

**REPORT**  
**OF THE EXTERNAL EXPERT COMMISSIONS ON THE EVALUATION OF**  
**THE EDUCATIONAL PROGRAMME 7R091380 "FAMILY MEDICINE" JSC**  
**"KAZAKH MEDICAL UNIVERSITY OF CONTINUOUS EDUCATION" TO**  
**FULFIL THE ACCREDITATION STANDARDS FOR PROGRAMMES OF**  
**POSTGRADUATE EDUCATION (RESIDENCY SPECIALTY) MEDICAL**  
**ORGANIZATIONS OF EDUCATION**

**period of external expert evaluation: December 3-4, 2020**

**1) Composition of the External Expert Commission**

In accordance with ECAQA Order No. 20 dated November 13, 2020, an External Expert Commission was formed to conduct accreditation of educational programmes of residency specialties of JSC “Kazakh Medical University of Continuing Education” (hereinafter - KazMUNO) in the period from 3 to 4 December 2020, consisting of:



**Chairman of the External Expert Commission**

ZHANALINA BAHYT SEKERBEKOVNA,  
Doctor of Medicine, Associate Professor of the  
Department of Surgical and Pediatric Dentistry,  
NJSC "West Kazakhstan Medical University  
named after Marat Ospanov"



**The foreign expert**

KATROPA LIDIA GEORGIEVA,  
Doctor of Medicine, Doctor of Sociology,  
Professor of the Department of Public Health in  
Dentistry at the Medical University of Sofia,  
Member of the ADEE (the Association for Dental  
Education in Europe), awarded the medal of the  
European Association for Dental Education,  
included in the almanac "Luminaries in  
Bulgarian Medicine»



**National Academic Expert**

MULDAEVA GULMIRA MENDIGIREEVNA,  
Doctor of Medical Sciences, Associate Professor  
of the Department of Family Medicine  
NJSC "Medical University of Karaganda"



**Expert Representative of Practical Health**  
KALIBEKOVA GULNARA  
ZARKYNBEKOVNA,  
PhD, Master of Public Health, General  
Practitioner, Deputy Chief Physician of the SPE  
on the REM "City Polyclinic No. 10"



**Expert - representative of residents**  
GOGALADZE KONSOL LATIFOVICH,  
resident in the specialty " Oral and Maxillofacial  
Surgery, including Pediatric Surgery " NJSC  
"Kazakh National Medical University named  
after S.D. Asfendiyarov"

#### **ECAQA Observer**

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The work of the EEC was carried out in accordance with the Regulation on the EEC (Order of the Director General of ECAQA No. 4 dated February 13, 2017).

The EEC report contains an assessment of the educational programme of residency in the specialty 7R091380 "FAMILY MEDICINE" of KazMUNO for compliance with the Accreditation Standards programmes of postgraduate education (specialty residency) of medical educational institutions of ECAQA, recommendations of the EEC on the further improvement of the educational activities of the university in the field of postgraduate education.

## **2. General part of the final report of the EEC**

### **2.1 Presentation JSC "Kazakh Medical University of Continuing Education" and educational residency programme in the specialty 7R091380 "FAMILY MEDICINE".**

The Joint Stock Company "Kazakh Medical University of Continuing Education" has a State license №KZ52LAA00006249, issued on December 03, 2015 for educational activities. JSC "KazMUNO" received annex No. 020 dated 28.03.2020 to the license for the specialty of residency 7R091 "Healthcare (medicine)".

For more than half a century, KazMUNO has been the coordinating centre in the Republic of Kazakhstan for postgraduate training of highly qualified specialists and continuing professional development of medical personnel for practical health care, medical science and education.

More than 200 teachers have academic degrees, including 65 doctors of sciences, 132 candidates of sciences, 55 employees have an academic master's degree. The teaching staff carries out medical and advisory clinical activities, consultations for the most severe patients throughout the country.

There are more than 50 departments and courses in KazMUNO, which cover the entire cycle of education: bachelor's and internship, residency, master's degree, doctoral studies and additional education. Every year, about 1,500 students are admitted here, over 10,000 specialists undergo advanced training from all regions.

Since 2017, the university has been implementing a joint two-degree Kazakh-Finnish magistracy in the specialty "Nursing" with a two-year training period. Within the framework of academic mobility, undergraduates of KazMUNO are trained in applied sciences JAMK, HAMK and LAHT in Finland.

KazMUNO is the first medical university in Kazakhstan, where an innovative model of medical education and improving the quality of medical services through tele mentoring - the ECHO project - has been introduced. This project is being implemented in more than 15 countries around the world. To implement this Project, a Training Center for clinical mentoring and advanced training of medical personnel through telecommunication technologies was created at KazMUNO.

KazMUNO maintains business relations with 40 universities and research centres from 20 countries of the world.

To ensure the educational process, contracts have been signed with 107 clinical bases in the city and region.

To improve the quality of practical training of medical specialists, a Centre for Practical and Communication Skills was created on the basis of KazMUNO, where the improvement of teaching clinical skills is carried out using simulation training on high-tech modern simulators, dummies and virtual simulators. For foreign, non-resident students, the University has a six-story dormitory with 700 seats, a library with 68 seats, where there are over 60,000 books. Here readers can use not only Kazakhstani, but also international information resources.

For innovative methods of organizing the educational process, 7 automated information systems have been introduced. Their use makes it possible to increase the efficiency of management in various areas of the university's activities, and also contributes to the effective and optimal organization of the educational process. The systems allow testing and webinars via audio-video communication.

## **2.2 Information on previous accreditation**

Accreditation of the educational residency programme in the specialty 7R091380 "Family Medicine" has not been carried out to date.

## **2.3 Analysis of the self-assessment report of the educational programme of residency in the specialty 7R091380 "Family Medicine"**

Self-assessment of the educational programme in the specialty of residency 7R091380 "Family Medicine" JSC "Kazakh Medical University of Continuing Education" was carried out on the basis of the order of the rector of KazMUNO No. 37-RD dated 01.09.2020.

The self-assessment report of the educational programme is presented on 100 pages of main text, appendices on 22 pages and copies or electronic versions of documents on the organization of education.

The report is characterized by completeness of answers to all 9 accreditation standards, structuredness taking into account the recommendations of the ECAQA Self-Assessment Guidelines, as well as internal consistency of information. The report is accompanied by an accompanying a letter signed by the rector Sadykova Sholpan Sauatbekovna, confirming the accuracy of the information and data contained in the report.

The report contains information about the representative of KazMUNO, responsible for the self-assessment of educational programmes, Doskozhaeva S.T., vice-rector for clinical activities, acting Vice-Rector for Academic Affairs and Youth Affairs - member of the Board.

