

AKKORK

Agency for Quality Assurance in Higher
Education and Career Development

Approved

Chairman of the Advisory Council

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REPORT
on the results of the external assessment of the
Social Work Master degree programme
Saint Petersburg University

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SUMMARY OF THE PROGRAMME

The Programme "Social Work" is implemented within the scope of the extended group of specialties and the training program 39.00.00 Sociology and Social work and the training program 39.04.02 Social Work (Master degree programme). The programme is realized by the department for Social Work Theory and Practice of the Saint Petersburg University and it results in qualification (degree) awarding "Master in Social Work".

This SPBU programme is a fulltime programme provided on either state-funded or contractual basis with a standard study period of 2 years for Master degree programme under the Educational Standard of Saint Petersburg University. The recent version of the standard is approved by order № 8481 d/d 29.08.2017.

The "Master degree programme" is implemented under the direction of the Doctor of Philosophy, the head of the department for Social work theory and practice, Vyacheslav Nikolaevich Kelasiev.

The onsite visit within the scope of the procedure of the programme external assessment has been carried out by AKKORK experts within the period of **September 24 - 25, 2018.**

Strong points of the programme under analysis

The higher education programme specializing in 39.04.02 Social Work (Master degree programme) is implemented in Saint Petersburg University. One of the strengths of the programme is the combination of academic and applied education. It is especially important for such level of training as the Master degree programme as a Master can perform functions of a researcher, a teacher of professional education as well as of a head of a social service organization or perform managerial functions in the management system in social sphere. The educational process is organized with participation of leading scientists, highly qualified teaching staff of the department for Social Work Theory and Practice, the Faculty of Sociology and the university on the whole.

Another advantage of the programme are the trends of practice-oriented education. The existence of the Social Clinic that is created under the Department of Social Work Theory and Practice, for the Master degree programme it has importance of a scientific and practical range where Masters can not only familiarize themselves with the practical competencies and obtain primary skills but also carry out research and test its results. It is important to note a high level of involvement of the employers in organization of the educational process, participation in the development of learning and teaching materials and methodological support, in determination of the educational process content and

holding of classes, in the practical work organization as well as in organization and holding of the SFE (State Final Examination).

The third advantage is participation of the students and the teachers in social research that is carried out by the faculty including the research on the social work problems. Research is carried out not only in the city, region and in the country but also at the international level. The fourth main advantage is cooperation at the international level. This includes carrying out of researches and organization of practical studies and student exchange programs. International internships and international cooperation are of great importance for the Master degree programme specializing in Social Work. Such cooperation significantly extends the horizons of the profession both for the teachers and for the students, it creates conditions for professional mobility of the teachers and the students, allows to see and feel the profession within the framework of global international problems and, consequently, assess more objectively the level of development and achievements of the Russian social work within the context of the international experience.

Finally, we should mark a high level of support with material, technical, financial and information resources and student services.

Weak points of the programme under analysis

Activation of the Masters' position many of which combine their professional activities with education are the sides of the programme that should be improved. Involvement of Masters in the research, training and practical activities can give them a large professional experience as well as unload the department and reduce a number of methodological works. Such work can be organized within the framework of the teaching practice of Masters what is foreseen by new adopted FSES 3++. The teaching practice programme can prepare the Masters to the educational work including interaction with students - Bachelors.

