

**REPORT OF THE EXTERNAL EXPERT COMMITTEE ON RESULTS
OF ASSESSMENT OF COMPLIANCE WITH INSTITUTIONAL
ACCREDITATION STANDARDS OF THE JSC "KAZAKH MEDICAL
UNIVERSITY OF CONTINUOUS EDUCATION"
14-15.05.2019**

1. Composition of the External Expert Committee

In accordance with the Order of the ECAQA No. 34 dated April 29, 2019, the External Expert Committee (EEC) was formed to assess the activities of the Kazakh Medical University of Continuing Education for compliance with the Standards for Accreditation of Higher Education Institutions for Health Professions Education as follows:



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The EEC report contains an assessment of the Kazakh Medical University of Continuing Education for compliance with the standards of institutional accreditation of medical organizations, recommendations of the EEC for further improvement of activities.

2. General part of the EEC Final Report

2.1 Representation of JSC Kazakh Medical University of Continuing Education

The University was incorporated by the Decree of the USSR Council of Ministers No. 883 as of August 17, 1963 as the "Almaty State Institute for Advanced Training of Doctors" ("KMUCE"). In 1992, it was reorganized into the Kazakh State Institute for Advanced Training of Doctors under the Ministry of Health of the Republic of Kazakhstan. On December 25, 1998 according to the Decree of the Government of the Republic of Kazakhstan No. 1335 and the order of the Ministry of Education and Science of the Republic of Kazakhstan No. 599 as of December 14, 1998, it was transformed into the state owned enterprise "Almaty State Institute for Advanced Training of Doctors".

In 2010 the institute changed its organizational and legal form to the rights of economic management. By the Governmental Decree of the Republic of Kazakhstan as of May 16, 2014 No. 501, the RSE on the rights of economic management "Almaty State Institute for Advanced Training of Doctors" was reorganized into JSC "Kazakh Medical University of Continuous Education". The rights to own and use the governmental shares of the authorized capital of JSC "KMUCE" in the amount of 100% until December 23, 2015 belonged to the State Authority "State Property and Privatization Committee" under the Ministry of Finance of the Republic of Kazakhstan", at present 100% of shares are owned by the "Medical Center "SANA" LLP.

Almaty State Institute for Advanced Training of Doctors in accordance with the order of the Agency of the Republic of Kazakhstan on Health Affairs as of 12.04.2001 no. 333, the State Enterprise on the rights of economic management was defined as the head of the state educational institution and having the status of a legal entity (certificate of state incorporation of an economic entity No. 24359-1910-GP as of February 15, 1999) implementing professional educational programs for postgraduate and additional education coordinating the Faculty of qualifications improvement and Faculty of Continuing Medical Education on educational and methodical work.

Educational activity at the university was carried out on the basis of a state license with appendices to the license issued by the Ministry of Education and Science of the Republic of Kazakhstan as of January 10, 2002, license number AA No. 000603 for the legal right to conduct education activities on postgraduate professional education with additions as of 12.10.2006,

16.07. 2008 and 27.09.2008, as of 02.06.2010 and 30.06.2010 without limitations of the validity period. In connection with the reorganization of the RSE on the rights of

economic management "Almaty State Institute for Advanced Training of Physicians" into JSC "Kazakh Medical University of Continuous Education" (hereinafter – KMUCE), the state license with appendices to the license was re-registered as of 03.12.2015, registration No. KZ52LAA00006249, without limitation of validity period.

The University has the right to conduct educational activities in the field of additional professional education for retraining and advanced training of managers and specialists by profile (addition to the basic license on educational activity, appendix no. 0100243 as of July 28, 2006). KMUCE has a certificate of conformity of the quality management system with reference to educational activities in the field of postgraduate professional education, retraining and advanced training of doctors ST RK ISO 9001-2009 "Quality Management System. Requirements" as of December 10, 2013 and a certificate of accreditation of scientific and (or) scientific and technical activities as of November 3, 2014.

In accordance with the Law on Education of the Republic of Kazakhstan (Governmental Decree No. 319-III as of July 27, 2007), a residency was introduced. The first admission to the residency was held in 2008. In 2016, more than 500 residents were trained in 27 residency courses (specialties).