The working group in the amount of 14 people headed by the chairman Doskozhaeva S.T. (as of 09.10.2020) a certain amount of work was done to prepare the self-assessment report: the content of the accredited educational programme, the conditions for its implementation, staffing, educational resources were analysed, the necessary information was collected in accordance with Accreditation

standard for postgraduate education programmes (specialty residency) of medical educational organizations (hereinafter referred to as accreditation standards); a thorough analysis, updating and addition of methodological and educational materials was carried out, their content is reflected in the report. The content of the Self-Assessment Report is structured in accordance with the ECAQA Accreditation Standards and includes a description of strengths, areas for improvement for each of the 9 standards.

The database, applications on 22 pages, are presented in full, sequentially 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 consecutively numbered.

All standards contain the real practice of KazMUNO for the training of residents in the specialty 7R091380 "Family Medicine", taking into account the beginning of admission of students in 2017 and 2019, reasoned data, examples of the implementation of the tasks of the educational programme, national and international events, methodological support, confirming compliance with the requirements of accreditation standards. The description in the self-assessment report is quite complete and updated in terms of the number of residents, teachers, administration, information on selection and admission, learning outcomes, knowledge and skills assessment results, material and technical base of the university and clinical bases, contractual obligations with partners (universities, associations, base), financial information, plans for development and improvement, etc.

The conclusion for each of the 9 accreditation standards includes a description of the strengths and areas for improvement identified during the self-examination and development prospects for this specialty.

Thus, the self-assessment report of the accredited educational residency programme of KazMUNO contains objective, detailed, structured information on all types of activities in accordance with the ECAQA accreditation standards, and the university made the appropriate corrections in the report at the expert evaluation stage.

### **3. Description of external expert evaluation and conclusions**

External expert work on the assessment of the educational programme of residency in the specialty 7R091380 "Family Medicine" was organized in accordance with the Guidelines for the external assessment of educational institutions and educational programmes of ECAQA (approved by the order of the Director General of the NU "Eurasian Centre for Accreditation and Quality Assurance in Higher Education and Health care" No. 5 of February 17, 2017) and according to the programme and schedule approved on November 25, 2020 by the Director General of ECAQA Sarsenbaeva S.S. and agreed with the rector Sh.S. Sadykova.

To obtain objective information on the expert assessment of the accredited educational programme, the members of the EEC used the following methods: interviews with management and administrative staff, interviews with residents, observation, study of the website, interviewing employees of various structural units, teachers, questioning teachers and residents, review resources in the context of the implementation of accreditation standards, the study of 43 educational and methodological documents, both before the visit to the university, and during the visit.

The sequence of the visit within 2 days is detailed in the Visit Programme, which is in the documentation of the accreditation centre and in the annex to this report.

#### **The first day of the visit is 3.12.2020.**

An interview with the management and key employees of KazMUNO made it possible to determine the fulfilment of most of the criteria for accreditation standards 1,2,5,7,8,9, namely, to identify approaches in developing the mission of the educational programme and its compliance with the strategic goals of the university, the role and place of postgraduate education in clinical direction in the university's strategy (plan), mechanisms for determining the appropriate specialty of residency of clinical bases and qualified teachers, guarantees of the adequacy of educational resources through planning public procurements and concluding agreements with international partners (more than 106 contracts).

Realizing that the accredited residency programme is relatively new, since the first enrollment of the student took place in 2018-2019, the experts studied in detail the documentation, including progress and attendance journals, including electronic journals on the Platonus platform of residents in the "Cardiology" section ( paper and AIS) working curricula, syllabuses, methodological support of practical classes (CBL), test and measurement tools, examination sheets, individual work plans of Alpysbaeva Asel Kabdenovna, specialty: 6R110200 (Family medicine). Duration of training in residency: 02.09.2019-31.08.2021. Department: Family Medicine. Curator: Alimanova Zhanna Maksutovna. A document dated 09/05/2019, which defines the trajectory of training by year, a list of mandatory practical / clinical skills, a portfolio,

The experts found that the university strictly adheres to the requirements of regulatory legal acts and SES in the implementation of educational programmes, and the management systematically monitors this process during internal audits (QMS, mutual control, control of the vice-rector for academic work, reporting, etc.).

The basis for effective management is the Quality Assurance Policy of KazMUNO and the "Department Policies" developed at the departments of residency, as well as adherence to the Quality Guidelines in the implementation of documenting the educational process (QMS has been constantly supported and certified since 2012).

A conversation with a leading specialist in the department of residency allowed the experts to learn about approaches to attracting employees of clinical bases for teaching residents, about the strategy and tactics of recruiting residents for different specialties, informational provision of postgraduate education, as well as identifying problems in the management and development of human resources, since most of the practicing doctors do not know the teaching methodology, the university does not there is a policy to stimulate and motivate clinical mentors from among the representatives of practical health care.

A survey of the resources of the accredited educational programme in Family Medicine, their compliance with training courses in residency, accessibility for teachers and residents, to what extent this equipment is modern and meets the needs of students and practical health care was carried out. All residents of the Family Medicine specialty are involved in clinical activities and are actively working at the reception and sites.

A visit was made to the clinical base of Polyclinic No. 26, serving about 50 thousand people. A review of resources showed that the clinical base of SP No. 26 corresponds to the goals and objectives of the accredited educational programme in terms of the number of the served population, the number of thematic patients, modern equipment and its availability to all students, and the department staff provide collegial and ethical relations with the medical staff, the leadership of the clinical base to achieve the final results of the educational programme. The clinical base has more than 4 classrooms, despite the fact that most of the time residents spend at the site and at the reception. Before the start of the relevant discipline of the educational programme, the resident receives a syllabus from the teacher and knows what skills he must acquire and develop during training,

On the same day, interviews with teachers, residents and employers (representatives of practical health care) took place. It is necessary to take into account the fact that there was no graduation from the accredited educational programme, therefore it was not possible to interview graduates, however, the experience and authority of KazNMU in training residents (since 2007) shows a high percentage of employment (> 90%) of graduates of other programmes residencies and their demand by medical organizations in all regions of Kazakhstan.

The interview with the teachers showed that all the staff of the department are proficient in modern active teaching methods, training is based mainly on the analysis of real clinical cases, analysis of the work of residents, CBL is actively used, work in small groups. The department has developed a syllabus, teaching materials, educational programme, contains topics and cycles on all modern technologies currently applied at the level of primary health care. The lecturers of the department work in close cooperation with practical health care, conduct medical and consultative work at clinical bases. The experts received answers about the teacher training programme, the financing of this training, the availability of certification in teaching methods for teachers.

The Centre for Clinical and Communication Skills was also visited, the equipment of which allows residents to practice emergency medical care skills in a safe environment. Teachers of the departments are involved as standardized patients.

The visit to the library made it possible to assess the availability of residency programmes with educational, methodological and scientific literature in 2 specialties, including electronic forms, access to international databases (Elsevier, THOMSON REUTERS (WEB OF SCIENCE)), the demand for the library fund among residents, and library attendance by residents. Round-the-clock access to information resources is provided.