The main recommendations on the analyzed programme

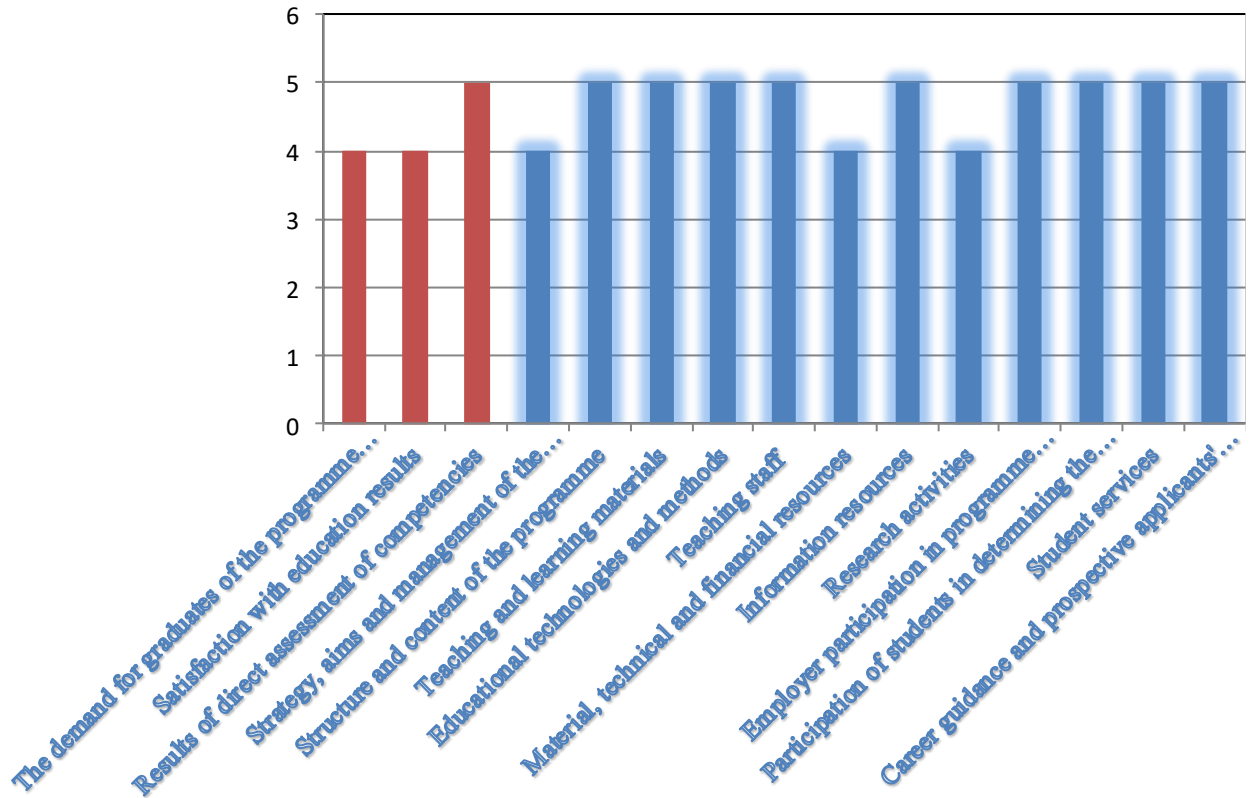
Activation of the students' position can be possible in case of increase of the portion of the Masters' independent work supported with a complex of the teaching and learning materials and developed complexes of the independent work control (evaluation tools and test and exam materials). For Masters it is of special importance as the scope of the classroom work according to the conditions of the programme is low enough and significance of academic and applied training is very high. At the same time it is possible to increase students' involvement into the research activities of the department also within the framework of the Social Clinic. There are possibilities of the students' involvement (after signing the corresponding agreements with the social service organizations) in the monitoring of the social service quality, development of projects and scenarios on individual activities for specific social service organizations. Masters could perform the functions of heads and coordinators of the work teams on Bachelor degree programme in the process of the work with social service organizations or in studying of regional problems. With participation in such works students can be oriented more to the independent search of any additional material they need for

this activity, master better the basic teaching material and be oriented to independent professional activity already in the process of their education.

Assessment profile of the learning outcomes and quality assurance of education

No.	Criterion	Assessment Mark
<i>I</i>	<i>Quality of the learning outcomes</i>	
	1. The demand for graduates of the programme in the labor market	Good
	2. Satisfaction of all consumers	Good
	3. Results of direct assessment of competencies	Excellent
<i>II</i>	<i>Quality assurance of education:</i>	
	1. Strategy, aims and management of the programme	Good
	2. Structure and content of the programme	Excellent
	3. Teaching and learning materials	Excellent
	4. Educational technologies and methods	Excellent
	5. Teaching staff	Excellent
	6. Material, technical and financial resources	Good
	7. Information resources	Excellent
	8. Research activities	Good
	9. Employer participation in programme implementation	Excellent
	10. Participation of students in determining the content of the programme	Excellent
	11. Student services	Excellent
12. Career guidance and prospective applicants' preparation	Excellent	

Assessment profile of the learning outcomes and quality assurance of education



QUALITY OF THE LEARNING OUTCOMES

1. Demand for the graduates of the programme on the federal and regional labor market

Criterion assessment: good

Analysis of the role and place of the programme

Needs of the region in the graduates of this training programme (including availability and characteristic of the town-forming enterprises that provide the bases for the graduates' employment).

According to the statistical data of the regional authorities and the findings of the surveys of the graduates and the students these data and findings show that the demand for Masters in social work is sufficiently high. Having a right to carrying out of scientific activities and educational work Masters prefer organizational work in social service authorities. This corresponds to the requirements of the labour market and the adopted professional code of conduct of a head of a social service organization. Taking into account the changing to the new professional standards the demand for the graduates with the qualification (degree) of Master in social work will be even higher. The programme implemented in the Saint Petersburg University has a high status, it ensures a good level of the graduates' employment.

The educational policy of the regional authorities

The educational policy of the regional authorities plays a big role in the development of the Saint Petersburg University. However, the Saint Petersburg University is an institution of higher education with a special status that is specified in Federal Law "On education in the Russian Federation" (N 273-FL d/d 29.12.2012); it trains specialists for the entire country. Students from various RF regions are trained on the training programme "Social Work". The needs and the possibilities of the RF regions are taken into account in this connection and the educational policy of the institution of higher education is built in accordance with the federal educational policy.

Characteristics of the competitive environment in this area

The competitive environment is sufficiently high in the education on the training programme Social Work in Saint Petersburg. Masters in social work are trained in 3 institutions of higher education: in the St. Petersburg University, the St. Petersburg State Institute of Psychology and Social Work and the Herzen State Pedagogical University of Russia.

Analysis of information indicators presented by the institution.

According to the results of the self-assessment report of the university the following data have been presented. These data were confirmed during a documentary research.

