

To Accreditation Council  
Of the Eurasian Centre for Accreditation  
and quality assurance in Higher education  
and Health care

May 30, 2021

**REPORT  
OF THE EXTERNAL EXPERT COMMISSION  
ON THE RESULTS OF THE ASSESSMENT OF THE EDUCATIONAL PROGRAMME  
7R091470 - " ORTHODONTICS" OF "ASFENDIYAROV KAZAKH NATIONAL  
MEDICAL UNIVERSITY " FOR COMPLIANCE WITH STANDARDS OF  
ACCREDITATION OF POSTGRADUATE EDUCATION PROGRAMMES  
(RESIDENCE SPECIALTIES) IN MEDICAL EDUCATION ORGANIZATIONS**

**period of external expert evaluation: 26.05. -28.05.2021 year**

**Almaty, 2021**

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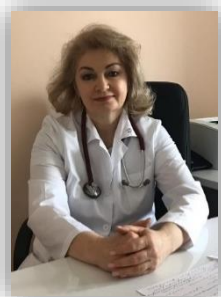
### LIST OF SYMBOLS AND ABBREVIATIONS:

GPA	Weighted average assessment level of educational achievements of a student in the chosen specialty
ECTS	European Credit Transfer and Accumulation System
PBL	Problem-based learning
TBL	Team-Oriented Learning
AIS - NJSC "KazNMU"	Automated information system of KazNMU
AC KazNMU	Academic Council of KazNMU
JSC RIC&IM	Joint Stock Company "Research Institute of Cardiology and Internal Medicine"
AMP	Administrative and management personnel
BD (O)	Basic disciplines (training)
GD	General doctor
University	Higher educational institution
SAC	State Attestation Commission
Civil Defense and Emergencies	Civil defense and emergencies
SCES	State compulsory education standard
DAD	Department of Academic Development
DS&HR	Department of Science and Human Resources
DET	Distance educational technologies
DEMW	Department of educational and methodical work
ECAQA	Eurasian Centre for Accreditation and Quality Assurance in Higher Education and Health care
FSA	Final state certification
IPE	Institute of Postgraduate Education
IEW	Individual educational work (resident)
KRIOR	Kazakh Research Institute of Oncology and Radiology
CVI	Coronavirus infection
COC	Component of choice
CEP	Committee for educational programmes
QED	Catalog of elective disciplines
CEL	Clinical and experimental laboratory
MoH RK	Ministry of Health of the Republic of Kazakhstan
MES RK	Ministry of Education and Science of the Republic of Kazakhstan
MEO	Medical education organization
MJ RK	Ministry of Justice of the Republic of Kazakhstan
IAAR	Independent Agency for Accreditation and Rating
NJSC "KazNMU"	Non-profit joint-stock company "Asfendiyarov Kazakh National Medical University"
Research Institute FAM	Research Institute of Fundamental and Applied Medicine named after B. Atchabarov
RWR	Research work of a resident

IQAA	Independent Kazakh Agency for Quality Assurance in Higher Education
SSC	Scientific student circle
STP	Scientific and technical programme
NCIE	National Centre for Independent Examination
SC	Science Centre
SCS	Scientific Centre of Surgery
SCOGP	Scientific Centre for Obstetrics, Gynecology and Perinatology
SCP&PS	Scientific Centre for Pediatrics and Pediatric Surgery
PO	Public organization
EP	Educational programme
DP&CEP	Department of planning and control of the educational process
OSCE	Objective structured clinical examination
IC	Intermediate certification
MG	Major disciplines (training)
PHC	Primary health care
NCDMP	Noncommunicable Disease Management Programme
RSE on REM	Republican state enterprise on the right of economic management
WC	Working curricula
QMS	Quality Management System
SOP	Standard operating procedures
IWR	Independent work of residents
SC	Simulation centre
IWRST	Independent work of a resident under the supervision of a teacher
TC	Typical curriculum
ERWR	Educational and research work of residents
EMA	Educational-methodical association
UC	University clinic
AC	Academic Council
CCU	Centre of collective usage
GCV	Graduate Career Centre
STE	School of teaching excellence

## 1. Composition of the External Expert Commission

In accordance with ECAQA Order No. 19 dated April 26, 2021, an External Expert Commission was formed to conduct institutional accreditation and accreditation of educational programmes for specialties of KazNMU residency during May 26-28, 2021, in the following composition:



### **Chairperson of the External Expert Commission**

**MORENKO MARINA ALEKSEEVNA,**  
Doctor of Medical Sciences, Professor, Head of the Department of Children's Diseases with courses of allergology, immunology, hematology and endocrinology  
NJSC "Astana Medical University"

Vice President of the Association of Allergists and Clinical Immunologists of the Republic of Kazakhstan, Member of the Union of Pediatricians of Russia

### **Foreign expert (online)**

**NASYROV RUSLAN ABDULLAEVICH,**  
Doctor of Medical Sciences Professor,  
Vice-rector for scientific work,  
Head of the Department of Pathological Anatomy with the course of forensic medicine  
St. Petersburg State Pediatric Medical University of the Ministry of Health of the Russian Federation, Member of the New York Academy of Sciences



### **Foreign expert**

**RYZHKIN SERGEY ALEXANDROVICH**  
Doctor of Medical Sciences, Deputy Director of the Russian Medical Academy of Continuous Development (Moscow), Associate Professor of the Department of Radiation Diagnostics, Head of the Department of Additional Professional Education of the Kazan State Medical Academy, accredited expert of the Federal Service for Supervision in Education and Science (Rosobrnadzor).



### **National academic expert**

**DZHANDAIEV SERIK ZHAKENOVICH,**  
Doctor of Medical Sciences,  
Professor Department of Otorhinolaryngology  
NJSC "Astana Medical University"  
Academician of the "International Academy of Head and Neck Surgery"





**National academic expert**  
LIGAY ZOYA NIKOLAEVNA,  
Doctor of Medical Sciences,  
head of the department of general medical  
practice with a course of medical care  
NJSC "Kazakh-Russian Medical University"



**National academic expert**  
MADYAROV VALENTIN  
MANARBEKOVICH,  
Doctor of Medical Sciences, Head of the  
Department of Surgery with a course of  
anesthesiology and resuscitation, NJSC  
"Kazakh-Russian Medical University"



**National academic expert**  
ZHANALINA BAHYT SEKERBEKOVNA,  
Doctor of Medical Sciences, Professor of the  
Department of Surgical and Pediatric Dentistry  
NJSC "West Kazakhstan Medical University  
named after Marat Ospanov"  
Excellence in Health care of the Republic of  
Kazakhstan



**National academic expert**  
JUMALINA AKMARAL KANASHEVNA,  
Doctor of Medical Sciences, Professor, Head  
of the Department of Pediatric Diseases with  
Neonatology, NJSC "West Kazakhstan State  
Medical University named after Marat  
Ospanov "



**National academic expert**  
KUDABAEVA KHATIMIA ILYASOVNA,  
Candidate of Medical Sciences, Professor  
Department of Internal Medicine №1  
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**National academic expert**  
ABDULLINA VENERA RAVILEVNA,  
Candidate of Medical Sciences,  
Associate Professor of the Department of  
Ophthalmology  
NJSC "Kazakh-Russian Medical University"



**National academic expert**

IGIMBAEVA GAUKHAR  
TLEUBEK KYZY,

Candidate of Medical Sciences, Professor,  
Republican Coordinator of Continuous  
Professional Development of Health Personnel  
on the Issues of Mortality Reduction from BSC  
of the Ministry of Health of the Republic of  
Kazakhstan, Consultant Cardiologist of the  
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**National academic expert**

