

To the Accreditation Council  
of the Eurasian Centre for  
Accreditation  
and Quality Assurance in  
Higher Education and Health Care  
(ECAQA)

**REPORT  
OF THE EXTERNAL EXPERT COMMITTEE ON RESULTS  
OF ASSESSMENT OF COMPLIANCE WITH INSTITUTIONAL  
ACCREDITATION STANDARDS OF RSE REM "HIGH MEDICAL  
COLLEGE" OF PUBLIC HEALTH DEPARTMENT OF ALMATY CITY**

Almaty, 2019

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### **List of symbols and abbreviations**

- AC – Accreditation Council
- AMP – Administrative and Managerial Personnel
- HMC – High Medical College
- EEC – External Expert Committee
- SCES – State Compulsory Education Standards
- ECAQA – Eurasian Centre for Accreditation and Quality Assurance in Higher Education and Health Care
- MH RoK – Ministry of Healthcare of the Republic of Kazakhstan
- MES RoK – Ministry of Education and Science of the Republic of Kazakhstan
- MEO – Medical Education Organization
- CPD – Continuing Professional Development
- CME – Continuing Medical Education
- OSCE – Objective Structured Clinical Examination
- EP – Educational Program
- HETP – Higher Education Teaching Personnel
- PHC – Primary Health Care
- RoK – Republic of Kazakhstan
- WC – Working Curriculum
- MM – Mass Media
- TAP – Typical Academic Programme
- TAPI – Typical Academic Plan
- EC – Expert Council

## 1. Composition of the External Expert Committee

In accordance with ECAQA Order No. 27 dated March 11, 2019, the External Expert Commission (EEC) was formed to conduct institutional accreditation of RSE REM "High Medical College of Public Health Management" of Almaty city in following composition:

	<p><b>Chairman of the External Expert Committee</b> Tokbergenova Gulmira Telmanovna, candidate of pedagogical sciences, Director of the Medical College "Interdent" tel.+77016557484 e-mail: tokbergenova@bk.ru</p>
	<p><b>Foreign expert</b> Saktaganova Tamara Sultanovna International Educational Holding "Gaudeamus", Member of the Sigma Theta Tau International Honor Society of Nursing, Honored Health Worker of the Kyrgyz Republic tel.+77075144144 e-mail: tamarasaktanova@mail.ru</p>
	<p><b>National Academic Expert</b> Kadysheva Irina Vladimirovna Deputy Director for Production Training, Higher Medical College of Akimat of Astana city tel.+77023498023e-mail: kadisheva_irina@mail.ru</p>
	<p><b>National Academic Expert</b> Kozhabaeva Elmira Amankulovna Director of the "Higher College Abu Ali Ibn Sina" LLP, Turkestan Region, Saryagash city tel.+77017351385 e-mail: Avicenna.1999@mail.ru</p>
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	<p><b>National Academic Expert</b>  Estemesova Karlygash Amangeldievna  candidate of biol. sciences, associate professor, Dean of  the School of Nursing Education, Karaganda State  Medical University  tel. +77784078721,  e-mail: Estemesova@kgmu.kz</p>
	<p><b>National Academic Expert</b>  Amanzholova Tatiana Kadyrovna  Deputy Director for Practical Training  NEO "Kazakh-Russian Medical College"  tel.+77017849893  e-mail: t.amanzholova@gmail.com</p>
	<p><b>Expert – student</b>  Bryuzgina Diana Sergeevna, 4th year student in  specialty "Nursing", Republican Higher Medical College  tel.+77473124410  e-mail:didi_777@list.ru</p>
	<p><b>Expert-representative of practical health care</b>  Shukurgalieva Zagira Alipbayevna  Deputy Chief Doctor for the Nursing RSE REM "City  Cardiology Center", Almaty city  tel.+77773854629  e-mail: zagira_57@mail.ru</p>
	<p><b>ECAQA Observer -</b>  Umarova Makpal Aldibekovna  Eurasian Centre for Accreditation and Quality  Assurance in Higher Education and Health Care, Head  of Accreditation and Monitoring  tel. +777475609212,  info@ecaqa.org</p>

The conformity assessment of the main activities of the RSE REM “Higher Medical College” of the Department of Public Health of Almaty city to the standards of institutional accreditation was carried out in the period from March 27 to March 28, 2019.

The EEC report contains an assessment of the RSE REM "High Medical College" of Public Health Department of Almaty city for compliance with the standards of institutional accreditation of ECAQA medical colleges, recommendations of the EEC for further improvement of the activities of the VMC.

## **2. General part of the EEC Final Report**

### **2.1 Representation of medical education organization**

RSE REM "High Medical College" of Public Health Department of Almaty city was founded in 1981 as the Almaty Medical School, in accordance with the order number 141 dated 12.03.1981. The Ministry of Healthcare of the Kazakh SSR "For the purposes of improvement of staffing of health care institutions in Almaty with average medical personnel".

Since 1989 the college trains specialists in the state language.

In 1992, by order of the Ministry of Healthcare of the Republic of Kazakhstan No. 432 dated September 3, 1992 The school was reorganized into the Almaty Medical College. In 1993, the college collaborated with the University of Tucson (USA) to reform nursing. The college has developed a four-tier nursing education plan: nurse assistant, nurse, specialized nurse, nurse-manager.

By the resolution of the Collegium of the Ministry of Healthcare of the Republic of Kazakhstan, in 1995 the college was defined as an experimental educational institution that trains nursing specialists in a multi-level system. The system of multi-level nursing education functioned in college for more than 10 years (1995-2005).

In 2004, the Faculty of Postgraduate Advanced Training was established, which in 2007 was reorganized into the "Center for the Post-Graduate Studies of Nursing Specialists".

In 2015, the Department of Healthcare introduced new areas of work on monitoring and auditing the nursing service of Almaty city, in connection with this, the Center for the Development of Nursing Business in Almaty was established on the basis of the Medical College.

By the Resolution of the Akim of Almaty No. 4/701 dated December 29, 2015 "On some issues of reorganization of the health care subject of Almaty", by the order of the Justice Department of the Bostandyk District of the Department of Justice of Almaty No. 2428 dated July 14, 2016, from the beginning of 2016 to the college attached the following words: "City Hospital of nursing care" as its own clinical base.

In 2016, the Development Center for Nursing Services was reorganized into the Educational and Methodological Center of the HM of Almaty by order of the Head of the Almaty Department of Health.

In 2018, the resolution of the Akimat of the city of Almaty dated June 6, 2018 No. 2/285 "On some issues of the communal property of the city of Almaty" was renamed the "Higher Medical College" of the Healthcare Department of Almaty city.

College activities are carried out on the basis of:

- Charter of the municipal state enterprise on the right of economic

management "Higher Medical College" of Healthcare Department of Almaty city, approved by the Resolution of the Akimat of Almaty No. 2/285 dated June 6, 2018 and registered on February 23, 1999 in the Department of Justice of Almaty, with re-registration on 17.08.2018 (certificate number 24550-1910-111)

- Certificates of the State re-registration of a legal entity issued by the Department of Justice of Medeu district, Department of Justice of Almaty city dated August 17, 2018. BIN 990240002813;

The legal address of the college is: Republic of Kazakhstan, Almaty city, Medeu district, 12A Chaikina street, phone / fax +7 (727) 387-10-11, e-mail: info@medcollege.kz, college website address [www. www.medcollege.kz](http://www.medcollege.kz)

- collective agreement (Minutes No. 2 dated 28.08.2018 of the staff meeting of the RSE REM "High Medical College" of Almaty city), registered in the MPI "Department of the State Labour Inspectorate and Migration (reg. No. 40M dated 23.10.2018);

- "Code of Business Ethics" "Higher Medical College" of the HM of Almaty city, approved by the director of the college (reg. №18 from 31.08.2018). There are conclusions of the sanitary-epidemiological service and the Department of Emergency Situations of Almaty on the use of the educational building.

The college trains specialists in 5 specialties in the state and Russian languages:

- 0301000 "Medical business", qualification 0301013 "Medical assistant", 0301023 "Obstetrician";

- 0302000 "Nursing", qualification 0302033 "Nurse of General Practice";

- 0305000 "Laboratory Diagnostics", qualification 0305013 "Medical Technician";

- 0306000 "Pharmacy", qualification 0306013 "Pharmacist".

