

To Accreditation Council  
Of Eurasian Center  
For Accreditation and quality assurance  
In Higher Education and Health Care

May 28, 2021

**REPORT  
OF THE EXTERNAL EXPERT COMMISSION  
ON THE RESULTS OF ASSESSMENT OF EDUCATIONAL PROGRAMMES  
FOR COMPLIANCE WITH ACCREDITATION STANDARDS  
IN MEDICAL AND PHARMACEUTICAL  
SPECIALTIES OF TECHNICAL AND VOCATIONAL  
EDUCATION OF PSE ON REM "PAVLODAR HIGHER MEDICAL  
COLLEGE"**

**EDUCATIONAL PROGRAMME BY SPECIALTY  
0307000 - "Orthopedic dentistry" qualification 0307013 - "Dental technician"**

**period of external expert evaluation: 26.05. -28.05. 2021**

**Pavlodar, 2021**

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## **LIST OF SYMBOLS AND ABBREVIATIONS:**

WHO - World Health Organization  
EW - educational work  
SCES - State Compulsory Education Standards  
DO - distance education  
FC - final certification  
IAS - Institute for Advanced Studies  
PSE on REM is a public state company on the right of an economic  
conducting  
CTP - calendar-thematic plan  
MO - medical organizations  
SRW - student research work  
EP - educational programme  
PHMC - Pavlodar Higher Medical College  
PI - professional internship  
PBL - Problem-Based Learning  
PP - professional practice  
PPW - production - practical work  
PC - pedagogical council  
WC - working curricula  
ST RK - standards of the Republic of Kazakhstan  
TVE - technical and vocational education  
TEW - teaching and educational work  
EMCD - educational-methodical complex of the discipline  
EMC - educational and methodical council  
CSO and SO - Center for Continuing Education and Simulation Training  
CMC - Cycle Methodical Commission

**Composition of the External Expert Commission**  
**Eurasian Center for Accreditation and Quality Assurance in Higher Education and health care for the external assessment of the PSE on the REM "PAVLODAR HIGHER MEDICAL COLLEGE" of the Pavlodar region health department (order No. 18 of 04.26. 2021)**



*Chairperson of the External Expert Commission -*

Tokbergenova Gulmira Telmanovna,  
Candidate of Pedagogical Sciences, Honorary Worker of Education of the Republic of Kazakhstan, Excellence in Health care of the Republic of Kazakhstan,  
Director of LLP "Higher Medical College" Interdent ";



*Foreign expert - Oleinikova Tatiana Anatolyevna,*

Candidate of Sciences (Pharmacy), Head of the Education Quality Management Department of Educational and Methodological Management, Associate Professor of the UEF Department "Kursk State Medical University, Nominated by the partner organization" Russian Register Certification Association ";



*National Academic Expert - Kumarova Altynai Baltabaevna,*

Deputy Director for Teaching and Educational Work  
SPE on REM "Taldykorgan Higher Medical College";



*National Academic Expert - Abzhanova Zhanar Soltanovna, Deputy Director for Scientific and Methodological Work of Republican Higher Medical College LLP;*



*National Academic Expert - Evdomashenko Tamara Vitalievna, general practitioner, teacher of special disciplines, PSE "Kostanay Higher Medical College" of Health Department of Akimat of Kostanay region;*



*National Academic Expert - Suleimenova Asel Askhatovna, Head of the Department of General Medicine PSE on REM "Higher Medical College" Department of Public Health of the city of Almaty;*



*Expert - representative of employers - Kasenova Asem Tolegenovna, chief physician of the PSE on the REM "Hospice of Pavlodar region" of the Health Department of Pavlodar region;*



*Expert - student representative* - Tolegen Dana Meiramkyzy,  
2nd year student in the specialty "Standardization, Metrology and Certification" LLP "Higher College of the Innovative University of Eurasia"



*ECAQA Observer* - Umarova Makpal Aldibekovna, head of the accreditation and monitoring department of the NJSC "Eurasian Center for Accreditation and Quality Assurance in Higher Education and Health Care".

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

### **2.1 Representation of the PSE on REM "Pavlodar Higher Medical College" and the educational programme in the specialty 0307000 "Orthopedic dentistry" qualification 0307013 "Dental technician"**

The history of Pavlodar Higher Medical College begins in 1949 with the opening of a 2-year nursing school.

By the decree of the Council of Ministers of the Kazakh SSR No. 707-r of 04.08.1954, the medical school was reorganized into a medical school, where they began to train not only nurses, but also paramedics and midwives.

The school received the status of a college in 1995.

In 2012, the college implemented a quality management system for compliance with the requirements of ST RK ISO 9001-2009 (certificate No. KZ.7100759.07.03.00072 from 20.06.2012 to 20.06.2015)

Since March 2013, the continuing education department has been reorganized into the Center for Continuing Education for Secondary Medical and Pharmaceutical Workers. Over the years, more than 25 thousand middle-level medical workers have improved their qualifications.

In the 2014-2015 academic year, within the framework of the implementation of the World Bank Project "Technology Transfer and Institutional Reform in the Health care Sector of the Republic of Kazakhstan", an educational programme of applied bachelor's degree in the specialty "Nursing" was introduced in an experiment mode.

In 2014, on the basis of the order of the Ministry of Health of the Republic of Kazakhstan, the Regional Simulation Center was opened.

In 2015, an international quality management system was introduced for compliance with the requirements of ISO 9001: 2008 (TUV Rheinland Cert GmbH quality certificate No. 011001518810 from 03.07.2015 to 02.07.2018).

In 2016, the college received the status of a higher college.

On the basis of the order of the State Institution "Finance Department of Pavlodar region" dated July 9, 2017 No. 336 "On communal property", non-residential premises of the administrative building of medical organizations, located on I. Bayzakov street, 151/2, were transferred to the economic management (balance) of the medical college with a total area of 4196.0 square meters, where a dormitory is currently planned for college students and young professionals in practical health care. Work has begun on design and estimate documentation. Commissioning is planned for 2022. The total area of the two buildings is 10741.1 sq. M., Of which the training area is 6837.8 sq. m. There are 7.7 square meters per student, which corresponds to the current sanitary standards. To conduct training sessions, 38 classrooms and laboratories are equipped, provided for by the State Educational Standard of the Republic of Kazakhstan in 2016 and 2020 incl.

There is an assembly hall with an area of 250.8 square meters, a library with a reading room for 30 seats, a sports hall with an area of 267.9 square meters, a professional football field, a dining room for 200 seats. The total library fund as of October 1, 2020 totals 55905 publications (including 10630 in the state language).

The fund of educational literature from the total fund is 28300 copies (including 6689 copies in the state language). The fund of educational and methodical literature consists of 23111 copies. Of these, 5457 copies of methodological literature (including 967 copies in the state language), scientific literature - 13587 storage units (including 2137 publications in the state language), reference, official and other literature - 4067 copies. The fund of fiction and periodicals comprises 3897 items (including 358 in the state language). The fund of the media library consists of 2,615 electronic publications (including 359 in the state language), of which 597 are licensed publications (143 in the state language).

The college has structural units that are responsible for certain areas of the educational process. The responsibility of each structural unit and employees is established in the regulations on structural units and job descriptions.

The general management of the college is carried out by the director - **Kasimova Bakyt Kabidulovna**. Educational part - Deputy Director for teaching and educational work - **Baygulzhina Zhazira Zabirovna**, supervises the work of the units that organize the educational and scientific - methodological process in the college. The deputy director for teaching and educational work provides guidance on all issues of organization of the educational process and oversees the work of the educational department. Educational, research, clinical, educational work is provided by teachers and staff.

Deputy Director for Industrial and Practical Training **Dyusembaeva Zhanargul Begaidarovna** carries out management of clinical practice from the college and educational and methodological support of industrial and professional practice of students.

The highest collegial governing body of the college is the Pedagogical Council. The PC works according to the plan approved by the director of the college, meetings are held once every 2 months, the PC minutes are kept in the state and Russian languages. The PC includes representatives from the Ministry of Defense and students.

More information can be found on the college website: <http://pvlmedcollege.kz/?p=16781&lang=ru>

## **2.2 Information on previous accreditation**

In order to assess the quality of activities and educational programmes, the PSE on the REM "Pavlodar Higher Medical College" in 2016 successfully passed: (State License of the Ministry of Education and Science of the Republic of Kazakhstan No. KZ73LAA00007520 dated 23.08.2016)

I. Institutional accreditation - The validity period of the certificate No. IA 021 is from 20.06.2016 to 21.06.2021.

II. Specialized accreditation for five educational programmes:

- \* 0301000 "General Medicine"
- \* 0302000 "Nursing"
- \* 0304000 "Dentistry"
- \* 0306000 "Pharmacy"

**\* 0307000 "Orthopedic Dentistry".**

The validity period of the certificate No. SA 0009 is from 20.06.2016 to 21.06.2021.

