

ABSTRACT

Inaugural Dissertation for the Degree of Doctor of Philosophy (PhD)
speciality 6D090200 - Tourism

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**Topic: Organizational and Pedagogical Conditions for Improving the
Training of Tourist Personnel**

The relevance of the research topic. In the Third Modernization of Kazakhstan: Global Competitiveness Address to the people of Kazakhstan, N. A. Nazarbayev, the First President of the Republic of Kazakhstan noted, "Our task is to make education the central link of the new model of economic growth. The curriculums should focus on the development of abilities of critical thinking and skills of independent information search. Along with this, special attention will be paid to the quality of the higher education system. It is necessary to strengthen control and requirements regarding the personnel of higher education institutions, the level of their material and technical support and educational programs".

Today, no one doubts that the fate of a person, the quality of his education in the future will be determined by the intellectual and educational potential of a person, and the basis of competition will be the level and quality of education. Without education, dynamic economic growth, demographic decline, improvement of the level and quality of life, the country's defense capability and ensuring its national security are impossible.

In 2017, in order to form a unified institutional, methodological, and organizational basis for the formation of a modern, highly efficient and competitive tourism industry of the Republic of Kazakhstan, including key principles and approaches for its implementation the Concept of development of tourist branch of the Republic of Kazakhstan until 2023. The State Tourism Development Program of the Republic of Kazakhstan for 2019-2025 is currently operative.

At present and in the future, the improvement of the organizational and pedagogical conditions for personnel management in the tourism industry should be aimed at finding and ensuring close interconnections of specific organizational, economic and social forms and systems, management solutions for regulating growth and improving the quality of services in the tourism industry.

The demand of Kazakhstani tourists for outbound tourism is a loss of the share of business for tourist destinations and accommodation facilities in Kazakhstan. Therefore, it is natural to assume that with the qualitative development of tourism in the Republic, a certain number of domestic tourists now vacationing abroad will prefer Kazakhstani tourist destinations, carrying out tourism costs within the country.

The modern tourism industry is one of the most profitable sectors of the world economy. Both small countries and large developed countries (the USA, France, Spain, etc.) receive significant income from tourism. Tourism occupies a significant line in the budgets of these countries, bringing them up to 10 percent of

the gross national product. The tourism industry is one of the most profitable sectors of the economy, also in countries near and far abroad.

Today, there is a trend in the development of both domestic and international tourism in the Republic. Analysis of the dynamics of arrival tourists in the Republic of Kazakhstan shows that the country remains insufficiently attractive for foreign tourists, since the number of candidates entering the Republic is significantly behind the pre-crisis indicators of 2007 (9.3 million people in 2007). The volume of tourist flow in inbound tourism increased by 0.9 million during the specified period. Over the past three years, we can note a positive trend in the influx of tourists, although the growth rate is low: 1.5% in 2015, 1.2% in 2016, and 18.3% in 2017. According to the UNWTO, the number of tourists in Kazakhstan increased by 10% in 2018 and 2019.

It should be noted that out of 7.7 million foreign tourists, 89.9% are tourists from the countries of the Commonwealth of Independent States (CIS), which is due to the geo-economic and geopolitical position of Kazakhstan with many CIS countries, as well as the majority of foreign visitors (80% of citizens of the Kyrgyz Republic, the Republic of Uzbekistan and the Republic of Tajikistan) are labor migrants. The number of visitors from the CIS countries increased in 2017 by 847,240 people or 13.6% compared to 2013. The structure of incoming tourist flows from the CIS countries in 2017 is dominated by trips to relatives and friends. The largest share is made up of tourists from Uzbekistan (47.4%), Russia (24.2%), Kyrgyzstan (18.0%), Tajikistan (5.4%), Armenia (3.7%), Azerbaijan (1.6%), Belarus (1.0%), and the Republic of Moldova (0.19%). Kyrgyzstan (-8.0%) and the Russian Federation (-4.0%) are among the leading countries in terms of decline. But there are markets that have shown positive dynamics. First of all, it is Uzbekistan (+ 34.1%), Armenia (almost 5 times).

The topic coverage. The main basic principles of the research were reflected in doctoral and master's theses of Kazakh scientists such as: S. R. Erdavletov, Ye. S. Nikitinskyi, V. N. Vukolov, O. B. Mazbayev, A. A. Saipov, A. A. Zholdasbekov, T. T. Tursynov, N. A. Ogienko, S. K. Alshymbekov, K. M. Omarov, N. V. Ivleva, T. V. Imangulova, O. G. Lyuterovich, E. T. Makhanbet, G. A. Rizakhodzhayeva, and others revealing theoretical and methodological problems of the professional and pedagogical role of specialists in the tourism industry, tourism managers, training taking into account the peculiarities of regional tourism and local history, training of specialists of active and sports types of tourism, training of future guides.