- Share of Masters graduates employed in the specialty within a year after graduation from this programme – 75%
- Share of Masters graduates employed by employers' requests – 20%
- Share of students, studying on employers' order – 0
- Share of Masters graduates, working in the specialty in the region of the degree received – 40%
- Share of graduates working in the specialty outside the region – 60%

2. Satisfaction of consumers with the learning outcomes

Criterion assessment: good

Both according to the results of the prepared self-assessment report and to the results of the site visit the employers show a complete satisfaction with the training quality of the graduates - Masters in social work. The level of the students' satisfaction is sufficiently high on the whole (93,3%). However, 33,3 % only of the especially purposeful students-Masters are completely satisfied. To increase the share of the students satisfied with the education it is important to increase their independence and involvement in real practical projects and programmes what was mentioned above. Verbal surveys of students confirm this conclusion.

3. Direct expert assessment of competencies

Criterion assessment: excellent

During the visit, a direct assessment of the competencies of graduate students was conducted. In direct evaluation, students of the 2 (second) year took part in number of 7 people, which is 100 % of the graduate course.

The test and the exam materials developed by the educational institution were used in the process of the direct assessment as these materials are recognized as valid by the experts.

The experts used interviewing in the process of carrying out of the procedure of the Direct assessment of competencies.

According to the results of the Direct assessment of competencies the experts found out that the absolute majority of the Masters (the results are given in %, how many students and with what scope of knowledge as well as what scope of the tasks they have coped with).

Level	Sufficient level (students coped with 80 % of the proposed tasks)	Acceptable level (percentage of tasks solved: 50 to 79 % of the tasks were completed)	Low level (percentage of tasks solved: less than or equal to 49 %)
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Percentage of students			
Results of direct assessment of competencies characterizing the individual's personal qualities as an integral part of their professional competence			
80%	+		
20%		+	
The results of direct assessment of competencies aimed at the development, maintenance and improvement of communications			
80%	+		
20%		+	
The results of direct assessment of professional competencies ("competence core"), including the competencies reflecting the need (requirements) of the regional and/or federal labor market, depending on the main consumers of the graduates of the programme			
85%	+		
15%		+	

When conducting the quality assessment of education, the experts got acquainted with 7 Master's theses, which amounted to 100 % of the graduate works of the previous year in this direction. The experts concluded that the analyzed graduate qualification works **fully complied** with all the requirements stated below.

GRADUATE QUALIFICATION WORKS

№	Objects of assessment	Experts' comments
1.	Topics of graduate qualification works correspond to the field of study and current level of scientific and/or technological development in the programme field.	100%
2.	The tasks and contents of graduate qualification works are aimed at demonstrating competency formation in the graduate.	100%
3.	The degree to which data collected or received during the predegree practice and the implementation of course projects was incorporated in the independent research part of the graduate qualification works.	100%
4.	Graduate thesis topics are defined by the needs of employers as well as by the experimental	100%

	purposes of teachers of the educational institution.	
5.	The findings of graduate qualification works can be applied in work.	100%
6.	The degree to which research findings of the chair, faculty and outside research and production and/or research organizations was incorporated in the independent research parts of the graduate qualification works.	100%

Conclusions and recommendations of experts

The statistical data provided by the regional authorities and the results of the graduates' survey demonstrate that the demand for Masters in social work is sufficiently high. The particularity of this level of training is in the fact that persons who have a purposeful position and who understand what for they need this level of education, generally, join the Master degree programme. By this reason they rarely have problems with employment. The given data characterize the level of the graduates' training as a good one.

Both according to the results of the prepared self-assessment report and the results of the site visit the employers show a complete satisfaction with the training quality of the graduates - the Masters in social work. The level of the students' satisfaction is sufficiently high on the whole (93,3%). However, 33,3% only of the especially purposeful students are completely satisfied. To increase the share of the students satisfied with the education it is important to increase their independence and involvement in real practical projects and programmes what was mentioned above. Verbal surveys of students confirm this conclusion.

The analysis of the Master's thesis shows a high level of academic training. The analysis of the written works shows a large work of the research supervisors with the students in the process of writing of these works. The Master's theses meet the requirements, they are written grammatically and logically correct, their subject area is up-to-date, they are based on the researches carried out independently during the traineeship.

The detailed recommendations on the preparation of the term papers and the theses are prepared for the students ("Methodical guidelines for preparation and defence of the theses on the Master degree programme "Social Work" on training programme 39.04.02 "Social Work", "Scholarly Apparatus and drawing up of GQW text" prepared by prof. N.A. Golovin et al.).

However, more materials and outcomes obtained within the framework of the Masters' participation in the research projects of scientific research activities of the department, the faculty and foreign research and production and scientific research organizations (in the collective scientific projects) could be in the analysis of the practical experience in the Masters' theses. Today almost always are used the outcomes of the researches carried out independently which not always gives objective information due to the complexity of carrying out of the representative

researches by efforts of one student. Work in the composition of the scientific team could be more productive and qualitative and it gives a real experience of participation in the scientific activities.

Recommendations

To extend involvement of the students into carrying out departmental researches (outcomes of the scientific research activities of the department, the faculty and external research and production and scientific research organizations).

