



## ACADEMY OF PUBLIC ADMINISTRATION UNDER THE PRESIDENT OF THE REPUBLIC OF KAZAKHSTAN

### REPORT (2020-2022)

Academy's strategy is aimed at modernizing the national system of vocational training, which is able to quickly respond to the changing needs of the professional state apparatus and thereby create, maintain and disseminate knowledge for the good of the country and the world!

**MISSION:** To create, preserve and disseminate knowledge for the benefit of the country and the world.

*Note:* On February 1, 2022, the P12-Academy successfully passed an audit in the field of state control in relation to entities (organizations) that provide access for people with disabilities to social infrastructure facilities. The state body that appointed the inspection: Department of the Committee for Labor, Social Protection and Migration of the Ministry of Labor and Social Protection of the Population of the Republic of Kazakhstan for the city of Nur-Sultan. Act on the appointment of the inspection: No. 6, 02/01/2022.

## OVERVIEW

Co-partners of the Academy within the framework of the DECIDE project:

1. Ministry of Labor and Social Protection of the Population of the Republic of Kazakhstan, Department for the Development of the Policy of Social Services for the Population.
2. Social entrepreneur, founder of the social workshop Green TAL, Green Tal Food, Green Tal Moika.
3. Political party "Nur Otan", Department of Political Work of the Central Asia.
4. Social community of disabled people (athlete, participant of international parachuting competitions).
5. Module developers, trainers and coaches.

Development and Piloting of modules:

- Module 1 – English for Specific Purposes (Special Needs and Disability)
- Module 6 – Meeting Needs: Communication and Interaction

<https://www.apa.kz/en/research-en/erasmus-decide-project/> – This is the official Erasmus+ DECIDE folder created on the Academy's web page. We provide maintenance by updating news, downloading materials from incoming modules. During the introductory period, the web page is reviewed daily by Academy stakeholders. The website will continue to exist after the end of the project selection period and will be maintained by the IT Department, whose employees are also active members of the project team.





## PILOTING I (2020)

7 February, 2020 at the Academy of Public Administration under the President of the Republic of Kazakhstan, Nursultan, piloting of teaching Modules 1 and 6 took place. For the event, Coordinator of the DECIDE project Angela Repanovici from UTBV (Romania) and Director of the Library Manolis Koukourakis from UOC (Greece) visited the Academy.

Before the direct monitoring of Modules 1 and 6, the partners got acquainted with the DECIDE project team, where colleagues had a chance to ask questions and get answers on the legal, financial and organizational parts of the project.

**Module 1** – «English for Specific Purposes (Special Needs and Disability)» was developed and presented by Guldana Zhumagaliyeva, a teacher of the Academy. The purpose of the module is to learn English for further project management and its full implementation. The teacher presented the necessary terminology for running the project, the history of the movement for inclusiveness and its prospects in Kazakhstan. The monitoring was conducted in English.



**Module 6** – «Meeting Needs: Communication and Interaction» was read by a lecturer, a partner of the Academy, Zhanna Ibrayeva (Center for Communicative Development "Nika"), who explained the teaching methods and approaches to communication and interaction with the audience (with disabilities). The monitoring was conducted in Russian (with the presence of an interpreter for simultaneous translation).



11 students of the Institute of Management of the Academy have attended the course. According to the results of the Monitoring, a questionnaire was conducted among the listeners, where they included comments: "Especially useful for civil servants", "It was interesting, I liked it", "Important information when working with people with disabilities".



It is also important to note that the piloting of the modules took place in an office equipped (at the expense of the project) for the implementation of the goals of DECIDE. After piloting the Modules, a meeting was held at which the strengths and weaknesses of the methodology and materials used in training were announced and the event was evaluated.