**2.3 Analysis of the self-assessment report of the educational programme in the specialty 0307000 "Orthopedic dentistry" qualification 0307013 "Dental technician"**

Specialized Self-Assessment Report in the specialty 0307000 - "Orthopedic dentistry" qualification 0307013 - "Dental technician" is presented on 80 pages and contains 14 annexes according to the relevant standards. Attached to the Specialized Self-Assessment Report list members of working group on self-assessment and preparation for accreditation educational programmes in medical and pharmaceutical specialties, technical and vocational education with an indication of the responsibility of each member of the internal commission:

1. College Representative Responsible for Institutional Self-Assessment  
Baigulzhina Zhazira Zabirotovna - Deputy Director for OIA
2. Yesimova Zhanat Kuttumbetovna - Director of Azhar LLP
3. Benke Oksana Aleksandrovna - Head of the department
4. Kulbekova Shynar Zhenisovna - Chairperson of the CMC of clinical disciplines
5. Grigorenko Angela Georgievna - Chairperson of the CMC of sanitary-hygienic, pharmaceutical and dental disciplines.
6. Baigulova Sholpan Shakarymovna - Chairperson of the CMC of socio-economic disciplines.
7. Bitigova Gulnara Seytmagambetovna - Chairman of the CMC of general humanitarian disciplines.
  
8. Nurumbetov Togay Shaikenovich - Teacher of special disciplines
9. Sarsenbaev Ruslan Rashitovich - Teacher of special disciplines
10. Matveeva Maria Olegovna, student of group 310, specialty "Dentistry"
11. Bocharova Alexandra Alexandrovna, student of group 310, specialty "Dentistry".

Self-assessment of the PSE on REM "Pavlodar Higher Medical College" of the Health Department of the Akimat of the Pavlodar region was carried out on the basis of order No. 196 -P dated 01.09.2020 "On the appointment of those responsible for the preparation of a self-report on institutional and specialized accreditation." on self-assessment and preparation for accreditation educational programme for specialty 0307000 - "Orthopedic dentistry" qualification 0307013 - "Dental technician" "The report is characterized by the completeness of answers to all 9 accreditation standards, structuredness, taking into account the recommendations of the ECAQA Self-Assessment Guidelines, as well as the internal unity of information provided by the accredited college.

1. Standard 1 "Mission and end results"
2. Standard 2 "Educational programme"
3. Standard 3 "Assessment of students"
4. Standard 4 "Students"
5. Standard 5 "Academic staff / faculty"
6. Standard 6 "Educational Resources"
7. Standard 7 "Programme evaluation"
8. Standard 8 "Governance and Administration"
9. Standard 9 "Continuous Renewal"
10. Appendices, and includes a description of strengths, areas for improvement for each standard.

The college staff responsible for the self-assessment and preparation of the Report carried out significant work on processing and systematizing the material, highlighted the college's achievements in the main areas of activity. The working group on the preparation of the self-assessment report has done a certain amount of work: the key areas of institutional activity, tasks for the implementation of 5 specialties have been analyzed, the necessary information has been collected in accordance with the accreditation standards; a thorough analysis, updating and addition of methodological and educational materials was carried out, their content is reflected in the report. There are links to regulations, model rules, regulations, teaching documents, website pages [http:// www](http://www).



Over the years of its existence, the college has trained mid-level medical workers in the specialty "Orthopedic Dentistry", including 355 dentists, 37 dental assistants, 255 dentists. At the moment, 42-1 year students and 23 graduate students are studying at the "Orthopedic Dentistry" department of the "Dental technician" qualification. For this specialty, the form of training is daytime. Normative term of study: 1 year 10 months on the basis of general secondary education. The language of instruction is Russian.

To ensure high-quality training of specialists for the qualification "Dental Technician", the leadership of the medical college is forming the teaching staff, organizing educational and methodological work, equipping classrooms and laboratories. The educational curriculum for the specialty "Orthopedic Dentistry" is based on the State Educational Standard of Education 2019. 19 teachers take part in the training of specialists in the educational programme "Orthopedic Dentistry": the qualitative composition is 40.4%. All teachers have an appropriate basic education corresponding to the discipline taught.

Thus, the self-assessment report of the educational programme for compliance with the ECAQA specialized accreditation standards in the specialty 0307000 - "Orthopedic dentistry" qualification 0307013 - "Dental technician" of the college contains objective, detailed, structured information on all types of activities.

The content of the Self-Assessment Report is structured in accordance with the ECAQA Accreditation Standards and includes a description of the strengths, areas for improvement for each of the 9 standards. Description of the key activities of the college fairly complete and updated software the number of students, teachers, administration, information on selection and admission, learning outcomes, knowledge and skills assessment results, material and technical base, contractual obligations with partners, financial information, plans for development and improvement, etc.

Conclusion on each of the 9 accreditation standards includes a description of strengths and areas for improvement.

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.

### **3. External expert evaluation**

#### **3.1 Description of the visit of the external expert committee**

The work of the external expert commission of the Eurasian Center for Accreditation and Quality Assurance in Higher Education and Health Care within the framework of institutional and specialized accreditation of the PSE on the REM "Pavlodar Higher Medical College" of the Health Department and the Akimat of Pavlodar region on the assessment of the college was organized in accordance with the Guidelines for the external evaluation of educational organizations and educational programmes of ECAQA (approved by the order of the Director General of the NJSC "Eurasian Center for Accreditation and Quality Assurance in Higher Education and Health Care" No. 5 dated February 17, 2017) and according to the programme of the external visit, approved on May 11, 2021 by the Director General of ECAQA Sarsenbayeva S. and agreed with the director of the college Kasimova B.K.

To obtain objective information, according to an expert assessment, the members of the EEC used the following methods: interviews with management and administrative staff, observation, study of the website, interviews with students, alumni, interviewing employees of various structural units, teachers, questioning teachers and students, a review of resources in the context of the implementation of accreditation standards, the study of educational and methodological documents.

On the part of the college staff, the presence of all persons indicated in the visit programme and according to the lists of interview sites is ensured (Attachment 1).

#### **The first day of the visit is 05/26/2021.**

The first day of the EEC began with a visit to the college and getting to know the management. Director **Kasimova Bakyt Kabidulovna** has been running the college for only 3 months, so the former director, Sitkazinova Gulnara Kinzhitaevna, was also invited to the meeting. Bakyt Kabidulovna introduced us to the mission of the college and the strategic development plan.

At the meeting with the management of the college, an overview presentation of the college was presented. Further, an interview with the leadership took place on the mission, strategic development of the organization as a whole and educational direction.



At 9.45, EEC with the academic leadership discussed the management of educational programmes, career guidance, student recruitment, monitoring of employment. From 10.15 to 11.15 interview with the management of the college departments and the heads of the educational advisory center. We discussed the development, approval and implementation of software with the managers, control and measuring tools for assessing the knowledge, skills and abilities of students, analysis of software effectiveness. Interview on educational and social work with students. At 11.15. the responsible staff gave a tour of the college. EEC members visited the simulation center, medical office, gym and assembly hall, college library and got acquainted with the library fund. Demonstration of practical skills with students using simulation equipment, mannequins, phantoms in training programmes in the specialty:

**"Orthopedic Dentistry", Dental technician, 1 course**

Topic: "Means and methods of professional hygiene" Lecturer: Benke O.A.



**"General Medicine", Obstetrician, 3 course**

Topic: "Cardiopulmonary resuscitation" Teacher: Kazhibekov R.Ye.

**"General Medicine", Paramedic, 3 course**

Topic: "Applying soft and hard bandages" Teacher: K.B. Tontaeva

**"General Medicine", Obstetrician, 3 course**

Topic: "Resuscitation of a newborn" Teacher: Ermek A.E.

**"Nursing", Nurse of general practice, 3 course**

Topics: "Feeding a baby through a nasogastric tube"

"Delivery of a drug through a nebulizer" Teacher: Abilkasimova K.T.

**"Nursing", Nurse of general practice, 3 course**

Topics: "Feeding the patient through a nasogastric tube"

"Skin care around the colostomy" Teacher: Dosbergenova K.I.