To expand the Masters' teaching practice in the education process through their involvement in activities with Bachelor students (development and carrying out of practical and seminar classes under the supervision of the assistant professor, organizational and methodological work).

To activate the methods of academic disciplines teaching, activate interactive forms of teaching. The teaching staff of the department has developed such interactive forms of teaching as discussions, trainings, organizational and business play, cases, learning technologies as "brain storm" and others. But in reality these methods aren't used frequently enough.

QUALITY ASSURANCE OF EDUCATION

1. Strategy, aims and management of the programme

Criterion assessment: excellent

Strengths of the programme

The quality of training of Masters in social work - the graduates of the Saint Petersburg University is assessed by the employers as high. 100% of them think that the competencies of the graduates on the Master degree programme completely meet the requirements imposed to the modern professionals in this sector. The share of the contingent of the graduates - the students of Master's programme satisfied with the learning outcomes is 93,3%; the share of the graduates completely satisfied with the learning outcomes is 33,3% and the share of generally satisfied ones is 60%. It is a bit higher than of the Bachelors what can be explained by the fact that more motivated persons usually join the Master degree programme.

The oral surveys of the students showed that Masters as well as Bachelors have the need in more active forms of education: need in increase of their independence and involvement into real practical projects and programmes. It corresponds to the main trends in development of the programme. It can be assumed that creation of the Social Clinic under the direction of the department for Social work theory and practice can make a significant contribution to the solution of this problem.

A portion of Masters combine their education with the job in which they specialize. In spite of the fact that the organization of the educational process does not foresee, as a rule, such an opportunity.

Recommendations

To develop the activities of the Social Clinic and the contacts with the employers, involvement of the students in the practice-oriented activities of the social service organizations of various forms of property including involvement in volunteering.

To develop a system of the post graduate support of the graduates for increase of the level of the graduates' adaptation and consolidation of their position at the work place.

To extend involvement of the students, especially, of the final year students in the practice-oriented researches of the faculty and the department; to find a possibility to implement the students' developments in practice.

Justification: it will consolidate the integrity of the academic and the practice-oriented parts of the professional education and increase the interest of the students in the educational process and a successful graduation and completion of the education.

2. *Structure and content of the programme*

Criterion assessment: excellent

Strengths of the programme

All 4 semesters include scientific and research practice in the competence-oriented curriculum of the Master degree programme.

Syllabus of the discipline "Scientific research practice" in section 2.2. Structure and content of classes" specifies that: "Practice shall be carried out in accordance with an individual program drawn up by a student of Master's programme together with its research supervisor", therefore, the tasks of predegree practice shall take into account the subject area of the Master's thesis.

The detailed recommendations on the preparation of the term papers and the theses are prepared for the students ("Methodical guidelines for preparation and defence of the graduate qualification works on the Master degree programme "Social Work" on training programme 39.04.02 "Social Work", "Scholarly Apparatus and drawing up of GQW text" prepared by prof. N.A. Golovin et al.).

However, more materials and outcomes obtained within the framework of the students' participation in the research projects of scientific research activities of the department, the faculty and foreign research and production and scientific research organizations (in the collective scientific projects) could be in the analysis of the practical experience in these works of the students. Today almost always are used the outcomes of the researches carried out independently which not always gives objective information due to the complexity of carrying out of the representative researches by efforts of one student. Work in the composition of the scientific team could be more productive and qualitative and it gives a real experience of participation in the scientific activities.

Recommendations

According to the results of the students' survey it is recommended to increase the role of the practical training in the educational process as well as improve the methods of control of the practice-oriented professional skills (competencies). For example, development of cases, practical tasks in the process of solving of which the students can show their primary skills in the work with the legal base and documentation as well as knowledge of the algorithms of professional actions in the course of diagnostics, identification of the needs and forming of an individual program on social service rendering or an individual rehabilitation program etc. By carrying out of such tasks the students mobilize their knowledge obtained during the entire curriculum and they learn to think complexly and practically.

3. *Teaching and learning materials*

Criterion assessment: excellent

Strengths of the programme

In the library on the Master degree programme:

- total number of publications of the basic literature listed in the discipline syllabi available (total number of copies) in the library - 1214;

- total number of titles of the basic literature indicated in the discipline (module) syllabi available in the Open Public Access Catalogue of the electronic library system - 122.

Teaching and academic staff develop draft teaching and learning documentation either on request of the Rector or an authorized official or on their own initiative.

According to clause 2.4 of the Provision on organization of the Teaching Commission work the students of the Saint Petersburg University, the research pedagogical staff and any other workers of the Saint Petersburg University, representatives of the community of professionals and other interested persons have a right to address to the Commission with proposals on the questions concerning content of the programmes, the teaching techniques and on any other learning and teaching questions and submit to the chairman of the Commission the developed learning and teaching materials.

Recommendations

According to the results of the students' and teachers' surveys the experts formed recommendations on extension of the electronic content of the library stock. It is possible to recommend forming of the sets of materials and literature on the academic disciplines aligned with the system of test and exam materials that are oriented to check the level of the competencies mastering in the course of independent work.

4. *Educational technologies and methods*

Criterion assessment: excellent

Strengths of the programme

The programme can be divided into two fields of study: "Innovative technologies in social work" and "Management in social work". In accordance with the demand for professionals the students are trained today in the field of study "Innovative technologies in social work".

