

**REPORT OF THE EXTERNAL EXPERT COMMISSION
FOLLOWING THE ASSEMENT OF COMPLAIANCE WITH
THE STANDARDS FOR PROGRAMME ACCREDITATION
OF THE BACHELOR’S DEGREE PROGRAMME IN DENTISTRY
OF THE KAZAKH MEDICAL UNIVERSITY OF CONTINUING
EDUCATION**

1. Composition of the External Expert Commission

According to the ECAQA Order No. 18 dated January 21, 2019, an External Expert Commission (EEC) was formed to conduct 6-7 February 2019 the accreditation of the Bachelor’s degree programme in “Dentistry” of Kazakh Medical University of Continuing Education JSC with the following membership:



Chair -

Eralieva Lyazzat Tasbulatovna,

Doctor of Medicine, Professor,
Deputy Director of the National Scientific Center of Phthisiopulmonology of the Ministry of Healthcare of the Republic of Kazakhstan, Corresponding Member of the Russian Academy of Natural History (RANH) in the section "Medical Sciences", Member of the European Society of Clinical Microbiology and Infectious Diseases



International expert -

Grigoryan Artem Sergeevich,

Candidate of Medicine, Assistant Professor of the Department of Pathophysiology, Head of the Department of Quality Assurance of Education of Yerevan State Medical University named after Mkhitar Heratsi,
Member of the Armenian Association of Biochemists,
Member of the Armenian Medical Association



National expert -

Salingereeva Bagdat Zhanabaevna,

Doctor of Medicine, Professor,
Head of the Department of Anatomy with a course of histology and physiology of the NSEI “Kazakh-Russian Medical University”



National expert -

Ermukhanova Lyudmila Sergeevna,

Candidate of Medicine, Assistant Professor of the Department of Public Health of West Kazakhstan Medical University named after Marat Ospanov



National expert -

Myrzagulova Asel Oryntaevna,

Candidate of Medicine, Head of clinical research centre Kazakhstan's Medical University "KSPH"



National expert -

Zhakypbekov Kayrat Saparkhanovich,

PhD, Assistant Professor, Head of the Department of Organization, Management and Economics of Pharmacy and Clinical Pharmacy, National Medical University JSC



National expert -

Aldabergenova Taurzhan Kalibekovna,

Candidate of Medicine, Assistant Professor of the Department of Orthopedic and paediatric dentistry Astana Medical University JSC



**Expert – Representative of practical healthcare –
Aytzhanova Ayzhan Adilovna,**
Ultrasonographer of Radiodiagnosis Department
Center of Pediatric Emergency First Aid in Almaty



**Expert-student -
Dzhangarasheva Dariya Erzhanovna**
Second-year student of Department of General Medicine
Non-state educational institution “Kazakh-Russian Medical
University”



**Expert-student -
Doschanova Roza Serikovna,**
Fifth-year student of Department “Dentistry”
National Medical University JSC



**ECAQA observer-
Sarsenbayeva Saule Sergazievna**
Doctor of Medicine, Professor, MBA
Eurasian Center for Accreditation and Quality Assurance in
Higher Education and Health Care,
Director General

The assessment of the compliance of the Bachelor's degree programme in "Dentistry" of KazMUCE with the ECAQA's Standards for Programme Accreditation was carried out from 06.02 till 07.02 2019.

The EEC report contains an assessment of the Bachelor's degree programme in "Dentistry" for compliance with the ECAQA's Standards for Programme Accreditation, and the EEC recommendations on further improvement of the educational programme implementation.

2. General part of the EEC final report

Joint-stock company "Kazakh Medical University of Continuing Education" has a State license No.KZ52LAA00006249, issued on December 3, 2015 to participate in educational activities. KazMUCE received an Attachment to the license for the specialty "Dentistry".

The mission of KazMUCE: To ensure the implementation of the policy of training of competitive professional and academic staff, based on the principles of continuous development and the trinity of science, practice and education.

The goal is to prepare professional and academic staff in accordance with the principles of the Bologna process through the provision of quality continuous education.

Strategic orientations:

1. To strengthen strategic management, to improve the efficiency of the management system.
2. To enlarge the staff training area (multitasking and a full cycle of staff training).
3. To ensure the quality of KazMUCE JSC educational programmes and to bring them to conformity with international standards.
4. To develop human resources.
5. To form a successful learner.
6. To develop research activities.
7. To improve clinical activities.
8. To develop infrastructure based on the formation of a sustainable financial model.