**"Nursing", Nurse of general practice, 3 course**

Topic: "Parenteral routes of drug administration" Teacher: IV Rodichkina

**"Nursing", Nurse of general practice, 1 course**

Topics: "Gastric lavage"

"Setting a cleansing enema" Teacher: Ospanova A.N.

At 14.15 an interview with college teachers took place. The issues of EP and its implementation, the introduction of innovative teaching methods was discussed. The teachers talked about differentiated wages and its criteria, material assistance from the trade union committee. We discussed pedagogy and monitoring the quality of student learning.

At 14.55, EEC members were presented with a Presentation on educational work and interview on educational and social work with students, support and counseling of students on personal issues; formation and development of communication skills, leadership; activity; projects; volunteer movement; feedback from students, prevention and correction of behavioral changes in students, psychological support of students during the educational process.

At an interview with students of educational programmes at 3.35 pm, they discussed issues of choosing electives, retaking exams, the possibility of applying if they do not agree with the assessment. The students were very active and open in communication.

At 16.05 Demonstration of college website, e-resources of educational programmes, distance learning platform, e-zine.

From 16.35 to 17.45 we studied the documentation on educational programmes of the college, including at the request of members of the EEC.

After that, the EEC members held a meeting on the first day of the visit. Summed up the results of the external assessment, discussed the results of standards validation and data verification of the EP self-assessment reports. The day passed calmly, without stress, without deviations from the schedule, thanks to the well-coordinated work of the college staff.

**Second day of visit May 27, 2021**

The second day of work of the EEC began with a visit to the clinical bases of the college. We visited Medeo LLP and Azhar LLP, on the basis of which there are training rooms equipped with educational material. Interviewed with clinical practice management of students and college alumni working in these dental clinics.



We visited the Olimp laboratory at the base where laboratory students undergo practical training. At the Pharmacom pharmacy, the head shared the problem of lack of pharmacists and noted the high training of specialists who are ready to start working immediately after graduating from college. An interview with student activists took place from 12.00 to 12.30. The students acquainted the EEC members with the functions, duties and rights of the student council.



At 13.30 Nurakhmetova A.O. acquainted with the organization and content of the methodological service in the college.

- Scientific research work
- The international cooperation

At 14.00 Interview with the head of the department of applied bachelor's degree. We discussed questions about the preparation of the Diploma work of students of the applied bachelor's programme and the difficulties of writing it.

At 14.30, the EEC members were presented with the teaching methods used by teachers in the implementation of educational programmes "Orthopedic Dentistry", "Pharmacy", "Nursing", "General Medicine"

From 16.30 to 17.00, an interview with college graduates and an interview with employers-representatives of practical health care were held online on the ZOOM platform, the issues of employment of graduates and the degree of satisfaction with students' knowledge were discussed.

From 17.00 to 18.00 the commission left to study the documents and summarize the results of the second day of accreditation.

### **Third day of visit 21.01.2021**

The third day of the EEC began with a demonstration of the work of students in a multidisciplinary team

**"Orthopedic Dentistry", Dental technician, 2 course**

**Volunteer movement "Healthy Teeth, Healthy Children, Healthy Family"**

Topic: "Models for teaching oral hygiene for children of preschool and school age" Responsible: O. Benke



**"General Medicine", Obstetrician, 3 course**

Topic: "Physiological childbirth, periods of childbirth" Teacher: Ermek A.E.

**"Nursing", Nurse of general practice, 2 course**

Theme: "Provision of medical care to patients depending on the severity of the condition

"demonstration of triage. Lecturer: Seisembekova M.E.

**"Nursing", Applied Bachelor, 1st year**

Topic: "Organization of the nursing process in diseases of the cardiovascular system"

Teacher: Utelbaeva B.B

**"Nursing", Nurse of general practice, 1 course**

Circle "Kazaktanu"

Topic: "Unique dishes of national cuisine" Teacher: A. Musabekova

**"Nursing", Applied Bachelor, 3rd year**

Topic: "Organization of patronage service" Lecturer: Abilkasimova K.T.

At 10.45, the Presentation of the Center for Continuing Education and Simulation Training was presented. Responsible: Rogovskaya N.V.

From 11.00 to 13.00 Study of the documentation on the educational programmes of the college, including at the request of the members of the EEC (survey results, employers' feedback, documentation of the pedagogical council and other advisory bodies) and designing the EEC report: developing recommendations for the college.

From 14.00 to 15.00 Final discussion of the results of the external assessment of college educational programmes for compliance with accreditation standards:

- Filling out individually by each member of the EEC a quality profile and criteria for external evaluation of educational programmes for compliance with ECAQA accreditation standards;

- Discussion of recommendations for the college; - Final vote on the recommendations for the college;

- Final vote on recommendations for the ECAQA Accreditation Council

At 15.00, the chairperson and members of the EEC announced recommendations based on the results of an external assessment as part of the college's accreditation for 10 educational programmes for the management and staff of the college.

The programme and schedule of the external expert evaluation of the EEC has been completed in full. On the part of the college staff, the participation of all persons indicated in the programme is ensured.

### **3.2 Results of the survey of key stakeholders**

An observer from ECAQA in the period from May 26 to May 28, 2021 conducted an online survey of college students and teachers. on the resource <https://webanketa.com/...>

#### **Student survey results:**

The survey was conducted in Russian, 395 students answered. In total, the proposed questionnaire contains 39 questions, including an assessment of satisfaction with training and resources of the organization. Students of the specialty "Nursing" (Nurse of general practice) -124 and "Nursing" (applied bachelor's degree) - 102 students took a more active part in the survey. Only -13 students took part in the specialty "Dentistry", 23 students - "Orthopedic Dentistry".

Almost 85% (332) will recommend studying in this educational organization to their acquaintances, friends, relatives, because "Programme managers and teachers are aware of the problems of students associated with studying in college" 86.8% (326) fully agree with this statement, 11.7% (56) partially agree and only 1% (9) doubt the answer or disagree.

To the question "Programme managers and teachers involve students in the work of advisory bodies (methodological council, pedagogical council, committees of educational programmes)" - yes, constantly - 64.47% (266), no, they DO not involve - 12.18% (40) , I do not know anything about this - 11.68% (46) and doubt the answer - 6.09% (27) of the student.

87.82 (334) students are fully satisfied with the conditions and equipment of classrooms, college classrooms, partly 11.17% (48) and only 0.51% (3) are not satisfied. What says about a good MTB college- 87.82 (331) believe that the college has created conditions for students to rest and eat (rest rooms, benches / gazebos on the territory, buffet-dining room) in between classes, 6.6 (30) partially agree with this statement, and 3.55% (20) disagree partially or completely.

"Office equipment (computers, laptops, printers) are available for students in classrooms and practice bases" - 93.4% (354) fully agree with this statement, partially agree - 5.08% (29), the remaining 0.51% (4) partially disagree or find it difficult to answer.

To the question "Teachers provide students with methodological and didactic materials, additional literature to prepare for classes," 94.92% (364) fully agree, 4.57% (26) partially agree, and there are no students who partially or completely disagree. This indicates a high organization of the educational process.

"The organization of education has access to the participation of students in research work" - 83.25% (323) fully agree with this statement, 11.68% (45) partially agree with this statement, partially or completely disagree, only 0.51% (3). Also, students are satisfied with the library fund - 90.36% (345), partially satisfied 9.14% (40). The college has established access to electronic educational resources, and 92.89% (349) agree with this completely, are partially satisfied 5.59% (33) and found it difficult to answer this question in total 1.52% (7) student.

Satisfied with the availability of health care services for a college student 86.29% (334). partially satisfied 11.68% (43) and only 0% (3) are partially dissatisfied.

The subjective opinions of students about the quality of teaching in college were given by the following results: this is how they expressed their complete satisfaction with the activities of mentors, curators, tutors- 93.91% (358), partially satisfied - 6.09% (30), and not satisfied - 0% (2). It can be concluded that the level of performance of duties among tutors is at a high level.

So 98.48% (376) believe that college teachers and staff are respectful of students, disagree with this statement of all 1.51% (10).

“In the organization of education there are and are being implemented social programmes to support students” - agree - 90.86% (347), but there are 7.11% (33). have not heard of such a programme.

Aware that the college has a student career counseling service 84.26% (323), and 9.64% (48) have not heard of such a service. We fully agree that the college has established a system of self-study for students / students - 79.19% (322) agreed in part- 10.15% (39), and total 2.54% (10) partially disagree.

Students are satisfied with the organization of training at the practice bases, since 75.63% (287) consider such an organization to be excellent, 19.8% (90) rated as good, 1.52% (6) considered it satisfactory or doubted the answer.