- 0302000 "Nursing", qualification 030205 4 "Applied bachelor".

The college is located in a typical building, the total area of all rooms used for organizing the educational process is 5769.3 square meters, it has an assembly hall for 130 seats, an area of 405.8 square meters, a dining room for 85 seats and a buffet, library: subscription department and reading room for 24 seats. Medical care for students is carried out in a medical office. The college has 62 classrooms, a simulation center, a center for psychological adaptation and communication skills, a testing center, a gym.

The basis of the structural organization of the college consists of cycle methodological commissions, the Training Center, the Hospital of Nursing Care.

The internal management of the college is carried out according to the annually approved QMS plan (quality management system) in accordance with the current staffing table. The college is managed by a director. The college belongs to the health care system and is subordinate to the Department of Public Health of Almaty.

The college has state property on the right of economic management. The functions of the subject of the right of communal ownership in relation to the HMC

are performed by the Akimat of the city of Almaty. The contingent of students for the 2018-2019 school year is 1385, of which 1054 are in the state language of instruction. 243 people are in the budget department, of which 222 are in the state language of instruction. There are 340 people in the paid department, 249 of them in the state language of instruction.

In 2018-2019 academic years, the total number of teachers was 130, of whom 111 are full-time teachers, part-time teachers - 19. Out of the total number of teachers with the highest qualification category - 31, the first qualification category - 11, the second qualification category - 33. In recent years, college funding is stable and contributes to the improvement of the material and technical base and an increase in the contingent.

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## **2.2 Previous Accreditation Details**

Institutional accreditation is held for the first time.

## **2.3 Report analysis on self-assessment of RSE REM "High Medical College" of Healthcare Department of Almaty city for compliance with institutional accreditation standards.**

The report on the institutional self-assessment of the RSE REM "High Medical College" of Healthcare Department of Almaty city is presented on 133 pages, excluding the annexes, is characterized by full, structured and internal unity of information provided by the college about its activities. A cover letter signed by A.K. Ospanova is attached to the report. - Director of HMC of Almaty city, confirming the accuracy of the information and data contained in the report.

The report was compiled in accordance with the guideline for conducting self-assessment within institutional accreditation and fully meets the criteria for ECAQA medical colleges. There is a list of members of the internal commission for self-assessment indicating the responsibility of each member of the internal commission (17 people in total), information on the representative of the HMC responsible for conducting institutional self-assessment - Alibekova Lyazzat Dzhanybekovna, deputy director for educational work.

The chairman of the working group on preparing for institutional accreditation is Alibekova Lyazzat Dzhanybekovna, deputy director for educational work.

Institutional self-assessment of the HMC was conducted on the basis of the order number 459 dated 08.10. 2018 "On approval of the composition of the working group on the preparation for the institutional accreditation of RSE REM "High Medical College" of Healthcare Department of Almaty city.

The following works have done by working groups for the preparation of a report, staff members of the HMC for the period of the self-assessment: necessary information was collected in accordance with the standards of institutional accreditation; a thorough analysis of the materials was carried out, their content is reflected in the report. The content of the Self-Assessment Report on the criteria



for institutional accreditation is structured according to the criteria for institutional self-assessment of ECAQA medical colleges and includes a description of strengths, areas for improvement in each of the 9 standards.

The database, applications are presented in full, consistently and there are references to them in the text of the report.

The report is written in a competent language, the wording for each standard is clear and understandable, the tables contain references in the text and are numbered.

## **2.4 General assessment of RSE REM "High Medical College" of Healthcare Department of Almaty city**

### **STANDARD 1: Mission and learning outcomes**

The HMC has a developed mission, goals and objectives, a strategic plan corresponding to the national policy in the field of vocational and technical education. In the presented plan, the mission, vision, principles of activity and strategic directions for the development of the college are determined according to the stated goals and objectives, as well as the available resources: financial, material and technical, and personnel, taking into account the needs of the market and the region represented. The college director is a leader in the implementation of the mission and seeks, on the basis of material capabilities, to provide its employees with support and appropriate resources. When forming the mission, goals, objectives of the college, the following are considered: the Law of the Republic of Kazakhstan "On Education", the State Program for the Development of Education for 2011-2020, the Strategic Development Plan of the Republic of Kazakhstan until 2020, the State Program for the Development of Health Care "Densaulyk" for 2016-2020, the Comprehensive plan for the development of nursing in Kazakhstan until 2020, the Roadmap for the implementation of the plan and the strategic development plan of the Higher Medical College of the UZ of Almaty for 2018-2022.

The college staff has set itself the task of enhancing and improving the quality of education and competitiveness of specialists. Planning and analysis of educational activities are known all structural units available in the college. College staff reviews the strategic plan every five years, taking into account new State development programs and regulatory acts in the field of education and health care in Kazakhstan, developing an operational development plan to reflect VET standards, needs and expectations of the society. College plans are required documents when organizing activities and apply to all processes. The formation and revision of the strategic plan and mission involves representatives of interested persons, from the number of employers, faculty members, students. Transparency and accessibility (bilingual web site available) of mission and strategy formation processes has been proven. HMC directs its activities to the formation of basic and professional competencies, harmoniously developed personality, education of a citizen who is able to pose and solve problems taking into account social, ethical, cultural, environmental factors. The college is guided by the principles of active

and mutually beneficial integration with practical health care, in collaboration with educational and medical organizations. In order to improve and consolidate basic, professional competencies and practical skills, hours are included in practical exercises of special disciplines, in-service training and professional practice are conducted on clinical bases. The level of development of educational programs in the field is provided by different types of control: intermediate certification (test, differentiated test, exam), final certification. The results of knowledge controls are timely, objective and transparent. Trainees who have completed training in an educational program are given qualifications in the relevant specialty and are issued a state-issued document.

**Standard 1 strengths are identified, which include:**

- a clear, clearly defined mission, goals and objectives;
- implemented international quality management system ISO 9001: 2016 (ISO: 2015);
- developed a strategic plan with the main directions of educational activities of the college;
- availability of its own clinical base - Hospital of Nursing Care;
- availability of the Training and Methodological Center equipped with modern international simulators;
- wide representation in the adoption of the plan of college teachers and consumers of the educational process: practical health care, students, parents based on transparency and open access academic policy of the college;
- active and mutually beneficial integration with practical health care;
- restructuring in the "Higher Medical College" with the ability to train nursing specialists with the qualification "Applied Bachelor";
- various types of final learning outcomes.

**STANDARD 2: Education programs**

Educational curricula in the field of "Medical Business", qualifications "Paramedic" "Midwife"; "Nursing", qualification "Nurse General Practice"; "Laboratory diagnostics", qualification "Medical laboratory assistant"; "Pharmacy", qualification "Pharmacist" corresponds to the mission, goals, objectives and strategic plan of the ISC and is focused on training competitive specialists based on innovative technologies of the educational process, new forms of education in the field of medical education, development of social partnership.

The Medical College uses educational programs and teaching methods that are based on modern learning technologies, taking into account the achievements of biomedical science. The training process is carried out on the basis of normative educational and methodical, legal documents and allows conducting high-quality training of specialists according to standards. The college has a sufficient material and technical base, faculty, allowing to effectively carry out educational activities on EP. Innovative, traditional and non-traditional teaching approaches used by the teaching staff of the college give the opportunity to fully learn professional competencies. The college creates conditions for the development of scientific potential of both teaching staff and students. The educational process is focused on

the future practical activities of specialists through the integration of interdisciplinary connections of general professional and special disciplines. Educational and program documentation (curriculum, typical working training programs and programs, individual curricula for each discipline), developed in accordance with the requirements of SCES 2010, 2013, SCES 2016 and consistent with the objectives and content of the educational program to achieve the expected learning outcomes. The volume of classroom lessons does not exceed an average of 36 hours per week, with a total student workload of 54 hours per week, including all types of extracurricular work. The distribution of classroom hours on the theoretical and practical components are carried out taking into account the status of disciplines and belonging to a particular cycle.