The experts obtained evidence of compliance with accreditation standards 2 and 6, as well as validation of the information in the self-assessment report of the educational programme.

Residents were interviewed to validate the performance of the self-assessment report data and to obtain evidence of programme quality. Fifteen resident family medicine students attended. The residents demonstrated satisfaction with the educational process, close interaction with the Department of Family Medicine, the presence of constant feedback with the department, residents purposefully entered this university, as they believe that KazMUNO has excellent clinical bases and experience in teaching residents, at the same time, residents would like more interactive teaching methods when dealing with complex cases. Residents believe that they will receive a good education and will be able to work independently after graduating from the university.

Residents showed their commitment to their chosen specialty and educational organization, were active in answering questions from external experts, demonstrated their judgments on organizing training, assessing their skills, consulting support, opportunities to participate in research and development, funding, etc.). The experts studied the documents of residents (portfolio of residents, IDP, results of assessment of residents-checklists, results of a questionnaire survey of residents).

An interview with 4 employers on the educational programme of residency "Family Medicine" of KazMUNO was conducted online and included such questions as: knowledge of the mission of the university, participation in the development of the mission and proposals in the strategic plan, participation in the deliberative bodies of KazNMU, satisfaction with basic knowledge and skills residents, participation in training residents through mentoring, providing the department and residents with the necessary resources for practical training and the formation of clinical thinking, about the problems of interaction with departments and universities in general, the employment of residency graduates, etc. Employers spoke about the demand for family medicine specialists in the labour market were highly rated by the family medicine residents who are actively involved in clinical work at their bases.

On the same day, experts studied materials on the admission of residents and the selection of teachers. The exam in the specialty includes 3 sections, evaluated on a 100-point assessment scale, where: 20% is the sum of the GPA score for the period of study in internship + GPA for the period of study in the bachelor's degree; 30% - motivational interview; during the interview, members of the selection committee must assess the potential of the applicant for the future, interest in the specialty, motivation, basic knowledge of the profile; 50% - the result of computer testing for the FSA of the outgoing year, or testing according to the profile of a group of educational programmes.

#### **The second day of the visit is 12/4/2020.**

The financial support of the residency programmes was assessed. The formation of a university-wide application for the purchase of equipment, educational and methodological literature is carried out on the basis of an analysis of applications for the needs of departments. The university is carrying out an increase in the informatization and digitalization of key educational processes of the university (up to 70% in 2022), the share of coverage of students and teaching staff, the proportion of coverage of students and teaching staff with access to the Internet (90% in 2022), the acquisition of educational, scientific, medical and simulation equipment, including for higher and vocational technical education (for 65,000, 0 thousand tenge).

The types, procedure and conditions for the use of incentive payments are determined by the "Regulations on the organization of the system of remuneration and motivation of employees" and

acts, taking into account the specifics of the production and economic activities of the university, personnel tasks. Over the past year, the additional payment for an academic degree has been increased by 100%. The system of motivation for clinical mentors is not clearly defined.

A meeting was held with representatives of consultative and advisory bodies: Academic Council, Educational and Methodological Council, Scientific Council and Clinical Council. All regulatory documents on the organization of the educational process, the educational programme in the specialty "family medicine" were discussed at the meeting of the Academic Council, the list of elective disciplines in the specialty was considered at the clinical council, where the representation of employers and residents is provided. Representation of residents at the Academic Council, the Department of Family Medicine at the Clinical Council is not represented.

The experts studied the documentation of the Department of Family Medicine, which confirmed the compliance with the accreditation standards.

### **Results of the survey.**

An observer from ECAQA in December 3 to 4, 2020 conducted an online survey of residents and teachers of the accredited educational programme of KazMUNO on the resource <https://webanketa.com/...>

#### **Residents survey results:**

The total number of residents who responded is 84.

Will recommend this university as an educational organization - 85% fully agree, partially - 12%. 74% of the respondents fully agree and 21% partially with the fact that programme managers and teaching staff are aware of their learning problems. Fully (61%) and partially (10%) are satisfied with the conditions and equipment of classrooms and classrooms of the university. According to 72% (in full) and 12% (in part) office equipment is available to residents at practice bases. Teachers provide residents with methodological and didactic materials, additional literature to prepare for classes - 60% fully agree, partially - 27%. Fully (70%) and partially (26%) are satisfied with the library fund and resources. 75% have access to electronic educational resources in full and 17% believe that in part.

The organization of clinical training for residents, according to 67%, fully satisfies them, and 27% partially. Fully (86%) and partially (8%) are satisfied with the teaching methods. There is enough time for practical training (supervision of patients, etc.) - 60% fully agree, partly 25%. Satisfied with the methods of assessing my knowledge and skills - 95% fully agree, partially 2%. According to 89% of teachers in the classroom, they use active and interactive teaching methods on a regular basis, and according to 2% - rarely.

According to 69% of respondents, teachers constantly provide feedback after the end of classes, but according to 1% - sometimes and 17% - rarely. 81% are fully satisfied that they are studying at the university, 8% are partially, 5% of the respondents are disappointed. The university allows you to improve or acquire the necessary knowledge and skills in the chosen specialty of residency; 71% are confident, 19% are not sure, 10% cannot give an answer, 1% would like to believe it, 0% began to doubt it. Fully (83%) and partially (14%) are satisfied with the organization of teaching at KazMUNO.

According to 83% of respondents, accreditation is a necessary mechanism to improve educational programmes, but 12% believe that it is not necessary to carry it out and 4% doubt the answer. The work of the EEC was assessed as positive - 73%, satisfactory - 21%, i.e., most.

#### **Results of the survey of teachers of residency programmes:**

The total number of teachers on the list is 76. The total number of respondents is 76, including those with up to 5 years of experience - 30.26%, up to 10 years - 17.11%, over 10 years - 52.63%. 84.21% are fully satisfied with the organization of the educational process, 14.47% are partially satisfied. At the university, ethics is observed and subordination is fully agreed by 90.79%, partially - 9.21%. 78.95% of respondents are completely satisfied with the organization of work and workplace, partially 17.11%. The organization has an opportunity for career growth and development of competence for teachers - 80.26% fully agree, partially - 17.11%.