## EVENT / KEY EVENTS LEADING TO NAD

**A.** 16 June 2020 - 1000 civil servants of the central and local executive bodies of Kazakhstan upgraded their digital and communication skills to ensure their effectiveness under the telecommuting model of work. The learning programme is inclusive and takes into account the needs of 342 civil servants with disabilities. Link to press-release (Official website) – <https://www.apa.kz/en/21983-2/>



**B.** 22 June 2019 - Metropolitan civil servants were taught the skills and abilities to use a sign speech in interaction with deaf and hard-of-hearing people in providing public services. Link to press-release (Official website) – <https://www.apa.kz/ru/stolichnyx-gossluzhashhix-obuchayut-daktilnoj-i-zhestovoj-rechi/>



The basis for the implementation of this project was the fact that 1030 people with hearing impairments of varying severity live in the region, who on an equal basis with everyone else need a good public service. Therefore, service providers are required to improve the skills of workers in the provision of public services, as well as to teach skills to communicate with people with special needs.

On the basis of the branches of the Academy, courses were organized and conducted to teach communication skills and the use of sign language among civil and government employees providing services to the population. In total, 10 classes were held with a total volume of 30 hours, in which 16 civil servants participated from NJSC "State Corporation" Government for Citizens "for the North Kazakhstan region, the Department of State Revenues for North Kazakhstan, the Office for the Coordination of Employment and Social Programs of the Akimat of the North-Kazakhstan region and the Department of the Committee of Labor, Social Protection and Migration for the North Kazakhstan region. Link to press-release (Official website) – <https://www.apa.kz/ru/gossluzhashhix-budut-obuchat-daktilnoj-i-zhestovoj-rechi/>

**C.** In honor of the celebration of the 25th anniversary of the Academy, "25 social projects of the Academy" was organized. The Academy provided coaching for mothers of large families. There were mothers whose children were disabled of the 1st and 2nd categories. Link to press-release (Official website) – <https://www.apa.kz/en/the-academy-of-public-administration-under-the-president-of-the-republic-of-kazakhstan-celebrates-25th-anniversary/>

**D.** Prior to the lockdown, charitable activities were held among the Academy staff and civil servants, thus instilling a culture of sociality and awareness. The allocated funds were directed to special charitable foundations for treatment and education. In addition, representatives of special handicraft workshops where people with





disabilities work were also invited. They could also exhibit their products, crafts and take part in a charity event.

## EQUIPMENT

To date, the Academy has acquired the following equipment:

### Stage I.

1. Projector - 1 unit.
2. Laptop - 1 unit.
3. Multifunction printer (print, copy, scan, fax) - 1 unit.
4. Laser multifunctional device - 1 unit.

### Stage II.

1. Screen access to the software "Fusion Pro" with speech synthesis - 1 unit.
2. Portable display Braille "Focus 40 Blue" - 1 unit.
3. "Clear Reader +" reading machine with speech synthesis support - 1 unit.

A special room was allocated at the Academy, which was renamed into a design office, where equipment was installed. It is available for use by the project team, as well as staff and students of the Academy.

We are facing issues such as a very underdeveloped technology market (specific) and devaluation of the local currency. Some equipment just couldn't be found on the market or priced above a set limit. As everyone knows, that is why changes were made to the list of purchased equipment.

## FINANCIAL REPORT ON PROCUREMENTS OF EQUIPMENT (2019-2020)

No.	Supplier	Price, KZT	Equipment
<b>2019</b>			
1	LLP "ORDA Innovation"	292 320,00	1. Projector - 1 unit 2. Laptop - 1 unit 3. Multifunction printer (print, copy, scan, fax) - 1 unit. 4. Laser multifunctional device - 1 unit.
2	LLP "Belyi Veter KZ"	328 900,00	
3	LLP "Line Company"	643 000,00	
	Acquisition of equipment	<b>1 264 220,00</b>	
<b>2020</b>			
1	"Center for social adaptation and professional rehabilitation of children and adolescents with mental and physical disabilities"	3 419 920,00	1. Screen access to the software "Fusion Pro" with speech synthesis - 1 unit. 2. Portable display Braille "Focus 40 Blue" - 1 unit. 3. "Clear Reader +" reading machine with speech synthesis support - 1 unit.
	Acquisition of equipment	<b>3 419 920,00</b>	
<b>TOTAL</b>		<b>4 684 140,00</b>	





## CABINET FOR INCLUSIVE EDUCATION

Establishment of a specialized Cabinet for Inclusive Education and a special corner in the library - the Room of Assistive Technologies.