KABILDINA NAILA AMIRBEKOVNA.  
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Professor, Head of the Department of  
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**National academic expert**

KUSAINOVA FARIDAT AZYMOVNA,  
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Almaty



**National academic expert**

BACHEVA IRINA VIKTOROVNA,  
PhD in Medicine,  
Associate Professor of the Department of  
Internal Medicine Head of the educational  
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"Nephrology, including adult» of NJSC  
Medical University of Karaganda



**National academic expert**

MAUKAEVA SAULE BORANBAEVNA,  
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highest category,  
Head of the Department of Infectious  
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NJSC "Semey Medical University"



**National academic expert**

OSPANOVA NARGUL NARIMANOVNA,  
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Associate Professor at the Department of  
Psychiatry  
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**Expert -employers' representative**

SERGEEVA ELENA NIKOLAEVNA,  
Master in Public Health,  
cardiologist of the highest category,  
Head of the Department of the City  
Cardiological Centre in Almaty.



**Expert - resident representative**

ABBASOVA DIANA,  
resident of the first year of study in the  
specialty  
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**Expert -resident representative (online)**

ILYASOV ELDAR RASHITOVICH,  
resident of the first year of study in the  
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**ECAQA Observer**

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

The EEC report contains an assessment of the educational programme of residency in the specialty 7R091470 - "Orthodontics" of KazNMU 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 KazNMU in the field of postgraduate education.



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

### **2.1 Presentation of the NJSC "Asfendiyarov Kazakh National Medical University " (KazNMU) and the educational residency programme in the specialty 7R091470 -" Orthodontics "**

Since 2018, KazNMU has been reorganized into a non-profit joint-stock company (NJSC) in accordance with the decree of the Government of the Republic of Kazakhstan (dated 5.04.2018, No. 166) and received the status of a research university (decree of the Ministry of Health of the Republic of Kazakhstan dated 12.11.2018).

KazNMU conducts training of students on the basis of 106 health care organizations, including 5 research centres affiliated with the university. There are also 4 university clinics: Aksai clinic, internal medicine clinic of KazNMU, professorial clinic of KazNMU, dental clinic.

The university successfully implements dual training with involvement in the development and implementation of educational programmes of employers and field training of interns and residents in the regions of the Republic of Kazakhstan, branches of KazNMU in Taldykorgan, Taraz and Kyzylorda and other regions of Kazakhstan.

The first admission to residency was held in 2008. The first issue of residents was carried out in 2010.

Currently, in accordance with the state license No. KZ74LAA00017008 of 09/19/2019, training is carried out in Kazakh, Russian and English at undergraduate and postgraduate levels of training in 44 specialties of residency.

In KazNMU from 2016 to 2020, 5422 people received postgraduate education, including 719 residents.

**Employment of residency graduates** over the past 5 years is 100%.

The staff of the University is 2099 people. Of these, the teaching staff - 1283, incl. academicians - 9, doctors of sciences - 151, candidates of sciences - 401, doctors of PhD - 20. The teaching staff of KazNMU has a high scientific and pedagogical potential. The holders of the grant of the Ministry of Education and Science of the Republic of Kazakhstan "The best teacher of the Republic of Kazakhstan" are 17 university teachers.

In the international institutional ranking ARES among Kazakhstani universities in 2020 KazNMU took fourth place in the overall ranking of universities, and a leading position among the medical universities of the republic.

According to the results of the rating assessment of medical universities, research institutes, scientific centres of the Republic of Kazakhstan, conducted by the Republican Centre for Health Development, according to indicators of scientific and innovative activities for 2019 and an assessment of the dynamics of rating indicators over the past three years, KazNMU took 1st place. In November 2019, KazNMU became the owner of the independent award "Leader in publication activity in the Web of Science Core Collection over the past 5 years among medical universities of the Republic of Kazakhstan" according to the international information and analytical platform Web of Science.

According to a social online survey, according to the information of the President of the Alliance of Students of Kazakhstan Ilyas Tustikbaev, NJSC Asfendiyarov KazNMU entered the TOP 10 best universities in Kazakhstan.

According to the results of the National Rating of the Best Universities of Kazakhstan -2019, conducted by the Independent Agency for Quality Assurance in Higher Education (IQAA), KazNMU took 1st place in the institutional rating in the category of medical universities. In the institutional rating of the IAAR in 2019, KazNMU took 2nd place in terms of demand.

In the published Webometrics Ranking of World Universities, which evaluates more than 30 thousand educational institutions around the world, KazNMU entered the four best sites in the country and in the 11 best sites in the world.

Currently, 40 educational programmes at 4 levels of education are accredited by the IAAR. Since 2018, KazNMU has a certificate of institutional accreditation for 5 years.

KazNMU is one of the founders of the Academic Demanding League, which aims to improve the quality of education by implementing and promoting the principles of academic honesty.

KazNMU is a member of the following international associations: **AMEE, Association Siberian Open University, UNAI.**

During the period of implementation of KazNMU, 124 agreements on cooperation with universities, medical and scientific organizations of 34 countries of the near and far abroad have been concluded.

For the period from the 2015-2016 academic year to the 2019-2020 academic year, 107 visiting professors were invited. External outgoing and incoming academic mobility for the reporting period amounted to 59 university employees and 172 residents.

KazNMU was visited by visiting professors from Turkey, Russia, Lithuania, Warsaw, Georgia, Ukraine, Belarus. Academic mobility of professors and teachers –16. Outgoing external academic mobility of residents - 22.

Within the framework of the Erasmus + programme in 2015 agreements were signed with European universities - Finland, Lithuania, Spain, Estonia. In 2020, KazNMU won 4 grants for projects: AccelEd, HARMONE, LMQS, FOR21, aimed at promoting the modernization and sustainable development of the education and training system.

The main educational, scientific and clinical structural unit KazNMU, which coordinates residency training, is the Dean's Office of Internship and Residency, renamed from August 3, 2020 to the Faculty of Postgraduate Education.

Total number of students in residencyv 2019-2020 years is 453 resident, including in the specialty 7R091470 - "Orthodontics" 4 residents. In 2019 and in 2020dah issue of residents in the specialty 7R091470 - "Orthodontics" did not have.

The total number of teachers involved in the educational process of residency in the above specialty is 2 people, among them Doctor of Medical Sciences - 1, Candidate of Medical Sciences - 1 and 4 mentors.

## **2.2 Information on previous accreditation**

Accreditation of the educational programme of residency in the specialty 7R091470 - "Orthodontics" of KazNMU is carried out for the first time.

## **2.3 Analysis of the self-assessment report of the educational programme of residency in the specialty 7R091470 - "Orthodontics"**

Preparation for specialized accreditation of KazNMU was carried out on the basis of order No. 91 dated February 26, 2021 "On approval of the composition of the working group for preparation for self-assessment of educational programmes of KazNMU residency"

Self-assessment report educational programme presented on 113 pages of the main text, as well as attachments on 113-123 pages, 10 attachments in PDF format, electronic versions of documents via the link in googledisk

<https://drive.google.com/file/d/16zwaS7ArKdzQyhJPvz9FgLjukngWnHM6/view?usp=sharing>

The report is characterized by answers to the criteria for each of the 9 accreditation standards, structuredness taking into account the recommendations of the ECAQA Self-Assessment Guidelines for educational programmes, as well as internal consistency of information.