The educational planning and methodological documentation developed by the college teachers is reviewed and approved at all collegiate structural divisions of the college. The teaching staff of the medical college and employers participate in the management of the EP. In developing the EP, in ensuring their quality, the interests of employers are taken into account. The work of students in the Student Council, their participation in collective management bodies, in the development, management and evaluation of EP and other issues of student life are revealed. There is a regular monitoring of satisfaction with the quality of educational services, through questioning by a psychologist. The optimal educational environment of the college contributes to the successful development of knowledge and skills for the formation and self-development of the individual and their creative abilities. There are resources that provide the conditions for the implementation of educational activities on the basis of ICT, library stock and qualified teaching staff. To carry out practical training, a sufficient number of bases (44), medical organizations for the conduct of SCP, PP on specialties, courses and profile are presented. Detailed described educational work, its directions, forms and methods that provides the conditions for personal development and education of students. This work is focused on the formation of civil-patriotic consciousness, moral position, the development of cognitive interests, creative activity of students. Educational work is carried out by the deputy director, psychologist, curators and student councils.

**The strengths of Standard 2 are defined, which include:**

- appropriate material and technical base and qualified teaching staff of the relevant SCES and SanPiN;
- there is a training center equipped with modern international simulators;
- teaching staff and managers from practical healthcare have mutually beneficial partnerships based on cooperation and mutual assistance necessary to manage the educational program and improve the quality of training of specialists;
- introduction of an additional Basic Life Support (BLS) training course in the provision of emergency medical care to people in a life-threatening condition;- active use of informational and innovative pedagogical technologies and the principles of the scientific approach that develop students' communicative abilities and analytical, critical thinking;

- educational components included in the learning process are aimed at instilling national values, the formation of patriotism and citizenship, the development of diverse interests and abilities of students, the formation of a healthy lifestyle;

### **STANDARD 3: Students assessment**

The college's assessment system is based on regulatory and regulatory documentation. The college demonstrates an effective continuous mechanism of internal quality assessment and examination of educational programs by monitoring the quality of education, various types of monitoring the training of students. Analysis of the control allows you to carry out the necessary corrective measures to improve the quality of educational programs. Monitoring the level of professional preparedness of students at various stages of the educational process is carried out in the form of current, intermediate and final certification. The HMC uses a wide range of principles, methods, and practices used by college teachers to evaluate students. Social partners are actively involved in the assessment of students' professional competencies, to correct the actions of the college staff and learning outcomes. The principles, methods and practice of evaluating academic achievements are comparable with the methods of teaching and teaching and guarantee the achievement of outcomes by students. The policy for evaluating student achievement is based on publicity, objectivity, and accessibility. The results of the final state certification show the readiness of graduates to perform their professional duties. At IGA, graduates show stable high results of theoretical and practical knowledge. Graduates are employed in medical organizations of the city, region, and other regions (the employment of graduates of the 2017–2018 academic year is 83.5%). The quality of college education allows graduates to continue their studies both in universities of the country and abroad.

#### **The strengths of the Standard 3, which include:**

- college assessment methods are reliable and valid;
- unified automated system for monitoring students' knowledge;
- monitoring the level of professional preparedness of students at various levels of the educational process;
- an objective structured clinical exam (OSKE) was introduced;
- good indicators of demand and employment of college graduates;

### **STANDA**

#### **RD 4. Learners**

The enrollment of students at the HMC is carried out in accordance with the Decree of the Government of the Republic of Kazakhstan No. 130 dated January 19, 2012 “On approval of the Model Rules for admission to educational institutions implementing educational programs of technical and vocational education”. The forms and mechanisms of work of the reception, the appeal commission on the recruitment of students to college are transparent. The total contingent of students for the 2018-2019 school years is 1385, of which 1054 are in the state language of instruction. 243 people are in the budget department, 222

of them in the state language of instruction. There are 340 people in the paid department, 249 of them in the state language of instruction..

The transfer of students from semester to semester, from course to course is made on the basis of the successful completion of the semester and course, with the execution of the order of the director of the college in accordance with legal documents.

The restoration procedure is carried out in accordance with the Order No. 19 dated January 20, 2015, "On Approval of the Rules for Transfer and Recovery of Students by Types of Educational Organization". There is an evidence base demonstrating the indicators of admission in the context of specialties, regulatory timelines for the development of EP in the specialties, the contingent of students in the courses in the context of specialties, documented results of progress and the quality of students' knowledge. Higher Medical College holds an academic policy of tolerance: openness, transparency and accessibility. Information about academic policy is annually updated and published on the website and is publicly available. Изменения в политике, процедурах и информации об образовательной программе четко, последовательно и своевременно сообщаются обучающимся.

**Standard 4 strengths are identified, which include:**

- policies and criteria for admission to college are objectively transparent;
- effective student support service;
- use of modern educational technologies, including informational;
- created the conditions for the realization of creative potential and personal growth of students;
- stable results of students' academic performance and quality.

**STANDARD 5: Academic staff / teachers**

The quantitative and qualitative composition of teachers meets the qualification requirements. 130 teachers, including 111 full-time teachers, part-time workers provide EP. Out of the number of full-time teachers: 13 masters, 2 PhD, have the highest qualification category - 31 teachers, the first - 11, the second - 33, including 6 bachelor and 4 masters.

The college is working on individual planning and monitoring of teachers. The level of professional competence, methods, forms of improving professionalism, qualifications and creative potential of members of the teaching staff correspond to the stated mission, goals and objectives of the strategic plan. The system of motivation, stimulation of the activities of teachers and young teachers, advanced training of HETP and AMP is timely and diverse. A great deal of work is being done at HMC to train young teachers in the basics of pedagogical skills, through the work of the CID, mentoring, and training in advanced courses both in college and in other medical education organizations. So in the college there is a "School of young teacher" whose students in 2018-2019 were 25 teachers. In order to provide pedagogical and methodological support during the period of professional adaptation to new professional conditions, each novice teacher and young specialist is annually assigned mentors from among experienced teachers who have the highest and first qualification category. In 2018-2019, 74

full-time teachers, including foreign ones, underwent advanced training; 14 teachers were trained at the Lithuanian University of Health Sciences on the topic “Competences and scientific research methods in nursing”

There is information about the analysis of turnover, categorization of personnel, developed guidance documents for assessing the effectiveness of teaching. Analysis of staff turnover indicates an increase in the number of newly recruited employees on retired employees. Dismissals are associated with retirement or transfer to other institutions and dismissal at will.

Personnel policy is aimed at improving the continuous professional growth of teachers and improving the effectiveness of collective efforts to implement the mission and goals of the college.

**Standard 5 strengths are identified, which include:**

- increase in the number of teachers having the highest and first categories for the period from 2016-2019 academic years;
- the system of selection and placement of teaching staff in accordance with regulatory documents on personnel management procedures;
- conditions for positive personal growth of teachers and opportunities for the full disclosure of the potential for making the personal contribution of each to the sustainable development of the college;
- an effective system of material and moral incentives for teachers and staff;
- active participation of college teachers in the development and publication of analytical methodological scientific and publishing activities;
- professional development of teachers and college staff in regional, republican, international courses and seminars;
- opening of a simulation room for practicing practical skills on modern simulators and phantoms;
- creating a health-saving environment for employees and students.

**STANDARD 6: Education resources**

The HMC is located in a typical building where classrooms, lecture halls and laboratories are located for practical and theoretical classes, as well as utility rooms, an assembly hall, a conference hall, a canteen and a gym.

The total area of the building is 5769.3 square meters, which is 4.2 square meters. per student. The material and technical equipment of the special disciplines' offices complies with the requirements of the “Approximate classroom equipment sheet” and averages 86%.

Every year for the new academic year, the current repair work of the building, the replacement of electrical wiring, the replacement of elements of the heating system, etc. are carried out. All types of work are completed with the receipt of the act of 100% readiness and permission to use heat and hot water.

The college has an assembly hall with an area of 405.8 square meters for 130 seats, with modern multimedia and musical equipment. College music and radio equipment allows recording and arranging musical works to conduct radio transmissions within the college.