The problems of formation of students' creativity, the pedagogical process of formation of a future specialist's personality, the professional adaptation of students, development of professional competence, and cognitive activity, creative independence of students, a theory of modern content of education at university, management of educational and cognitive activity of students, methods of distance learning are considered in the works of D. M. Dzhusubaliyeva, A. T. Kapanova, B. T. Kenzhebekov, Ye. K. Kalymbetova, M. M. Ryskulova, B. A. Ospanova, L. Yu. Gushchina, S. K. Kenzhebayeva.

Issues related to professional education and organizational and pedagogical training of tourism specialists in the far and near abroad were covered in the works of the following scientists: Gvorys Veslav, Ye. V. Moshnyaga, M. V. Polevaya, S. V. Dusenko, and others.

Works that reveal the assessment, features, stages, construction of modules in the educational process, and the personnel potential of educational programs were published by such scientists as Ye. L. Pisarevskiy, N. A. Zaitseva, M. A. Garanin, P. A. Pavlov, K. L. Polupan, B. K. Zakiryanov, M. A. Prokofiev, and others.

Together, the modern problems and promising directions of tourism development underlying this research were dealt with at different times, such scientists as: A. Rubanik and D. Ushakov, S. Suraganova, and B. Sabatayeva, G. Zorina and Ye. Ilina, M. Birzhakov, E. Vavilova, A. Babkin, M. Kamenova, and R. Shokan, I. Zorin, V. Kvartalnov, and other scientists.

As it was noted in the approved Concept for the development of the tourism industry of the Republic of Kazakhstan until 2023, the main reasons that hinder the accelerated development of tourism in Kazakhstan include:

1. Insufficient development of engineering, transport and social infrastructure in places of tourism, inaccessibility of tourist facilities, low level of service in places of tourists' recreation, insufficient quantity and quality of service of roadside infrastructure facilities;

2. Lack of qualified personnel in the field of tourism, including the academic nature of education, some isolation of educational programs from the requirements of the labor market, production needs, employers' expectations, etc.;

3. Visa and migration formalities;

4. Insufficient level of coordination of interested state bodies to implement a comprehensive approach to the development of the tourism industry, including cultural and sports areas;

5. Weak marketing and branding;

6. Low investment attractiveness.

Thus, when studying the Concept of development of the tourism industry of the Republic of Kazakhstan until 2023 and the analysis of philosophical, scientific and methodological, psychological and pedagogical literature, scientific works of domestic and foreign scientists, regulatory documents allow us to conclude that insufficient attention is paid to staffing in accordance with modern requirements of the tourist labor market revealed the **following contradictions between:**

- the demand of the society for professional tourist personnel of the new formation and their insufficient training in higher educational institutions of Kazakhstan;

- the need to implement professional standards in the Tourism educational program and the implementation of student-centered training, taking into account the competence-oriented approach;

- defined requirements for the organization and results of the educational process and the real conditions of the progressive tourist labor market, represented by the subjects of the tourism industry.

Based on the revealed contradictions, the **research problem** was identified, which consists in focusing on the organizational and pedagogical conditions in the training of tourist personnel, taking into account the approved professional standards for the Tourism educational program, which combine the real needs of the subjects of the tourist market and a competence-oriented approach to training.

The relevance of the problem and its lack of development served as the basis for determining the **topic of the dissertation research**: Organizational and Pedagogical Conditions for Improving the Training of Tourist Personnel.

The research target is to improve the organizational and pedagogical conditions of modern training of tourist personnel in the Republic of Kazakhstan.

The object of research is the educational training of specialists in the tourism industry.

The subject of the research is organizational and pedagogical conditions for improving the process of training tourist personnel in higher education institutions of Kazakhstan.

The research hypothesis: *if* the existing system of education of Universities of the Republic of Kazakhstan, in order to improve the training of tourist personnel, includes educational trajectories that are provided with specialized educational and methodological resources, this will allow more in-depth and purposeful training of specialists in various areas of the tourism industry.