In this educational organization, teachers have the opportunity to engage in scientific work and publish research results - 80.26% fully agree, 17.11% partially. 77.63% of respondents were fully satisfied with the work of the personnel department, 15.79% were partially satisfied. The majority of those surveyed have undergone advanced training for the last 5 years. Only 51.32% fully agree that they can realize themselves as professionals, and 26.32% - partially. Unfortunately, 28.95% did not answer the question of whether the university supports the teacher in participating in international and national events, and 34.21% did not apply to the management or the relevant administrative staff of the university. The majority of respondents (85.54%) fully agree, and 5.26% partially agree that residents have free access to patients and clinic resources. In a practical lesson, teachers provide residents primarily with syllabuses (88.16%), control and measuring instruments (76.32%), case studies (61.84%). The level of previous training of residents upon admission to training programmes is fully satisfied by 40.79% of respondents, partially - 47.37%. 26.32% of respondents do not know about the implementation of social programmes to support teachers and 10.53% of respondents doubt about their existence. Management and administration systematically listen to the opinion of teachers - 72.37%, sometimes - 17.11% of respondents. When teaching residents, a variety of teaching methods are used, but more often work in small groups (63.16%), analysis of situational tasks (77.63%), oral questioning and analysis of a topic (61.84% and 67.11%, respectively), also problem-oriented learning (60.53%), test solving (65.79%), less often cases are compiled and solved (52.63%). 67.11% completely agree that this survey will be useful for developing recommendations for improving the university and residency educational programmes, 21.05% partially agree with this.

The results of the questionnaire are presented in the appendix and, in general, demonstrate the effective management of educational programmes, the positive aspects of training on residency programmes, at the same time, identify areas for improvement (social support programmes for teachers, the availability of leadership and administration for teachers and residents, pedagogical competencies and professional development of teachers) ...

#### **Conclusion from the external evaluation:**

The experts took into account the fact that the accredited educational programme for the current state educational standard is being implemented for 2 academic years, therefore, at this time there is no graduation of students, nevertheless, the entire educational, methodological, personnel and resource base has been assessed for compliance with accreditation standards. Through interviews with teachers and interviews with students, it was possible to determine their direct participation in the development, evaluation of educational programmes, decision-making on a number of key issues in the choice of clinical sites, topics of electives, participation in the appeal commissions for the admission and assessment of residents, the development of the content of individual plans of residents and the selection of mentors.

At the same time, this substantiated the need for inclusion in post-accreditation monitoring, along with the implementation of the EEC recommendations, an analysis of the implementation of the criteria of Standard 9, an annual report on the contingent of students.

Recommendations for improving activities in the implementation of the educational programme of residency in the specialty 7R091380 - "Family Medicine" for compliance with the Accreditation Standards, developed by the EEC based on the results of an expert assessment, were presented at a meeting with the management on 04.12.2020.

The programme of the 2-day visit of the external expert evaluation of the EEC has been fully completed. On the part of the KazMUNO team, the participation of all persons indicated in the programme is ensured.

Thus, the external assessment and the visit of the EEC members made it possible to verify and validate the data of the self-assessment report of the residency programme in full in accordance with the Regulation on the External Expert Commission, the Guidelines for the external assessment of the medical organization ECAQA education.



#### **4. Analysis of compliance with accreditation standards based on the results of an external assessment of the residency educational programme in the specialty 7R091380 "Family Medicine" and an overview of the strengths for each standard.**

##### **Standard 1: MISSION AND OUTCOMES**

The staff of the department, implementing the residency programme, as the basis of the mission of the educational programme and goals, accepted the mission of the university and informed the interested parties (teachers, employers, residents) about it in order to clearly understand the tasks and strive to meet the needs of practical healthcare. The structure of the educational programme, where there is a dominance of practical training (75%), the sufficiency of clinical bases and the mentoring system allow strengthening the patient-centred approach in the care and treatment of patients. The university organized training and clinical practice in compliance with safety for all participants in the educational process (safety precautions, use of PPE, instructions before training).

Responsible for the residency programme, the Department of Family Medicine applies a variety of innovations in the learning process, allowing the development of basic and special competencies of residents, namely, work at the patient's bedside, at the reception and at the site, clinical analyses, solving situational problems, protecting medical records, training in laboratories.

The experts received convincing data that the university is autonomous in making decisions in the development of an educational programme in terms of the elective component, the current and final assessment policy, including the choice of assessment methods (testing, oral questioning, clinical examination), selection and admission of residents (specialty exam), personnel policy in relation to teachers on the accredited educational programme, as well as the distribution of resources (classroom fund of clinical bases according to contracts).

In the Educational-Methodological Complex of the Discipline (EMCD), the final learning outcomes are determined in accordance with the qualification requirements for the residency specialty.

The university has developed a Student Ethics Code with which residents are familiarized and work on the development and improvement of communication skills is carried out systematically and integrated into the work programme.

At the same time, the participation of practical health care in the development of the mission and goals of the educational programme is not sufficiently reflected, expert evaluation is formalized and reviews of practical health care are not collected when forming optional components.

Overall, Standard 1 demonstrates compliance.

##### **Strengths:**

1. Experience in training residents since 2008 and the expansion of training specialties in postgraduate education, provided with the best clinical bases and professional teaching staff.
2. Collaboration with practical healthcare to train residents through a mentoring system, a sufficient number of clinical sites, and the availability of residents to clinical practice
3. Clear vision and strategic planning in postgraduate clinical education and an appropriate management structure.
4. High motivation, commitment and awareness of residents to fulfil the mission of the educational programme of the specialty "family medicine".

*EEC conclusions by criteria.* Out of 17 standards conform: fully - 13, significantly 4, partially -, do not correspond - 0.

*Standard 1: completed*

##### **Standard 2: EDUCATIONAL PROGRAMME**

The accredited residency programme in the specialty 7R091380 "Family Medicine" is implemented in accordance with the State Compulsory Standards and Model Professional Curricula for Medical and Pharmaceutical Specialties dated July 31, 2015 (as amended by the order of the Ministry of Health of the Republic of Kazakhstan dated 02.21. No. KR DSM-12/2020 Chapter 2.

Requirements for the content of residency educational programmes with a focus on learning outcomes) for 2 years and during this period, a lot of work has been done to develop teaching materials, organize a place for training residents, form the composition of departments and identify mentors. A model of residents' competencies has been introduced in accordance with the qualification requirements for the specialty. The structure, content and duration of the programme are clearly defined. The mechanism for the development and approval of the residency programme is determined and regulated by the QMS.

The teachers of the departments use a variety of active methods (case studies, problem-oriented learning (PBL); case-based learning (CBL), team-based learning (TBL); training based on simulation technologies, role-playing games, group discussion method, portfolio, combined survey, teaching method in small groups, simulation technologies, presentations, projects, School of a young family doctor.) and traditional (oral analysis, mini-lectures) training, in which staff members undergo periodic training within the university, less often in others organizations.

Due to the availability of clinical bases for residents, they spend most of their study time in close contact with patients, medical records, including automated healthcare systems. Residents are taught by mentors to work with the latter. When conducting interviews with residents, experts made sure that the organization of training and work is patient-oriented, at the same time, there is not always a sufficient number of thematic patients, time for theoretical analysis of complex topics and study of literature in modern databases. Clinical training is carried out in the conditions of accredited multidisciplinary clinics and highly specialized scientific centres in Almaty and the region.