In order to provide hot meals for students and college staff, there is a fully equipped canteen for 85 seats and a cafeteria. A varied menu is regularly monitored by a medical professional, the administration, and the College Student Council. The food menu must include dietary meals, according to the recommended diet tables.

Training sessions at the college are held in 62 training rooms and laboratories in accordance with the current SCES of RoK, 20 rooms are located in medical organizations. The college has its own clinic: City Hospital of Nursing Care for 100 beds.

The total area of the college library is 151 sq.m. and consists of a subscription, a reading room for 24 seats and a book depository. There is an electronic library equipped with 12 computers. Every year the library fund is replenished with new educational, educational-methodical and reference books, visual aids, electronic textbooks, and methodological literature of college teachers. The library book of the library totals 47,250 copies (including 26,792 copies in the state language), and the number of copies per student is 29. The fund of educational literature from the number of the general fund is 41491 copies (including 26244 copies in the state language).

The availability of students of electronic textbooks is 275, the fund of the electronic reading room is 94. To help students prepare for self-preparation, the library has 12 computers with Internet access, 94 electronic textbooks, 1 MFP (3 in 1: printer / copier / scanner).

The KABIS system has been introduced - designed for complex automation of library processes and the creation of electronic catalogs, as well as full-text databases.

The college has one broadband Internet connection, with a total speed of 150 Mbps. Inside the college, a high-speed local computer network is installed at a speed of 1 Gbit / s. Thanks to it, all college workstations have access to the Internet and an internal local area network.

The material and technical base includes: 123 computers, 2 information podiums, multimedia projectors, copying and duplicating equipment. Number of students per 1 computer, taking into account 2 shift classes 11 (people) The college is equipped with 46 units of modern copying and copying equipment, namely the MFP (3 in 1: printer / copier / scanner). This technique is actively used in the educational process of the college.

The leadership of the college regularly takes measures to strengthen the material and technical base. The resources available in sufficient volume meet the requirements of the SCES and regulations, meet the stated mission, strategic goals and are available to teachers and college students. The positive dynamics of the acquisition, renewal, replenishment of material and technical resources.

The college demonstrates sufficient provision of the existing fund of educational, methodical, scientific literature on paper and electronic media, periodical subscriptions in the context of training languages and specialties. There is also a detailed description of the equipment of all the available classrooms, tabular data on the ratio of ICT, library resources, soft and hard inventory. The

college conducts constant work on the development and updating of material and technical equipment, the introduction of new information technologies in the educational process.

**Standard 6 strengths are identified, which include:**

- a good material and technical base and qualified teaching staff corresponding to SCES and SanPiN;
- the availability of the Training and Methodological Center equipped with modern international simulators;
- high assortment and choice of material, information, library resources;
- training teachers abroad;
- constant updating of the material and technical base, taking into account the relevance and reform of the health system of the Republic of Kazakhstan.

**STANDARD 7: Educational programs assessment**

The educational programs assessment is carried out on the basis of the academic performance and the quality of students' knowledge of the monitoring of student satisfaction, teaching staff and employers, as well as students' achievements. Internal monitoring of the activities of the college and its divisions is carried out in accordance with internal regulatory documents and are planned. Internal audits of the department are held twice a year, divisions - once a year. Based on the results of the audit by the head of the verified unit, corrective actions are being developed to prevent the occurrence of identified non-conformities in the future. The college systematically conducts studies of the expectations and satisfaction of teachers, employees, employers, first-year and graduate students using sociological methods such as questioning, interviewing, and conversations. For example, one of the forms of systematic assessment of a teacher's activity is the annual questionnaire "A teacher through the eyes of a student". The study of the opinions of students shows students' satisfaction with the educational process (88%). In order to assess the quality of the educational services provided by the college, the graduates are questioned by employers, who note high satisfaction with the quality of theoretical knowledge and practical skills of students. All results are discussed at the Pedagogical Council of the college and are the basis for making decisions on improving the activities of the college.

**Standard 7 strengths are defined, which include:**

- systematic studies of the expectations and satisfaction of teachers, staff, students, employers;
- a high percentage of satisfaction of teachers, staff, students, employers, the organization of work in the college;

**STANDARD 8. Management and Administration**

The organizational structure of the college is designed in accordance with the mission, goals and objectives of the HMC. The staff management structure of the college determines the composition of departments and the list of college positions. College units are formal groups of employees responsible for performing a specific set of functions. The main activities of the college are coordinated by the deputy director, who is appointed and dismissed by order of the director of the HMC and report directly to him.



The main structural divisions of the college are: branches, departments that manage certain areas of the college. The direct management of the work of the units is carried out by its head. The college has a database of internal and external regulatory acts governing all major processes. The qualifications of heads of departments correspond to the tasks of management. College management is carried out on the vertical and horizontal distribution of labor. The internal routine of the college activities is represented by a complete list of constituent, legislative documents, regulatory legal acts and instructive standards defining the activity of an educational institution and VET as a whole. The content, forms and methodology of collegial bodies reflects the whole range of educational, organizational and methodological work and is consistent with the mission and stratified goals of the college. In their work, employees of structural divisions are guided by the Code of Business Conduct of the HMC, orders of the director, and instructions of the management.

The functions and activities of each structural unit are enshrined in the relevant provisions. The staff list determines the composition of departments and the list of positions.

The college demonstrates the presence of a certified QMS for compliance with the requirements of art. RK ISO 9001-2009 “Quality Management System Requirements; approved documents, manuals, documented procedures, as well as its constant improvement through systematic analysis of the institution, making changes as necessary and adjusting.

Demonstrates the openness and accessibility of managers and administration for students, teachers and parents promptly responding and solving any questions that may arise. The results of the periodic survey demonstrate the degree of satisfaction of the needs of teachers, staff and students in the management system. The college shows an effective and stable mechanism of financing, planning, reporting, openness and transparency of the distribution of budgetary funds on the principle of publicity.

**Standard 8 strengths are identified, which include:**

- interest of practical health care and ultrasound in the training of qualified personnel;
- the international quality management system ISO 9001: 2016 (ISO: 2015) has been introduced.

**STANDARD 9. Continuous improvement**

HMC continuously improves the quality of educational services provided. The college annually reviews the organizational structure of management in accordance with the ongoing reform in the field of education and health care in Kazakhstan. Over the years, new structural units were created and added, the functional tasks of which are aimed at ensuring the quality of educational programs. To optimize the organizational work of the college, managerial and auxiliary positions were abolished, the vacant units were redirected to the training department to strengthen the educational process. Thus, in 2018, a center for psychological relief and communication skills was created, where a special modular program was developed for the adaptation of first-year students and a

program for students of graduation groups “Professional interaction of the future specialist with the patient”. To improve and develop practical skills of students, a Simulation Center of practical skills was created. An independent assessment of knowledge and skills is carried out on the basis of the Center using the OSCE method. On the basis of international practice, assessment forms of graduates' knowledge, working out skills on simulation equipment have been introduced. The goals of the college's strategic development plan are updated to reflect changes in health care needs, new regulatory documents, and changes in society. Planning is carried out based on the analysis of the existing needs of the college, taking into account current activities, in accordance with previous experience and prospects for the future. The college regularly analyzes the performance of teaching staff in order to eliminate shortcomings, as well as in developing a strategy, a quality policy and a review of the organizational structure and functions. Resources are constantly allocated on the basis of ongoing improvements.

**Standard 9 strengths are identified, which include:**

- creation of a center for psychological relief and communication skills;
- assessment forms of knowledge of graduates implemented on the basis of international practice, working out skills on simulation equipment, determining the level of students' knowledge using OSKE;
- availability of hours for the components of choice;- scheduled training of HETP and AMP abroad and within the country.

**2.5 Level and quality of self-examination of the activities of the RSE REM "High Medical College" of Healthcare Department of Almaty city.**

Based on the analysis of the self-assessment report by external experts, it was determined that the content of the self-assessment report is structured according to the standard of institutional accreditation of medical colleges.

The report is written in a competent language, the wording for each standard is clear and understandable, the tables and figures contain references in the text and are numbered. There are references to the regulatory legal acts, model rules and documents of the RSE REM "Higher Medical College" of the Public Health Department of Almaty city.