Cabinet for Inclusive Education will be newly created by co-funding Erasmus+ Programme of the European Union in order to realize the Project's strategy implementation as 'a special centre which is equipped with specific materials and assistive devices as well as staffed with professionals to give support to learners, trainers and neighboring organizations'.



**Room of Assistive Technologies**



**Cabinet for Inclusive Education**

*The ultimate objectives of the cabinet are to:*

- provide necessary teaching expertise to support the learning of all students, including those with special needs in both special school and mainstream environments.
- provide necessary equipment, materials and assistive devices to enhance the learning capacities of students with special needs.
- provide supports like training, lending of equipment and assistive devices, assisting with referrals and assessment of students, etc.
- arrange the network with the local NGOs and disability organizations for cross support.
- carry out class level screening, identification, assessment in collaboration with the core team and trainers.



## NATIONAL AWARENESS DAY /KZ PARTNER UNIVERSITIES/

### PART I, 2020 (9 OCT 2020)

For the first time in the Republic of Kazakhstan, the National Day of Awareness (hereinafter referred to as NAD) was organized and the first international research and practical conference “Development of Inclusion in Kazakhstan: Theory and Practice” was held on topical issues of inclusion in accordance with the implementation of the EU international project ERASMUS + 598661 (Development of services for persons with disabilities) [DECIDE] on the basis of the Kazakh Agrotechnical University named after S. Seifullin in Nur-Sultan (hereinafter referred to as KATU), organized online jointly by the working groups of partner universities of the Academy of Public Administration under the President of the Republic of Kazakhstan (Astana, Kazakhstan) , KazNU them. al-Farabi (Almaty, Kazakhstan), KRU them. A. Baitursynova (Kostanay, Kazakhstan).



Due to the COVID-19 pandemic, the NAD was held online but it had a very rich program on inclusive education.



The purpose of the conference was to raise awareness of diversity by creating socially favorable conditions for people with disabilities, creating a communication and discussion platform. Link to press-release (Official website) – <https://www.apa.kz/en/international-partnership/>

### PART II, 2021 (3 DEC 2021)

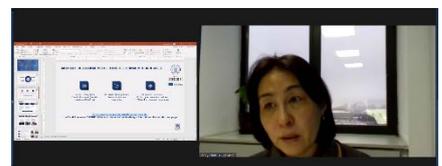
Contribution of the Academy of Public Administration under the President of the Republic of Kazakhstan to the co-organization of the event:

#### *Section I. Plenary Session.*

Key Note presentation by Vice-rector for Strategic Development, Research and International Partnership Mrs. Aigul Kosherbayeva

Topic: Collaboration in project implementation. Vice-Rector shared with the results of the work done within the framework of the project and named the main co-partners in the field of:

- government agencies;





- social entrepreneurship and communities;
- experts and coaches.

Demonstrated the Academy's activity in participating in social projects and provided the results. Dr. Aigul Kosherbayeva summed up her speech by highlighting the procurement procedures and redemption of special equipment, which lead to creation the Assistive Technology Room and the Cabinet for inclusive education. The speaker emphasized the importance and relevance of the project and congratulated all participants on the National Awareness Day.

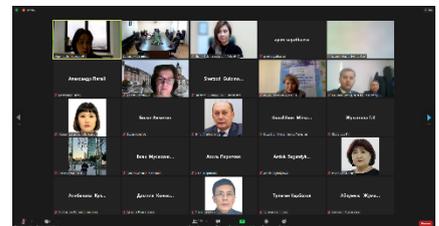
## Section II. Discussion platform

### 2.1 Change management in inclusion

Speaker: Prof. Dr. Siegfried Saerberg, ZeDiSplus | Center for Disability Studies and Participation Research. Guest speaker: Mr. Frithjof Esch, Assistance, ZeDiSplus | Center for Disability Studies and Participation Research. During the presentation the following key issues were raised (on based of Germany experience):

- Labor Market in inclusion (etc. tailor shops, social entrepreneurs, disability led organizations and freelancers);
- The rights of people with disabilities;
- The social model of disability;
- Government support;
- Successful story of representing themselves on social media.