At present, JSC "KMUCE" is the only HEI among medical HEIs in the country, which has been providing additional vocational education services for more than 50 years.

The University has done a lot of work to formulate the regulatory and legal framework, introduce the principles and mechanisms of corporate governance (the Board of Directors, the Management Board, the Internal Audit Service, the Council of Consultants, the development and annual update of the Strategic Development Plan, the introduction of the corporate awards system, and the improvement of the learning process management).

One of the main aspects (or directions) of the University's activities is to meet the needs of the University and the national health care system for qualified healthcare professionals and highly qualified scientific and pedagogical staff by improving the system of continuing professional development of health personnel, introducing innovative technologies in healthcare, integrating education, science practical health care (the Charter of JSC "KMUCE" approved by the decision of the only shareholder society JSC "KMUCE" dated 27.03.2017)

2.2 Previous Accreditation Details

Institutional accreditation conducted by the IAAR in 2016 for a period of 3 years. The period of validity of the Certificate of Institutional Accreditation ends in June 2019.

2.3 Analysis of the report on the institutional self-evaluation of JSC "Kazakh Medical University of Continuing Education" for compliance with the Standards for Accreditation of Higher Education Institutions for Health Professions Education

The report on the institutional self-assessment of the Kazakh Medical University of Continuing Education for compliance with the Standards for Accreditation of Higher

Education Institutions for Health Professions Education is presented on 264 pages, excluding applications, is characterized by complete, structured and internal unity information provided by the accredited medical education organization about its activities. Attached to the report is a cover letter signed by the Acting Rector - Chairman of the Board Doshozhaeva Saule Temirbulatovna, confirming the accuracy of the information and data contained in the report.

The report was compiled in accordance with the Self-evaluation Guide and fully complies with the Standards for Accreditation of Higher Education Institutions for Health Professions Education developed by ECAQA. There is a list of members of the internal commission for self-assessment, indicating the responsibility of each member of the internal commission (16 people in total), information about the representative of the university responsible for conducting institutional self-evaluation - Doskozhaeva S.T., Vice-Rector for Academic Activities. The chairman of the working group on preparation for institutional accreditation is Doskozhaeva S.T., Vice-Rector for Academic Affairs - member of the Board.

Institutional self-evaluation of the Kazakh Medical University of Continuing Education JSC was conducted on the basis of the order No. 80 - OD of 10.09.2018.

The content of the Self-Assessment Report is structured according to the ECAQA Institutional Accreditation Standards 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 links 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.

3. Analysis of compliance with the Standards of Institutional Accreditation based on the results of the external evaluation of JSC "Kazakh Medical University of Continuing Education" and a review of the strengths of each standard

Standard 1: Mission and outcomes

The KMUCE involved the development of stakeholders and informed a wide range of faculty members about their mission, which aims to ensure the implementation of a policy of training competitive professional and scientific-pedagogical personnel based on the principles of continuous development and the trinity of education, science and practice. The EEC members received evidence that the Mission is known by the majority of staff and students; it is posted on the stands, in the training rooms and on the university website, which guarantees transparency and awareness of the mission.

The uniqueness of the KMUCE mission is to create a full cycle of continuous education, ranging from undergraduate, ending in the clinical direction - residency, and in scientific and pedagogical - magistracy, doctoral studies and continuing throughout life through additional education programs.

The KMUCE determined the expected learning outcomes that students should show after completing their studies. The final results encompass opportunities for professional, research, health education and teaching activities, provide opportunities

for postgraduate training in residency / master's programs, and also create prerequisites for lifelong learning (lifelong learning).

Strengths of Standard 1 following external evaluation:

1. KMUCE has created a full cycle of continuous education.
2. KMUCE introduced in the educational process the credit technology of education.
3. KMUCE demonstrates the integration of educational, therapeutic, diagnostic and scientific directions in the educational program.

Conclusions of the EEC on the criteria: correspond to - 13, correspond partially to 0, do not correspond to – 0

Standard 1: Completed

Recommendations for improvement:

In order to strengthen strategic development and internationalization, determine a foreign university partner KMUCE.