At the expense of the principal and elective disciplines the curriculum allows to form individual educational paths correlating with the regional needs of the labour market and coordinated with the employers. The coordination of the programmes with the employers is foreseen through their work in the Teaching Commission and the Programme Council.

The types of the classes that are practiced in the course of the educational process on Master degree programme: lectures, seminars, consultations, practical classes, discussion of the case proposed by the teacher; development of the program and the set of instruments for empirical research, analysis and presentation of the research findings, control tests, essays, abstracts writing, group discussions and report presentations.

During the visit, the experts attended a class, the analysis of which is presented below.

Full name of the teacher - professor **Shipunova Tatiana Vladimirovna**, Doctor of Social Sciences.

Training programme - Social Work

1. Discipline/ module - Modern approaches to management of the social service system

2. Learning session type

lecture

3. Subject of the learning session: **"Modern approaches to management of the social service system"**

4. Objectives of the learning session: 1). To familiarize the students with the basic concepts; 2) To consider special features of management in the social sphere; 3) To give definition to the management of the social service system and consider its aspects, objectives and fundamentals; 4) To consider the basic principles of social services in their correlation with management of social services realization.

5. Material and technical support of the learning session: classroom, video- and projection equipment.

6. Specify:

7. Specify:

Item No.	Knowledge and skills planned to be developed at the lesson as well as the competencies affected by knowledge and skills	Forms, means, methods and techniques that are planned to be used during the learning session for the formation of competence
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	(д.б. are announced by the lesson teacher)	
1	Knowledge: basic concepts, fundamentals, characteristics and special features of the social management;	Analysis of the concepts and their interrelationship
2	Abilities: to assess both general and local trends of the organizational development of the social service system;	Involvement in discussion of an actual situation connected with solution of social problems in the RF and St. Petersburg; drawing an analogy with the foreign experience in social work;
3	Skills: analysis of the situation and planning of the social service organization	Discussion; analysis of actual social problems in St. Petersburg and possibilities for their solution within the scope of development of social management;
4	COMPETENCIES (on this subject) PKA-2 A student can organize and carry out integrated social researches for identification of socially significant problem situation as well as perform monitoring researches and use their findings for increase of the effectiveness of social organizations activities	All specified forms and methods

8. Recommended literature on the subject

- Social management: quality, technologies, innovations: collection of scientific articles/ edited by L.T. Volchkova. - SPb.: Publisher the Saint Petersburg University, 2010.

- Saretsky A.D. Social work management: teaching aid. - 2nd Edition Revised. - Rostov-on-Don Fenix, 2008.

- Knorring V.I. Social management: state, collective, individual. - M.: Exam, 2008.

- New methods in social work and opportunities of lifelong learning. - SPb.: St Petersburg University, 2002. P. 24-37.

- Social management. Chrestomathy. SPb.: St Petersburg University 2001.

- Social policy in modern Russia: reforms and daily routine: multi-authored monograph/ edited by P. Romanov, E. Yarskaia-Smirnova. – M.: LLC "Variant" Social policy and gender research center, 2008.

- Shipunova T. V. Evolution and problems of social work management// Management consulting. - 2009. - No 2. P. 153-170. (the article in PDF format is sent for the students to the e-mail of the group)

ASSESSMENT OF THE TEACHER

No	Analysis criteria	Indicators	Rating (0, 1, 2)
1	Compliance with the training schedule	Well-timed start and end of class, time-balanced sections.	2
2	Organizing time	Greeting. Topic, goal messaging (connection of the goal with the competences formed).	2
3	Motivation of listeners for upcoming activities	Indication of relevance, the formed professional and / or social and personal competencies.	2
4	Psychological climate in the audience	The presence of positive emotional interaction between the professor and students; mutual benevolence and audience involvement.	2
5	Quality of presentation	Structured material; the clarity of the definition of current tasks; systematic and accessible presentation; adaptability of presentation to the peculiarities of the audience; availability of examples, relevant facts.	2
6	Conformity of the content to the course programme	Compare with working curriculum of the discipline (teaching and learning materials).	2
7	Use of visual materials	A textbook, a workshop, handouts, tables, drawings, etc.	2
8	Oratory	Audibility, intelligibility, euphony, literacy, speech tempo; facial expression, gestures, pantomimicry; emotional saturation of the performance.	2
9	Feeling the audience	The ability to respond on time to changes in perceptions of the students.	2
10	Civility in relation to students		2

11	Methods of organizing attention and students' behavior regulation	Increase of interest among listeners (original examples, humor, rhetorical techniques, etc.); involving listeners in a dialog, into the process of performing tasks, etc. But not: open call for attention of listeners; demonstration of disapproval; psychological pressure, blackmail.	2
12	Maintaining "feedback" with the audience during the class	Learning control	2
13	Summarizing the learning session (reflection organization)	The organization of reflection, during which students actively discuss the outcomes	2
14	Image	Compliance with corporate style, presentability, charisma	2
15	Final grade		2
16	Notes and suggestions of the experts		