The report is accompanied by an accompanying a letter signed by the rector T.S. Nurgozhin, confirming the accuracy of the information and data contained in the report.

The report contains information about the representative of KazNMU responsible for the self-assessment of educational programmes - A.N.Baimakhanov, Dean of the Faculty of Postgraduate Education.

The working group on the preparation of the self-assessment report has done a certain amount of work: the content of the accredited educational programme, the conditions for its implementation, staffing, educational resources, development dynamics since the date of the previous accreditation in 2016 have been collected, the necessary information has been collected in accordance with the Accreditation Standards for Postgraduate Education Programmes (specialties of residency) of medical educational institutions of ECAQA (hereinafter referred to as accreditation standards); analysis, updating of methodological and educational materials, relevant documents on residency (regulations, rules), their content is reflected in the report. The content of the Self-Assessment Report is structured in accordance with the ECAQA Accreditation Standards.

All standards show actual practice KazNMU for training residents in the specialty 7R091470 - "Orthodontics" at the same time, the beginning of training from 2020, in 2020-2021. 4 residents are studying.

The self-assessment report contains reasoned data, examples of the implementation of the objectives of the educational programme, the assessment of residents, national and international events, methodological support, confirming compliance with the requirements of accreditation standards. Self-assessment report description is fairly completed and updated in terms of the number of residents, teachers, administration, information about the selection and admission, the results of training, the results of the assessment of knowledge and skills, the material and technical base of the university and clinical bases, contractual obligations with partners (medical organizations, practice bases, universities), financial information, plans for development and improvement, etc.

In residency in the specialty 7R091470 - "Orthodontics" 4 residents study on a paid basis, since the state order for this specialty has not been determined by the Ministry of Health of the Republic of Kazakhstan. The recruitment was carried out according to the number of teachers and the clinical base. For the first time in the country, the University has implemented a competency-based training model using a credit-modular system and an integrated approach to training residents.

The teaching staff is represented by highly qualified employees with high scientific achievements, cooperation with foreign universities, high medical qualifications, and regularly increasing their pedagogical potential. At the Department of Pediatric Dentistry, 2 teachers are engaged in training residents in the specialty 7R091470 - "Orthodontics": Dr. med. - 1, Ph.D. - 1 and 4 mentors, since the training is dual.

The University has a sufficient material and technical base and provides a variety of ways to implement the personal growth of residents, support for residents throughout the entire period of study due to the regulatory framework, material, technical and financial support.

The educational programme in the specialty 7R091470 - "Orthodontics" was developed taking into account the proposals of employers and other interested parties, based on an analysis of the needs of practical health care. The main focus of the educational programme is "patient-centered learning" by providing them with wide access to patients in dental clinics in the cities of Almaty, Nur-Sultan, Kostanay. Clinical bases are the orthodontic departments of dental clinics in the cities of Almaty, Nur-Sultan, Kostanay and the university's dental clinic.

Residents - orthodontists are actively involved in solving social determinants of health (open days, sanitary and educational events).

The quality of the control and measuring instruments is subject to a multi-stage check. External and internal assessment of the educational programme is carried out by leading specialists of the Republic of Kazakhstan in the field of orthodontics. Final certification of graduates takes place with the participation of independent examiners.

Portfolio assessment allows you to determine the competence of the resident: personal interest, professional competence, communicative, personal qualities, scientific activity.

Onsite training of residents allows you to monitor the process of employment of graduates, track the trajectory of employment and determine the needs of the employer and the quality of training.

Representatives of practical health care are involved in assessing residents and in drawing up educational programmes.

The conclusion on each of the 9 accreditation standards includes a description of the strengths and areas for improvement identified in the course of introspection and development prospects in the specialty 7R091470 - "Orthodontics"

Thus, the self-assessment report of the accredited educational residency programme 7R091470 - "Orthodontics" of KazNMU contains objective, detailed, structured information on all activities in accordance with the ECAQA accreditation standards, and the university made the appropriate corrections in the report at the expert evaluation stage. Based on the results of expert evaluation of the self-assessment report, the following recommendations were identified:

**Standard 1.**

1. To detail in the internal regulatory documents of the university the mechanisms for attracting stakeholders in the formulation of the mission and the final results of training in the educational programme of the specialty 7R091470 - "Orthodontics"

**Standard 2.**

1. Expansion of the catalog of elective disciplines to provide residents with the opportunity to fully master the educational programme in the specialty 7R091470 - "Orthodontics", according to its training trajectory.

2. When planning EP in the specialty 7R091470 - "Orthodontics", ensure the proper number of representatives of interested parties (employers, professional associations, residents) in the collegial and advisory bodies of the university.

**Standard 3**

1. Improve the procedure for documenting the reliability and validity of the assessment format methods in relation to the stated outcomes.

**Standard 4**

1. Ensure the participation of the proper number of students of residency in the specialty 7R091470 - "Orthodontics" in the collegiate and deliberative bodies responsible for the formulation of the mission and the final results of training.

**Standard 5**

1. Improving the process of implementing the trilingual education programme.

2. Development of academic mobility of the teaching staff of the department, which implements the EP of residency in the specialty 7R091470 - "Orthodontics"

**Standard 6**

1. To improve the work on research work and publication activity of students of residency in the specialty 7R091470 - "Orthodontics"

**Standard 7**

1. To improve monitoring of professional growth and demand for graduates of residency of NJSC "Asfendiyarov KazNMU" in the labor market.

**Standard 8**

1. Improvement of funding mechanisms for academic mobility of residents, participation of residents in international events.

**Standard 9**

1. Improvement of the teaching staff to identify and eliminate risks for admission to residency.

2. Involvement of foreign experts in the educational process.

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

External expert work on the evaluation of the educational programme residency in the specialty 7R091470 - "Orthodontics" was organized in accordance with the Guidelines for conducting an external assessment of educational organizations and educational programmes of ECAQA (approved by order of the Director General of the "Eurasian Centre for Accreditation and Quality Assurance in Higher Education and Health care" No. 5 dated February 17, 2017) and

according to the programme and schedule approved on 11.05.2021 by the Director general of ECAQA Sarsenbayeva S.S. and agreed with the rector professor Nurgozhin T.S.

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 and teachers, observation, studying the website, interviewing employees of various structural units, questioning teachers and residents, reviewing resources with a visit to clinical bases in the context of the implementation of accreditation standards, attending practical (seminar) classes of residents, including online in a pandemic, studying regulatory and educational documents both before a visit to KazNMU and during a visit.