The self-assessment and description were carried out in accordance with the criteria of ECAQA accreditation standards and the answers to the questions formulated in the Self-Assessment Guides were received. In all the standards of the HMC, real practice, arguments, examples confirming compliance with the requirements of accreditation standards are given. A description of the activities of the HMC on the basis of the accreditation standards is complete, updated (according to the number of students, information on admission, the results of state certification (intermediate certification), financial information, etc.).

The conclusion on each of the standards of institutional accreditation includes a description of strengths, areas for improvement. In accordance with the requirements of the ECAQA Self-Assessment Guide, copies of documents are attached to the report, which complement the description of the accreditation standards.

Thus, the Self-Assessment Report on the activities of the HMC contains objective, detailed, structured information on all activities in accordance with the ECAQA accreditation standards.

### 3. Description of the HMC visit

The visit of the external expert commission to the HMC was organized in accordance with the program agreed upon with the chairman of the EEC Tokbergenova G.T. and approved by Ospanova A.K.

On 27.03.2019 a preliminary meeting of the ECAQA EEC members took place. During the organizational meeting, the experts met, the visiting program was clarified, the responsibility of the EEC members was distributed. A brief review of the Institutional Self-Assessment Report of the HMC was conducted, additional information was determined that should be requested from the accredited organization to ensure full awareness of the EEC members during institutional accreditation. The program of the visit and the schedule of visiting the EEC college on day 1 were discussed.

To obtain objective information on the assessment of the activities of the HMC, members of the EEC have used the following methods: visual inspection, observation, interviewing employees of various departments, teachers, graduates and employers, on-line surveys of teachers and residents. The two-day visit program of the EEC is fully implemented. From the side of the HMC team, the presence of all the persons specified in the visiting program is ensured.

#### **Information on the number and category of participants in meetings, interviews, job talks with members of the EEC**

No.	Category of members	Quantity
1.	Acting Director	1
2.	Deputy Director	-
3.	Heads of departments, centers	12
4.	Heads of ICC	3
5.	Head of the educational and methodical center	1
6.	Head of Library	1
7.	Head of department	2
8.	Teachers	49
9.	Students	118
10.	Graduates	10
11.	Visit of practical sessions	7

During the visit, members of the EEC held conversations with the leadership, teachers, students, graduates and representatives of practical health care, working in various structural divisions of the HMC.

#### **March 27 - the first day of the visit.**

In accordance with the visiting program, the EEC members on the first day of the visit met with the first head of the acting Director Alibekova Lyazzat Dzhanbekovnaya at the same time being the Deputy Director for educational

work. In an interview with directors, external experts received information about the mission and strategic objectives, development prospects, the dynamics of quantitative indicators for admission of students, a set of teachers, approaches to the development of teachers. Then there was a conversation with the staff of the educational and methodological sector (Svetenko O.A., Dzhumakanova M.A., Kisanova N.K., Rakhimbetova T.K.) where experts clarified the rules for organizing the educational process, methods for evaluating students' academic achievements, methodological support and the regularity of updating it, including accredited educational programs.

HMC visited the practice department, where a meeting with the head Oralbayeva A.D. demonstrated contract with practice bases (44), approaches to student mentoring, practical skills assessment methods, difficulties in organizing practical training.

The organization of educational work was evaluated (the head of Fayzullin MS) was established, there is a plan for educational work developed on the basis of the strategic plan until 2023. Various forms of educational work were introduced in the college, hobby groups were opened (5), sports clubs, club of the funny and inventive team. Coordinating work between students and teachers, the administration is carried out by the Student Council. Its representatives are involved in the work of the pedagogical council, making proposals for improving the work of the college in relation to student life. The meeting was attended by representatives of the student asset, which showed high satisfaction with the conditions of college.

Further, the program included a meeting with the head of the scientific and methodological department Amrina G.A., who spoke about the Erasmus + program implemented at the college, scientific student circles, the publication of teaching aids by teachers, and at the same time, experts noted the low publication activity of college teachers.

On the first day of the visit, a simulation center was visited, where the stages of the formation and development of practical skills in therapy, pediatrics, emergency care and obstetrics were presented. The simulation center is a large audience, the stages of which are separated by screens. Several groups can be engaged at the same time.

Then the library (the head Isayeva K.O.) is visited. However, experts noted that the training phantoms are not marked, there are no instructions and descriptions for them, they require appropriate content.

The library is located in the building of the main building, meets the requirements for equipment. The library fund is 47,250 copies (including 26792 copies in the state language). educational literature. At the same time, it is necessary to update the educational literature in all accredited specialties, purchase more textbooks, so that each student is provided with a set of educational literature in all disciplines. The students present at the library said that with a shortage of textbooks, teachers provide an opportunity to study by electronic textbooks (245 textbooks), and the foundation of the electronic reading room is 244.

In accordance with the institutional policy, the college has a Medical office, which also visited the EEC, no comments were revealed. Medical assistance is provided by the medical assistant Tazhieva U.A.

Next, the program included an interview with the chairmen of the cyclical methodological commissions, and the EEC was divided into subgroups to conduct a more detailed interview and get answers to the questions raised during the specialized self-assessment of four educational programs.

The program of the visit also included a meeting of the EEC with the staff of the auxiliary services, the head of the internal audit department Erdesova G.K.

A visual inspection of the college was conducted, during which experts were convinced on-site about the organization of practical training in accordance with the requirements of the educational process, equipped with appropriate equipment (interactive boards, multimedia projectors, school desks, tables, teaching materials - training package, attendance and performance logs and etc.).

The external evaluation procedure also included interviews with college teachers. A total of 49 teachers attended the meeting. A detailed constructive dialogue took place on the awareness of the mission, participation in the development of a strategic plan, college job satisfaction, proficiency in modern teaching methods and assessment of students' knowledge and skills, college material security, the availability of material incentives for teachers, college motivation and other issues accreditation standards. At the end of the meeting, an online survey of teachers was held. 47 (99%) completed questionnaires were received, the results of the survey will be presented below.

An educational event was attended (STEM), organized by the Student Council and the department for educational work. In general, the activity and involvement of students was noted. The work plan, the protocol of the event was presented.

At the end of the first day of work, external experts examined the information and documents provided on request (a list of the requested documentation is available in ECAQA cases). There are more than 20 documents.

**March 28 - the second day of the visit** began with a meeting with students of all educational programs applied for accreditation. In total there were 118 students, mainly 2-3 courses in 4 specialties of study. Within 40 minutes, experts asked 15 questions, including knowledge of the college's mission, motivation and satisfaction with college education, study benefits, practical training on clinical bases, satisfaction with assessment methods and results, relationships with teachers, provision of educational literature, and career prospects. growth, employment prospects, extracurricular student life, etc. The experts obtained convincing evidence of the implementation of the main sections of the Standards 1-9, which are directly related to the students. At the same time, it was revealed that students need updated textbooks. In general, students showed their activity, commitment to the values and traditions of the college, great interest in studies and student life, the desire to further improve and continue their studies at the university (approximately 75% of those present). At the end of the meeting, an online survey of students was conducted. The questionnaire was sent to 118

people, 66 (51%) completed questionnaires were received, the results of the survey will be presented below.

Further, according to the program of the visit of the EEC, practical classes on the basics of nursing (group 0404/2), therapies-specialization (group 402/2), pharmacology (group 16-09 / 1), surgical diseases (group 16-18 / 1AD), childhood diseases (gr.16-16 / 3), pharmacognosy (gr.16-19). The classes were attended by 100% of students, the security of classes meets the requirements. Students are active, interested, well prepared.

One subgroup of the EEC made a visit to the Republican Medical College, where, according to an outsourcing contract, 3 groups of students are trained in the educational program "Laboratory work". According to the Agreement, the "performer" party fully ensures the implementation of the program in his college, including providing his methodological base. Documentation on educational program are studied. Attended a practical lesson in the discipline "Hygiene with the technique of sanitary and hygienic studies" (gr. 3-16 / 1). It is noted that the methodological provision is presented from the RMC and the teacher is also a full-time teacher of the RMC. Methodical materials for 2017-2018 according to the educational program "Laboratory work" (timetables, orders, educational and methodical complexes, reports, etc.) developed by the HMC of the Department of Public Health of Almaty city were demonstrated to the expert Kumarova A.B.