Long-term vision: KazMUCE is a leader in the field of staff training, providing high-quality and modern education for professionals of a new breed who are capable of practical implementation of the knowledge gained.

The mission of the educational programme in "Dentistry" (Bachelor's degree) is to improve the quality of higher education based on the mandatory requirements for the level of student training and educational activities; to ensure objectivity and information content of assessment of the level of student teaching and the quality of the educational programme; to prepare qualified, competitive personnel to work in the specialty "Dentistry" in practical health care and to train in residency, Master course and with devoir to continuously perfect themselves and improving the chosen profession.

On October 22, 2018, ECAQA organized a Pre-site visit of an expert commission consisting of: Chair Sarsenbayeva Saule, ECAQA Director General, expert on accreditation of basic, postgraduate and continuous medical education of ECAQA, members: Nurmanbetova Farida, ECAQA science advisor, WFME top advisor; Ramazanova Sholpan, Head of the Department of Children's Diseases No. 3 of NMU JSC, an expert in accreditation of basic, postgraduate and continuous medical education of ECAQA; Zhumagaliyev Aday, student of KRMU, KAZMSA local director.

Recommendations on the entire process of self-assessment of the Bachelor's degree programmes were made during the preliminary visit

The accreditation of the Bachelor's degree programme in "Dentistry" has not been carried out until the present because of obtaining a state license in 2018.

3. Analysis of the report on the self-assessment of the Bachelor's degree programme in "Dentistry" for compliance with the ECAQA's Standards for Programme Accreditation

The report on the self-assessment of the Bachelor's degree programme in "Dentistry" is presented on 120 pages, excluding applications. It is characterized by the completeness, structuredness and internal unity of information provided by KazMUCE on this educational programme. The report is gone with a cover letter signed by the vice rector for academic activities, a member of the KazMUCE board, professor Saule Doskozhaeva, confirming the adequacy of the information and data contained in the report.

The report was drawn up in accordance with the Self-Evaluation Manual for Specialized Accreditation and fully complies with the ECAQA's Accreditation Standards for the Bachelor's degree programme in "Dentistry".

The self-assessment of the Bachelor's degree programme in "Dentistry" was carried out on the basis of the order No. 80 - OD dated 10.09.2018 "On approval of the working group participants to prepare for the accreditation of the Bachelor's degree programme in "Dentistry".

4. Analysis for compliance with the the Standards for Programme Accreditation based on the results of an external evaluation of the Bachelor's degree programme in "Dentistry" and a review of the each standard strong points

Standard 1: Mission and outcomes

On the basis of the mission, the University has formulated the mission of the specialty "Dentistry", which corresponds to the Charter and defines the main directions of the educational programme. Competences that a student has to master upon completion of training are defined in the "Qualification Characteristics of the Graduate" in accordance with the Dublin descriptors and in the SCES RK. KazMUCE has developed and informed relevant stakeholders about the university's and the educational programme's missions, with that the

administrative and managerial staff, a number of teachers and student active group were involved in formulating the mission. As an education organization with a private form of ownership (sole founder), the university has autonomy while developing strategies, planning various types of activities (education, science, clinic), at the same time sticking to the goals and objectives of government programmatic documents and orders of departmental institutions (MES RK, MH RK). The goals of the Bachelor's degree programme in "Dentistry" are aimed at achieving the outcomes directly related to the mission.

Strong points:

- Educational training programmes are practice oriented;
- Introduction of credit technology and innovative teaching methods into the educational process;
- Integration of educational, diagnostic and treatment, and research areas in the educational programme;
- Commitment of the educational programme to the expectation of the employer and the needs of the labor market;
- Cooperation with organizations of medical education, science and practice of Kazakhstan and the near and far abroad.

EEC conclusions on the criteria: fulfilled - 11, partially fulfilled - 0, not fulfilled - 0.

Standard 1: accomplished.

Recommendation:

- *During formation of the educational programme mission more widely involve all stakeholders.*

Standard 2: Educational programme

Bachelor's degree programme in "Dentistry" was developed on the basis of the SOES of Higher Education of the Republic of Kazakhstan dated August 23, 2012 No. 1080, approved by KOD protocol No. 5 dated August 23, 2018.

The principle "Learning through research" was introduced in KazMUCE. It allows students to combine the educational process and research activities within the EP.