While performing the desktop analysis of the report on self-evaluation, the analysis of the curriculum and the schedule of the classes, the experts determined that the percentage of learning sessions in interactive form in the whole programme is foreseen in the scope of 44 %. The teaching and learning materials of five subjects were studied in the course of the visit. The analysis of the self-evaluation report showed that the syllabus foresees such interactive forms as practical work on tasks solution; colloquiums; individual consultations; training. The classes with use of various technologies are also foreseen: business play and role-playing; organizational and activity-oriented playing; team problem works; discussions; "Brain storming" technology; analysis of the real situations in the professional activity; case methods; project method; lecture with two lecturers at the same time; lecture with mistakes planned in advance; master classes; computer simulation; essay writing, development of empirical research program. These are very diverse and effective educational technologies. However, both the teachers and the students noted that classic methods (lectures and seminars) remain still a dominating form of teaching

Based on the conducted survey the experts draw a conclusion that the strategy of the programme development in the Saint Petersburg University is developed correctly, it assumes implementation of the most effective and innovative educational technologies. The experts recommend to extend their use in the educational process on the training programme "Social Work".

Recommendations

To increase involvement of the teaching staff of the department for Social work theory and practice in creation of the electronic educational resources and such electronic teaching materials as presentations, compendiums of lectures, tests; also participation in the discussions in Blackboard forums . It is possible to prepare a series of lectures with presentations and teaching materials in addition to the basic educational process. This will increase the level of preparedness of students to the lectures, seminars and practical classes and, consequently, it will increase the effectiveness of the held classes. It will allow the teachers to unload fulltime education classes with students and decrease the share of the narrative teaching materials and make lectures up-to-date and problematic.

5. *Teaching staff*

Criterion assessment: excellent

Strengths of the programme

This training programme is implemented by the teachers with a high level of qualification. Ratio of DSc and Ph.D - approximately 50% (DSc - 52.9%, Ph.D. - 41.2%). All teaching staff works under effective contracts, carries out active scientific research work combining its teaching activities with participation in the practical activities on the training programme. According to the self-evaluation report the portion of the Master degree programme teachers combine their work in the educational institution with their professional activity by occupation.

The teaching staff conducts active publication activities: the articles are published in the peer-reviewed scientific publications indexed in the scientometric databases of the Russian Science Citation Index, Web of Science and Scopus as well as in the collections of writings of the international and all-Russian conferences. The program of personnel work with the teaching staff complies with the strategy of the university development. The department for Social work theory and practice shows deserved results.

However, the level of satisfaction of the teaching staff with the motivation system that is applied in the educational institution is 38% only, the same share is for partially satisfied ones and 23% are not satisfied with this system. It demonstrates that there is a potential for growth in this direction.

Recommendations

The experts recommend to develop a teaching staff motivation system that shall correspond to the results of the professional activities of the teaching staff. It can become an incentive for increase of its activity and scientific and research effectiveness of the teachers. For that purpose it's recommended to analyze the reasons for teaching staff's full and partial dissatisfaction by the existing motivation system (61% of the teaching staff – these numbers were set forth in the self-assessment report and confirmed during the site-visit). The experts recommend to designate a special support program for young professionals to ensure continuity in the development of the programme. It could be realized in the process of involvement of postgraduate students in teaching as assistants (not only

in the course of teaching practice but also in case of an official registration as full professors). At that, it should be taken into account that the salary of young teachers is very low and the loads are high what delays their study on the postgraduate programme. Perhaps, there is a need in special programs of material encouragement of young teachers for their joining of the ranks of the teaching staff.

6. *Material, technical and financial resources of the programme*

Criterion assessment: good

Strengths of the programme.

The material and technical resources of the programme are based on the resources of the university that are foreseen by the Development program of the Saint Petersburg University by 2020 and the Target development program of the Saint Petersburg University. The self-assessment report contains information on financial and budgetary activities. The characteristic of the classroom stock including the classrooms that are used by the faculty of sociology, equipment with computers, technical and methodological support of the educational process, availability of the computer classrooms, rooms for laboratory works fitted with modern equipment, rooms with common access to the Internet is given.

During the site visit, the experts have interviewed students and professors participating in the programme implementation for satisfaction with the quality of lecture halls, laboratories, premises of the department, stocks and the reading hall of the library. The level of satisfaction is high on the whole but there are some problems in relation to provision exactly of this training programme with the library stock (the level of teachers' satisfaction is 69%)

Additional material

During the site visit, the experts have interviewed students and professors participating in the programme implementation for satisfaction with the quality of lecture halls. Survey of the teachers and the students showed that the level of provision with laboratory classrooms is high enough but this stock is mainly used for researches. For this reason the level of satisfaction of both students and teachers with technical and computer resources support is still not very high. It limits the use of new technologies of higher education what is of special importance in the process of Masters' training. It should be taken into account that Masters can be also teachers of professional education and, consequently, they shall have experience in teaching using the most advanced methods. It would be desirable also to extend the use of this important potential of laboratories and computers classes in the educational process including the training programme Social Work, for example, in visualization of lectures and use of the research results.

Recommendations

To extend the program of material and technical support for the training programme Social Work including the library stock and the provision with computer classrooms for classes.