In total, according to the accredited educational programme, there are 5 mentors in 5 clinics that carry out their activities in accordance with the Regulation on mentors. At the clinical base, a mentor is assigned to a resident - a practical health care doctor with the highest qualification category. For example, on the basis of the city polyclinics №10 and 26, chief doctors and deputy chief doctors for medical work. There are no precedents of inequality, lack of ethics or other violations of a gender, cultural or religious nature in the external assessment process.

During the examination of the educational programme, it was found that the scientific foundations and methodology of medical research, evidence-based medicine are applied, at the same time, training based on scientific research is not fully introduced into the educational process, they do not have clearly defined research topics for the current year, criteria for implementation, including clinical research.

Thus, the educational residency programme in the specialty **7R091380 "Family Medicine"** demonstrates the integration between education and health care.

Strengths:

- 1) The educational programme for the specialty is developed in accordance with regulatory requirements, a credit-modular system and an integrated approach to training in the preparation of residents are used.
- 2) Clinical training of residents is carried out in a multidisciplinary clinical base with ISO (International Organization for Standardization) and JCI (Joint Commission International) certificates.
- 3) Developed mentoring system
- 4) Experienced faculty

**EEC conclusions by criteria.** Out of 31 standards correspond: fully - 29, significantly - partially 2, do not correspond - 0.

**Standard 2: completed**

### **Standard 3: ASSESSMENT OF TRAINEES**

KazMUNO has developed and implemented a policy for assessing residents, including the principles and methods of assessment, which are reflected in the Academic policy in the field of higher, postgraduate and additional education of JSC Kazakh Medical University of Continuing Education (AII-03-78-2020. Protocol dated 25.06.2020 No. 8). Responsibility for the implementation

of the policy for assessing the educational achievements of residents lies with the teaching staff of the departments, heads of departments (modules), the office of the registrar. Information about the point-rating system of assessment is posted on the website [http://www.kazmuno.kz/ru/education/akademicheskaya-politika/-/...](http://www.kazmuno.kz/ru/education/akademicheskaya-politika/-/)

The assessment of the educational achievements of residents covers the assessment of key competencies, and the assessment tools themselves are developed by departments / modules - control questions, tasks in test form (MCQ tasks with several options of correct answers), a list of practical skills, situational tasks, clinical situations.

As an additional method for assessing residents, the portfolio is used, which the experts got acquainted with at the departments overseeing the residency programmes. Residents are engaged in research work, which must necessarily end with the publication of a scientific article or a report at scientific and practical conferences. The assessment of scientific work also affects the overall assessment of the discipline.

The number of exams in each course is regulated by the Standard Curriculum, which is an integral part of the State Educational Standard of the Republic of Kazakhstan 2017, 2020. in the specialties of residency. The forms of conducting are determined by the decision of the EMC. The content of the exams is regulated by the Department of Residency in order to maintain an optimal balance and carry out an integrated assessment of the formation of competencies among residents. The list of compulsory disciplines for the final control during the intermediate certification period is regulated by the disciplines passed, which are reflected in the working curriculum. The results of educational achievements of students are entered into an electronic educational journal through the AIS system "Platonus", which automatically generates exam sheets.

The procedure and procedure for conducting an appeal is governed by the rules for conducting appeals. Academic policy in the field of higher education PP-03-78-2019 (protocol No. 5 of 10.07.2019) "Academic policy in the field of residency AP-01-062019" (decision of the Board, protocol No. 1 dated 06.03.2019).

The development of new control and measuring tools is carried out by teachers through the study of world experience in assessing knowledge in residency, then it is introduced at the department.

Thus, this standard is generally implemented at the university.

**Strengths:**

1) Application of AIS "Platonus", which ensures transparency and speed of recording the results of the residents' assessment.

2) A portfolio of residents has been introduced, which allows assessing the development of additional competencies of a resident.

**Conclusions of the EEC on the criteria** conform from 11 standards: completely 9, significantly 2, partially - 0, do not correspond - 0.

**Standard 4: TRAINEES**

The university has formed a policy for admission to residency, which is described in detail in the "Rules for admission to residency" for the corresponding academic year, "Academic Policy" based on regulatory legal acts. The number of residents is determined based on the capabilities of the university, as well as the needs of practical healthcare. Admission to residency with an indication of the specialty is announced through the media, by placing ads on the university website; the admission rules and the list of documents can be found on the website: <http://www.kazmuno.kz-education-selection-committee-residency>. In order to ensure the transparency of the examination procedure, a video recording of the exam is held, observers and members of the commission are present.

The number of admitted residents is regulated by the State Order of the Ministry of Health of the Republic of Kazakhstan for the training of medical personnel and taking into account the possibilities of clinical, practical training, the maximum permissible load on the curators, the provision of educational, educational, methodological and scientific literature, the capacity of clinical bases, as well as the material and technical resources of KazMUNO.

The university has a system of academic counselling for residents in departments by curators from the teaching staff and a clinical mentor in a medical organization, which is reflected in the Regulation on mentoring, protocol No. 1 of 03/06/2019. Personal distribution of graduates with the participation of representatives of health departments, pharmaceutical companies and public health departments of the Republic of Kazakhstan. The university provides support for a resident in the event of a professional crisis, as described in the "Academic Policy of the University". The university has a Resident Council that serves as a public body.

Residency trainees studying on a state educational order are provided with a state scholarship in the prescribed manner. It is allowed to combine training with work (no more than 0.5 rate) in areas of activity close to his future specialty in his free time with the consent of the curator, head of the department and the residency sector.

**Strengths:**

- Availability Academic residency policy
- Availability of multidisciplinary clinical sites providing training opportunities with access to various patients
- The ability to build an individual training programme in the event of special circumstances, including distance learning

**Conclusions of the EEC on the criteria** conform from 11 standards: completely -, 7 significantly 1-, partially - 3, do not correspond - 0.

**Standard 5: TRAINERS**

The university has developed a "Personnel Management Policy" PUP-01-04-2016 of June 14, 2016, Protocol No. 8; "Instruction on personnel records management" I-03-01-2016 dated January 29, 2016, protocol No. 16; "Labour regulations" P-03-13-2016, dated January 29, 2016, protocol No. 16; "Regulations on the organization of the system of remuneration and motivation of employees" PP-03-37-2016 dated June 14, 2016, protocol No. 8, which determine the policy of recruiting and accepting teachers, managers and clinical mentors. The recruitment of teachers for the implementation of the EP is carried out through a competition for filling vacant positions, the procedure for which is regulated by the Order of the Ministry of Education and Science of the Republic of Kazakhstan dated 04.23.2015.

All teachers of the Department of Family Medicine who participate in the educational process in residency have an academic degree and title, the highest qualification category. All teachers of the department passed the Faculty of Advanced Training and Retraining. in 2018-2019.