The last part of presentation (the potential of social media for inclusion and empowerment of people with disabilities) was about the phenomenon that in Europe and the US more and more people with disabilities are successfully representing themselves on social media. In doing so, they often take on the function of so-called influencers. In other words, their appearance changes the perception of disability within society and at the same time it offers a great potential of professional independence. There were given a small overview about the context with disability rights movement and how it might change the movement when the lead goes more to an individual perspective. With a few short thought-provoking impulses and examples there were discussed a few questions about what role this could play for Central Asia. Moderator: Ms. Zhanyl Bekmurzayeva, project manager, Head of the International Partnership Office of the Academy of Public Administration under the President of the Republic of Kazakhstan.



### 2.2 «Improvement of the legislation of the Republic of Kazakhstan in order to improve the quality of life of people with disabilities»

Speaker: Mrs. Kuralai Zharova, Coordinator of the project office "Creating conditions for the economic activity of persons with disabilities" of the Ministry of Population Labor and Social Protection of the Republic of Kazakhstan.

Mrs. Kuralai Zharova mentioned the legislative norms of Kazakhstan that were amended to support

Обеспечение ТСП лиц, получивших инвалидность от трудового увечья	
<b>Текущая ситуация</b> На сегодня в 8 тыс. инвалидов от трудового увечья, в фонд застрахованы на сумму 2,7 тыс. миллионов тенге. Однако обеспечить ТСП	<b>Новые меры</b> Предлагается охватить около 2 тыс. людей в случае застрахованных инвалидов, где была получена трудовая увечья
<b>Проблемы</b> - Лица, получившие инвалидность, в результате трудового увечья, обеспечиваются ТСП за счет средств работодателя - В случае прекращения деятельности работодателя возникает необходимость возврата ТСП в рамках законодательства Республики Казахстан - Ввиду отсутствия возможности получения ТСП в рамках законодательства Республики Казахстан граждане получают выплаты на 30 дней	<b>Ожидаемый эффект</b> Оказываемые меры способствуют оказанию лиц, получивших инвалидность в результате трудового увечья или профессионального заболевания
<b>Пример</b> Гражданин А.С. не имеет возможности самокормиться как следствие от ликвидации предприятия «БС», в которой он работал, осполучился в компании, а также организация не зарегистрирована в базе данных	





disabled people socially and economically. She explained the current situation of the legislation and new measures and their expectations. In addition, 32 amendments and additions were made to the Law of Kazakhstan to support social entrepreneurship. Key aspects of her presentation were:

- Considering the degree of health impairments and disabilities of the child, the law provides for the division of children from 7 to 16 years old according to disability groups.
- Granting the right to concurrent receipt of disability and survivor benefits.
- Provision of technical means and rehabilitation services at the expense of the state to persons who have received disability from work injury, if the employer cannot fulfill obligations.
- Preservation of the right of families raising children with disabilities to queue for housing after reaching the age of majority.

Moderator: Ms. Aidana Aldiyarova, Chief Researcher, Center for Applied Research and International Partnership, Academy of Public Administration under the President of the Republic of Kazakhstan.

*The followings were proposed to the National Awareness Day Resolution:*

1. To popularize the ideas of an inclusive society, positive examples of education and professional self-realization of persons with disabilities with the active involvement of the media
2. To contribute to the promotion of the ideas of an inclusive society, the adoption of the principles and priorities of inclusion in society by supporting the implementation of socially-oriented projects together with social entrepreneurs, non-governmental organizations.
3. To actively involve persons with disabilities and representatives of public associations of persons with disabilities in expert work in the development of draft laws in the field of inclusion.
4. To conduct active information work at all levels about the measures taken to develop an inclusive society.
5. To conduct public awareness campaigns that promote a positive image of persons with disabilities and take all measures necessary to remove barriers that prevent or restrict the effective participation of persons with disabilities in society.

Link to press-release (Official website) – <https://www.apa.kz/ru/mezhdunarodnoe-partnerstvo/>

## VISIT OF THE EUROPEAN PARTNER OF THE DECIDE PROJECT, 2021

On October 6, 2021, the Academy hosted a meeting with the DECIDE (Erasmus+) project group and planned training on behalf of the country coordinator, Mr. Mihai Barsan. At the meeting, questions were raised about the future prospects of the DECIDE training platform, which was developed for comprehensive training support for educational modules. See photos from the meeting below.