During practical training at the bases, students have sufficient time for practical training (patient management and care, nursing rounds, work in laboratories, etc.), because 84.26% (328) agree with this completely, and in total 10.66% (42) partially agreed. We can note the good organization of practical classes in the college.

To the question "I am satisfied with the schedule of training sessions in the disciplines of the educational programme" - fully agreed 88.32% (349), and 9.64% (38) partially agree, but also 0.51% (3) is not happy with the schedule.

Almost all students, and this 90.36% (345) are satisfied with the methods of assessing knowledge and skills, but 8.12% (42) are partially satisfied.

Basically, students are satisfied with the content of the educational programme (list of disciplines) in the chosen specialty 88.83% (339) met expectations, 9.14% (50) partially agreed and 0% (3) strongly disagree. “Teachers use active and interactive teaching methods in the classroom” - believe that regularly 88.32% (338), but there are those who believe that these methods are sometimes used 10.15% (44) or DO not know what it is- 0.51% (5)

To the question - "How often the teacher is late for the start of classes" - 91.88% (353) believe that this was not the case and 7.61% (34) answered - sometimes.

“After the end of the class, does the teacher give you feedback (listens to your opinion, conducts a mini-questionnaire, work on mistakes)?” 83.76% (326), considered that sometimes- 13.71% (55), and 1.02% (9) believe that teachers rarely or never DO this. Students believe that the teacher (mentor, curator) of the college is an example for me as a professional doctor, a person (ethics, communication, appearance, speech), because 91.37% (348) fully agreed with this. Not all teachers of this educational organization are examples of 5.58% (24) students.

"There is a sufficient number of patients to carry out practical activities in the chosen specialty" - 77.66% (306) completely satisfied, partially satisfied- 10.66% (44), which again speaks of a good organization of practical training.

Basically, all students are very happy with their studies in college, because the question "I like studying at this college" - fully agree with this statement - 91.88% (353) and only 6.6% (30) partially agree.

Relationships with fellow students, colleagues, medical personnel are completely satisfied - 95.43% (374) students, and 3.55% (17) are partially satisfied. To the question "Have you personally experienced a negative attitude from teachers?" answered no - 91.88% (354), sometimes, deservedly - 3.55% (18), and 0.51% (8) believe that yes, it is unfair.

"Are you happy that you are studying at this particular college?" completely satisfied - 89.85% (345) but there are also some - 9.14% (39).

The degree of student satisfaction with the work and the availability of the college leadership for students was: quite affordable 98.48% (387) and 1.52% (8) believe that it is not available.

92.89% (360) students are confident that the college allows them to acquire the necessary knowledge and skills in the chosen specialty. The remaining 0.51% (7) are not confident in their knowledge, which indicates a strong teaching school. Fully satisfied with the organization of teaching in the college 94.92% (368), and 4.06% (22) partially.

Also, the questionnaire involved questions about the work of the External Expert Commission on College Accreditation., For which 87.31% (337) answered positively and 8.12% (39) satisfactory.

84.77% (311) considered that it was necessary to conduct accreditation of college or educational programmes, 3.05% (19) DO not know what it is or doubted the answer. To the question "Have managers and / or teachers involved you in preparations for institutional or specialized (programme) accreditation?" the following answers were sounded: yes, when preparing a self-assessment report - 32.99% (61). Yes, for organizing a meeting of external experts - 7.11% (21). Yes, at all stages of preparation - 7.61% (25), I refused to participate (for a good reason) - 6.6% (19), I first heard about accreditation when the commission arrived or were not involved - 5.08% (24).

83.25% (333) considered that all the questions in the questionnaire were understandable and only 8.12% (35) understood the questions in part, which, by sociological standards, is quite enough to analyze the data obtained.

**Conclusions:** The most acceptable method of studying the opinions of students regarding the quality of educational services provided and organizational issues is a questionnaire, which makes it possible to more effectively solve the issues of monitoring and assessing the quality of the work of college teachers. In terms of the quality of the knowledge gained in the specialty: almost all students are satisfied with the quality of the knowledge they receive. Also, if you look at the answers to the questions asked earlier, you can see a good picture of mentoring, research and the use of interactive methods.

### **Teacher survey results:**

A questionnaire was also conducted among teachers, 38 teachers took part in it. The questionnaire consisted of 26 questions, which considered all aspects of the teaching staff work. From the questionnaire, we found out that the teaching staff is quite stable and has extensive experience in this organization, since the work experience is more than 10 years. 71.05% (27), from 5 years to 10-18.42% (7) and up to 5 years 10.53% (4).

When asked about the teaching of which disciplines, 63.16% (24) found out that most of the teachers are nursing, and 50% (19), the rest of the percentage fell on other disciplines.

"I am satisfied with the organization of the educational process in this educational institution" - 97.37% (37) - fully agree, and only 2.63% (1) partially disagree.

"In this educational organization, ethics and subordination are observed in relations between colleagues, teachers, management" - 97.37% (37) completely agree, and 2.63% (1) partially agree, and there are no teachers who disagree. This speaks of the high culture of the teaching staff.

"I am satisfied with the organization of labor and workplace in this educational organization" - 97.37% (37) fully agree, and only 2.63% (1) partially agree.

"There is an opportunity in the organization for career growth and development of teacher's competencies" - 89.47% (34) fully agree and only 7.89% (3) partially agree.

"In this educational organization I have the opportunity to engage in scientific work and publish the results of research" - 89.47% (34) of the teacher answered positively, and only 7.89% (3) partially agreed.

On the question "I am satisfied with the salary" - 71.05% (27) are satisfied, and 18.42% (7) of the teachers answered who partially or YES more than NO.

"I am satisfied with the work of the HR (personnel) service" - 94.74% (36) are completely satisfied and only 5.26% (2) are partially satisfied.

"I studied at professional development courses (programmes)" - 36.84% (14) for less than 1 year, 44.74% (17) during this year, 18.42% (7) for more than 3 years.

"Characteristics of the microclimate in the team of the department / department / department / department where I work" - 63.16% (24) are completely satisfied, 34.21% (13) are quite satisfied and only 2.63% (1) DO not pay to it attention.

"In this educational organization I have the opportunity to realize myself as a professional in my specialty" - 92.11% (35) fully agree, 5.26% (2) partially agreed and 2.63% (1) doubted the answer.



To the question "I believe that the students of this educational organization have a high level of knowledge and practical skills after completing the training programme" 89.47% (34) completely agree and only 7.89% (3) partially agree.

"Evaluate the timeliness of the execution of applications for the acquisition of methodological and didactic materials, office equipment, stationery to ensure the educational process in the organization" - 100% (38) is completed on time.

"The educational organization supports my participation in conferences (international, republican)" - 81.58% (31) - paying for travel, travel expenses, registration fees, and 13.16% (5) DO not apply to the management about this, 6 teachers left the question unanswered.

"Students have free access to patients at clinical sites and all the conditions for improving their practical skills" - 86.84% (33) - fully agree, 7.89% (3) partially agree and 2.63% (1) doubted the answer.

"During classes with students, I must have the following materials" -18.42% (7) have cases, 94.74% (36) have a Syllabus and an educational-methodological complex of the discipline, 89.47% (34) - control and measuring equipment (tests, situational tasks), 7.89% (3) - monographs, 94.74% (36) - educational logbook, 21.05% (8) - mining logbook, 52.63% (20) have lists of students, 63.16% (24) use an interactive whiteboard, 31.58% (12) use simulators.

"As a teacher of a special discipline, the theoretical part of the lesson takes \_\_\_% of the total amount of time" - up to 30% - 60.53% (23), up to 50% - 13.16% (5), almost 70% -13.16% (5) and 13.16% (5) of the teacher left the question unanswered.

"Are you satisfied with the level of prior training of students (residents) upon admission to training programmes in your educational organization?" - 47.37% (18) are fully satisfied and 47.37% (18) are partially satisfied.

"Do you do the work of a mentor, curator or tutor of students?" - are mentors of the resident - 2.63% (1), curators are 65.79% (25) teachers, 7.89% (3) - yes I am a tutor and 21.05% (8) are not mentors.

"Is it difficult for you to combine teaching activity with clinical (practical) work in another organization?" - 34.21% (13) have a well-organized work organization, teaching activity prevails in 10.53% (4), 7.89% (3) these activities complement each other and I do not do clinical work - 50% (19) of teachers.

"Are social support programmes for teachers implemented in the educational organization?" - 89.47% (34) - yes, they exist, 2.63% (1) already use this programme, 2.63% (1) DO not know about such a programme.