The university has developed a programme for the development of teaching staff, mechanisms for advanced training of teaching staff with and without interruption from production. The personnel policy of the university defines the motivation of employees - "Regulations on the organization of the system of remuneration and motivation of employees" dated 06/14/16 and the acts of KazMUNO. The University also maintains and develops a system of non-material remuneration, which includes all forms of recognition of merit and encouragement, there are types of additional payments for teaching staff. The ratio of the number of teachers of the profiling department, who meet the requirements for teaching staff who carry out training in residency, and the number of residents is at least 1: 3.

**Strengths:**

- 1) High degree of degree of the teaching staff;
- 2) The presence of a number of regulatory documents aimed at supporting and developing teaching staff, timely professional development, motivation and security;

**EEC conclusions by criteria.** Out 7 standards conform: completely - 3, significantly - 4, partially - 0, do not correspond - 0.

**Standard 5: completed**

**Standard 6: EDUCATIONAL RESOURCES**

To train residents, the university has signed contracts with 185 clinical bases. Clinical bases of the republican level are 7% (13), regional - 9.2% (17), urban - 38.4% (71), district -10.8% (20), private medical centres / clinics - 30, 3% (56), other departments -4.3% (8) (6.2.1).

Residents in the specialty 7R091380 - "Family medicine" practiced their practical skills in city polyclinics, ambulance stations, hospitals in the city of Almaty in accordance with the syllabus of training in the specialty "Family medicine" and independently used a family doctor in their work. The ability to access and use information and communication technologies is provided by the relevant structures of KazMUNO JSC: the Information Technology Department, the Testing and Distance Learning Technologies Centre. The Moodle platforms are used for the educational process: <http://kazmuno.org/moodle/>, the PLATONUS educational platform, and the LimeSurvey online survey system.

The Regulation has been developed, which defines the requirements for educational and methodological support, organization and monitoring of the educational process using distance technologies.

The library has official access to the electronic databases THOMSON REUTERS (WEB OF SCIENCE), OXFORD JORNALS MEDICINE, ELSEVIER, SCOPUS, RSCI, which are used by students and readers of the library.

The training programme for residents provides for the implementation of various forms of educational and research work. Residents participate in scientific projects of the department: the project "Child and Health", which is being implemented within the framework of grant financing of the NJSC "Centre for Support of Civil Initiatives" with the support of the Ministry of Information and Social Development of the Republic of Kazakhstan; i-PROGNOSIS: intelligent early detection of Parkinson's disease, targeting a new supportive therapy. The project received funding from the research and innovation programme Horizon 2020 of the European Union under the grant agreement No. 690494; Research based on the Centre for Active Longevity, dynamics of the psychoemotional state of the elderly population on the example of the city of Almaty.

#### **Strengths:**

*1)* The university has a developed material and technical base for the implementation of professional training of residents and provides a safe learning environment.

**EEC conclusions by criteria.** Out of 21 standards conform: fully - 18, significantly -3, partially - 0, do not correspond - 0

**Standard 6:** *completed*

#### **Standard 7: PROGRAMME EVALUATION**

The university conducts monitoring, evaluation of the EP, with the involvement of interested parties, structural units, the UMC commission for monitoring the educational process, taking into account the expected final learning outcomes, the needs of the healthcare system, the progress of residents, the qualifications of teachers.

The process of improving the EP is implemented through the QMS, based on the results of a survey of residents, teaching staff, employers. The decisions of collegial bodies (Committee of educational programmes / QMS, Educational and methodological council / EMC, Academic council / AC) are published on the university website.

The university studies and analyses the results of feedback on the independent clinical practice of residents. The analysis of questionnaires is carried out at the level of departments, at the level of the Department of Residency and the Department of Strategic Development and QMS and is discussed at meetings of the Department of Residency with teaching staff and structural units, students. KazMUNO has developed mechanisms for the approval of educational programmes, providing for the assessment of programmes at the stages of planning, implementation, analysis of results and implementation of changes, which allows monitoring the process of implementing the EP and the progress of residents, and ensures the identification and timely solution of emerging problems.

According to the order №157 of the Ministry of Health of the Republic of Kazakhstan, the University uses the city's medical and preventive institutions as a clinical base on the basis of contracts. Clinical bases have a certificate of accreditation from the RCHD.

**Strengths:**

- 1) Monitoring and evaluation of the educational programme is constantly carried out, aimed at achieving the mission of the EP

**EEC conclusions by criteria.** Out of 15 standards conform: fully - 12, significantly 3, partially -, do not correspond - 0

**Standard 7: completed**

**Standard 8: GOVERNANCE AND ADMINISTRATION**

The university has defined a general strategy, main directions, priorities and objectives of the University's policy in the field of improving the quality of education in accordance with the mission, vision and strategic development plan of the University.

The official website of the university provides information on educational programmes. The website of KazMUNO JSC is available through Facebook, YouTube, Instagram. The obligations and powers of KazMUNO JSC in relation to the educational programme in the specialties of residency are regulated by the current legislation of the Republic of Kazakhstan and the internal regulatory documents of the University.

The activities of the academic leadership regarding the fulfilment of the mission and the solution of tasks assigned to the university are studied and evaluated based on the analysis and generation of reports and plans, analysis of the implementation of the goals and objectives of the strategic plan (quarterly and at the end of the academic year), internal audit reports (according to the plan), the results of the work of internal and external commissions (annually at the end of May).

The results of achievement of the students of the residency programme are also an indicator of the effective performance of the academic leadership (current, final control, independent assessment of knowledge and skills).

Determination of the financial and economic policy of KazMUNO JSC and the management structure of the university is the responsibility of the first head of the university - the rector - the Chairman of the Board and the financial director. To handle financial issues in KazMUNO JSC, the position of the head of the Economic Council for economics and general issues was created, powers and responsibilities were determined.

The financial activities of the university are reviewed on a quarterly basis at a meeting of the Supervisory Board, where decisions are made to provide EP according to needs.

In JSC "KazMUNO" on the basis of quantitative indicators (data on the contingent of students / trainees), a plan of income and expenses for the organization is formed. Accounting and preparation of financial statements is carried out in accordance with the National Financial Reporting Standard No. 2.

The university has an appropriate administrative and teaching staff, including an academic leader, who is appropriately supported by a staffed and qualified management structure for the implementation of the educational programme, effective management and resource allocation.

The University has established and operates a quality management system service. Internal assessment of the quality of education is implemented in the processes of self-examination within the framework of internal audit (QMS), self-assessment (accreditation), data collection for ranking the university and evaluating programmes.

**Strengths:**

- 1) Transparency of the management system and decisions made;
- 2) The responsibilities of academic leadership with respect to programme design and management are defined;
- 3) Stable financial condition of the university;

**EEC conclusions by criteria.** Out of 15 standards conform: fully - 14, significantly -, partially - 2, do not correspond - 0

**Standard 8: completed**

## **Standard 9: CONTINUOUS RENEWAL**

The university has initiated procedures to regularly review, update the structure and function of the programme. The renewal process is based on results from prospective studies, analysis of the results, personal experience and a study of the medical postgraduate education literature.