The second half of the day the work of the EEC was devoted to visiting the clinical bases of the college; to this end, the commission divided into two groups. The first subgroup included experts Kumarova A. B., Kozhabaeva E.A., Shukurgaliev Z.A., ECAQA observer Umarova M.A. They visited the Kazakh Research Institute of Oncology and Radiology, GKB No. 4, Maternity Hospital No. 1, City Cardiology Center, where students study in the specialties of General Medicine, Pharmacy, and Laboratory Business.

Another subgroup of experts included Tokbergenova G.T. (chairman), Saktanova T.S. (foreign expert), Kadyshcheva I.V., Estemesova K.A., Amanzholova D.S., Bryuzgina D.S. (student). They visited the College Training Center, the Palliative Care Center, the Nursing Hospital, where the "Nursing" educational program is being implemented. The experts validated the data on the self-assessment report according to standards 2,6,9. In the Training and Methodological Center a meeting was held with college graduates, in the course of conversations with them, positive feedback was received about the college, the quality of nursing for nurses of different years, support of the college's communication with graduates and the participation of former graduates of the HMC of the Department of Public Health having a great experience in conducting educational and practical training of students.

At the end of the second day, experts conducted statistical processing of questionnaires, interview results, a discussion of strengths and areas requiring improvement in all four educational programs and the institutional activities of the college.

*The questionnaire for students included 39 questions with answers.* On-line survey completed on 28.04.2019.

According to the results of the survey, students were found to recommend that 95% of the respondents from the Russian department and 100% from the Kazakh department recommend that they study in this educational organization to their acquaintances, friends, and relatives. The fact that “Program managers and teachers are aware of the problems of students related to college education” is fully agreed by 87.1% of respondents (r / o) and 90.1% (c / o). In response to the question “Program managers and teachers involve students in the work of advisory bodies (methodological council, pedagogical council, educational program committees)”, students r / o wrote “constantly” - 51.6% and 86.8% of c / o however, 16% of students r / o and 4.4% of c / o are not aware of this.

In general, the conditions and equipment of classrooms, college audiences are satisfied with 89% of the students r / o and 94.5% of the c / o. The college has created conditions for rest and meals for students (rest rooms, benches / gazebos in the territory, a canteen) in between classes - 77.42% from r/o and 90.1% from c/ o fully agree with this . According to 90.2% of surveyed students of the r/ o, they believe that mainly office equipment (computers, laptops, printers) are accessible to students in classrooms and practice bases, and among students about 92%. Teachers provide students with methodological and didactic materials, 83.87% (r / o) and 91.2% (c / o) supplementary literature for preparing for classes fully agree with this. There were no negative respondents to this question. 93.55% of the students r / o and 83.5% of the c / o fully agree that the college has access to the participation of students in research work. 83.9% of students r / o and 90% of the c / o are fully satisfied with library resources, 6.45% and 7.69%, respectively, are partially satisfied. The respondents rated the availability of medical services for a college student as follows: 74.19% were fully satisfied, 6.45% partially, 12.9% completely unsatisfied, 6% did not give an answer. 81% of the students r / o and 91.2% c/o were fully satisfied with the activity of the mentors. According to the majority of surveyed students r / o (90.32%) and c / o (91.2%), teachers and college staff are respectful to students, at the same time 6.45% r / o and 1.1% c / o disagree with this statement. There are social support programs for students in the college - 96.8% of the students r / o and 97.8% c / o answered in the affirmative. But 3.23% r / o and 2.2% of c / o students have not heard about these programs. The question “The presence of a student career counseling service in the college” - 83.87% answered that there is such a service. At the same time, almost 16% either did not hear about it or doubted with the answer. The organization of education has established a system of self-study for students - 80.65% r / o and 89% c / o fully agree with this, almost 10% of respondents partially agree, and 6.45% disagree completely. The majority of respondents (84%) and c / o (97.8%) were excellent and well-appreciated the organization of training in practice bases. There is enough time for practical training (patient care and maintenance, nursing visits, work in laboratories, etc.) - 70.97% and 16.13% of respondents fully agree or partially agree with this, respectively. Among students c / o these figures are as follows - 90.1% and 6.6%, respectively. Most of the class schedule suits the respondents of both the Russian branch (93.5%) and the branch offices (98.9%). Fully satisfied with the methods of evaluation on average 84% of students r / o and 87.9% c / o.

The content of the educational program (list of disciplines) for the chosen specialty fully meets the expectations of 75% of students of the r / o and 93.41% of the c / o. Teachers in the classroom use active and interactive teaching methods - 77.42% r / o and 80% c / o answered “regularly”, 19.35% r / o and 11% c / o answered “sometimes”, 3.23% r / o "rarely." Only 58.1% of the students r / o and 79.12% of the c / o wrote that constantly after after completing classes, the teacher provides feedback (listens to the student's opinion, conducts a mini-questionnaire, works on errors), sometimes this is done according to 32.26% of students of the p / o and 15.38% to / about. Most of the surveyed students r / o - 67.64% and 92.31% of the c / o believe that the teacher (tutor, curator) of the college is an example for me as a professional doctor, a person (ethics, communication, appearance, speech). However, almost 32.5% of the students r / o and 6.5% of the c / o wrote that “not all college teachers are an example for me”. However, almost 32.5% of the students r / o and 6.5% of the c / o wrote that “not all college teachers are an example for me”. The majority of respondents in the p / o (87%) and c / o (96.7%) believe that there are a sufficient number of patients to carry out practical work in the chosen specialty. Like to study at this college more than 93% of students r / o and 97.8% of c / o. To the question “Did you personally experience negative attitudes of teachers?” - 81% r / o and 96.7% c / o answered no, but 16% of the r / o wrote “yes and unfair”. College management is available for students (97%). 45.2% r / o and 49.5% c / o are currently engaged in a scientific circle. More than 90% of respondents and 94.5% of c / o are completely sure that the college allows them to acquire the necessary knowledge and skills in the chosen specialty. In general, 100% of the interviewed r / o and 94.5% c / o are satisfied with the organization of teaching in college. The work of the EEC is satisfied with 100% of the students r / o and 97.8% of the c / o. Most (87% of the r / o and 90.1% of the c / o) believe that accreditation is an important element in ensuring the quality of education in college. At the same time, more than 77% of the surveyed students of the r / o and about 87% of the c / o were involved in preparations for the accreditation of the college.

Thus, about 92% of the students surveyed are satisfied with the organization of education, teaching methods, relations with teachers and expectations from college.

Next, we present a brief analysis of the survey of teachers. There are 26 questions in the questionnaire. Questionnaires sent to 49 teachers, on 26.04.2019, 47 completed questionnaires received. On-line survey completed on 28.04.2019.

According to the results of the survey, 90% are fully satisfied, and 4% are partially satisfied with the organization of the educational process in the college; according to 87% (fully agree) and 11% (partially agree) that the college is ethical and subordinate in the relationship between colleagues, teachers, leadership; 79% of respondents are completely satisfied with the organization of labor and working time, and 12% partially agree with this; 67% fully agree that the organization has an opportunity for career growth and development of teacher competencies, and 21% partially agree; fully satisfied with the microclimate in the department / branch / division /lecturing desk staff members, where they work about 91% of the



respondents to the questionnaire; In college, I have the opportunity to be realized as a professional in my specialty - 61% each responded that they fully agree and 30% partially agree with this statement; totally agree 88% and 5% partially agree that college students have a high level of knowledge and practical skills after completing the training program; 97% of respondents answered that students have free access to patients on clinical bases and all the conditions for improving their practical skills, and 2% answered that they partially agree with these statements. During the classes, the college teachers have all sorts of teaching materials; teachers pay more attention to the practical part of student learning (97%); 76% of respondents are students' mentors; In the opinion of 79% of respondents, college leaders listened systematically to their opinion regarding questions on the educational process, research and development work, but 12% answered that sometimes almost 2% were rare; 70% of the surveyed teachers are mainly used as a method of teaching lectures, 60% - an oral analysis of the topic, 13% each has problem-oriented and interactive teaching and work in small groups, 84% use tests; 96% fully agree that this survey is useful for developing recommendations for improving the key activities of the college and its educational programs, and 11% agree with these partially, 5% of respondents disagree with this or find it difficult to answer the question.