Standard 2: Educational Programmes

KMUCE on the basis of an educational license implements educational programs in all levels of training (bachelor, internship, residency, graduate and doctoral studies), in scientific and pedagogical and specialized areas, the form of study is full-time, with a distance component. Undergraduate educational programs are carried out in 4 specialties: “General Medicine”, “Public Health”, “Pharmacy”, “Dentistry”. Educational residency programs are carried out in 30 specialties. Master's educational programs are carried out in the following specialties: “Public Health”, “Medicine”, “Medical and Prophylactic Business”, “Nursing”. Doctoral educational programs are carried out in 2 specialties of doctoral studies: 6D110100 "Medicine" and 6D110200 "Public Health". Additional education (advanced training and retraining) includes educational programs in 66 specialties.

When developing educational programs, the KMUCE team followed the requirements of the State Educational Standard of the Republic of Kazakhstan, project specifications and implemented in accordance with the internal regulatory documents of the university.

The experts obtained convincing evidence of the availability of relevant methodological materials on educational programs (teaching materials, syllabuses, KIS, didactic materials). The participation of students in the development and implementation of the educational program is ensured through their inclusion in the advisory bodies (CPC, PMK), by the method of questioning and questioning.

Strengths of Standard 2 based on external evaluation:

1. KMUCE provides the educational process with teachers with a high level of professional competence.
2. KMUCE demonstrates the integration of training and medical care through an enhanced practical component of educational programs.
3. KMUCE created for students an opportunity to choose an individual learning path.

Conclusions of the EEC on the criteria: correspond to - 17, correspond partially to -2, do not correspond to - 0.

Standard 2: Completed

Recommendations for improvement:

1. To continue the work on further introduction and use of innovative teaching and teaching methods at all levels of education.
2. Actively involve stakeholders (employers) in the development and modification of the educational program in accordance with the needs of practical public health.
3. Systematize the process of approving, revising and updating educational documentation on educational levels.
4. Actively involve undergraduates in the evaluation of the educational program.
5. To provide informative feedback and use the results of feedback to improve educational programs and the learning process.
6. Wider use of distance learning technologies.
7. Strengthening the integration of education, science and practice at all levels of education (undergraduate, internship, residency).

Standard 3: Assessment of Students

To assess students' achievements in KMUCE, various methods are used depending on their objectivity and effectiveness. The policy for assessing the achievements of undergraduate and internship students is defined in the Rules for the organization of the educational process for educational programs for undergraduate and higher education. Evaluation of educational achievements of students of the residency is carried out in accordance with the "Academic Residency Policy". The University has developed key professional competencies for each residency specialty. Training of students with the use of simulation technologies is carried out during the passage of individual disciplines at 6 stations. Evaluation of educational achievements in graduate and doctoral studies is carried out in accordance with the State Compulsory Standard of Education and typical professional training programs in medical and pharmaceutical specialties of the Republic of Kazakhstan. Evaluation of educational achievements of students of additional education is carried out in accordance with the "Academic policy in the field of additional education". Thus, in KMUCE for all categories of students, their own approaches to the assessment of the final learning outcomes, corresponding to the level of education, have been developed. The EEC was able to verify the availability of all internal documents, the maintenance of examination documents, the accounting of formative and summative assessments and the students' opinions on the fairness and effectiveness of different assessment options for their knowledge and skills.

The strengths of Standard 3 following external evaluation are:

1. KMUCE has developed appropriate assessment methods for each level of education, satisfying all interested parties.

Conclusions of the EEC on the criteria correspond to - 7, partially correspond to -0, do not correspond to - 0 Standard 3: Completed

Recommendations for improvement:

1. To increase and motivate the learner's activity and responsibility for the final result of training.
2. More actively implement individual, detailed and informative feedback (written review or report) after conducting all types of assessments.
3. To assess the quality and validity of test tasks for all types of control.
4. Strengthen information security and preservation of electronic media, including EMCD and test tasks.

Standard 4: Students

The admission policy for students in all areas of activity is governed by the Regulations, Rules and Procedures developed in accordance with the goals and objectives set for the implementation of educational programs and in accordance with legislative, regulatory and internal documents.