Strengths:

1/ Availability and functioning of a quality management service at the University, availability of a quality management system

*EEC conclusions by criteria.* Out of 4 standards correspond: completely - 3, significantly - 1, partially - 0, do not correspond - 0.

*Standard 9: completed*

### **5. Recommendations for improving educational residency in the specialty 7R091380 "Family Medicine":**

1) Strengthen the research component in the training of residents, not only through the involvement of residents in the scientific research of the department, but also through the active implementation of research-based training in the educational process (1.1.7)

2) Focus more on the health needs of the community in shaping the mission (1.1.2)

3) Strengthen the formation of professionalism in EP (- skills for lifelong learning, - support for the level of competence, - information literacy and ethical behaviour, - personal integrity, honesty, altruism, - serving others, - loyalty to the professional code, - fairness and respect for others (1.2.1).

4) More active involvement of all stakeholders in the formulation of the mission and the final learning outcomes of EP in the specialty "family medicine" (representation of residents, employers in the Academic Council) (1.4.1)

5) To more widely introduce the scientific foundations and methodology of medical research, including clinical research and clinical epidemiology, into the educational programme (2.2.1)

6) Inclusion in the educational programme of issues of medical jurisprudence and forensic medicine, patient safety, responsibility for their own health, knowledge of complementary and alternative medicine (2.3.1).

7) Make wider use of a complementary set of assessment methods and formats according to their "applicability", which includes a combination of validity, reliability, learning impact, acceptability and effectiveness of assessment methods and formats in relation to stated learning outcomes (3.1.4)

8) Improve the procedure for documenting the reliability and validity of assessment methods (3.1.6)

9) Wider involvement of residents in the discussion of documents regulating the educational process at the university, in particular, the inclusion of resident organizations or individual active residents in the process of developing a policy for admission and selection of residents or take into account their opinion received during feedback (4.1.8).

10) When recruiting residents, consider available information on community health needs, which includes considering balanced recruitment in accordance with gender, ethnic and social characteristics of the population, including the potential need for specific recruitment and admission policies for their minority groups and rural doctors (4.2.)

11) Improvement of the social support programme for residents (4.3.3)

12) In counselling and support, consider how confidentiality is guaranteed (4.3.5)

13) Consider in the recruitment and selection policy how the mission of the education programme, the needs of the education system and the needs of the health care delivery system are taken into account (5.1.2)

14) Consider a system to incentivize and motivate health care practitioners to participate in postgraduate training (5.1.3)

15) Improving the mentor development programme (5.2.2)

16) Improvement of the rating system for assessing the activities of teaching staff (5.2.3).

- 17) Enhancing the research competence of residents and appropriate integration and balance between training and research (6.5.1)
- 18) More broadly represent residents in the EP (6.5.4)
- 19) Improve the programme "Academic mobility of students". Develop formal and informal relationships with relevant national and international educational and scientific organizations to facilitate the exchange of residents and mutual recognition of learning elements (6.7.4).
- 20) Strengthen the role of employers in assessing the quality of the educational programme (7.2.1).
- 21) Provide access for interested parties (employers) to the results of the assessment of individual courses and the educational programme as a whole (7.4.2).
- 22) Improve the system of control and monitoring of the quality and compliance of clinical bases, material and technical equipment and other educational resources, the specialty of the residency programme, applying different established procedures, including site visits (7.5.2).
- 23) Improve the quality management system of the university, the process of managing documents and records. (8.4.2)
- 24) Improvement of mechanisms for financing academic mobility and residents, participation of residents in international events, advanced training of teaching staff in countries of the near and far abroad, visiting professors (9.1)



## **7. Recommendation to the ECAQA Accreditation Board**

The members of the EEC came to a unanimous decision to recommend that the Accreditation Council accredit the educational residency programme in the specialty 7R091380 "Family Medicine" for a period of 5 years.

### **Chairman**

Zhanalina Bakhyt Sekerbekova

### **The foreign expert**

Katropa Liliya Georgieva

### **Academic expert**

Moldava Gulmira Mendiguren

### **Representative of practical health care**

Kalibekova Gulnara Zharkynbekova

### **The representative of the residents**

Gogaladze Consol Latifovich

### **The observer ECAQA**

Umarov Makpal Aldibekova



## Quality profile and external evaluation criteria

Standard	Evaluation criteria  Number of standards = BS*/SU	Evaluation			
		Fully complies	Largely compliant	Partially compliant	Fully complies
1.	<b>MISSION AND OUTCOMES</b> 17 = 10/7	13	4		
2.	<b>EDUCATIONAL PROGRAMME</b> 31 = 22/9	29	2		
3.	<b>ASSESSMENT OF TRAINEES</b> 11 = 7/4	9	2		
4.	<b>TRAINEES</b> 30 = 18/12	7	1	3	
5.	<b>TRAINERS</b> 7 = 5/2	3	4		
6.	<b>EDUCATIONAL RESOURCES</b> 21 = 10/11	18	3		
7.	<b>PROGRAMME EVALUATION</b> 15 = 10/5	12	3		
8.	<b>GOVERNANCE AND ADMINISTRATION</b> 15 = 8/7	14		1	
9	<b>CONTINUOUS RENEWAL</b> 4 = 1/3	3	1		
	<b>Total: 151 = 91/60</b>				
		<b>151</b>			

### List of documents requested by members of the EEC within the framework of accreditation of educational programmes of KazMUNO 3-4.12.