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

Table 1 - 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.	Bayldinova K. Zh.	Vice Rector for Academic Affairs
2.	Baymakhanov A.N.	Dean of Graduate Education
3.	Tusupbekova S.K.	Head of the Department of Academic Affairs
4.	Kulzhakhanova S.S.	Head of the Alumni Career Centre
5.	Nagasbekova B.S.	Head of Human Resources Development Department
6.	Sapakova M.M.	Head of HR Department
7.	Tulepbaeva G.S.	Head of Clinical Department
8.	Nurmakhanova Zh.M.	chairperson of the committee of educational programmes
9.	Ensegenova Z.Zh	chairperson of the committee of educational programmes
10.	Syzdykova A.T.	Deputy CFO
11.	N.A. Modovov	library manager
12.	Saliev T.M	Head of the Atchabarov SRIFM Research Institute of Physics and Mathematics
13.	Balmukhanova A.V.	Deputy Head of Atchabarov SRIFM Research Institute of Physics and Mathematics
14.	Talkimbaeva N.A.	head of the simulation centre
15.	Shonbasova M.B.	Head of the Testing Centre
16.	Dilbarkhanov B.P.	and about. Dean of the School of Dentistry
17.	Nabieva G.S.	head of the registrar office
18.	Kalenova B.S.	Head of Digitalization Department
19.	Botabekov N.K.	Head of the Department of Distance Education Technologies
20.	Askarov E.A.	head of the youth policy department
21.	Utelbaeva Z.T.	professor, specialty "Ophthalmology, including children"
22.	Dilmanova D.S.	head department, associate professor, specialty "Rheumatology, including children's"
23.	Zhakenova Zh.K.	Associate Professor, specialty "Radiation diagnostics"

24.	Sarsenbaeva A.Zh.	assistant, head teacher of the department, specialty "Allergology and immunology, including children"
25.	Kabdulkaeva A.I.	assistant, specialty "Cardiology, including children"
26.	Egemberdieva R.A.	professor, specialty "Infectious diseases, including children"
27.	Kaikenova S.E.	Associate Professor, specialty "Orthodontics"
28.	Abu Jazar W.M.	associate professor, specialty "Traumatology - orthopedics, including children"
29.	Alipova A.T.	Associate Professor, specialty "Endocrinology, including children"
30.	Dzharbusynova B.B.	professor, specialty "Psychiatry, including children's"
31.	Kospanov N.A.	assistant, candidate of medical sciences, specialty "Angiosurgery, including children's"
32.	Kodaspayev A.T.	professor, specialty "Cardiac surgery, including children's"
33.	Mukanova Zh.T.	head teacher of the department, specialty "Otorhinolaryngology, including children"
34.	Mirzakulova U.R.	professor, specialty "Maxillofacial surgery, including pediatric"
35.	Chingaeva G.N.	professor, specialty "Nephrology, including children's"
36.	Dzhakipbaeva A.K.	Associate Professor, specialty "Oncology, including children's"
37.	Bozhbanbaeva N.S.	professor, specialty "Neonatology"
38.	Karimkhanova A.T.	head teacher of the department, associate professor, specialty "Pediatrics"
39.	Mukhametova E.E.	assistant, specialty "Obstetrics and gynecology, including children"
40.	Raimkulov B.N.	professor, specialty "Neurology, including children's"
41.	Kalieva A.Zh.	1 year resident specialty "Orthodontics"
42.	Kurbanova A.Kh.	1 year resident specialty "Orthodontics"
43.	Bayzhanova A.M.	1 year resident specialty "Orthodontics"
44.	E. G. Kanafyanova	chief physician of the Kazakh Research Institute of Eye Diseases
45.	Kulembaeva A.B.	director of the city rheumatological centre of Almaty
46.	Mustafina M.O.	Head of the Primary Health Care and Diagnostics Centre of EC No. 3
47.	Surashev N.	director of the regional cardiology centre of the Almaty region
48.	Utaganova T.K.	Deputy chief physician of the SPE on the REM "CCIDH named after I. Zhekenov "
49.	Zhumabekova L.M.	chief physician "KGP Kostanay Regional Pediatric Dentistry"
50.	Akhmetova E.A.	chief physician of the regional hospital
51.	Berdygulov K.K.	director of FE "Berdygulov"

52.	Alpysbaeva S. D.	head Department of Nephrology, Children's hospital №2
53.	Izbagambetov N.A.	chief physician of the Almaty Oncology Centre
54.	Sharipbaeva M.K.	director of the SPC
55.	Manzhuova L.N.	Deputy director of SCP&PS
56.	Aimagambetova A.S.	Deputy Director for Organizational and Methodological Work, CP&PCS
57.	Aliev M.A.	deputy. chief physician
58.	Mongol A.M.	chief physician of the regional hospital in Taldykorgan
59.	Sagidullina G.G.	Director of the Multidisciplinary Centre for Oncology and Surgery of the East Kazakhstan region

The sequence of the visit during May 26-28, 2021 is detailed in the Visit Programme, which is located in the documentation of the accreditation centre and in the Attachment to this report.

Vice-rector for academic activities Bayldinova K. Zh. presented EEC and provided information on the purpose of the visit. This interview made it possible to determine to obtain evidence that the mission of the residency programme and the mission of the university are fully consistent with each other. The vice-rector announced a strategy for the development of postgraduate education, including residency programmes, which indicates a clear vision of the university and an interest in improving residency programmes, taking into account the needs of practical health care.

**Meeting with the** Dean of the Faculty of Postgraduate Education Baimakhanov A.N. and Director of the Department for Academic Work Tusupbekova S.K. allowed experts to find out how the internal quality assurance policy in postgraduate education in the context of ESG. To search for evidence of compliance with standard 4, experts asked questions about the current status of a resident in accordance with the Health Code of the Republic of Kazakhstan. The following tasks of the dean's office were also analyzed - the formation of state orders for specialties, the admission of residents, the provision of resources, the assessment of educational programmes of residency. It was found that the dean's office closely cooperates with the departments teaching residents. The resources of the residency programme are provided by cooperation with such foreign partners as the Lithuanian University of Health Sciences. From the conversation with the dean, it was determined that the residents work in the clinics in a safe environment.

**When interviewing the head of the Graduate Career Center** Kulzhakhanov S.S., experts assessed approaches to implementation of monitoring the employment of residents. In general, the employment rate is very high and amounts to 100%, at the same time it is necessary to conduct monitoring over several years. The experts studied the results of a survey of graduates and employers about the level of satisfaction of employers and other stakeholders with the quality of training of residents.

No.	Academic year	Release	Employed	Enrolled in training	Self-employment	General employment	Unemployed
<b>Residency</b>							
1	2015-2016	114	71	2	41	114 (100%)	
2	2016-2017	152	95	3	54	152 (100%)	
3	2017-2018	149	80	3	66	149 (100%)	
4	2018-2019	158	89	eight	61	158 (100%)	
5	2019-2020	146	92		54	146 (100%)	
<b>Total:</b>		<b>719</b>	<b>427</b>	<b>16</b>	<b>276</b>	<b>719 (100%)</b>	

Interview with the head of the human development department **resources** Nagasbekova B.S. and the head of the personnel management department Sapakova M.M. included obtaining information on providing the staff of the department of residency, compliance with the qualification requirements for teaching staff. The policy of recruiting mentors, the system of motivation of teaching staff and mentors used in the university and its results have been analyzed.

**Supervisor** Department of Clinical Work Tulepbaeva G.S. reported to the experts on provision of resources for clinical practice and work of residents, on cooperation with clinical bases. Gulzhan Sovetovna gave a description of mentoring in residency, representation of residents in the consultative and advisory bodies (CSR) of the university. By specialty 7R091470 - "Orthodontics" mentors are the heads of the orthodontic departments of dental clinics in Almaty, Nur-Sultan, Kostanay.

Interview with chairperson of educational programmes committees Nurmakhanova Zh.M. and Ensegenova Z.Zh. included obtaining information on planning, the procedure for the development and approval of educational programmes, monitoring the quality of implementation of programmes and residency, innovation in teaching, improvement of training programmes.

Interviews with residents were held, while the EEC was divided into 5 subgroups for a more detailed clarification of issues related to training, resources and training methods. In total, 55 residents were present at the interview, of which according to the programme 7R091470 - Orthodontics - 3 residents.