"Do the heads of the organization listen to your opinion regarding issues related to the educational process, educational work, research and development, clinical work?" 78.95% (30) agree completely, 15.79% (6) think that sometimes.

"How do you assess your professional level?" - 76.32% (29) - high, 21.05% (8) average and 2.63% (1) found it difficult to answer.

To the question "What teaching methods do you most often use in the process of teaching students?" most of all teachers work in small groups - 78.95% (30), 63.16% (24) solving tests, 68.42% (26) analysis of situational problems, 71.05% (27) interactive learning, and only 39, 47% (15) use an oral survey of students.

"You think that this survey is useful for developing recommendations for improving the key areas of activity of your organization" - 94.74% (36) fully agreed and 5.26% (2) partially agree.

**Conclusions:** After reviewing all the comments and wishes of the interviewed teachers, we can conclude that almost everyone has a positive attitude to the educational processes taking place in the college, and wish the college further prosperity.

### 3.3 Conclusions from external expert evaluation

As part of an external expert evaluation of the college for compliance with ECAQA Accreditation Standards by members EECs are carefully studied and evaluated main indicators of the organization.

The information obtained by external experts during the study of the self-assessment report, preparation of a written review with recommendations for improvement, interviews with management, employees of departments, study of documentation, during interviews with 17 administrative employees, interviews with 30 students, 25 teachers, 19 employers, and questioning 395 students, 38 teachers. All information received was compared with the data of the self-assessment report, which made it possible to make sure that the information provided by the college and supporting documents for compliance with the above-mentioned ECAQA Accreditation Standards was valid and validated.

During the external expert evaluation, the members of the EEC studied 75 documents (Attachment 2) and videos on learning resources, which made it possible to identify the conformity of the activity college accreditation standards...

Recommendations for improving the activities of the college for compliance with the Accreditation Standards, developed by the EEC based on the results of the expert evaluation, were presented at a meeting with the management on May 28, 2021.

Thus, the external assessment and the visit of the EEC members made it possible to verify and validate the data of the college institutional self-assessment report in full.

For the work of EEC, comfortable conditions were created, access to all necessary information and material resources was organized. The commission notes the high level of corporate culture of the college, the high degree of openness of the team in providing information to members of the EEC.

#### **4. Analysis for compliance with the accreditation standards of the educational programme in the specialty 0307000 "Orthopedic dentistry" qualification 0307013 "Dental technician" and an overview of the strengths for each standard**

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

External experts have obtained evidence that the mission of the college is in line with the objectives of the country's development, the national technical and vocational education system, the health care system and the development of human resources. During interviews with students and teachers, interviews with leaders and employers, the participation of the team and the student community in the discussion of the mission and goals was established. The development and approval of the mission and vision took place in accordance with the existing procedure, ensuring the involvement of all stakeholders, both at the planning stage and in the implementation of decisions. Student-centered and practice-oriented training of future specialists with secondary specialized education ensures the implementation of the final learning outcomes, the list of which is included in the working curricula. Students in the specialty "Orthopedic Dentistry" are adherents of their college and are informed about the mission of the organization from the website, information boards and communication with teachers. All students are aware of the qualification requirements of the specialty from the first lesson and strive to achieve the final learning outcomes on the programme. There are no unsuccessful students in this specialty.

##### **Strengths:**

- 1) clear, clearly formulated mission, goals and objectives;
- 2) implemented international quality management system;
- 3) developed Strategic plan with the main directions of educational activities of the college;
- 4) broad representation in the adoption of the plan by college educators and consumers the educational process of practical health care, students, parents, transparency-based and publicly available academic policy of the college;
- 5) active and mutually beneficial integration with practical Health care;
- 6) various types of learning outcomes.

**Conclusions of the EEC on the criteria.** Out of 9 standards conform: completely - 7,

significantly - 2,  
partially - 0,  
DO not match - 0.

**Standard 1: completed**

**Recommendations for improvement identified during the external visit: -no**

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

The educational programme in the specialty "Orthopedic Dentistry" is implemented in accordance with the mission, goals and expected learning outcomes and reflects the state educational standard, the needs and expectations of practical health care and society as a whole. The methods used, forms of teaching and learning, as well as the content of this educational programme are based on modern principles, the participation of stakeholders from medical universities, contribute to the formation of professional competencies and determine the content, volume and sequence of training components. EEC received convincing data on the methodological support of the educational programme, the use of various teaching methods (traditional and interactive) by teachers. When questioning students, a high percentage of student satisfaction with college education was found. Students of the specialty "Orthopedic Dentistry" participate in exploratory work and speak at conferences. The work of the Volunteer Movement "Healthy Teeth, Healthy Children, Healthy Family"

#### **Strengths:**

- 1) qualified teaching staff;
- 2) the educational programme in "Orthopedic Dentistry" is developed in accordance with the mission, goals and expected aggregate results of students and reflects the professional standards of the future specialist;
- 3) the existence of mutually beneficial agreements (contracts) on cooperation between the college and practical health care. Professional practice is carried out in medical organizations on the basis of an agreement with employers. Cooperation agreements have been concluded with five dental clinics in Pavlodar: Azhar LLP, Dentos LLP, Medeo LLP, Stomlain LLP, Aydin LLP.
- 4) active use of information and innovative pedagogical technologies, and the principles of a scientific approach, developing students' communication skills and analytical, critical thinking;
- 5) the quality of college education allows graduates to continue their studies at universities, they are always in demand in the labor market.

**Conclusions of the EEC on the criteria.** Out of 19 standards conform:

Fully - 13,  
significantly - 5,  
partially - 1,  
Do not match - 0.

**Standard 2: completed**

**Recommendations for improvement identified during the external visit:**

2.26- to more widely involve employers in the development of EP

2.31- make changes to the algorithm for the implementation of the SRW mechanism.

### **Standard 3: ASSESSMENT OF STUDENTS**

The principles, methods and practice of assessing the professional competencies of students used by the CMC guarantee openness and accessibility, ensure that students achieve the final learning outcomes and are comparable to the teaching methodology. Experts of the EEC, when attending practical classes, established the real application of different methods for assessing students (traditional oral questioning, completing written assignments, testing, interactive questioning, problem solving, etc.). During the interviews of students by experts, it was found that students recognize the fairness and objectivity of methods for assessing their knowledge and skills.

**Strengths:**

- 1) the assessment methods used by the college are reliable and valid. Students are assessed on the basis of uniform criteria and provisions;
- 2) unified automated control system of students' knowledge;
- 3) monitoring the level of professional readiness of students at various levels of the educational process;
- 4) a consistently high percentage of progress when passing the Final Attestation.

**Conclusions of the EEC on the criteria.** Comply out of 5 standards:

completely -4,  
significantly -1,  
partially - 0,  
Do not match - 0.

**Standard 3: completed**

**Recommendations for improvement identified during the external visit: No**

**Standard 4: STUDENTS**

The Higher Medical College pursues an academic policy of tolerance: openness, transparency and accessibility, both at the admission stage and throughout the entire period of study. Information on academic policy is updated annually, updated, published on the website and is publicly available. Experts of the EEC. The HMC provides educational, methodological and social support for students, and student life is rich and varied. During the interview, the students of the department showed great activity, and willingly answered the questions asked.

**Strengths:**

- 1) college admission policies and criteria are objective, transparent and public;
- 2) efficient student support service;
- 3) application and use of modern educational technologies, including information;
- 4) good conditions for the realization of the creative potential and personal growth of students;
- 5) stable results of academic performance and quality of knowledge of students;
- 6) a health-preserving environment for students has been created;
- 7) demand for graduates in the Moscow region not only in the city and region.

**Conclusions of the EEC on the criteria.** Out of 13 standards conform:

completely -10,  
significantly - 3,  
partially - 0,  
Do not match - 0

**Standard 4: completed**

**Recommendations for improvement identified during the external visit:**

4.3.2 and 4.3.3 - to find an opportunity to provide preferential conditions to persons from socially vulnerable segments of the population: orphans, disabled people, as well as students who successfully study on a contractual basis;

4.4.1- to activate the work of student self-government in the organization of the educational process of the college on the basis of publicity, electiveness and transparency of procedures.