In accordance with the purpose and hypothesis of the research, the **following research tasks were defined**:

1. Consider the features, classification, pedagogical conditions and study the international system of tourism education UNWTO. TedQual on tourism industry training.
2. Analyze the regulatory documents of the Republic of Kazakhstan that affect the training and professional activities of specialists in the tourism industry.
3. Develop methodological recommendations for improving the educational process of training personnel in the tourism industry of the Republic of Kazakhstan.
4. Experimentally implement and justify performance indicators of the training system for the tourism industry on the example of educational trajectories in the framework of the Tourism educational program (EP) in the Kazakh Academy of Sports and Tourism.

The theoretical and methodological basis of the research is theoretical principles, revealing the essence of concepts of "tourism education", "educational tourism"; the theory of a holistic pedagogical process, the concept of professional competence and cognitive activity, creative independence of students; the theory of the modern content of education at the University and more. The work uses the theory and methodology of well-known scientists on the training of tourist personnel taking into account regional features of tourism and education E. L. Pisarevskiy, N. A. Zaitseva, Ye. S. Nikitinskyi, V. N. Vukolov, A. A. Saipov, A. A. Zholdasbekov, A. N. Makogonov, D. M. Dzhusubaliyeva, B. T. Kenzhebekova, A. T. Kapanova, and others.

The research sources: Law on Education of the Republic of Kazakhstan; The concept of development of the tourism industry of the Republic of Kazakhstan until 2023; State program for the development of the tourism industry of the Republic of Kazakhstan for 2019 – 2025; The Third Modernization of Kazakhstan: Global Competitiveness Address to the people of Kazakhstan from N.A. Nazarbayev, the First President of the Republic of Kazakhstan; New Development Opportunities in the Context of the Fourth Industrial Revolution Address to the people of Kazakhstan from N.A. Nazarbayev, the First President of the Republic of Kazakhstan; Constructive Public Dialogue is the Basis of Stability and Prosperity in Kazakhstan Address to the people of Kazakhstan from K. Zh. Tokayev, the Head of State; Tourism professional standard of the Republic of Kazakhstan 2017-2019; Digital Kazakhstan State program; State compulsory education standards of the corresponding levels of education, basic curricula, periodical and scientific and pedagogical publications of the Republic of Kazakhstan, countries of the near and far abroad, Internet resources, textbooks, materials of international scientific and practical conferences, pedagogical, scientific and methodological literature, as well as works scientists in the field of tourism and education.

The research methods: *theoretical* (analysis of philosophical, scientific, pedagogical and educational and methodical literature; official government materials and regulations; study and generalization of pedagogical experience and empirical (pedagogical observation of the educational process and personal participation in it; questioning; interviewing; modeling; organization and conduct of a pedagogical experiment).

The scientific novelty of the research lies in the fact that:

- the classification of the concept of tourism education, pedagogical conditions were clarified and generalized for the organization and training of tourist personnel;
- the analysis of the international system of tourism education UNWTO was carried out. TedQual of the training of tourism Industry;
- the role of regulatory documents in the process of training aimed at the development of professional competence of graduates is defined;
- organizational and pedagogical conditions, criteria, indicators, and levels of training for the tourism industry was determined;
- International Tourism: Tourism and Business Industry and Sports and Health Tourism educational trajectories were developed and implemented in the Tourism EP, which reflect the logic of integrated implementation of organizational and pedagogical conditions for improving the training of tourism industry personnel in the Republic of Kazakhstan;
- a competence-oriented model of continuous professional education was developed, for the training of tourist personnel, which includes the goal, content, technology, results of the formation of the professional qualities of future specialists, taking into account the professional standards of the tourism industry;
- recommendations were developed to improve the process of training personnel in the tourism industry of the Republic of Kazakhstan, taking into account the requirements of the state and the tourist labor market.

The theoretical and practical significance of the research is that the results of the research allow us to consider the real situation in the training of tourist personnel on the territory of Kazakhstan, based on which it is possible to coordinate a further strategy for conducting research on the problem of training tourist personnel.

Based on the dissertation research, the development and implementation of the Tourism educational program was carried out along the International Tourism: Tourism and Business Industry and Sports and Health Tourism trajectories, taking into account the demand of the labor market on the base of professional standards for tourism.

The results of the research will allow the teaching staff of universities in Kazakhstan to improve the system of development of the group of the Tourism EP, taking into account the professional standards of the tourism industry.