**Interview with 3 residents**, students enrolled in an accredited educational programme in their specialty 7R091470 - "Orthodontics" was held in an online format, nevertheless, it was possible to get answers to such questions as: How many practical skills they mastered in the discipline "Anomalies and deformations of teeth"? Answer: according to the individual plan, such manipulations as the use of lamellar apparatus with an expansion screw, the residents performed each 55 cases (in adults - 20, in children - 35); How many braces were used for teeth deformation? Answer: Each of them mastered the technique of using the bracket system and applied it in 60 patients (in adults - 40, in adolescents - 20). How many aligners were used? Answer: Each of them used 25 aligners under the supervision of a mentor. What research methods and how much research have they mastered in the discipline "Anomalies and deformities of the dentition"? Answer: according to the individual plan, residents have mastered the following research methods: geometric, anthropometric. How much research has been done and which ones? Answer: the Snagina method was carried out in 62 (in adults-35, in children-27), the Korhaus method was carried out in 63 (in adults-36, in children-27), the Gerlach method in 64 (in adults-37, in children-27), Pona's method of 63 (in adults - 36, in children - 27).

The experts also asked questions about satisfaction with training at KazNMU, sufficient time for supervising patients, work in Damumed with medical documentation, satisfaction with teaching methods and qualifications of teachers, social and moral support for residents in need of this, availability of international databases of professional literature as a resource. In general, residents are satisfied with the training, assessment methods, and purposefully entered this organization, since they believe that KazNMU has good educational resources, image and international connections, at the same time, residents would like more independence in patient management and training on academic mobility.

Residents showed their commitment to the organization of education, were active in answering questions from external experts, demonstrated their opinions on the organization of training, assessment of their skills, advisory support, opportunities to participate in research and development, funding, demonstrated competence in answering questions from foreign experts prof. R.A. Nasyrova (St. Petersburg) and Doctor of Medical Sciences, Associate Professor Ryzhkin S.A. (Moscow / Kazan).

**Interview with the head of the library** N.A. Modovov allowed us to estimate provision of the residency programme with educational, methodological and scientific literature, including electronic forms. So, according to the accredited residency programme of the specialty 7R091470



- "Orthodontics" there are 1664 textbooks, 42 monographs, the university purchases the journals "Dentistry", "New in Dentistry", "Pediatric dental prosthetics", there is access to 5 international databases, which provides an opportunity for residents and teachers to participate in research and development and other events.

**Interview with the manager** of SRIFM named after Atchabarov SRIFM Saliev Timur Muydinovich and deputy Balmukhanova Aigul Vladimirovna allowed the experts to learn about the scientific directions of the university, the system of motivation and participation in R&D of teachers of the departments of residency and residents, about the organization of R&D by residents on practice bases, the possibility of publishing R&D results of residents and teachers in journals, including university journals.

One of the important tools for accreditation expertise is the conduct and **interviews with employers - representatives of practical health care**, which are not affiliated with KazNMU. By specialty 7R091470 - "Orthodontics", The chief physician of the Kostanay regional pediatric stomatological polyclinic Zhumabekova L.M. participated in an interview. She especially emphasized the residents' possession of communication skills, the correspondence of theoretical knowledge to practical skills.

Interviews with 16 employers on all the educational programmes of residency of KazNMU declared for accreditation were conducted online and included such issues 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 the training of 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, 100% employment of residency graduates, etc. But, at the same time, there is insufficient number of employers and representatives of professional associations, which are the main stakeholders of educational organizations. Also, employers noted the possibility and necessity of passing a fragment of residency in regional clinical bases.

Thus, during the first day of the visit, the expert validated the data of the self-assessment report of the educational programme according to standards 1,4,7,8 and partially 6.

### **The second day of the visit is May 27, 2021.**

In order to assess the resources that ensure the effective implementation of the educational programme, the expert visited the clinical base: the dental clinic of the university. A meeting was held with the acting Dean of the School of Dentistry, Chief Physician and Head of the Department of Pediatric Dentistry, Responsible Associate Professor for residency in the specialty 7R091470 - "Orthodontics" by S.E. Kaikenova and Professor Ermukhanova G.T.



A review of resources showed that the clinical base - a university dental clinic, for the implementation of an accredited educational residency programme in the specialty 7R091470 - "Orthodontics", is available for review at the time of an external visit, meets the goals and objectives, since it has 5 departments of dentistry: therapeutic dentistry, surgical dentistry, orthopedic dentistry, pediatric dentistry, orthodontics, where there is a sufficient number of thematic patients, modern equipment and demonstrates accessibility to students, and employees who simultaneously act as teachers and mentors provide high-quality training in compliance with ethics and deontology. Before starting 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. The dental clinic operates a simulation centre for practicing practical skills.

The experts examined the documentation on the educational residency program 7R091470 - "Orthodontics" <https://drive.google.com/file/d/16zwaS7ArKdzQyhJPvz9FgLjukngWnHM6/view?usp=sharing>, which confirmed the compliance with accreditation standards, including documentation on teachers (on the approval of the Rules for the assessment of scientific and pedagogical personnel - Rector Ave. No. 285 dated October 23, 2019, the provision on academic mobility of students, teachers and employees - Board avenue No. 9 dated 11.11.2019) and mentors (regulation on mentoring - Rector Ave. No. 231 dated 09.16.2019) residents and at the request of EEC members.

The experts studied the documents of residents (portfolio, results of assessment of residents-checklists, results of a questionnaire survey of residents).

The expert visit included a visit **simulation center of KazNMU**, located on the street. Shevchenko and equipped with 500 units. modern equipment. The area of the centre is over 2.7 thousand square meters. For the implementation of the residency programme in the specialty 7R091470 - "Orthodontics", in the simulation centre there are simulators for emergency care, where residents can form and develop skills in cardiopulmonary resuscitation, bladder catheterization, pleural puncture, assistance with anaphylactic shock, stroke, myocardial infarction. In a conversation with the head of the simulation centre, Dr. med. Talkimbaeva Nayley Anuarovna found out that the residents' classes are held according to the schedule and the topics are integrated into the working curricula for the specialties of residency.

The head of the Testing Centre, Shonbasova Maral Beibitzhanovna, reviewed the resources of the test centre, showed the work of the proctoring system.

The head of the office-registrar - Nabieva Gulnaz Sotsialovna demonstrated the work of the virtual office-registrar.

**Interview with teachers**, as providers of the residency programme, showed that there are both successes and problems in the management of the educational programme, since the main developer of programmes and educational and methodological documentation is **dean's office of postgraduate education** and trainers are more involved in resident hands-on training and mentoring. In order to verify the data of Standard 5, external experts obtained information about personnel policy and approaches to the development of pedagogical competence of teachers, motivation for working with residents, and mentoring. The experts found that at the Department of Pediatric Dentistry, where residents are trained in the specialty 7R091470 - "Orthodontics" there is research work "Prevention of dental diseases", therefore teaching staff initiate research topics for residents, stimulate the need for additional training and independent work with literature, medical documentation.

In order to validate the performance of the self-assessment report data and to obtain evidence of the quality of the programmes, interviews were conducted with ten graduates of the residency on the zoom platform. Graduate of residency in the specialty 7R01121 - "Maxillofacial surgery, including pediatric" Menchisheva Yu.A. graduated from doctoral studies, defended her thesis for a PhD degree and is the head of the Department of Surgical Dentistry.