**Standard 5: ACADEMIC STAFF / FACULTY**

The educational programme is sufficiently provided with qualified teaching staff. The system of rating assessment of PC competence is functioning. A systematic process of improving the qualifications of teachers. The personnel potential of the college owns modern pedagogical technologies and methods, forms a socio-cultural and health-saving environment, creates the conditions necessary for the comprehensive development and socialization of the personality of students, contributes to the

development of the educational component of the educational process, broadcasts advanced experience, actively and creatively interacts with students, which makes it possible to effectively implement professional education programmes in accordance with the requirements of the Qualification characteristics of the positions of teaching staff and the requirements for licensing educational activities.

**Strengths:**

- 1) a system for the selection and placement of teaching staff in accordance with regulatory documents on personnel management procedures;
- 2) conditions for positive personal growth of teachers and opportunities for the full disclosure of the potential for making a personal contribution of everyone to the sustainable development of the college;
- 3) an effective system of material and moral incentives for the work of teachers and staff;
- 4) active participation of college teachers and the involvement of medical school staff in the development and publications;
- 5) 100% advanced training of teachers and college staff;

**Conclusions of the EEC on the criteria.** Out of 4 standards conform:

completely - 3,  
significantly - 1,  
partially - 0,  
Do not match - 0.

**Standard 5: completed**

**Recommendations for improvement identified during the external visit:**

5.2.1- continue to work on providing young teachers with social support;  
- to resume the work of the school for the improvement of pedagogical skills ShET

**Standard 6: EDUCATIONAL RESOURCES**

The HMC has a well-developed material and technical base, equipped with a fund of educational, methodological, scientific literature on paper and electronic media, training, auxiliary technical means and information and communication technologies. The college conducts systematic work on the development, renewal and replenishment material and technical equipment for the educational programme and the introduction of new information and communication technologies in the educational process in the specialty "Orthopedic Dentistry". Professional practice is carried out in medical organizations on the basis of an agreement with employers. Cooperation agreements have been concluded with five dental clinics in Pavlodar: Azhar LLP, Dentos LLP, Medeo LLP, Stomlain LLP, Aydin LLP. Periodically conducts training of teachers with the involvement of domestic and foreign specialists.

**Strengths:**

- 1) agreement with the bases of practice in the specialty "Orthopedic Dentistry", taking into account relevance and reform of the health care system of the Republic of Kazakhstan;
- 2) conducting practical exercises at the bases of the department;

**Conclusions of the EEC on the criteria.** Out of 13 standards conform:

completely - 8,  
significantly - 5,  
partially - 0,  
Do not match - 0

**Standard 6: completed**

**Recommendations for improvement identified during the external visit:**

- 6.1.1- complete and update MTB with auxiliary and information and communication technical training aids;
- 6.3.1- supplement the library fund with electronic educational publications and purchase textbooks on clinical disciplines;
- 6.3.1- to equip and update the computer park with computers of the modern generation;
- 6.4.2- develop regulations on the choice of elective disciplines, update the catalog;
- 6.5.2- strengthen and expand international cooperation.

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

The college has an effective monitoring system for the assessment of educational programmes, focused on the satisfaction of students with the received level of education. The college systematically collects, analyzes, corrects and supplements the results of the feedback from teachers and students regarding the stated mission, goals, objectives and strategic plan includes an assessment of: the content of the programmes in the light of the latest scientific achievements in a particular discipline to ensure the relevance of the taught discipline; the changing needs of society; workload, academic performance and graduation of students; the effectiveness of student assessment procedures; expectations, needs and satisfaction of learners with learning.

#### **Strengths:**

- 1) systematic research of expectations and satisfaction of teachers, staff, students, employers;
- 2) a high percentage of satisfaction of teachers, staff, students, employers with the conditions of work organization in the college;
- 3) the labor market is regularly monitored for the demand for graduates.

**Conclusions of the EEC on the criteria.** Out of 10 standards conform:

- completely - 9,
- significantly - 1,
- partially - 0,
- Do not match - 0

**Standard 7: completed**

**Recommendations for improvement identified during the external visit:**

7.3.3- resume the work of the QMS

### **Standard 8: GOVERNANCE AND ADMINISTRATION**

The management of the college has a sufficient level of managerial competencies, takes responsibility for the implementation of all processes that ensure the achievement of the mission. The supervisory board of the college, through the management function, participates in the management of the college, in the development of strategy, and takes part in the distribution of funds. In the organizational structure there is a person responsible for the management of the educational programme "Orthopedic Dentistry", namely, the head of the department. The management system and its activities are open, transparent and accessible. So, in May 2016, the college was accredited in all specialties, including the programme "Orthopedic Tomatology" (Registration number and validity period of certificate No. SA 0009 from 20.06.2016 to 21.06.2021). The college leadership is ready and capable of change. All this together ensures the effectiveness of management activities.

#### **Strengths:**

- 1) well-established management system corresponding to the Mission, goals and objectives;
- 2) the interest of practical medicine and the city health department in the training of qualified personnel in dentistry;
- 3) an international quality management system has been introduced

**Conclusions of the EEC on the criteria.** Out of 12 standards conform:

completely - 7,  
significantly - 5,  
partially - 0,  
Do not match - 0

**Standard 8: completed**

**Recommendations for improvement identified during the external visit:**

8.5.1 and 8.5.2 - increase the number of events with social partners, in the form of conferences, round tables, seminars and master classes.

### **Standard 9: CONTINUOUS RENEWAL**

HMC has a well-established and implemented system of continuous improvement of all key areas of activity, and especially educational. All goals and objectives, as well as measures for improvement and improvement are laid down in the Strategic College Development Plan. The college constantly revises the organizational and staff structure, updates the goals and functions of the strategic development plan, regulatory documents, taking into account the needs of health care and society, modernizes the material and technical base, improves modern educational technologies and innovation in the learning process to implement the institutional goals and objectives of the college, needs, learners and practical health care.

#### **Strengths:**

- 1) Systematic assessment of educational achievements of students;
- 2) the assessment forms of graduates' knowledge introduced on the basis of international practice, skills development on simulation equipment;
- 3) Scheduled training for teachers and administrators.

**Conclusions of the EEC on the criteria.** Out of 4 standards conform:

completely - 3,  
significantly - 1,  
partially - 0,  
Do not match - 0.

**Standard 9: completed**

**Recommendations for improvement identified during the external visit:**

9.4- expand the catalog of online video tutorials.

Thus, all 9 accreditation standards have been met, no inconsistencies in the fulfillment of the criteria of each of the basic accreditation standards in the process of analyzing the self-assessment report and conducting the examination as part of the tasks of the external expert evaluation programme were found.

### **5. Recommendations for improving the educational specialty 0307000 - "Orthopedic dentistry" qualification 0307013 - "Dental technician" "**

1. To continue updating the material and technical base of the college.
- 2 Supplement the college library fund with modern educational literature and electronic educational publications.
3. Expand the catalog of elective disciplines, taking into account the needs of practical health care.
4. To develop regulations on the choice of elective disciplines in the specialty.
- 5 Strengthen and expand international cooperation in the field of dentistry.
- 6 To wider involve students and employers in the development of EP.
- 7 Introduce dual training according to EP.





## 6. Recommendation to the ECAQA Accreditation Council

According to the results of the expert evaluation of the educational programme in the specialty 0307000 "Orthopedic dentistry" qualification 0307013 "Dental technician" of the State Enterprise on the REM "Pavlodar Higher Medical College" of the Department of Health of the Pavlodar region for compliance with the accreditation Standards of the organization of educational programmes in medical and pharmaceutical specialties of technical and vocational education, the members of the EEC came to a unanimous opinion to recommend the ECAQA Accreditation Council to accredit the above-mentioned educational programme for a period of 5 years.