Thus, about 90% of the teachers who answered the questionnaire are satisfied with the organization of the educational process in the college, most use a variety of teaching methods and student assessment, harmoniously combining teaching and mentoring work, providing students with the necessary teaching materials and a sufficient number of patients in practice bases.

The final meeting with the acting director and college staff was conducted in the evening. Where recommendations of the EEC on improvement were announced and recommendations on accreditation status for ECAQA Accreditation Council were given.

Comfortable conditions were created for the work of the EEC, access to all necessary information and material resources was organized.

The commission of independent experts consisting of 10 people, including a foreign expert Sakanova T.S., notes the high level of the corporate culture of the college being accredited, the high degree of team openness in providing information to members of the EEC.

Recommendations for improving the activities of the Higher Medical College of the Department of Public Health of Almaty city and 4 educational programs developed by the EEC following the external expert assessment were presented at a meeting with management and staff.

#### **4. Conclusions of EEC on external evaluation and visit**

Within the framework of the visit and the external evaluation of HMC by the members of the EEC, the key performance indicators of the HMC for compliance with the standards of institutional accreditation of ECAQA medical colleges are carefully studied and evaluated.

Information obtained by external experts during a visit to the HMC, when meeting with management, staff of departments, studying documentation, interviewing students and teachers, interviewing employers, graduates and compared with the data on the self-assessment report, which allowed to verify the validity and validation of the information provided by HMC.

Despite the fact that in the self-assessment report, HMC described its best practice in complying with accreditation standards, during the visit by external experts, the necessary information on self-assessment of individual departments of the HMC was requested (working curricula and programs, theoretical and practical classes, educational and methodological complexes, control and measuring materials, collections of publishing activities of teachers, agreements on clinical bases, agreements on international cooperation, scenarios for disciplinary events and so on.), which revealed that the activities of the HMC institutional accreditation standards ECAQA.

On the last day of their visit to the HMC, members of the EEC carried out an assessment of the compliance of an accredited educational organization with the Standards of institutional accreditation according to the ECA's Quality Profile and External Evaluation Criteria for Institutional Accreditation. The above document was individually filled out by each member of the EEC. No comments have been made by EEC members.

Thus, the external assessment and the visit of the EEC members allowed for the verification and validation of the report on institutional self-assessment when visiting the ISC in full in accordance with the Regulations on the External Expert Commission, the Manual on External Evaluation of the Medical Educational Organization of the Eurasian Center for Accreditation and Quality Assurance of Education and Health.

## **5. Analysis of compliance with the standards of institutional accreditation based on the results of the external evaluation of the RSE REM “Higher Medical College” of Public Health Department of Almaty city and an overview of the strengths of each standard.**

### **STANDARD 1: MISSION AND OUTCOMES**

External experts obtained evidence that the mission of the college is in line with the objectives of the development of the country, the national system of technical and vocational education, the health system and the development of human resources in the field of nursing education. During interviews with students and teachers, interviews with leaders and representatives of practical public health, the participation of the staff, personnel, student community and employers in the discussion of the mission and goals was established. The development and approval of the mission and vision took place in accordance with the existing procedure, ensuring the involvement of all interested parties, both at the planning stage and during the implementation of decisions made. Student-centered and practice-oriented training used in the accredited college ensures the

implementation of the final learning outcomes, the list of which is included in the working curricula.

***The strengths of this standard are:***

- a clear, well-defined mission, goals and objectives;
- implemented international quality management system ISO 9001: 2016 (ISO: 2015);
- developed strategic plan with the main directions of educational activities of the college; наличие собственной клинической базы - Больница сестринского ухода;
- availability of the Training and Methodological Center, equipped with modern international simulators;
- wide representation in the adoption of the plan of college teachers and consumers of the educational process of practical health care for students, parents based on transparency and open access of academic college policies;
- active and mutually beneficial integration with practical health care;
- restructuring in the "Higher Medical College" with the ability to train nursing specialists with the qualification "Applied Bachelor";
- various types of learning outcomes.

***Conclusions EEC on the criteria (see Annex 1):*** correspond to - 9, correspond partially - 0, do not correspond - 0.

Standard 1: completed

***Recommendations: no***

## **STANDARD 2: EDUCATIONAL PROGRAMMES**

Five educational programs are implemented in accordance with the mission, goals and expected learning outcomes and reflect the SCES, the needs and expectations of society. The methods used, the forms of teaching and learning, as well as the content of EP are based on modern principles, contribute to the formation of professional competencies and determine the content, volume and sequence of learning components.

The EEC received convincing data on the methodological support of educational programs and the use of a variety of teaching methods by teachers. When interviewing students, a high percentage of student satisfaction with college education was established..

***The strengths of this standard are:***

- appropriate material and technical base and qualified teaching staff of the relevant SCES and SanPiN;
- availability of the Training and Methodological Center equipped with modern international simulators;
- existence of mutually beneficial partnerships based on cooperation and mutual assistance necessary to manage the educational program and improve the quality of training of specialists between the teaching staff and managers from practical health care;
- academic policy based on transparency and publicly available;
- interest of practical health care in the training of qualified personnel;

- introduction of an additional Basic Life Support (BLS) training course on emergency medical care for people in a life-threatening condition;
- active use of informational and innovative pedagogical technologies and the principles of the scientific approach that develop students' communicative abilities and analytical, critical thinking;
- educational components included in the learning process are aimed at instilling national values, the formation of patriotism and citizenship, the development of diverse interests and abilities of students, the formation of a healthy lifestyle;

**Conclusions EEC on the criteria:** corresponds to - 12, partially comply - 2, do not comply - 0.

Standard 2: Completed

**Recommendations for improvement:**

1. To strengthen student research work (coverage for all educational programs).
2. To continue work on the introduction of dual training.
3. To fill up the educational programs with methodical materials.

### **STANDARD 3: ASSESSMENT OF STUDENTS**

The principles, methods and practice of evaluating the professional competencies of students used by the HMC guarantee openness of accessibility, ensure the achievement of learning outcomes by students, and are comparable with the teaching methodology. Experts from the EEC when visiting practical classes have established the actual use of different methods for evaluating students (traditional oral questioning, writing tasks, testing, interactive questioning, problem solving, etc.). During the interviews of students by experts, it was found that more than 90% of students recognize the fairness and objectivity of methods for assessing their knowledge and skills.

**The strengths of this standard are:**

- college assessment methods are reliable and valid;
- unified automated system for monitoring students' knowledge;
- monitoring the level of professional preparedness of students at various levels of the educational process;
- an objective structured clinical exam (OSKE) was introduced;
- good indicators of demand and employment of college graduates;

**The findings of the EEC on the criteria:** correspond to - 5, partially comply - 0, do not comply - 0.

**Standard 3: Completed**

Recommendations for improvement:

1. To improve the distribution mechanisms and the procedure for employing college graduates.

### **STANDARD 4: STUDENTS**

The Higher Medical College conducts an academic policy of tolerance: openness, transparency and accessibility, both at the stage of admission and throughout the entire period of study. Information about academic policy is annually updated, updated, published on the website and is publicly available.

The EEC experts obtained evidence of an effective policy of attracting, recruiting and selecting students. In the HMC is implemented educational and methodological and social support for students, and student life is rich and diverse.

***The strengths of this standard are:***

- policies and criteria for admission to college are objective, transparent and transparent;
- effective student support service;
- the use and use of modern educational technologies, including information;
- good conditions for the realization of the creative potential of students;
- stable results of students' academic performance and quality.

***Conclusions of the EEC on the criteria:*** correspond to - 12, partially comply - 0, do not comply - 0.

***Standard 4: Completed***

Recommendations for improvement: no

## **STANDARD 5: ACADEMIC STAFF \ FACULTY**

HMC is fully provided with qualified teaching staff. The staff potential of the college owns modern pedagogical technologies and methods, forms a socio-cultural and health-saving environment, creates the conditions necessary for the comprehensive development and socialization of students' personalities, contributes to the development of the educational component of the educational process, broadcasts best practices, actively and creatively interacts with students, which allows to effectively implement programs vocational education in accordance with the requirements of qualification characteristics posts of teaching staff, and the requirements for the licensing of educational activities.