In order to assess compliance with Standard 6, the experts were shown a distance learning platform and showed how it is used in training residents. For example, AIS-KazNMU, Sirius digital services are used for assigning grades in disciplines, loading test tasks, for providing syllabuses, for choosing elective disciplines. There is also the Aisirius electronic document management platform: service letters, timesheets, orders.

Further, a meeting of the EEC members was held on the results of the external assessment, and the experts came to the conclusion that during the second day of the visit it was possible to find evidence of compliance with standards 2,3,6,7.

### **The third day of the visit - May 28, 2021**

An online meeting was held with the head of the youth policy department, Askarov Elnur, and questions were asked about the participation of residents of the accredited programme in the volunteer movement, helping patients with COVID-19, and image work. Residents are part of the youth policy department, but the Council of Residents is not organized separately, which may be the reason for the inert participation of residents in the public life of the university. But, at the same time, residents provided very great help to patients during the COVID-19 pandemic, they worked in the provisional departments of clinics. The Department of Youth Policy asked the university administration to provide material and psychological assistance to residents with CVI.

Further, a final discussion of the results of the external assessment, study of documents, results of interviews, questionnaires was held. Generalizations of the results of the external assessment are made. The members of the EEC began to design the final report of the EEC. The expert individually completed the "Quality profile and criteria for external assessment of the educational programme of residency in the specialty 7R091470 - " Orthodontics "for compliance with the ECAQA Accreditation Standards".

No comments were made by the EEC members. Recommendations for improving the postgraduate education sector in general and the department implementing the educational programme were discussed. A draft report with recommendations was prepared.

By the chairperson of the EEC Professor Morenko M.A. a final open vote was held on recommendations to improve the educational programme of residency 7R091470 - "Orthodontics" and a final vote on recommendations for the ECAQA Accreditation Council - to accredit this programme for a period of 5 years. Then the chairperson of the EEC for the management and employees of the educational organization announced recommendations based on the results of an external assessment as part of the accreditation of educational programmes for residency specialties.

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

An observer from ECAQA on May 26, 2021 conducted an online survey of residents and teachers on the resource [https://webanketa.com/...](https://webanketa.com/)

On May 26, 2021, an observer from ECAQA conducted an online survey of residents of the Asfendiyarov Kazakh National Medical University (KazNMU) as part of the accreditation of educational programmes for residency specialties. The survey included 24 questions, allowing to draw conclusions about the respondents' attitude to the organization of the educational process and identify the existing problems.

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

The total number of responding residents - 200... Of these, 46.5% are residents of the 1st year of study, 33% are residents of the 2nd year of study, 15.5% are residents of the 3rd year of study and 5% are graduates of the KazNMU residency programme.

According to the results of the survey, 83% of respondents fully agree that they would recommend studying in this educational organization to their acquaintances, friends, relatives, partially agree - 15.5%, and completely disagree with this statement 1.5% (3 people). Fully agree with the statement that programme managers and teachers are aware of the problems of residents related to training, 83.5% of residents, 14% partially agree, 1% strongly disagree (2 people), 1.5% doubt the answer ( 3 people).

According to the survey results, 86.5% of respondents believe that programme managers and teachers constantly involve students in the work of advisory bodies (methodological council, academic council, committees of educational programmes), 4% answered that no, they do not involve, while 3.5 % do not know about it, 3% doubt the answer, and 3% expressed the opinion that they are sometimes involved in this work.

78% of residents are fully satisfied with the conditions and equipment of classrooms, classrooms of this educational organization, partially - 14.5%, completely dissatisfied - 3.5%, partially dissatisfied - 3%.

81.5% of residents answered that they personally have access to equipment (educational and real) in order to master practical skills in their specialty, partially agree - 7%, 6.5% - partially disagree, while 2.5 % doubt the answer and the same number of respondents completely disagree with this statement.

Fully 82.5% of residents were provided with the necessary educational literature, 13% answered that it was partially, while 2.5% believed that they were not provided with the necessary literature. 86% of respondents fully agree that teachers provided them with methodological and didactic materials, additional literature to prepare for classes, 10.5% - partially agree, 2% - completely disagree, 1.5% doubt the answer.

71.5% of residents confirmed that at this time they are engaged in scientific work under the guidance of their teacher or mentor, 13.5% have started planning the implementation of research, 11% have not yet decided on the topic of research, 2.5% have no desire to engage in research, 1.5% doubt the answer.

73.5% of residents are completely and 20.5% are partially satisfied with the library fund of KazNMU, while 2.5% did not give an answer, 2% are partially dissatisfied, 1.5% are completely dissatisfied. According to the results of the survey, 83.5% of the respondents are completely satisfied with the organization of teaching, 14.5% - in part, 1.5% - are not satisfied.

87% of residents believe that there is sufficient time for practical training, 8% - partially agree with this statement, 2% - completely disagree, 1.5% - partially agree, and the same number of people doubt the answer. The schedule of training sessions is fully satisfied with 85% of the respondents, 14% - partially. 91.5% of residents are completely satisfied with the methods of assessing knowledge and skills, and 7.5% - partially.

Of all the respondents, 84% answered that teachers regularly use active and interactive teaching methods in the classroom, 12% expressed the opinion that such teaching methods are used only occasionally, and 1.5% believe that they are rarely, and the remaining 2.5% answered, that they doubt or do not know what it is.

According to the survey results, 88% answered that after the end of the class, the teacher constantly conducts feedback with them, 8.5% believe that sometimes, 1.5% answered that it is rare, and the remaining 1.5% have never encountered this.

When asked about the number of seminars held during the month within the EP residency, 71.5% answered that the seminars are held once a week, 18.5% answered that two or three times a week, 5.5% - held daily, 2.5% believe that it is very rare.

94% of residents are sure that this educational organization allows them to acquire the necessary knowledge and skills in their specialty, 3% are not sure about this, and 2% cannot yet answer this question. Of all the respondents, 76.5% give an excellent assessment of the organization of clinical training, 17.5% have a good impression, 3% cannot rate it yet, and 2% are not satisfied.

We completely agree that the teacher (mentor, curator) of this educational organization is an example for them as a professional doctor, a person, 91% of residents, 7.5% answered that not all teachers of this educational organization are an example, while 1% is completely do not agree.

89% of respondents are completely satisfied with the number of patients for supervision or assistance during operations, 8% - in part, 1.5% - completely dissatisfied.

The majority (86%) of respondents believe that the accreditation of an educational institution and educational programmes is an important and necessary mechanism for ensuring the quality of education in residency, 6% doubt the answer, 5.5% do not know what it is.

50% of residents believe that an interview with the university management is the most important tool for external expert evaluation, 46.5% chose the option "interview with teachers", 39.5% consider interviews with residents as such, 38% answered that interviews with mentors of residents, 29% - interviews with university graduates, 28.5% - an overview of the resource base for training residents, 25.5% - attending practical classes and seminars.

**Conclusions:** By their responses, residents generally expressed satisfaction with the organization of education in general, as well as with the conditions of training, access to

equipment, time for practical training, the number of patients for supervision, and the organization of teaching.

### **Results of the questionnaire survey of teachers of the NJSC "Asfendiyarov Kazakh National Medical University" (KazNMU)**

The ECAQA observer, as part of the external assessment programme, conducted an online survey on May 26, which included 23 questions, allowing to draw conclusions about the attitude of teachers to the organization of the educational process and identify existing problems.

The total number of teachers on the list is 64, including those with up to 5 years of experience - 7.81%, up to 10 years - 20.31%, over 10 years - 71.88%.