Chairperson of the External Expert Commission

Tokbergenova Gulmira Telmanovna



Foreign expert

Oleinikova Tatiana Anatolyevna



National Academic Expert

Kumarova Altynai Baltabaevna



National Academic Expert

Abzhanova Zhanar Soltanovna



National Academic Expert

Evdomashchenko Tamara Vitalievna



National Academic Expert

Suleimenova Asel Askhatovna



Expert representative of Health care

Kasenova Asem Tolegenovna



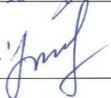
Expert student representative

Tolegen Dana Meiramkyzy



Observer from ECAQA

Umarova Makpal Aldibekovna



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

<b>No</b>	<b>FULL NAME.</b>	<b>Position</b>
1.	Kasimova Bakyt Kabidulovna	College director
2.	Baygulzhina Zhazira Zabirovna	Deputy director for teaching and educational work
3.	Dyusembaeva Zhanargul Begaidarovna	Deputy Director for Professional and practical internship
4.	Sitkazinova Gulnara Kinzhitaevna	Deputy Director of Administrative Support and Human Resources
5.	Shaydullina Ayimgul Magzyumovna	Chief Accountant
6.	Kaptaeva Aigul Nazarovna	Head of educational work
7.	Mukenova Zhanargul Nauryzbaevna	Head of the educational department
8.	Oksana Benke	Head of the department, chairperson of the trade union committee.
9.	Bitigova Gulnara Seytmagambetovna	Head of department
10.	Makabayeva Dana Kabibollaevna	Head of department
11.	Nurakhmetova Aigul Olzhabaevna	Head of the organizational and methodological work service
12.	Smagulova Asiya Elubaevna	Human Resources Manager
13.	Alexey Kuzin	Head of Information and Technical Support Service
14.	Kasimova Gulnara Khamitovna	Library manager
15.	Rogovskaya Natalia Viktorovna	Head of the Center for Continuing Education and Simulation Support
16.	Zhumartova Dina Duisenbekovna	Head of administrative support service
17.	Makpaleeva Ekaterina Abbasovna	Chief of Staff of Civil Defense and Emergencies
18.	Tontaeva Kuralai Bayturganovna	College Physician
19.	Abdykalikova Aizhan Sanievn	Medical worker
20.	Ammri Zarina Sagindikovna	Educator-psychologist
21.	Seisekenova Anara Kabdunasyrovna	Social teacher
22.	Kulbekova Shynar Zhenisovna	Chairperson of the CMC
23.	Musabekova Alma Adebietovna	Chairperson of the CMC
24.	Grigorenko Angela Georgievna	Chairperson of the CMC
25.	Baigulova Sholpan Shakarymovna	Chairperson of the CMC
26.	Nurkenova Aisaule Kuanyshbaevna	Head of the Cabinet of History of Kazakhstan
27.	Mukenova Zhanargul Nauryzbaevna	Head of the Computer Technology Office
28.	Dosbergenova Karlygash Inyrbaevna	Head of the Cabinet of Procedural and Nursing Technologies
29.	Ospanova Ainash Nurgalievn	Head of the manipulation office
30.	Alimukhanova Bakhyt Nygmetovna	Head of the Microbiology Office with Microbiological Research Technique
31.	Abilksimova Karlygash Tanirbergenovna	Teacher
32.	Alimukhanova Bakhyt Nygmetovna	Teacher
33.	Akhitova Bakhyt Mergalimovna	Teacher

34.	Baigulova Sholpan Shakarymovna	Teacher
35.	Baikenova Rakhima Khadylkhanievna	Teacher
36.	Bitigova Gulnara Seytmaganbetovna	Teacher
37.	Borovikova Natalia Vasilievna	Teacher
38.	Dosbergenova Karlygash Inyrbaevna	Teacher
39.	Makina Umyt Temirshotovna	Teacher
40.	Musabekova Alma Adebietovna	Teacher
41.	Nurumbetov Togay Shaikenovich	Teacher
42.	Pfening Galina Dmitrievna	Teacher
43.	Sidorov Nikolay Nikolaevich	Teacher
44.	Seisembekova Manshuk Erzhanovna	Teacher
45.	Tanat Ziyada Happsosovna	Teacher
46.	Utelbaeva Bakytty Bakievna	Teacher
47.	Khamitova Asiya Zhumabaevna	Teacher
48.	Shandybasova Jasmin Bakytbekovna	Student, SDPB
49.	Mustafinova Elmira Nurgazyevna	Student, Pharmacy
50.	Amerkhanova Asemgul Maralovna	Student, Pharmacy
51.	Shaikova Aida Zangirkhanovna	Student, SDPB
52.	Makisheva Danagul Madievna	Student, L / D, paramedic
53.	Sadvakasova Ayman Kanidenovna	Student, SDPB
54.	Ekaterina Nazarkina	Student, S / D
55.	Faezova Elena Nikolaevna	Student, L / D, paramedic
56.	Yesen Zhangul	Student, S / D
57.	Matveeva Maria Olegovna	Student, Dentistry
58.	Bocharova Alexandra Alexandrovna	Student, Dentistry
59.	Bastemieva Almira Temirgalievna	Student, L / D, paramedic
60.	Aspandiyarov Diaz Aspandiyarovich	Student, Dentistry
61.	Yeskendir Moldir	Student, L / D, paramedic
62.	Allayarova Ruzaliya Dinislamovna	Student, S / D
63.	Alieva Altynai Omirbekovna	Student, S / D
64.	Kravchuk Anna Alexandrovna	Student, S / D
65.	Troyanova Tatiana Anatolievna	Student, S / D
66.	Belyak Yaroslav Anatolievich	Student, Dentistry
67.	Sulianova Aisara Zhanatovna	Student Council Member, S / D
68.	Sorokina Alexandra Alexandrovna	Student Council member, L / D, paramedic
69.	Suleimen Erkezhan Zhumabekkyzy	Student Council Member, S / D
70.	Porokhov Daniil Olegovich	Student Council member, L / D, paramedic
71.	Owl Yana Denisovna	Student Council member, L / D, paramedic
72.	Pshenbaev Arman Oralbaevich	Student Council Member, S / D
73.	Zeynilgabidenova Gulnaz Raunovna	Student Council Member, S / D
74.	Lepisa Roman Sergeevich	Student Council Member, SDPB
75.	Leinweber Violeta Vladimirovna	Student Council member, L / D, paramedic
76.	Raeva Angelina Denisovna	Student Council Member, L / D, obstetrician
77.	Kusainova Aidana Armanovna	Student Council Member, S / D
78.	Roshchin Alexander Suleimanovich	Graduate, 2019, Dental technician
79.	Igisinova Karlygash Temirbekovna	Graduate, 2017, Dentist
80.	Andreeva Evgeniya Petrovna	Graduate 2005, Dentist
81.	Dimitrenko Alena Sergeevna	Graduate 2018, Paramedic
82.	Amangeldi Kalamkas	Graduate 2019, District Nurse

83.	Sergienko Marina Alexandrovna	Graduate 2020, Laboratory Assistant
84.	Serikbolova Bibigul Adletovna	Graduate 2018 Dental office nurse
85.	Yusubova Ekaterina Pavlovna	Graduate 2019, midwife
86.	Serikbolova Aigerim Bauyrzhanovna	Graduate 2020, Nurse
87.	Nakenova Asel Bakytovna	Graduate 2020, Paramedic
88.	Manapova Sania Baurzhanovna	Graduate 2020, Paramedic
89.	Karagateeva Kamila	Graduate of 2019, student of MU Semey
90.	Akparova Saya Kairatovna	Graduate 2018, Paramedic
91.	Kuznetsova Svetlana Gennadievna	Graduate 2016, Head of the Artek
92.	Prokazyuk Larisa Viktorovna	Graduate 2014 Pharmacist
93.	Ismurzinov Azamat Bakytovich	Graduate 2016, Manager
94.	Rymbekova Diana Dulatovna	Graduate 2019, Head of Pharmacy
95.	Popova Marina Alekandrovna	Graduate 2017, Pharmacist
96.	Insenbaeva Farida Borisovna	Graduate 2019, Nurse
97.	Olga V. Oblitsova	Graduate 2020, Infection Control Nurse
98.	Usenova Zhldyz Meiramovna	Graduate 2018, Head Nurse of the Infectious Disease Corps
99.	Turakbaeva Farida Kaparovna	PSE on REM "Pavlodar city center for the rehabilitation of children", Director
100.	Ospanova Ayman Kairkenovna	PSE on REM "Pavlodar regional hospital named after G. Sultanova ", Chief Physician
101.	Kairbaeva Gulnaz Makanovna	PSE on REM "Polyclinic of Pavlodar region", Chief physician
102.	Esimova Zhanat Kuttumbetovna	Azhar LLP, Chief Physician
103.	Khidiryan Suren Vladimirovich	Dental clinic LLP "Dentos", Director
104.	Mishchenko Irina Boleslavovna	PSE on REM "Pavlodar Regional Ambulance Station", Deputy Chief Physician for Medical Aid
105.	Dzhakova Gulzhanat Ertaevna	PSE on REM "Pavlodar City Hospital No. 1", Deputy Head. surgical doctor
106.	Barlykova Gulzhamal Beisembaevna	PSE on REM "Pavlodar regional hospital named after G. Sultanova ", Deputy Director for Nursing
107.	Garnik Elena Vasilievna	PSE on REM "Pavlodar Regional Children's Hospital", Deputy Director for Nursing
108.	Ivanova Natalia Vladimirovna	LLP "Gloria", Deputy Director general for pharmaceutical activities
109.	Musina Gulnara Amanzholovna	PSE on REM "Polyclinic No. 4", Chief nurse
110.	Birzhanova Almagul Alievna	PSE on REM "Polyclinic No. 3", Chief nurse
111.	Alena A. Ozdoeva	PSE on REM "Hospice of Pavlodar region", Main honey. sister
112.	Baiketaeva Magilya Kairbaevna	PSE on REM "Pavlodar city hospital No. 3", Main honey. sister
113.	Ibraimova Sholpan Zhumabaevna	PSE on REM "Pavlodar regional oncological dispensary", Main honey. sister
114.	Shushpaeva Asel Shaimuratovna	PSE on REM "Pavlodar city hospital No. 1", Main honey. sister
115.	Sadykova Zhanar Zhenisovna	PF LLP "Almaz Medical Group", Main medical. sister