Policies and procedures for admission of applicants, graduate students, doctoral students, residents to study at KMUCE, prescribed in the Rules of admission for training of KMUCE, are clear, consistent with the mission and goals of the university, officially published and accessible to all future students (electronic site www.kazmuno.kz, stand and booklet for applicants, etc.). Planning of the educational process for additional education in the departments and courses is carried out in accordance with regulatory documents governing educational activities. The EEC received evidence of transparency, legitimacy and compliance with the NLA in admission, selection and enrollment of students in different categories of education. Corresponding original documents (orders, lists, logs, statements) were reviewed.

The strengths of Standard 4 on the basis of external evaluation:

1. The policy of attracting and admitting students is based on the reputation of KMUCE as a well-known and strong educational organization in the field of practical training of health professionals.
2. KMUCE provided effective feedback from stakeholders to improve educational programs.

The EEC conclusions on the criteria: correspond to - 18, correspond partially to -1, do not correspond to – 0

Standard 4: Completed

Recommendations for improvement:

1. Expansion of academic mobility of undergraduate, graduate and residency students.
2. Expanding the range of educational programs for all levels of medical education.
3. To introduce representatives of the internship and residency into the consultative bodies (clinical council) of the university.
4. To intensify the publications of undergraduates and presentations at scientific conferences at the national and international levels.

Standard 5: Academic Staff / Faculty

KMUCE has developed and effectively implements the policy on the search, reception and development of teachers. The university has developed and approved the

Personnel Management Policy. Teachers with practical experience as well as teachers directly working at 123 clinical bases of the university participate in the educational process of bachelor's programs, internships, residency and doctoral programs. The indicator of teacher satisfaction with the work conditions based on the results of a survey conducted by the university itself was in 2017. - 89%, in 2018 - 82%, in 2019 - 80%. In 2019, the implementation of the KPI system (key performance indicators or KPI) is planned. All types of activities of teachers and university staff are analyzed and monitored on advisory bodies.

The strengths of Standard 5 on the basis of an external assessment:

1. A high level of teachers' degree.
2. High clinical qualifications of teaching staff (presence of a mandatory highest or first medical category).
3. Teaching in 3 languages (Kazakh, Russian, English).

The EEC conclusions on the criteria: correspond - 11, partially correspond -1, do not correspond – 0

Standard 5: Completed

Recommendations for improvement:

1. Activation of the program of academic mobility of teachers.
2. To expand the advanced training of teaching staff in the countries of near and far abroad.
3. Introduce mechanisms for differentiated wages of teaching staff to increase motivation and further development.
3. To strengthen the teaching of the faculty in the English language.
4. To increase the number of applications for participation in competitions for grant funding of research at the national and international levels.
5. To intensify the publication of faculty in peer-reviewed journals.

Standard 6: Educational Resources

The university has a developed material and technical base for the implementation of educational programs in the specialties of bachelor, internship, residency, magistracy, doctoral studies and additional education. The university administration for the continuous improvement of material and technical base from the budget of the university allocates the necessary funds that are spent on capital and current repairs, technical equipment of educational, scientific and informational activities, the purchase of furniture and educational equipment, maintenance of utilities and networks of buildings and structures and registration of buildings and structures. KMUCE has its own library, a center of practical and communication skills, a testing center and distance learning technologies. The University concluded 123 contracts with clinical bases for the implementation of educational programs of students. The university has concluded contracts and memorandums with 31 medical and scientific educational organizations from the countries of near and far abroad. EEC received evidence of the effective use of the material and technical base of the university in the educational process and close cooperation with practical health care, visiting 3 clinical bases of KMUCE.

The strengths of Standard 6 on the basis of an external assessment:

1. KMUCE has a developed material and technical base and provides a safe learning environment.

Conclusions of the EEC on the criteria: correspond - 22, correspond partially - 2, do not correspond - 0

Standard 6: Completed

Recommendations for improvement:

1. Further improvement of the material and technical base of the university, in particular the resources of basic medical disciplines (classroom fund).

2. Further development of distance learning, in particular for postgraduate training programs and additional professional education.