Of all the respondents, they teach in the educational programme of the therapeutic profile - 48.44%, the surgical profile - 29.69%, the pediatric direction (including pediatric infections and neonatology) - 4.69%, the diagnostic direction (functional diagnostics, radiation diagnostics) - 4.69%, oncology, radiology, radiation therapy - 6.25%, dental profile - 6.25%.

Of all the respondents, 84.38% are full-time teachers, 6.25% are part-time teachers, 6.25% are not involved in teaching residents, 1.56% are mentors, 1.56% are not related to residency programmes.

84.38% are completely satisfied with the organization of the educational process, partially - 15.63%. According to the survey, 84.38% of teachers fully agree that ethics and subordination are observed in KazNMU, the remaining 15.63% believe that it is partially. 75% of respondents are completely satisfied with the organization of work and workplace, 23.44% are partially, and 1.56% (1 person) are not completely satisfied. The organization has an opportunity for career growth and development of competence for teachers: 75% fully agree, 25% partially.

70.31% of respondents fully agree that in this educational organization, teachers have the opportunity to engage in scientific work and publish the results of research, 28.13% - partially agree, and the remaining 1.56% (1 person) - completely disagree. According to the survey results, 46.88% of respondents are completely satisfied with the salary, 17.19% - More NO than YES, 15.63% - more YES than NO, 12.5% did not give an answer, 7.81% - completely dissatisfied.

70.31% confirmed that they personally participate in the development of teaching materials for the residency programme, 17.19% participate partially, 6.25% answered that they are provided with ready-made methodological developments, 4.69% doubt the answer.

64.06% of respondents studied at professional development courses from 1 to 5 years ago, 35.94% - during this year.

More than half of the respondents (51.56%) hold seminars with residents once a week, 15.63% - 2-3 times a week, 12.5% daily, 7.81% - 1-2 times a month.

According to the survey results, 84.38% of teachers fully agree that they can be realized as professionals in their specialty in this educational organization, and 10.94% agree partially, 3.13% partially disagree.

76.56% of respondents fully agree that the organization has enough equipment and resources to conduct training for residents on accredited programmes, 20.31% - partially agree.

75% of respondents are fully satisfied with the work of the postgraduate education department, 20.31% are partially, the rest are not satisfied or have doubts about the answer. Regarding participation in conferences (international, republican), 29.69% did not contact the management on this matter, 26.56% did not give an answer, 18.75% answered that the organization supported their participation by paying for travel, travel expenses, registration fees, 7.81% answered that they no expenses are paid, 7.81% found sponsors, 6.25% are supported only by fare.

The majority of respondents (93.75%) fully agree that residents have free access to patients at clinical sites and all conditions for improving their practical skills, 6.25% - partially agree. The teachers answered that during the classes, they have a syllabus and a CDM (87.5%), control and measuring instruments (78.13%), cases (65.63%), an educational journal (54.69%), monographs (35.94%), a registration journal mining (20.31%).

The level of previous training of residents upon admission to training programmes is fully satisfied by 40.63% of the respondents, partially - 51.56%, at the same time, 1.56% completely disagree with this, 6.25% did not give an answer.

57.81% know about the implementation of social programmes to support teachers, 29.69% do not know about it, 7.81% doubt the answer, 3.13% have already used it. Of all the respondents, 67.19% note that the organization's management systematically listens to the opinion of teachers in relation to issues on the educational process, research and development, clinical work, 26.56% believe that sometimes, 4.69% did not give an answer.

In the process of training residents, a variety of training methods are used, but more often the analysis of situational tasks (78.13%), the preparation and solution of cases (64.06%), work in small groups (64.06%), problem-oriented training (60.94%), interactive training (60.94%), oral questioning of students (54.69%), oral analysis of the topic (50%), solution of tests (43.75%), practical training in clinical skills in a clinical training centre (42.19%).

70.31% of the respondents fully agree that this survey is useful for developing recommendations for improving the key areas of activity of this organization, 15.63% partially agree with this, 12.5% found it difficult to answer. Of all respondents, 67.19% believe that accreditation of educational programmes is an important and effective mechanism for ensuring the quality of postgraduate education, 28.13% did not understand what accreditation is, 23.44% expressed the opinion that it is, but in combination with other mechanisms (certification, audits, independent assessment of students' knowledge).

**conclusions:** The survey showed that the majority of the interviewed teachers are satisfied with the organization of the educational process, observance of ethics and subordination, the organization of labor and workplace, the opportunity for career growth, the opportunity to engage in scientific work and publish the results of research.

The results of the questionnaire are presented in the Attachment and, in general, demonstrate satisfaction with the educational process, the resources of the clinical base, the competencies of teachers, and also indicate the presence of a centralized management of the educational residency programme. by specialty 7R091470 - "Orthodontics"

### **Conclusion on the basis of the external evaluation:**

Members of the EEC have carefully studied and evaluated the main indicators of the accredited educational programme. The information obtained by the expert during the study of the self-assessment report, during the preparation of a written review with recommendations for improvement, during the implementation of the activities of the visit programme was analyzed at KazNMU from 26 to 28 May 2021 All the information received was compared with the data of the self-assessment report, the information was validated for each criterion of the accreditation standards and the indicators of the Attachment to the self-assessment report were verified, which made it possible to ensure the reliability of the provided the university information and confirming 30 documents for compliance with ECAQA Accreditation Standards.

Despite the fact that in the self-assessment report of the educational programme KazNMU described his real educational practice in postgraduate education. Before visiting the organization by examining the attachments to the report provided by the postgraduate education department and access to googledisk <https://drive.google.com/file/d/16zwaS7ArKdzQyhJPvz9FgLjukngWnHM6/view?usp=sharing>, experts reviewed 30 documents. In the specialty of residency 7R091470 - "Orthodontics", the mission, strategic plan for 2017-2021, teaching materials of disciplines, syllables, control and measuring instruments, checklists, portfolios of residents, individual plans of residents for 2019-2020, 2020-2021 academic year were studied, publications of teachers and residents, rules for admission to residency, personnel policy, the programme of the internal quality assurance system, resources for training, and were also viewed directly at the clinical bases of the department (dental clinic of the university) accessibility of classrooms, office equipment for residents is available

when working with literature, documentation patients, educational and methodical literature. Residency resources on the website <https://kaznmu.kz/> made it possible to identify the compliance of the educational organization with the basic accreditation standards.

During the external examination, it was found that the Rules for the training of medical personnel in residency were observed (order of the Minister of Health of the Republic of Kazakhstan dated September 18, 2018 No. ҚР DSM-16). The volume of the study load and treatment and prophylactic work in the sections of the educational programme of residency in the specialty 7R091470 - "Orthodontics" is determined by the individual work plan of the resident (clause 14) for one year and is monitored by monthly reports of the resident in any form. The accounting of completed tasks is drawn up in the form of a portfolio according to the recommendations in the syllabus.

In connection with the new edition of order No. 647 On the approval of state compulsory standards and standard professional training programmes in 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. ҚР DSM-12/2020 Chapter 2. Requirements for the content of educational programmes of residency with a focus on learning outcomes), there have been changes and additions in the educational programme in relation to the development of the research competence of residents, which must participate in the work of the research team. By specialty 7R091470 - "Orthodontics" residents are engaged in research work and presented the results at the conference of young scientists "Akanovskie readings". A list of reports was provided: "Consequences of early extraction of milk teeth in children" - A. Baizhanova, A. Daurenkyzy, "Myofunctional devices" - A. Kurbanova, A. Kalieva.