7. *Information resources of the programme*

Criterion assessment: excellent

Strengths of the programme

The university has sufficiently large and diverse information resources. It is an adequate base for the implementation of the Master degree programme. It includes "Teaching" and "Student" systems. These systems form automatic assignments for forming of courses and record of the students in Blackboard system and the document management system DELO. Masters have access to Russian and international scientific periodicals, including world's and Russian leading journals on various spheres and academic papers by Russian and foreign authors, as well as scientometric databases. Services that allow to exchange information, create on-line courses, provide remote training, form and trace the class timetable that form the electronic circulation of documents are created based on the information systems.

Additional material

The surveys of the Masters specializing in "Social Work" showed that they use the information resources actively enough but the department is involved least of all in active use of all mentioned services.

Recommendations

It is recommended to extend the use of information resources of the university in organizing of training of Masters in social work in the process of lecturing, seminars and practical classes. In particular, development of electronic educational services and open online courses. Beside that the self-assessment report states the existence of various innovative types of classes (p.27), and also a trend towards the usage of electronic educational technologies and remote educational technologies (p. 27-28).

8. *Research activities*

Criterion assessment: good

Strengths of the programme

The scientific research system of the Saint Petersburg State University is included in many international programmes and projects. It is a research center of a global level. The Faculty of Sociology is not an exception - it has several scientific laboratories that carry out researches of a range of social problems. Since 2017 software PureElsevier B.V. is deployed in the Saint Petersburg State University based on Pure system.

The teaching staff carried out works by order of the Central Office of the State Duma of the RF Federal Assembly, the Committee on labour and

employment of the St. Petersburg administration, the Committee on local governance, interethnic and interfaith relations in Leningrad region etc. However, it was also found out that the teachers that ensured the educational process on the training programme "Social Work" were involved least of all and less systematically in these activities as well as the students of this training programme.

Additional material

Familiarization with the activities of the social research laboratory showed that a special feature of the social problems of present time is their globalization, in particular, information computer security. It increases the opportunities of international cooperation. The surveys of the students of Master's programme showed that 100% of the surveyed students acknowledged the importance of participation in the scientific research work. Masters in social work wish to be involved more actively in similar projects but involvement of the students in the scientific research work is not still systematic enough.

Recommendations

To activate scientific research work of Masters, involve them according to their personal preparedness in implementation of scientific research projects and scientific research activities of the department; increase, in particular, foreign language competence, add to the independent work of Masters tasks connected with knowledge of the specialized literature in foreign languages.

9. *Employer participation in programme implementation*

Criterion assessment: excellent

Strengths of the programme

The employers participate very actively in development and implementation of the programme, forming of the content of the practice-oriented disciplines, practical works and scientific research works of the students. The self-evaluation report contains the detailed information on the contracts signed with the employers. The work on adaptation of young professionals at their work places remains beyond the focus.

Additional material

During the site visit it was found out that participation of the employers in Master's degree training can and shall reflect the specificity of this level of training.

Recommendations

To increase the level of involvement of the employers in the Masters training and to better reflect the specificity of their training. In particular, it can be possible to temporarily employ or take on internships Masters in the social service organizations of various forms of property and to use in the business practice of these organizations social projects developed by the Masters in the composition of the research teams etc.

10. *Student services at the programme level*

Criterion assessment: excellent

Strengths of the programme

Involvement of students in the managing authorities of the university, their participation in the scientific and innovative activities, organization of rest and leisure for students; improvement of their financial position and living conditions etc. is a significant trend in the development of the university. The report contains detailed information about the fact that the representatives of the students participate in the work of the Academic Council of the faculty, the Academic Council of the Saint Petersburg University and the Student Council in the teaching commission. One of the most important areas of activity of the students is participation in determination of the educational courses and disciplines content.

Additional material

The surveys of the Masters during the site visit show that only 50% of the faculty students suppose that their opinions can have a visible effect on improvement of the quality of the educational resources.

Recommendations

An effective mechanism for involvement of the students in the determination of the programme content is developed in the university and the department. Taking into account the data of the questioning of the students set forth in the self-evaluation report the experts recommend to sequentially implement the programme to increase the level of the students' information awareness with the conducted work and for their involvement in the development of the educational programs.

11. Student services at the programme level

Criterion assessment: excellent

Strengths of the programme

The student services are represented in its entirety in the information provided by the Saint Petersburg University: organization of the students' extra-curricular activities, activities of the trade-union organization of students and postgraduate students, the Student Council as well as Teaching Commissions, Receiving Commissions for Transfer and Re-Admission Documents, Scholarship Commissions, Provisional Commissions for the Acceptance of Works and Services, Provisional Commissions for the Allocation of Tours to SPBU Recreation Camps and the Healthcare Center.

Additional material

The Masters' surveys on the subject of student services demonstrated that Masters showed their interest in foreign probations but they are limited by poor knowledge of foreign languages.

Recommendations

The system of students services in the Saint Petersburg University represents a developed system that includes social support of the students and a wellness program. The surveys demonstrated that the students showed their interest in foreign probations but they have a necessity in increase of the level of fluency in

a foreign language, first of all, in English. The recommendation is to extend teaching of English to improve the quality of education, extension of the possibilities and the potentialities for scientific research work through organizations of events, conferences and webinars with invited foreign students, development of network connections with foreign institutions of higher education.