3. To strengthen the security of the library of new and modern educational and methodical literature.

4. To strengthen the provision of the Center of practical skills with modern high-tech mannequins, models, models for the preparation of students at all levels of education.

5. To strengthen the equipment and improve the qualifications of the staff of medical centers of the university.

Standard 7: Programme Evaluation

KMUCE conducts continuous monitoring of the quality of the educational process to analyze the degree and completeness of the implementation of educational standards, the compliance of the operational goals of the university with the strategic development plan, as well as the qualification requirements for the teacher to prepare a competitive specialist. The university has developed a system for evaluating educational programs, which provides for the evaluation of programs at the stages of planning, implementing, analyzing results and introducing changes, which allows you to monitor the progress of the educational program and the progress of students. The system of monitoring and evaluation of the educational program is carried out at all levels and includes the departments, the Training and Methodological Center, the Profile Methodological Commissions for the disciplines, the Committees of educational programs and the Committee on Educational Activities.

Strengths of Standard 7 on the basis of external evaluation:

1. There is a system of evaluation of educational programs at all levels: methodological, provision of faculty, material and technical base.

2. KMUCE systematically conducts feedback on the evaluation of educational programs. EEC conclusions on the criteria: **correspond - 10, correspond partially -1, do not correspond - 0**

Standard 7: Completed

Recommendations for improvement:

1. Identify and systematically apply assessment mechanisms of the educational program.

2. Strengthen the participation of practical public health and undergraduates in the evaluation of the educational program.

3. More extensively cover the results of the evaluation of the educational program and plans for its improvement (website, newsletters, polls, conferences).

Standard 8. Governance and Administration

The KMUCE organizational structure, which includes the governing bodies (Board of Directors; Collective executive body - the Board), was developed and approved in 2018, but is subject to systematic updating in order to improve management processes. The members of the EEC conducted interviews with almost all executives, starting with the rector and ending with the heads of key departments (core and providing the educational process), which provided evidence of effective management of all areas of the university (education, clinic, science, social work). The management of the university is transparent and corporate. Stakeholder participation in the work of collegial bodies of KMUCE allows to take into account the interests of practical public health in the provision of services. In KMUCE, the determination of the main priorities for spending money is approved by the Board of Directors and the highest collegial body of the university - the Academic Council. Revenues are generated from revenues from the state budget, paid types of educational activities, training and retraining of personnel, and scientific activities. The expenditure part of the university budget is formed from salary payments, settlements with the budget for mandatory types of payment, maintenance costs of the university, the acquisition of scientific and methodological literature, assets, economic and other expenses.

Strengths of Standard 8 on the basis of external evaluation:

1. Transparency of the management system and decisions.
2. Sustainable financial condition of the university.
3. Extensive collaboration with partners in the health sector.

Conclusions of the EEC on the criteria: correspond - 8, partially correspond -1, do not correspond – 0

Standard 8: Completed

Recommendations for improvement:

1. Improving the mechanisms for financing academic mobility of teaching staff and students.
2. To intensify the work on internationalization, in particular, inviting visiting professors from near and far abroad to teach and exchange experience.

Standard 9. Continuous Renewal

Analysis of the improvement processes undertaken by the university in all areas of activity, and in accordance with the Accreditation Standards 1-8, shows some success for KMUCE. For example, expanding the range of educational programs in the magistracy, residency, the introduction of new levels of education (bachelor's, internship), an increase in contracts with clinical bases, the admission of teachers to general education and basic medical disciplines, the purchase of equipment necessary for bachelor's programs. So, for opening a bachelor degree in 2018, contracts were signed with laboratories, clinical bases for professional practice (for example, JuldyzKenan LLP, Pharmacy No. 2, etc.), an agreement with Uniflex for conducting physical education classes, new departments were opened (Department of Basic

Disciplines , department of language disciplines, etc.), teachers were recruited. The basis for the improvement is the KMUCE Strategic Plan for 2018-2022. and monitoring its implementation. For this purpose, KMUCE has established and operates the following departments: the Academic Council, the Educational Methodological Council, the Dissertation Council, the Clinical Council, the Local Ethics Commission, the Young Scientists Council, the Development Strategy Department and the QMS, the Quality Management Service.