1. Portfolio (personal data of the resident)
2. REGULATIONS ON THE COMPETITION BEST RESIDENT of the Joint Stock Company "Kazakh Medical University of Continuing Education" PP-03-65-2019. Protocol No. 1 dated March 6, 2019
3. Report on the questionnaire of residents' satisfaction with the quality of teaching the subject
4. Department of Oral and Maxillofacial Surgery. On the topic: Innovative technologies in the complex treatment of trigeminal neuralgia. Executor: Aityn B.Zh. Specialty: Oral and maxillofacial surgery including childhood. Scientific adviser: M.Sc. Inkarbekov Zh.B., Almaty, 2019
5. Individual curriculum for residency student Aytyn Bekzhan Zhandosuly.  
Specialty: Maxillofacial surgery, including pediatric surgery. Duration of training in residency: 03.09.2018-31.08.2021. Department of Oral and Maxillofacial Surgery with a course of plastic surgery. Curator: Zaitenova Gulbaran Baygazinovna. Almaty 2018 Document dated 5.09.2018
6. Individual curriculum for residency student Muratbek A.Zh.  
Specialty: Maxillofacial surgery, including pediatric surgery. Duration of training in residency: 02.09.2019-31.08.2022. Department of Oral and Maxillofacial Surgery with a course of plastic surgery. Curator: Alimzhanova G.N. Almaty, 2019 Document dated 5.09.2018
7. Contract No. 53 / 11-20 on the provision of paid educational services dated February 20, 2020 with Gr. RK Adikhanov Abdibek Abdukarimovich
8. Regulations on the organization of the educational process in residency of the Joint Stock Company "Kazakh Medical University of Continuing Education" PP-03-46-2019 dated March 06, 2019, Protocol No. 1
9. Guidebook for the student of residency of the Joint Stock Company "Kazakh Medical University of Continuing Education" SP-03-01-2019 dated March 06, 2019, Protocol No. 1
10. Individual curriculum of the residency student Ibrayimov Bolat Timur-Uly.  
Specialty: 7R1109006 "Oral and maxillofacial surgery, including pediatric". Duration of training in residency: 09/01/2020 - 08/31/2023. Department of Oral and Maxillofacial Surgery with a course of plastic surgery. Curator: Zaitenova G.B. Almaty, 2020 Document dated 09/01/2020
11. CODE OF HONOR OF THE LISTENER OF RESIDENTURE of the Joint Stock Company "Kazakh Medical University of Continuing Education" KЧ-03-01-2017. Protocol No. 22 dated December 23, 2016
12. Regulations on the academic mobility of undergraduate students, internships, residents, undergraduates, doctoral students and teaching staff of the Joint Stock Company "Kazakh Medical University of Continuing Education" PP-03-25-2019. Document dated March 06, 2019, protocol No. 1
13. Individual curriculum for the residency student Asel Kabdenovna Alpysbaeva.  
Specialty: 6R110200 (Family Medicine). Duration of training in residency: 02.09.2019-31.08.2021. Department: Family Medicine. Curator: Alimanova Zhanna Maksutovna. Document dated 09/05/2019
14. Regulation on mentoring of the Joint Stock Company "Kazakh Medical University of Continuing Education" PP-03-41-2019. Protocol No. 1 dated 06.03.2019
15. Report on the questionnaire of employers' satisfaction with the quality of graduate training. Specialty: Family Medicine. Course: 1. Total respondents: 7. City polyclinics: №2, 10, 25, 26
16. Analysis of the results of a survey of students of residency about the satisfaction of training for 2019. Almaty 2019
17. Regulations on the Council of Residents of the Joint Stock Company "Kazakh Medical University of Continuing Education" PP-03-50-2019. Protocol No. 1 dated 06.03.2019
18. Regulation on the Department of Residency PP-03-54-2019 dated January 21, 2019 No. 20-OD
19. ETHICAL CODE OF STUDENTS AND EMPLOYEES of Joint Stock Company "Kazakh Medical University of Continuing Education" EK-03-02-2020. Protocol No. 1 dated January 28, 2020
20. Protocol of the meeting of the Educational and Methodological Council No. 6 dated June 25, 2020 Chairman of the EMC: Doskozhaeva S. T. Secretary of the UMC: G.K. Kulamanova Attended: 55 people
21. RULES FOR ADMISSION to JSC "Kazakh Medical University of Continuing Education" for 2020 from 01.06.2020
22. Order on approval of the Clinical Council 23.11.2020 No. 188-OD
23. REGULATION ON ACADEMIC HONESTY OF STUDENTS, TEACHERS AND EMPLOYEES OF THE JOINT STOCK COMPANY "KAZAKH MEDICAL UNIVERSITY OF LIFELONG EDUCATION" PP-03-72-2019. Protocol No. 6 dated August 28, 2018
24. Analysis of the results of the questionnaire survey of residents for January-February 2020 of the Joint Stock Company "Kazakh Medical University of Continuing Education"
25. CASE No. 475. Aytyn Bekzhan. Maxillofacial Surgery.

26. The programme of the republican conference of dentists with international participation "Actual problems of dentistry"
27. Regulations on the passage of professional practice at the clinical bases of the regions of the Joint Stock Company "Kazakh Medical University of Continuing Education" PP-03-64-2019. Protocol No. 1 dated 06.03.2019
28. Rules for admission to JSC "Kazakh Medical University of Continuing Education" for 2020. Document dated 01.06.2020
29. Report on the questionnaire of employers' satisfaction with the quality of graduate training. Specialty: Oral and Maxillofacial Surgery. Course: 1.2. Total respondents: 7. City Clinical Hospital No. 5, Children's Emergency Centre, Almaty Multidisciplinary Clinical Hospital
30. Report on the questionnaire of residents' satisfaction with the quality of teaching the subject. Specialty: Family Medicine. Course: 1. Name of discipline (module): Family medicine. Total respondents: 2.
31. ACADEMIC POLICY IN THE FIELD OF HIGHER, POSTGRADUATE AND ADDITIONAL EDUCATION JSC "Kazakh Medical University of Continuing Education" AP-03-78-2020. Protocol dated June 25, 2020 No. 8
32. REGULATIONS ON THE BOARD OF RESIDENTS of the Joint Stock Company "Kazakh Medical University of Continuing Education" PP-03-50-2019. Protocol No. 1 dated March 6, 2019
33. POLICY OF PERSONNEL MANAGEMENT Joint Stock Company "Kazakh Medical University of Continuing Education" PUP-01-04-2016. Protocol No. 8 dated June 14, 2016
34. Key performance indicators and results of the implementation of the strategic plan of KazMUNO JSC for 2017-2021 Protocol No. 10 dated November 20, 2017
35. STRATEGIC DEVELOPMENT PLAN of the Joint Stock Company "Kazakh Medical University of Continuing Education" for 2017 - 2021. Protocol No. 1 dated February 01, 2017
36. TARGET INDICATORS OF THE STRATEGIC DEVELOPMENT PLAN OF THE UNIVERSITY Operational plan of KazMUNO JSC for 2018-2022. Protocol No. 1-1 dated February 13, 2019
37. TARGET INDICATORS OF THE STRATEGIC DEVELOPMENT PLAN OF THE UNIVERSITY Operational plan of KazMUNO JSC for 2018-2022. Protocol No. 3 dated February 6, 2020
38. TARGET INDICATORS OF THE STRATEGIC DEVELOPMENT PLAN OF THE UNIVERSITY Operational plan of KazMUNO JSC for 2018-2022. Protocol No. 4/1 dated May 25, 2018
39. Report of work of KazMUNO JSC for 2018 (annual) dated December 29, 2018
40. STRATEGIC DEVELOPMENT PLAN of the Joint Stock Company "Kazakh Medical University of Continuing Education" for 2018 - 2022. Protocol No. 4/1 dated May 25, 2018
41. Report on the implementation of target indicators of the strategic development plan of KazMUNO JSC for 2019. Protocol No. 3 dated February 6, 2020
42. REGULATIONS ON THE BOARD of Joint Stock Company "Kazakh Medical University of Continuing Education" PP-03-02-2016. Protocol No. 4 dated April 04, 2016
43. Report on the work of KazMUNO JSC for 2019 dated January 31, 2020