The research is of practical value in the following textbooks developed in the state, Russian and English languages: Logistics in Tourism, Terminology Dictionary of Personnel Management in the Tourism and Hospitality Industry, Service Activities in the Tourism and Hospitality Industry; electronic textbooks - Economic Reference Dictionary of the Hospitality and Tourism Industry, Dictionary of Terms of the Hospitality Industry and Psychological and Tourist Activity, Terminology Dictionary of Scientific Research in Tourism Activities, Economic Dictionary-Directory of the Tourism and Hospitality Industry, Dictionary on Methods of Teaching Tourist Disciplines, Terminological Dictionary of the Scientific have copyright certificates that will allow in-depth professional training of specialists in the tourism industry in the Tourism EP.

The materials of the dissertation research will help specialists of enterprises, institutions of the tourism and hospitality sector, government tourism authorities to ensure the effectiveness of the system for the selection of personnel for the tourism industry.

The research was conducted in stages from 2015 to 2020:

At the first stage (2015 – 2017) – search and theoretical - it was aimed at analyzing philosophical, scientific, psychological, and pedagogical literature, Internet sources on the research problem; determining the object, subject, goal, tasks, scientific hypothesis, research methods. At this stage, the base of the experimental research was determined, where the educational program on the International Tourism: Tourism and Business Industry and Sports and Health Tourism trajectories was introduced into the educational process of KazAST.

At the second stage (2017 - 2019) - ascertaining - planning and implementation of experimental work to improve the training of personnel potential in the tourism sector; work was carried out to forecast the labor market in tourism and the factors determining the need for tourist personnel; processing of regulatory documents that determine the features of training tourist personnel; the results of testing the ascertaining experiment were analyzed and summarized.

At the third stage (2019 - 2020) - formative - the results of the research were processed, adjustments were made to the developed competence-oriented model of continuing professional education for the training of tourist personnel; conclusions

and recommendations were formulated, work was carried out to introduce the research results into the practice of universities.

The reliability of the results obtained is due to the theoretical and methodological validity of the approach to the topic of the problem, the appropriate choice of research methods and the results obtained during the experiment, reflecting the conclusions of this work, as well as the pedagogical and practical experience of working as a university teacher.

The research base: experimental work was carried out as a teacher of the Department of Tourism and Service of the Kazakh Academy of Sport and Tourism from 2015 to 2020, 197 graduates of KazAST, the Kazakhstan Tourism Association (KTA), a survey of respondents (10 employers) of the organization of the tourism industry in Almaty took part in the experiment.

The approbation of research results. The main provisions and the results of the research were tested in speeches and presentations at international scientific and scientific and practical conferences, Republican and foreign editions; in experimental observation on the basis of KazAST, faculty of tourism and an expert at the center for Bologna process MES of the RK "Examination of the passport of the educational program for inclusion in the registry of educational programs of higher and postgraduate education" in 2019.

The publications of research results. The results of this research work were published in 16 scientific papers published between 2016 and 2020. 2 articles in journals included in the Scopus database were published on the dissertation topic; 4 articles included in the list of the Committee for Quality Assurance in Education and Science of the Republic of Kazakhstan and the CIS; 4 articles in collections of international conferences; 1 collective monograph and 6 e-textbooks with obtaining a copyright certificate.

The main provisions submitted for defense are the following:

- the essence of the concept of tourism education and organizational and pedagogical conditions for improving the training of tourism industry personnel;

- analysis of the international tourism education system UNWTO. TedQual for tourism industry preparation;

- International Tourism: Tourism Industry and Business and Sports and Health Tourism educational trajectories in the Tourism EP.

- a competence-oriented model of continuing professional education for the training of tourist personnel and the effectiveness of the results of the formation of the professional qualities of future specialists, taking into account the professional standards of the tourism industry;

- recommendations for improving the training of personnel in the tourism industry of the Republic of Kazakhstan.

The structure and scope of work. The structure of the dissertation research consists of an introduction, three chapters, 15 tables, 29 figures, a conclusion, 118 used references and appendices.

The introduction substantiates the relevance of the research topic, forms the goal, object and subject, tasks, research, determines the novelty, sources and methods of research, the theoretical and practical significance of the research, the

main position submitted for defense, provides information about the author's personal contribution to achieving the scientific result of testing the research results.

In the first section, Theory and Methodology of Training of Tourism Personnel in the Tourism Industry, literature and Internet sources on theoretical and methodological aspects of training of tourism personnel in the tourism industry are considered and studied; features and classification of tourism education; pedagogical conditions for organizing training of tourist personnel; international experience in training of tourist personnel.

The article analyzes the scientific and methodological literature for the formation and definition of the modern concept of "tourist education", develops a classification of tourist education by its characteristics and types, which makes it possible to use this systematized information in order to train tourist personnel, taking into account the specifics of the tourism industry, which qualitatively affect the development of the modern labor market.