## SWOT ANALYSIS OF THE ACADEMY (P-12)

	STRENGTHS	WEAKNESSES
<b>INSIDE</b>	<ul style="list-style-type: none"> <li>• Large-scale use of IT technologies: Digital Academy.</li> <li>• Implementation of new technological and management solutions</li> <li>• Use of online learning technologies and digital educational resources</li> <li>• State and business support</li> <li>• Branches in all regions of Kazakhstan</li> <li>• Leadership positions in the region of Central and Central Asia</li> <li>• Pilot project for teaching fingerprint and sign language (for the deaf and hard of hearing).</li> <li>• Regular website updates.</li> </ul>	<ul style="list-style-type: none"> <li>• Lack of qualified IT engineers specified in the special technique</li> <li>• Insufficient funding</li> <li>• Poor knowledge of English in the region</li> <li>• Inclusive education is not fully integrated into academic curricula</li> <li>• Low participation of domestic and international students in the university's massive online courses.</li> </ul>
	OPPORTUNITIES	THREATS
<b>OUTSIDE</b>	<ul style="list-style-type: none"> <li>• Cooperation with associated partners, social entrepreneurs, social communities, and the Government</li> <li>• Experience exchange</li> <li>• Participation in both national and international projects</li> <li>• Participation in government decision-making</li> <li>• Dissemination of experience at the national and international levels.</li> </ul>	<ul style="list-style-type: none"> <li>• Instability of national economic systems</li> <li>• COVID-19</li> <li>• Frequent changes in leadership positions after a change in government</li> <li>• Weak cooperation with foreign media.</li> </ul>

## MEETING WITH A SOCIAL ENTREPRENEUR ON INCLUSIVE SOCIETY, 2022

On April 8, 2022, there was a meeting at the Academy of Public Administration under the President of the Republic of Kazakhstan with a social entrepreneur, the founder of GreenTAL, Mr. Emin Askerov. It was organized as part of further informing civil servants on developing services for persons with disabilities. The meeting was attended by civil servants from the Akimat (local executive body), employees and students of the Academy.



Mr. Emin Askerov founded the GreenTAL social project in 2015. There are seven areas in the workshop: carpentry, welding and sewing shops, printing to produce image products, decorative direction, felting and department of semi-finished product.

The social workshop provides free education with subsequent employment of vulnerable social group. In 2018, Mr. Emin Askerov founded the School of Social Entrepreneurship. The main goal of the educational project is to teach everyone who is interested in the aspects of social entrepreneurship. At the meeting, he noted the





Co-funded by the  
Erasmus+ Programme  
of the European Union



importance of the law on social entrepreneurship, the employment of people with disabilities in the regions, the work of local executive bodies in the development of an inclusive society, and much more. According to Mr. Emin Askerov, there are about 40 social entrepreneurs working in Kazakhstan now.

## PILOT 2 OF THE DECIDE PROJECT, 2022

On June 22, 2022, the Academy of Public Administration under the President of the Republic of Kazakhstan presented the Module 6: Meeting Needs - Communication and Interaction, which was developed by the partners within the Erasmus+ Programme of the European Union [Development of services for people with disabilities [DECIDE]].



As part of the event, Mr. Jerald Cavanagh, Ms. Monika Bukowska and Mr. Padraig Kirby from the Technological University of the Shannon: Midlands Midwest and Mr. Gerard Cullen and Mr. Sven Riddell from the Technische Universität Dresden visited the Academy. Members of the project working team Ms. Zhanyl Bekmurzayeva, Ms. Elmira Joldybayeva, Ms. Aislu Suleimanova and Ms. Aidana Aldiyarova presented the results of the project.

Ms. Assel Kenzhetayeva, a lecture of the Academy and a member of the project working team, presented the session of the Module 6. The purpose of the module is to form a positive attitude of university trainees towards inclusive education, the ability to work with people with disabilities, the ability to navigate in difficult situations and the solution of problems for people with disabilities.

The meeting with the director of the Institute of Applied Research Ms. Aigul Kosherbayeva held to enhance further cooperation. At the meeting, the partners discussed the significance of activities carried out under the DECIDE Project for formation of inclusive society among civil servants and representatives of NGOs.

