the MES RK for 2019. The university pays only for active practice of 2-4 courses.

When calculating the payment rate, the complexity of educational programs (240 credits) and the cost of an educational grant for training teachers for one academic year of study are taken into account. The cost of one credit (S) is calculated by the ratio of the cost of the educational grant  $\times 4/240$ . For example,  $\$443,300 \times 4/240 = 7388.33\$$  tenge. Given that the tuition fees for trainees studying on a paid basis are set by the university independently, the cost of one credit (S) for this category of trainees will be determined by the ratio:

the amount of payment at the paid department  $\times 4/240 =$  the cost of one credit.

For example,  $300,000 \text{ tenge} \times 4/240 = 5,000 \text{ tenge}$ .

To calculate the payment for undergoing professional practice in educational organizations, it is recommended to use the following formula:  $C = K \times S \times 0.3 \times N$ , where:

C is the amount of payment for undergoing professional practice in educational organizations, tenge;

K is the number of credits;

S is the cost of one credit;

N is the total number of trainees sent to this educational organization for practice.

Example of calculating the payment for undergoing practice for one trainee studying under a state educational grant:

pedagogical practice:  $7388.33 \text{ tenge} \times 6 \text{ credits} \times 0.3 = 13298.4 \text{ tenge}$ .



production pedagogical practice:  $7388.33 \text{ tenge} * 10 \text{ credits} * 0.3 = 22164.99$  tenge.

Example of calculating the payment for undergoing practice for one trainee studying on a paid basis:

pedagogical practice:  $5000 \text{ tenge} * 6 \text{ credits} * 0.3 = 9000 \text{ tenge}$ .

production pedagogical practice:  $5000 \text{ tenge} * 10 \text{ credits} * 0.3 = 15,000 \text{ tenge}$ .

In accordance with Article 126 of the Labor Code, for the correct assessment of the work of the head of the organization, the coefficient of labor participation (KTU) may be applied:

- director/head teacher for 1 week = 0.1;
- class teacher for 1 week = 0.4;
- subject teacher for 1 week = 0.5.

Payment for the supervision of pedagogical practice of students to employees of educational organizations is made at the rate of 1 hour per week per student (Annex 17). For other types of professional practice, payment to organizations and institutions for supervision is not expected, unless otherwise specified in the agreement.



Agreement on professional practice

City of Karaganda

" \_\_\_\_ " 20\_\_

NAO "Karaganda University named after Academician E.A. Buketov", hereinafter referred to as the "Educational Organization", represented by the Vice-Rector \_\_\_\_\_, acting on the basis of Order No. \_\_\_\_ dated " \_\_\_\_ " 20\_\_, on the one hand, and \_\_\_\_\_ (name of the enterprise, institution, organization, etc.), hereinafter referred to as the "Enterprise", represented by \_\_\_\_\_ (full name and position of the head of the legal entity), acting on the basis of \_\_\_\_\_ (details of constituent documents), on the other hand, hereinafter jointly referred to as the "Parties", in accordance with the current legislation of the Republic of Kazakhstan, have entered into this agreement as follows:

**1. Subject of the Agreement**

1. The Parties undertake obligations to organize and jointly conduct professional practice for students of the Educational Organization in educational programs and specialties specified in Annex 1 to this agreement.

2. The practice program is drawn up in accordance with the curricula, the academic calendar and the profile of the educational program.

3. This agreement provides for the implementation of practice programs for students at the Enterprise.

**2. Rights and Responsibilities of the Parties**

4. The Educational Organization undertakes to:

1. send students to the Enterprise in the specialties specified in Annex 1 to this agreement for professional practice in accordance with the academic calendar;

2. familiarize students with their duties and responsibilities specified in this Agreement;

3. two weeks before the start of professional practice, submit to the Enterprise for approval a program, calendar schedules for professional practice, indicating the number of students, their last names, first names, patronymics;

4. appoint heads of practice from among qualified teachers by order of the Chairman of the Management Board and Rector;

5. ensure that students comply with labor discipline and internal regulations mandatory for employees of this enterprise;

6. organize the passage and exercise periodic control over the professional practice of students in accordance with the educational program and the academic calendar;

7. provide methodological assistance to the employees of the enterprise in organizing and conducting professional practice;



8. if necessary, provide the Enterprise with information about the academic achievements of students;

9. participate in the investigation of accidents if they occurred with the participation of the student during the period of practice.

5. The Educational Organization has the right to:

1. terminate the Agreement unilaterally in case of voluntary termination of studies, leaving for a repeated year of study, as well as in case of expulsion of a student in the manner prescribed by the current legislation of the Republic of Kazakhstan.

6. The Enterprise undertakes to:

1. provide students with safe working conditions at the workplace (with mandatory briefings on safety and labor protection) and, if necessary, train students in safe working methods;

2. consider the candidacy of a graduate who has studied under an educational grant for employment in accordance with the specialty obtained, if there is a relevant vacancy;

3. accept students for professional practice in the relevant specialties in accordance with the terms of this agreement;

4. prevent the use of students in positions not provided for by the practice program and not related to the specialty of students;

5. ensure the provision of qualified specialists to supervise the professional practice of students in divisions (departments, workshops, laboratories, etc.);

6. inform the educational organization about cases of violation of labor discipline and internal regulations of the enterprise by students;

7. create the necessary conditions for students to implement the professional practice program by providing the opportunity to use laboratories, classrooms, workshops, a library, drawings, technical and other documentation necessary for their successful mastering of the professional practice program and the implementation of individual assignments;

8. at the end of professional practice, issue a description of the work to students and give a grade based on the results of practice.

7. The Enterprise has the right to:

1. participate in the development of an educational program of professional practice in accordance with new technologies and changed production process conditions;

2. offer topics of coursework and diploma work in accordance with the needs of the enterprise;

3. participate in the final certification of students;

4. request information about the current academic performance of students.

### **3. Liability of the Parties**

8. For non-performance or improper performance of their duties under this Agreement, the parties are liable in accordance with the current legislation of the Republic of Kazakhstan.



#### **4. Dispute Resolution Procedure**

9. Disagreements and disputes arising in the process of implementing this Agreement are resolved directly by the parties in order to develop mutually acceptable solutions.

10. Issues that are not resolved by the parties through negotiations and the development of mutually acceptable solutions are resolved in accordance with the current legislation of the Republic of<sup>1</sup> Kazakhstan.

#### **5. Validity Period, Procedure for Changing the Terms of the Agreement and Its Termination**

11. This agreement enters into force on the date of its signing by the parties and is valid until "\_\_\_\_" 20\_\_.

12. The terms of this Agreement may be changed and supplemented by mutual written agreement of the parties.

13. This Agreement is concluded in two copies, one copy for each Party, in the state or Russian languages, which have equal legal force.

14. Legal addresses and bank details of the Parties:

Educational Organization:

NAO "Karaganda University named after Academician E.A. Buketov"

100028, City of Karaganda, Universitetskaya St., 28

BSN 990540002444

JTK KZ796010191000077867

BCK HSBKKZKX

"Halyk Bank of Kazakhstan" JSC FOF

Fax: 8(7212) 356 398

Enterprise:

(name of the enterprise, institution, organization)

(legal address)

(BSN, BIK, Kbe, bank)

(contact phone number, fax number with city code)

Head \_\_\_\_\_ (full name)

M.P.

Annex 1 to the agreement

Educational programs of NAO "Karaganda University named after Academician E.A. Buketov"

Code

Educational program