Strengths of Standard 9 on the basis of external evaluation:

1. KMUCE provides development of professional and pedagogical competencies of university teachers.

2. KMUCE provides its graduates with the opportunity to continue their studies in residency, graduate and doctoral PhD programs.

Conclusions of the EEC on the criteria: correspond - 5, partially correspond - 0, do not correspond – 0

Standard 9: Completed

Recommendations for improvement:

1. To continue the improvement of the material and educational and methodical base of the department.
2. More actively implement learning through research.
3. To intensify the participation of students in scientific and technical programs with the intensification of scientific publications.
4. To implement a program of trilingual education at all levels of education
5. To expand opportunities for academic mobility and advanced training of teaching staff.

4. Recommendations for improving the institutional activities of the Kazakh Medical University of Continuing Education JSC:

1. To determine a foreign partner university in order to enhance the strategic development and internationalization of the university.

2. More widely use distance learning technologies.

3. More actively involve employers in the development and modification of the educational program in accordance with the needs of practical public health.

4. To strengthen learning through research.

5. To strengthen academic mobility programs for all categories of students and teachers.

6. To introduce a program of trilingual education at all levels of education, including the training of teachers in the English language.

7. To provide informative feedback from stakeholders and use its results to improve the educational program and the learning process.

8. To assess the quality and validity of test items for all types of control.

9. To introduce mechanisms for differentiated wages of teaching staff to increase motivation and further development.

10. To increase the number of applications for participation in competitions for grant funding of research at the national and international levels.

11. To intensify the publication of teachers and students in peer-reviewed journals.

12. To continue improving the material and technical base of the university, in particular:

- resources of basic medical disciplines (classroom fund):
- security of the library of new and modern educational and methodological literature;
- provision of the Center of practical skills with modern high-tech mannequins, models, models for the preparation of students at all levels of education.







8. Recommendations for Accreditation council of the ECAQA

EEC members came to unanimous opinion to recommend to the Accreditation Council to assign a status of institutional accreditation organization for **Kazakh Medical University of Continuing Education** for the period of 5 years.

Chairman of the EEC	Balmukhanova Aygul Vladimirovna
Foreign expert	Pozdeeva Tatyana Vasilievna
National Academic Expert	Kalieva Sholpan Sabatayevna
Expert -representative of practical health care	Abdrasulov Rashid Bolatovich
Expert Magister	Syzdykova Aziza Birzhankizi
ECAQA observer	Sarsenbayeva Saule Sergazievna

7. Рекомендация Аккредитационному совету ЕЦА

Члены ВЭК пришли к единогласному мнению рекомендовать Аккредитационному совету присвоить статус институционально аккредитованной медицинской организации образования АО «Казахский Медицинского Университет Непрерывного Образования» на период 5 лет.

Председатель ВЭК	Балмуханова Айгуль Владимировна	
Члены ВЭК:		
Зарубежный эксперт	Поздеева Татьяна Васильевна	
Национальный академический эксперт	Калиева Шолпан Сабатаевна	
Эксперт-представитель практического здравоохранения	Абдрасулов Рашид Болатович	
Эксперт-магистрант	Сыздыкова Азиза Биржанкызы	
Наблюдатель от ЕЦА	Сарсенбаева Сауле Сергазиевна	

**Quality profile and external assessment criteria of KMUCE for compliance with
the Standards for Accreditation of Higher Education Institutions for Health
Professions Education of ECAQA**

Standard	Assessment criteria	Assessment		
		Comply	Comply partilly	Do not comply
1.	MISSION AND OUTCOMES	13	2	0
2.	EDUCATIONAL PROGRAMMES	17	0	0
3.	ASSESSMENT OF STUDENTS	7	0	0
4.	STUDENTS	18	1	0
5.	ACADEMIC STAFF/FACULTY	11	1	0
6.	EDUCATIONAL RESOURCES	22	2	0
7.	PROGRAMME EVALUATION	10	1	0
8.	GOVERNANCE AND ADMINISTRATION	8	1	0
9.	CONTINUOUS RENEWAL	5	0	0
	Total:	111	8	0