Bachelor's degree programme in "Dentistry" is developed, implemented and monitored with the participation of all stakeholders. The program content and the training conditions provided by KazMUCE grounded the recruitment of students for all courses including internship. At the same time, recourses and methodological support of the basic medical disciplines need to be improved.

Strong points:

- Integration between training and medical care;
- Students can choose an individual learning path;
- Feedback from stakeholders is regularly collected;
- Teaching methods are continuously improving.

EEC conclusions on the criteria: fulfilled - 24, partially fulfilled - 1, not fulfilled - 0.

Standard 2: accomplished.

Recommendations:

- To continue providing the educational process with modern educational and methodological literature in the state language;
- To involve foreign teachers in the training through the introduction of a visiting programme.

Standard 3: Assessment of students

The policy of assessing students' achievements is defined in the Rules for the organization of the educational process at KazMUCE. It was approved at a meeting of the Academic Council (minutes No. 6 dated August 28, 2018). The duration of the exam sessions and the number of examinations is determined in accordance with the working curriculum of the specialty and the academic calendar, approved by the decision of the Academic Council (minutes No. 6 dated August 28, 2018). The rules of the appeal are defined in the section "Procedure for the appeal" in the Rules of the organization of the educational process of KazMUCE.

On the website of KazMUCE one can find: policies and assessment rules defined in the syllabus; schedule and dates of exam; "Rules for the organization of the educational process of KazMUCE for the 2018-2019 academic year. An electronic system for recording students' achievements is at the implementation stage.

At the same time, it is necessary to review the validation mechanisms of the test control. For example, if 100% of the students answer the question correctly, if 100% of students do not answer the question correctly, if an error has been determined during the appeal, the question is sent for revision and excluded from the database.

Strong points:

- Evaluation of students' educational achievements is carried out on the basis of assessment of knowledge and skills;
- Individual approach to teaching;
- Training is conducted in teaching hospitals, what allowing to fully master all sections of the educational programme;
- Transparent procedure for evaluating all academic achievements;
- Applicants chose KazMUCE as an educational institution;
- A unified rating system for assessing knowledge and skills of students;
- Monitoring of student learning outcomes through feedback.

EEC conclusions on the criteria: fulfilled - 15, partially fulfilled - 0, not fulfilled - 0.

Standard 3: accomplished.

Recommendations:

- To strengthen feedback from students in the context of disciplines.

Standard 4: Students

The student admission policy is defined and approved by the Academic Council (protocol No. 5 dated 12.06.2018) in the “Rules of admission in KazMUCE for education, consistent with the mission and goals of the university, published and available to all stakeholders. The practice of transferring students from other universities is governed by the “Rules for the transfer and restoration of KazMUCE, approved by the Academic Council protocol No. 5 dated 12.06.2018). According to the “Regulations on student organizations” approved by the Academic Council of KazMUCE (Protocol No. 7 dated 28.08.2018), the following student organizations work in the university: student republic “Nur” and the Council of Hostels.

According to the Bachelor’s degree programme in “Dentistry” training is conducted at all Bachelor’s degree and internship courses. The policy of student recruitment and selection is notable for its flexible and attractive conditions for applicants, including a passing grade, which is lower than in other medical universities, a vast network of clinics and research centers with which KazMUCE has signed contracts, as well as provision of a room in a dormitory. At the same time not enough juniors are involved in its activities, an insufficient number of student organizations of interest, which is explained by the first year of the implementation of pre-graduate education.

Strong points:

- Student admission policy and practice of transferring students from other universities has been defined and is working
- The policy of student representation in university management bodies is being implemented;
- The University has all the necessary conditions for counseling, support and personal growth of students.

EEC conclusions on the criteria: fulfilled - 15, partially fulfilled - 0, not fulfilled - 0.

Standard 4: accomplished.

Recommendations:

- *To develop students’ academic mobility;*

Standard 5: Academic staff/Faculty

The staff selection system in KazMUCE is implemented by the Human Resources Management Policy (HRMP-01-04-2016 dated June 14, 2016, approved by the Board of Directors of KazMUCE). The remuneration system and employees motivation is determined by the “Provision on the organization of the remuneration system and employees labor motivation” dated June 14, 2016 and acts of KazMUCE.

The quality of teaching is monitored by the IRB, the schedule of mutual visits at the departments, the open classes’ schedule, and the questioning of students. System of advanced training, professional development and policy of "promoting from the inside" were formed.