The analysis of researching the data of the UNWTO official website for the presence of UNWTO.TedQual certified educational quality programs, their location by country and macroregion, as well as studied the specifics of operating EP, their distinctive features and formed a characteristic of the main elements that can affect the quality of EP in the direction of Tourism developed in our country. This analysis allowed us to identify the main criteria of educational programs, their uniqueness, specializing in the field of professional tourism education, since these foreign universities differ in the type of their formation, which determines the direction of the educational process and training programs that reflect the national characteristics of each country – its economy, historical traditions, market segmentation and tourism development trends.

The second section, Modern Development of the System of Training the Personnel Potential of the Tourism Sector, presents an analysis of the labor market in tourism and factors that determine the need for tourist personnel; regulatory requirements in the system of tourist education of the Republic of Kazakhstan; distinctive features of educational programs of higher education institutions of Kazakhstan for training tourist personnel.

In this Chapter of the dissertation research, we have analyzed the current state and direction of development of the system of training the personnel potential of the tourism sector in the Republic of Kazakhstan. To this end, the authors conducted a forecast of the labor market in the needs of tourist personnel by conducting a two-stage survey of the subjects of the tourist market, which are actual and potential employers. The questionnaire is a combination of questions that determine not only the degree of satisfaction with the quality of training, but also allows determining the main directions in the reorganization and improvement of the Tourism EP in a particular University. We formed conclusions based on the results of the survey in 2017, which allowed us to increase the level of graduates, which can be seen when analyzing the responses of respondents who filled out the questionnaire at the second stage in 2019, which was the result of the research.

Methods, means and forms proposed to improve the quality of personnel training, based on regulatory documents of the system of tourism education of Kazakhstan: the international legal framework, laws of RK on Tourism Activities, on Education, and other, concepts of tourism development, SES, professional industry standards, the analysis of which allows determination of the priorities in the formation of the EP, and also to prepare basis for justifying the development and implementation of educational trajectories in the EP.

The analysis of the system of tourism education on the basis of which formed the distinctive features EP the universities of Kazakhstan for training of tourism personnel, which allowed us to form the basis for the creation of practical guidance necessary to develop and improve the quality of training specialists. For the purpose of qualitative understanding of the specific OP universities of Kazakhstan, the authors carried out a comparative SWOT analysis of the data collected as a result of professional teaching, as well as, while the author's work as a member of the expert group at the centre of the Bologna process MES of the RK "Examination of the passport of the educational program for inclusion in the registry of educational programs of higher and postgraduate education" group educational programs in Tourism EP. During which the analysis of the existing Tourism EP was carried out and the strengths and weaknesses of the training of tourist personnel were identified, as well as the necessary development of the trajectory within the existing EP was justified.

In the third section, Results of the Authors' Research and Their Discussion, a modern competence-oriented model of professional tourism education has been developed and introduced on the example of universities in Kazakhstan; revealed the effectiveness of the implementation of educational programs to improve the professional training of tourist personnel.

This chapter presents the results of the authors' research, which were presented for discussion. An innovative, competence-oriented model of professional tourism education has been developed, which reveals the peculiarity of building a phased development of "continuous" education in the context of modern challenges posed to the education system. The authors' model of the system of continuing education includes 8 fundamental elements that cover educational organizations from preschool to postgraduate, as well as their interaction and interchangeability of individual positions. An important role in this model is played by the position of the University, which should be a link in the system of competence-oriented professional education in the tourism sector. We also proposed forms and methods of interaction of this system on the example of the Kazakh Academy of Sports and Tourism, which proved their effectiveness in the experimental part of the study.

The main element of the model is not a separate entity of the educational process, and the principle of competence-oriented approach, generated by the results obtained during forecasting of labor market demand and analysis of national and international standards, identify the distinctive features of Tourism EP in Kazakhstan.

Based on the development of the EP, 3 fundamental elements should always be taken into account: 1) the regulatory framework of the Republic of Kazakhstan, 2) analysis of the requests of the subjects of the tourism market based on their professional activities and the adopted PS, 3) taking into account and monitoring the opinions of students in the formation of a unique vector of the educational process (predisposition of the student).

Currently, the development of an EP is a necessary element for the provision of comprehensive educational service for the training of specialists in the tourism industry. The authors have developed an innovative step-by-step structure for the formation of Tourism EP, which has been successfully tested and implemented by the educational process of the Faculty of Tourism, KazAST.