***The strengths of this standard are:***

- system of selection and placement of teaching staff in accordance with regulatory documents on personnel management procedures;
- conditions for positive personal growth of teachers and opportunities for the full disclosure of the potential for making the personal contribution of each to the sustainable development of the college;
- an effective system of material and moral incentives for teachers and staff;- active participation of college teachers in the development and publication of analytical methodological scientific and publishing activities;
- professional development of teachers and college staff in regional, republican, international courses and seminars;
- the opening of a simulation room and a center for psychological relief in order to create a health saving environment for employees.

***Conclusions of the EEC on the criteria:*** correspond to - 4, partially comply - 0, do not comply - 0.

***Standard 5: Completed***

Recommendations for improvement: no

## **STANDARD 6: EDUCATIONAL RESOURCES**

HMC has a fully developed material and technical base, equipped with educational, methodical, and scientific literature on paper and electronic media, training, auxiliary technical means, and information and communication technologies. The college conducts systematic work on the development, updating and replenishment of material equipment and the introduction of new information and communication technologies in the educational process. Periodically conducts training of teachers with the involvement of domestic and foreign experts.

### ***The strengths of this standard are:***

- a good material and technical base and qualified teaching staff corresponding to SCES and SanPiN;
- availability of the Training and Methodological Center equipped with modern international simulators;
- high assortment and choice of material, information, library resources;
- training teachers abroad;
- constant updating of the material and technical base, taking into account the relevance and reform of the health system of the Republic of Kazakhstan.

***The conclusions of the EEC on the criteria:*** correspond to - 9, partially comply - 2, do not comply - 0.

- ***Standard 6: Completed***

- ***Recommendations for improvement:***

1. To consider the possibility of building a hostel.
2. To update the material and technical base of the college, to equip with sports and training simulators.
3. To update and replenish the college library fund.
4. To develop information resources in the educational process of the college (complete with interactive boards, computer programs).

## **STANDARD 7: PROGRAMME EVALUATION**

The college has an effective system of monitoring the evaluation of educational programs, focused on students' satisfaction with the level of education they receive. The **college** systematically collects, analyzes, corrects and supplements the results of feedback from teachers and students on the stated mission, goals, objectives and strategic plan.

### ***The strengths of this standard are:***

- systematic studies of the expectations and satisfaction of teachers, staff, students, employers;
- a high percentage of satisfaction of teachers, staff, students, employers, the organization of work in the college;

***Conclusions of the EEC on the criteria:*** correspond to - 9, partially comply - 0, do not comply - 0.

***Standard 7: Completed***

***Recommendations for improvement:***

1. To improve the evaluation of educational programs to meet the requirements of employers and the needs of society.

#### **STANDARD 8. GOVERNANCE AND ADMINISTRATION**

The college management has an adequate level of managerial competence, takes responsibility for the implementation of all processes that ensure the achievement of the mission. The management system and its activities are open, transparent and accessible. The college management is ready and capable of change. All this, together, ensures the effectiveness of management activities.

Strengths:

- interest of practical health care and ultrasound in the training of qualified personnel;
- the international quality management system ISO 9001: 2016 (ISO: 2015) has been introduced.

**Conclusions of the EEC on the criteria:** correspond to - 9, partially comply - 0, do not comply - 0.

**Standard 8: completed**

**Recommendations for improvement:**

1. To develop international cooperation.
2. To expand the automated control system (implement an electronic methodical cabinet, electronic records, an electronic journal, etc.).

#### **STANDARD 9. CONTINUOUS RENEWAL**

HMC continuously revises the organizational and staff structure, updates the goals and functions of the strategic development plan, regulatory documents taking into account the needs of health care and society, modernizes the material and technical base, improves modern educational technologies and innovations in the learning process for the implementation of institutional goals and objectives of the college, needs of students and practical health care.

**The strengths of this standard are:**

- creation of a center for psychological relief and communication skills;
- assessment forms of knowledge of graduates implemented on the basis of international practice, working out skills on simulation equipment, determining the level of students' knowledge using OSKE;
- availability of hours for the components of choice;
- scheduled training of HETP and AMP abroad and within the country.

**Conclusions of the EEC on the criteria:** correspond to - 7, partially comply - 0, do not comply - 0 .

- **Standard 9: completed**

Thus, as a result of the analysis of the criteria of compliance with the standards of institutional accreditation, compliance was established according to 76 criteria, partial compliance according to 4 criteria. Non-compliance with accreditation standards not identified.

## **6. Recommendations for improving the activities of the HMC on institutional accreditation standards.**

1. To consider the possibility of building a hostel.
2. To update the material and technical base of the college, equip it with sports and training simulators.
3. To fill up the educational programs with methodical materials
4. To update and replenish the college library fund.
5. To develop international cooperation.
6. To expand the automated control system (implement an electronic methodical study, electronic records, an electronic journal, etc.).
7. To strengthen students' research work (coverage for all educational programs).
8. To develop information resources in the educational process of the college (complete with interactive whiteboards, computer programs).
9. To continue work on the introduction of dual training.
10. To improve the distribution mechanisms and the procedure for employing college graduates.
11. To improve the evaluation of educational programs to meet the requirements of employers and the needs of society.

## **7. Recommendations for Accreditation council of the ECAQA**

The EEC members came to unanimous opinion to recommend to the Accreditation Council to accredit **RSE REM "High Medical College" of Public Health Department of Almaty city** for 5 years.

Chairman of the EEC	Tokbergenova Gulmira Telmanovna
Foreign expert	Saktaganova Tamara Sultanovna
National Academic Expert	Kadysheva Irina Vladimirovna
National Academic Expert	Kozhabaeva Elmira Amankulovna
National Academic Expert	Kumarova Altynai Baltabaevna
National Academic Expert	Estemesova Karlygash Amangeldievna
National Academic Expert	Amanzholova Tatiana Kadyrovna
Expert-representative of practical health care	Shukuroalieva Zaqira Alinhayevna

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### **Рекомендация Аккредитационному совету ЕЦА**

Члены ВЭК пришли к единогласному мнению рекомендовать Аккредитационному совету аккредитовать КГП на ПХВ «Высший медицинский колледж» Управления общественного здоровья города Алматы на период 5 лет.





**Quality profile and criteria for external evaluation according to the standards of institutional accreditation of the RSE REM "High Medical College" of Public Health Department of Almaty city**

<b>standard</b>	<b>Criteria for assessment</b>	<b>Assessment</b>		
		<b>Comply</b>	<b>Partially comply</b>	<b>Do not comply</b>
<b>1.</b>	<b>MISSION AND OUTCOMES</b>	<b>9</b>	<b>0</b>	<b>0</b>
<b>2.</b>	<b>EDUCATIONAL PROGRAMMES</b>	<b>12</b>	<b>2</b>	<b>0</b>
<b>3.</b>	<b>ASSESSMENT OF STUDENTS</b>	<b>5</b>	<b>0</b>	<b>0</b>
<b>4.</b>	<b>STUDENTS</b>	<b>12</b>	<b>0</b>	<b>0</b>
<b>5.</b>	<b>ACADEMIC STAFF/FACULTY</b>	<b>4</b>	<b>0</b>	<b>0</b>
<b>6.</b>	<b>EDUCATIONAL RESOURCES</b>	<b>9</b>	<b>2</b>	<b>0</b>
<b>7.</b>	<b>PROGRAMME EVALUATION</b>	<b>9</b>	<b>0</b>	<b>0</b>
<b>8.</b>	<b>GOVERNANCE AND ADMINISTRATION</b>	<b>9</b>	<b>0</b>	<b>0</b>
<b>9.</b>	<b>CONTINUOUS RENEWAL</b>	<b>7</b>	<b>0</b>	<b>0</b>
	<b>Total</b>	<b>76</b>	<b>4</b>	<b>0</b>