116.	Nevdah Kristina Dmitrievna	LLP "Dolgolet", LLP "Format KZ", Head of pharmacies
117.	Fakhrutdinova Nagima Zukarnaevna	PSE on REM "Polyclinic No. 3", Chief laboratory assistant of Pavlodar region

**Attachment 2**

**List of documents requested by EEC members during the period of external expert evaluation**

<b>N o.</b>	<b>Names of documents</b>	<b>Quantity</b>	<b>Date approved</b>
1.	EMCD by discipline	1	No. 1 September 2020
2.	Contracts with clinical bases for practice	2	No. 12 01.02.2021 No. 3 10.04.02018
3.	Regulations on the development of missed classes PHMC-02-03-05	1	08/29/2018
4.	IEP student	1	09/01/2020
5.	Catalog: Practical Skills Assessment Checklists	1	No. 1 October 2019
6.	Catalog of elective disciplines	1	09/02/2020
7.	Cooperation agreement on the implementation of the elements of the dual training system	3	No. 241, 02.09.2020 No. 245, 02.09.2020 No. 263, 02.09.2020
8.	Order on the organization of a school for a novice teacher and securing teachers-mentors	1	No. 207-p, 09/01/2020
9.	Plan of the "School for the beginning teacher" for the 2020-2021 academic year	1	09/02/2020
10.	Annual report for the 2019-2020 academic year	1	
11.	Schedule of exams for the winter examination session for 2020-2021 academic year city department "Dentistry"	1	02.12.2020
12.	Schedule of consultations for graduating groups of the department "Dentistry"	1	02.02.2021
13.	Schedule of midterm certification for the II half of 2020-2021 department "Dentistry"	1	01/25/2021
14.	The plan of educational and methodological work for the 2020-2021 academic year	1	28.08.2020
15.	Minutes No. 1 - Meetings of the Pedagogical Council	1	08/29/2020
16.	Certificate to Oksana Aleksandrovna Benke	4	2021, 2020, 2019
17.	Personal file - Oksana Aleksandrovna Benke	1	
18.	Regulations on rooms and laboratories	1	28.08.2018 g
19.	Regulations on the employment of graduates of PHMC- 03-01-03	1	28.08.2018 g
20.	Regulation on the Commission on Safety and Labor Protection PHMC -05-04-04	1	28.08.2018 g
21.	General regulations on the security service PHMC - 05-04-03	1	28.08.2018 g

22.	Human Resource Management Programme 2021-2024	1	03/31/2021
23.	Regulation on the organization and implementation of the work of the personnel management service PHMC-05-02-01	1	08/29/2018
24.	Internal labor schedule rules PHMC-05-02-08	1	28.08.2018 g
25.	Regulations on the rating assessment of the professional activities of teachers PHMC-02-02-07	1	08/29/2018
26.	Regulation on the Administrative Council PHMC-02-01-01	1	08/29/2018
27.	Regulation on the Pedagogical Council PHMC-02-01-02	1	08/29/2018
28.	Order on the composition of the pedagogical council	2	No. 168-P, 09/02/2019 No. 182-P, 09/01/2020
29.	Regulations on the training part PHMC-02-05-01	1	08/29/2018
30.	Regulation on the activities of the CMC PHMC-02-02-03	1	08/29/2018
31.	Regulation on UMS PHMC-02-02-02	1	08/29/2018
32.	Regulation on the organization and implementation of educational and methodological work PHMC-02-02-01	1	08/29/2018
33.	Regulations on intracollege control PHMC-02-01-04	1	08/29/2018
34.	Regulation on monitoring the quality of the educational process PHMC 02-01-03	1	08/29/2018
35.	Regulation on the procedure for considering applications from individuals and legal entities and monitoring their implementation PHMC-05-02-07	1	08/29/2018
36.	Regulation on the Council for Ethics, Academic Integrity and Anti-Corruption PHMC-05-02-05	1	01/25/2021
37.	Personnel policy PHMC -05-02-04	1	08/29/2018
38.	Regulation on the use and protection of confidential information PHMC-05-02-03	1	31.03. 2021
39.	Regulations for the selection committee PHMC-02-08-02	1	08/29/2018
40.	Regulations of the rules for admission PHMC -02-08-01	1	08/29/2018
41.	Regulation on the transfer and restoration of students PHMC-02-05-03	1	08/29/2018
42.	Regulations on the student support service PHMC-02-03-11	1	08/29/2018
43.	Regulation on psychological and pedagogical support PHMC-02-03-03	1	08/29/2018
44.	The work plan of the CMC of clinical disciplines for 2020-2021.	1	28.08.2020
45.	The work plan of the CMC of socio-economic and general professional disciplines for 2020-2021.	1	28.08.2020
46.	The work plan of the CMC for general humanitarian disciplines for 2020-2021.	1	28.08.2020

47.	Regulations on the primary organization of the Republican Public Association "Industry Trade Union of Health care Workers" SENIM "" PHMC-01-01-01	1	27.08.2018
48.	Regulations on the library council PHMC-02-07-02	1	08/29/2018
49.	Regulation on the expert commission PHMC-02-06-02	1	08/29/2018
50.	Instruction on safety and labor protection in the dental laboratory BiOT-005-18	1	08/29/2018
51.	Work plan of the office "Manufacturing of dentoalveolar prostheses. Dental Materials" for the 2020-2021 academic year.	1	09/01/2020
52.	Strategic plan of PSE on REM "Pavlodar Higher Medical College" for 2017-2021.	1	2017
53.	CTP sports section "Football", "Basketball", for the 2020-2021 academic year	2	28.08.2020
54.	The work plan of the volunteer movement "Healthy Teeth - Healthy Children - Healthy Family" for the 2020-2021 academic year.	1	28.08.2020
55.	Work plan of the volunteer movement "Mercy" for the 2020-2021 academic year	1	28.08.2020
56.	The work plan of the circles: "White Daisy", "ENGLISH CLUB", "KAZAKTANU ", Know thyself", "Man and nature", "Green pharmacy"	6	No. 1, 28.08.2020
57.	Work plan of the scientific circle "Student scientific community", "Diabetes", "Stop AIDS", "Esculap"	4	No. 2, 03.09.2020
58.	Regulations on the scientific society of students PHMC-02-02-08	1	08/29/2018
59.	Work plan of the debate club "Erudite"	1	09/01/2020
		<b>75</b>	

**Quality profile and external assessment criteria (generalization) of the educational programme in the specialty 0307000 - "Orthopedic dentistry" qualification 0307013 - "Dental technician"**

Standard	Criteria for evaluation	Number of standards = BS * / IS	Grade			
			Totally coincides	Significantly matches	Partially compliant	Does not match
1.	MISSION AND END OUTCOMES	9 = 9 BS 0 IS	7	2		
2.	EDUCATIONAL PROGRAMME	19 = 15 BS 4 SS	13	5	1	
3.	ASSESSMENT OF STUDENTS	5 = 2 BS 3 SS	4	1		
4.	STUDENTS	13 = 8 BS 5 SS	10	3		
5.	ACADEMIC STAFF / FACULTY	4 = 2BS 2SU	3	1		
6.	EDUCATIONAL RESOURCES	13 = 8 BS 5 SS	8	5		
7.	PROGRAMME EVALUATION	10 = 6 BS 4 SS	9	1		
8.	GOVERNANCE AND ADMINISTRATION	12 = 6 BS 6 SS	7	5		
9.	CONTINUOUS RENEWAL	4 = 1 BS 3 SS	3	1		
	<b>Total:</b>	<b>89 = 57 BS 32 IS</b>	<b>64</b>	<b>24</b>		

\* BS - the basic standard must be met by each educational institution, and the fulfillment must be demonstrated during the external assessment of the college.

IS - improvement standards