In the dissertation work, large-scale, theoretical, theoretical and practical and practical research was carried out that made it possible to create unique schemes, matrices and models that can provide the universities of the Republic of Kazakhstan with the necessary adapted material for a critical assessment of the capabilities of a particular university, which determine its potential in the development of EP, trajectories and disciplines. All data proposed in the dissertation research are specific and reflect the characteristics of tourism education in the Republic of Kazakhstan.

In the conclusion, the results of the study are summed up, confirming the solution of the stated tasks, the main **conclusions are presented as follows**:

- The didactic system of training tourism specialists is at the stage of its formation and practical functioning in the developed countries of the world.

It is important to build a system of training specialists for the tourism sector in our country, having analyzed its capabilities and needs. This system should be multifaceted, flexible, mobile, maneuverable to effectively respond to any changes in the tourism market as soon as possible; this system should be capable of successful restructuring and quickly rebuild depending on the variability of the main and additional coefficients, as well as become one of the most profitable sectors of the national economy.

- Monitoring the quality of graduated personnel, their employment and professional activity, allows you to organize a systematic analytical process of the effectiveness of educational programs and a systematic improvement of their quality, depending on the requirements of the modern tourist market.

- The involvement of the subjects of the tourism market in the process of developing educational programs has a positive effect on the formation of a competence-oriented model of tourism education and an increase in the level of satisfaction with university graduates.

- The development of the Tourism EP is systematic and is based on the specific features of Universities that implement training in the context of these educational programs.

- The formation of educational trajectories for the Tourism EP is a necessary element in the training of qualified personnel and allows getting additional specialization within the Tourism educational trajectory.

- The development of the trajectory within the educational program allows implementing the principle of student-oriented education, i.e. the student who determines their individual curriculum. In order to simplify this process, the authors have developed a "Matrix for choosing the trajectory of training in the Tourism EP", which gives the student the opportunity to determine the direction of their professional activity in a fairly simple form, while at the same time it is of a recommendatory nature.

Practical guidelines are as follows:

Qualitative analysis of international educational programs in Tourism, the leading world universities, become an essential element in the formation of Tourism EP in Kazakhstan, it will effectively apply available technologies combining them with the innovative activities in the field of training of experts of Kazakhstan.

The use of professional standards in the field of labor and education in the direction of tourism should become a necessary stage in the algorithm for developing the Tourism EP and contribute to the formation of highly qualified and in-demand specialists.

The development of an extensive system of the educational process should be based not only on the needs of the travel industry market, but also reflect the interests of students in the educational process, offering them to form their own unique training trajectory.

Forecasting the tourism market, as well as monitoring the needs of employers working in the field of tourism and hospitality, should be considered as a necessary aspect of the quality and needs of University graduates in the Tourism educational program.

The process of creation and inclusion of educational programs in the information system "Registry EP", reflected in the Matrix of identify opportunities to create Tourism EP, will promote quality and effective process of establishing Tourism EP on the basis of modern Universities in the Republic of Kazakhstan.

The involvement of the acting subjects of the tourism market, namely employers, in the educational process, will make it possible to qualitatively influence the structuredness and practice-orientedness of tourism education in the universities of the Republic of Kazakhstan.

Use of methods for improving the educational process in the direction of Tourism, in particular: development of special, mini-profiled and specialized disciplines in foreign languages, professional development of teaching staff, expansion of the material-technical base of universities, active involvement of tourism market entities. The formation and expansion of the existing base of practices will have a positive impact on the level of Tourism in Kazakhstan and integrate it into the world educational space.

Amendments have been made to the legal acts of the Republic of Kazakhstan that promote the training of tourism industry professionals and their professional activities. First, to standardize the educational program into a single system. Secondly, the introduction of methodological recommendations to improve the educational process of training personnel in the field of tourism. Third, the use of

performance indicators of the training system for the tourism industry on the basis of the Kazakh Academy of Sport and Tourism with the improvement of the mechanism of use at the school-college-university level.

Making changes to the classifier of the specialty tourism using the logic of integrated implementation of organizational and pedagogical conditions for training personnel in the field of tourism.

The Appendix provides: the certificates of completion the results of the approbation of the Tourism EP International Tourism: The Tourism Industry and Business and Sports and Health Tourism trajectories of training in the educational process on the basis of the Kazakh Academy of Sport and Tourism; **the certificates of completion** and the certificates of state registration of rights to object copyright to the electronic manual; **the certificates of completion** with a tourist company, LLP "E-portal for visa and travel".