Strong points:

- Academic degree holders rate and high qualification of academic staff;
- Personnel policy aimed at encouraging and rewarding in order to develop their experience in education;
- System of advanced training and professional development of faculty;
- Monitoring of the development of employee competencies through the process of certification and examination of the introduction of innovative teaching methods and assessment.

EEC conclusions on the criteria: fulfilled - 12, partially fulfilled - 0, not fulfilled - 0.

Standard 5: accomplished.

Recommendations:

- *Increase the number of publications in editions with a non-zero impact factor.*

Standard 6: Educational resources

The implementation of the “Dentistry” educational programme is ensured by diverse and sustainable educational resources (classrooms, computer labs, information and communication resources, library, clinical fund, practice bases with early access to patients). The strategic plan of KazMUCE includes activities for the development of the classroom, computer and library funds, as currently there are not enough educational materials for a number of disciplines, including in the state and English languages. It is necessary to update the literature on clinical and pharmaceutical disciplines. The University has acquired 500 tablets for use in the educational process and to provide access to the Internet. At the same time, there is no information on cooperation with other universities of Kazakhstan in the sphere of implementation of the Bachelor’s degree programme in "Dentistry".

During the external visit, library electronic catalog which meets the technical requirements and an electronic loan were demonstrated.

Strong points:

- The University and teaching hospitals have a developed material and technical base for the implementation of student training and provide a safe learning environment.
- Opportunities for students independent work through providing access to educational resources of the educational and clinical center, library and the Internet;
- Continuous improvement of the material and technical base of the university, expansion and renewal of educational and material assets of departments and units of the university, teaching and clinical center, laboratories;
- Wide access of teachers and students to a unified system of information and library services for the implementation of the educational programme;

- Rational management and regular updating of the library collection, including electronic resources;
- Owned dental clinic, which provides high-quality clinical training for students and interns;
- Improving of information and communication management and administration systems;
- Effective financial management of the educational programme.

EEC conclusions on the criteria: fulfilled - 19, partially fulfilled - 0, not fulfilled - 0.

Standard 6: *accomplished.*

Recommendations: *no.*

Standard 7: Programme evaluation

The system of monitoring of the educational programme implementation includes documents developed by the university. This process is carried out and regulated by the Department of Higher Education and Departments, provides for getting feedback from stakeholders (students, teachers, representatives of practical public health), resource analysis (IT, library, classroom fund, the number and quality of teachers. The university carries out systematic work on the rapid information about the results of monitoring of educational programmes and activities.

On the university site main page there is a virtual reception of the rector, students feedback is getting through personal contacts by phone, including through the creation of students groups in social networks or by e-mail. There is an educational portal.

Strong points:

- Organization of the learning process and the content of the educational programme in accordance with the requirements of regulatory documents
- Formation of elective disciplines catalogs.
- Stimulating score-rating system for evaluating educational activities;
- A system of monitoring and evaluation of the educational programme is formed;
- Systematic collection of feedback from stakeholders;
- Process maps have been developed, measurable indicators and monitoring methods have been defined, persons / units responsible for monitoring and analyzing process indicators have been identified;

EEC conclusions on the criteria: fulfilled - 17, partially fulfilled - 0, not fulfilled - 0.

Standard 7: *accomplished.*

Recommendations: *no.*

Standard 8: Governance and administration

The university has a strong management system and quality management, which is supported by the effective functioning of the University Board, the introduction of an advisory and consultative educational management system, whose work complies with the regulatory and legal requirements of the country.

The university academic leadership in the educational environment is strengthened by expanding of the education levels - from Bachelor's degree to CPD, with the intention to introduce VET programmes in the future, as well as recruitment in management and teaching of the best professionals in medical education and clinical practice. The university activities are aimed at the implementation of the mission and the drive to sustainable development as a competitive and promising educational organization with a full cycle of training of health professionals.

In KazMUCE, higher education programmes are managed by the Department of Higher Education, the KOD working on the basis of the "Regulations on the KOD". The transparency of the management and the decisions taken system on the EP is provided by the Academic Council of KazMUCE.

The main priorities for spending money are approved by the Board of Directors and the Academic Council. The departments staffing tables ensuring the implementation of the educational programme is approved annually, taking into account changes in the number of students, according to the LSI RK. Since 2010, the MCT and the system of independent internal audit have been established and are functioning.

The principles of corporate management are in the process of implementation.

Strong points:

- Transparency of the management and decisions made system;
- University sustainable financial condition;
- Broad cooperation with health sector partners;
- Transparency of the management and decisions made system;
- The management's responsibility for the design and management of the EP is defined.