12. Career guidance. Assessment of the training quality of prospective students

Criterion assessment: excellent

Strengths of the programme

When joining the Master degree programme the applicants of the Saint Petersburg University participate in the documents competition (portfolio) that includes mandatory submission of a motivation letter (in which the well-reasoned grounds of the interest and the ability to study on the selected Master degree programme shall be set forth). At that, the applicants' participation in scientific events (conferences, seminars, scientific schools, etc.) and research projects (grants, research works, etc.), certificates of winners of scientific and design work competitions and student competitions in the subjects that correspond to their fields of study, individual and/or special scholarships awarded by any ministries, agencies, funds, and educational institutions are taken into account. Any papers published in periodicals, especially, indexed in the WOS CC, Scopus, and RSCI databases are of special importance.

Recommendations

The programmes of the career guidance of the Saint Petersburg University oriented to involvement of the Bachelor degree programme graduates as potential applicants of the Master degree programme are described detailed enough. Information on the opportunities of international probations, extended competence in languages and obtaining of practical experience in social service organizations can increase the number of the applicants for Master degree programme "Social Work".

CV OF THE REVIEWERS

Full name of the reviewer: **Anikeeva Olga Alexandrovna**

Company and position	Federal State Budgetary Educational Institution (FSBEI) "Russian State Social University" RSSU, department of social work of RSSU, associate professor
Academic degree and academic title	Ph.D. of Historical Sciences, associate professor
Additional titles and degrees	none
Education	Higher
Professional achievements	<p>1999 – 2007 - the Director Deputy of the Institute of Human Technology of the Moscow State University of Tourism and Service in scientific and educational work.</p> <p>2007 – 2010 - head of the department of social work of FSBEI HPE (Federal State Budget Educational Institution of Higher Professional Education) RSUTaS</p> <p>2010 – 2012 - deputy of the head of the combined department for Psychology and Social Work RSUTaS;</p> <p>2013–2015 – academic secretary of the Educational and methodological association of Higher Education (EMA HE) of the institutions of higher education of Russian on education in the field of social work;</p> <p>- since 2015 academic secretary of FEMA HE on the enlarged group of specialties and areas of training "Sociology and Social Work"</p> <p>- developer of the Federal State Educational Standard (FSES) on the training programme "Social Work" of the second and the third generations</p> <p>- developer of the professional code of conduct "Social Work", "Professional in Social Work", "Head of social service organization"</p> <p>- member of the work team of the RF Ministry of Labour and Social Protection on development and adaptation of professional standards for specialists in the social sphere;</p> <p>- an expert of the Civic Chamber of the RF on the questions of social policy</p>
Research interests	<ul style="list-style-type: none"> - history of social policy and social work; - models of social protection and social work in Russia and in the world; - history and methodology of social education; - operational experience in work with aged

	nationals and disabled persons in Russia and in the world.
Practical experience in the field of the programme subject to assessment	no

Full name of the reviewer: **Ostrovskaya Marina Alexandrovna**

Company and position	All-Russian public organization "Association of Teachers of Social Studies and Social Workers" President
Academic degree and academic title	no
Additional titles and degrees	none
Education	<i>2000-2005 Moscow university of economics, statistics and informatics</i> Organization management Specialization "Financial Management" Qualification: manager <i>Second higher education</i> <i>2009-2013 The Russian Presidential Academy of National Economy and Public Administration</i> faculty of public and municipal administration specialization - SMU State service and personnel policy
Professional achievements	member of the social and business council on the national project "Demography" under the RF government, member of the council of experts of the State Duma Committee on Labour, Social Policy and Veterans' Affairs, member of the work team on the studying of the main approaches to reforming of the activities of the psycho-neurological residential facilities under the RF Ministry of labour and social protection, head of the commission on development of social services within the Social Platform of the All-Russian political party "United Russia", member of the work team "Social policy and improvement of the quality of social services" of the RF Public Government, member of the work team on the questions of independent quality assessment of the work of the organizations rendering social services under the RF Ministry of Labour; president of the Foundation for Assistance to Social Projects and Assistance to Needy Citizens "Angel of Good and Mercy".
Research interests	methodological work, studying, summarizing and

	distribution of new forms and methods of social work, further training of the workers, collection and systematization of the information materials, literature on social problems, edition of journal "Social Work", development of professional standards, participation in scientific conferences etc.
Practical experience in the field of the programme subject to assessment	<p>2009 – 2011 the Deputy of the Director in social work of the Public Institution Local Social Service Center "Donskoy"</p> <p>2011 — 2014 Director of the State Budgetary Institution Complex social service center "Alexeevsky"</p> <p>2014 - 2017 Chief executive officer of the All-Russian public organization "Association of Teachers of Social Studies and Social Workers"</p>

Full name of the reviewer: Ivan Sergeev

Place of work, position	Masters student in Russian State Social University
Academic degree, academic title	
Additional titles, degrees	Bachelor in Social work
Education	Higher
Professional achievements	
Research interests	
Practical experience in the direction of the programme subject to assessment	