EEC conclusions on the criteria: fulfilled - 13, partially fulfilled - 0, not fulfilled - 0.

Standard 8: *accomplished.*

Recommendations: *no.*

Standard 9: Continuous renewal

KazMUCE has included all improvement measures in the Strategic Plan for the Development of the University until 2022. The organizational structure of the University is reviewed annually. The management conducts an annual analysis of the degree of achievement of the mission and goals of the university, the goals and plans of the units.

For continuous improvement of activities, the University has a strategic management system (project-oriented / matrix structure of university management

and evaluation of performance and effectiveness - “Mission - Vision - Strategy - Planning - Plans Deploying - Plans Implementation - Results Measuring - Management”). For strategic planning and operational assessment, the University uses the following tools: SWOT-analysis, balance score card. All types of university reports are brought to the attention of stakeholders.

Strong points:

- Continuous coordination, organizational and administrative work to achieve the educational programme mission in the specialty.
- Continuous advanced training of academic staff.
- Continuous improvement of teaching methods.
- Graduates can further enroll in residency, Master’s degree and PhD programmes.

EEC conclusions on the criteria: fulfilled - 14, partially fulfilled - 0, not fulfilled - 0.

Standard 9: *accomplished.*

Recommendations: *no.*

5. Recommendations for the improvement of the Bachelor’s degree programme in “Dentistry”:

- 1) To involve all stakeholders in the formation of the mission of the educational programme;
- 2) To continue providing the educational process with modern educational and methodological literature in the state language;
- 3) To involve foreign teachers through the introduction of visiting professor programme;
- 4) To develop students and teachers academic mobility;
- 5) To increase the number of publications in editions with non-zero impact factor.







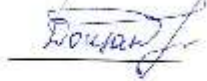


6. Recommendation to the Accreditation Council of ECAQA

Members of EEC reached common ground to recommend to the Accreditation Council to accredit educational programme in “Dentistry” (Bachelor’s degree) of KazMUCE JSC for a period of 5 years.

EEC Chair	Eralieva Lyazzat Tasbulatovna	_____
EEC members:		
International expert	Grigoryan Artem Sergeevich	_____
National academic experts	Salimgereeva Bagdat Zhanabaevna	_____
	Ermukhanova Lyudmila Sergeevna	_____
	Myrzagulova Asel Oryntaevna	_____
	Aldabergenova Taurzhan Kalibekovna	_____
	Zhakypbekov Kayrat Saparkhanovich	_____
Employer-expert	Aytzhanova Ayzhan Adilovna	_____
Expert-student	Doschanova Roza Serikovna	_____
	Dzhangarasheva Dariya Erzhanovna	_____
ECAQA observer	Sarsenbayeva Saule Sergazievna	_____

Рекомендация Аккредитационному совету ЕЦА

Члены ВЭК пришли к единогласному мнению рекомендовать Аккредитационному совету аккредитовать образовательную программу по специальности 5В130200 «Стоматология» (бакалавриат) АО «КазМУНО» сроком на 5 лет.

Председатель ВЭК	Ералиева Ляззат Тасбулатовна	
Члены ВЭК:		
Зарубежный эксперт	Григорян Артем Сергеевич	
Национальные академические эксперты	Салимгереева Багдат Жанабаевна	
	Ермуханова Людмила Сергеевна	
	Мырзагулова Асель Орынтаевна	
	Алдабергенова Тауржан Калибесковна	
	Жакипбеков Кайрат Сапарханович	
Работодатель-эксперт	Айтжанова Айжан Адилевна	
Студенты-эксперты	Дошанова Роза Сериковна	
	Джангарашева Дария Ержановна	
Наблюдатель от ЕЦА	Сарсенбаева Сауле Сергазиевна	

Quality profile and criteria for the external evaluation of the Bachelor's degree programme in "Dentistry" (integrated variant)

Standard No.	Accreditation standard Number of evaluation criteria	Evaluation		
		Fulfilled	Partially fulfilled	Not fulfilled
1.	Mission and outcomes	11	0	0
2.	Educational programme	24	1	0
3.	Assessment of students	15	0	0
4.	Students	15	0	0
5.	Academic staff/Faculty	12	0	0
6.	Educational resources	19	0	0
7.	Programme evaluation	17	0	0
8.	Governance and administration	13	0	0
9.	Continuous renewal	14	0	0
	Total	140	1	0