Research topics of residents:

1. Kalieva Aliya Zhaksylykovna, topic "Orthodontic treatment for congenital malformations" - Head - MD, prof. Ermukhanova G.T.
2. Kurbanova Anbiya Khaibullagyzy, topic "Diagnostics and treatment of bruxism" - Head - MD, prof. Ermukhanova G.T.
3. Daurenkyzy Aibala, topic "The role of nasal breathing disorders and the development of malocclusion in children and adolescents" - Head of Candidate of Medical Sciences, Assoc. Kaikenova S.E.
4. Bayzhanova Aliya Merekenovna, topic "Features of the development of malocclusion associated with early loss of temporary teeth" - Head - Ph.D., Assoc. Kaikenova S.E.

In accordance with Article 222 of the Residency of Clause 4 of the Code of the Republic of Kazakhstan on People's Health and the Health care System No. 360-VI ZRK dated July 7, 2020, external experts studied the activities and held conversations with mentors of residents, and it was established that each resident was provided with a mentor. By specialty 7R091470 - "Orthodontics" the teachers of the department are mentors and the heads of orthodontic departments, dental clinics of the cities of Almaty, Nur-Sultan, Kostanay are included in the educational process.

The experts took into account the fact that the accredited educational residency programme 7R091470 - "Orthodontics", according to the current state educational standard, it is implemented within one academic year, 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 elective disciplines, participation in the appeal commissions for the admission and assessment of residents, the development of the content of individual plans residents and the selection of mentors in the specialty 7R091470 - "Orthodontics"...

Recommendations for improving activities in the field of implementation of the educational residency programme in the specialty 7R091470 - "Orthodontics" for compliance with the Accreditation Standards, developed by the EEC based on the results of the expert assessment, were presented at a meeting with the management on May 28, 2021.

The programme of the 3-day visit (May 26-28, 2021) of the external expert assessment of the EEC has been completed in full. On the part of the university staff, 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.

For the work of the EEC, comfortable conditions were created, access to all necessary information and material resources of the accredited educational programme was organized. Experts note the high level of corporate culture and discipline of the employees of KazNMU responsible for the postgraduate education, the high degree of openness of the team in providing information to members of the EEC.

#### **4. Analysis of compliance with accreditation standards based on the results of an external assessment of the educational residency programme in the specialty 7R091470 - "Orthodontics" and an overview of the strengths for each standard.**

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

The mission of NJSC KazNMU reflects the development and improvement of the national system of higher and postgraduate education and was developed in accordance with the general strategy of the state presented in the programme documents of the Republic of Kazakhstan, it reflects its nature, features, established development priorities, as well as the place and role of the university in educational, scientific, socio-economic and cultural development of the region and the country as a whole. In line with the mission of the university, NJSC KazNMU provides training for educational programmes of postgraduate education, including residency.

Mission of the educational residency programme: training of a new competitive generation of medical workers who meet modern priorities and future challenges of Kazakhstani and world health care in the 21st century, is defined in the educational programme of the specialty of residency, which was discussed at the collegial bodies of the University, which include representatives of practical health care and residents, specialty AK, University AK and approved by the Senate.

The mission of the University and the educational programme was brought to the attention of the authorized bodies in the field of medical and pharmaceutical education and health care, the academic community, students and other interested parties by submitting the strategic development plan of the NJSC KazNMU to the authorized bodies in the field of education, health care, financing, innovative development of the Republic of Kazakhstan, as well as publications on the official website of the university - <https://kaznmu.kz/>, distribution in paper form to all structural divisions of the university, posting on information stands of divisions, publications in reference books and guidebooks and booklets of the selection committee. Admissions brochures also contain information about the institution's mission and goals, making it accessible to stakeholders such as applicants and their parents.

The mission of the educational programme is undergoing a phased approval process. At the first stage, the graduating department formulates the mission and main goals of the strategic plan based on the achievements of modern science and education, the requests of those wishing to study according to the programme, as well as the expectations of employers. Further, the formulated mission and strategic plan are submitted for discussion by the departments involved in the process of training future specialists. After making the final adjustments, the mission is submitted for approval by the Faculty Council meeting.

The implementation of the EP of residency is aimed at training competitive specialists in the field of maxillofacial surgery who are able to meet the needs of society in the provision of medical care, apply and develop advanced innovative technologies in practice and science, use the



achievements of information and communication technologies, and strengthen the health of the population.

Thus, during a visit to KazNMU, experts established compliance with the basic criteria of the accreditation standard: the presence of a mission, strategic objectives of the programme, participation in the development of the mission of stakeholders (teachers, residents and employers), residents are informed about their final results from the first day of classes, provided resources and practice-oriented educational programme. The effectiveness of the educational programme is evidenced by 100% employment.

**Strengths:**

1. KazNMU has procedures for the development and adoption of legal acts and their management.
2. The medical organization contributes to the formation of professionalism among residents through the implementation of academic autonomy.

**Conclusions of the EEC on the criteria.** Out of 17 standards conform: completely - 13, significantly - 4, partially - 0, do not correspond - 0.

**Standard 1: completed**

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

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
2. Active involvement of all stakeholders in the formulation of the mission and final learning outcomes of the EP residency in the specialty 7R091470 - "Orthodontics" (representation of residents, employers in advisory bodies) (1.4.1)

**Standard 2: EDUCATIONAL PROGRAMME**

Accredited specialty residency programme 7R091470 - "Orthodontics» 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 the competence of residents has been introduced in accordance with the qualification requirements for specialties. The structure, content and duration of the programme are clearly defined. The mechanism for the development, approval of the residency programme is determined and regulated by the AK. But at the same time, the discussion of the educational programme takes place in collegiate - deliberative bodies, where there is an insufficient number of residency listeners.

The staff of the departments has the necessary competencies for training, at the same time, the mentors represented by the staff of the clinical bases, despite their professional level, do not fully possess pedagogical techniques, which limits the implementation of a high-quality transfer of professional knowledge and skills. The teachers of the departments apply a variety of active methods (case studies, problem-oriented learning (PBL); case-based learning (CBL), team-oriented learning (TBL); training based on simulation technologies, role-playing games, group discussion method, portfolio, combined survey, small group teaching method, simulation technologies, presentations, projects, oral analyzes, mini-lectures According to teaching methods, staff members undergo periodic training within the university and abroad.

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 health care systems. Residents

are taught by mentors to work with automated health care systems. When conducting interviews with residents, experts were convinced 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 dental clinics in the cities of Almaty, Nur-Sultan, Kostanay.

When examining the catalog of elective disciplines, there is an insufficient number of disciplines to create the possibility of mastering the corresponding specialty, according to its trajectory.

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, the residency students are not fully involved in the scientific work of the departments, they do not have clearly defined research topics, criteria for implementation, including clinical trials.

Thus, the educational programme in the specialties of residency 7R091470 - "Orthodontics" demonstrates the integration between teaching, research and health care.

**Strengths:**

The University has developed educational programmes based on the competence-oriented model of the graduate of residency, which are characterized by flexibility and responsiveness in accordance with the needs of society and the labor market.

**Conclusions of the EEC on the criteria.** Out of 30 standards conform: completely - 20, significantly -10, partially -0, do not correspond - 0.

**Standard 2: completed**

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

- 1) To more widely introduce the scientific foundations and methodology of medical research into the educational programme, including clinical research and clinical epidemiology (2.2.1)
- 2) Inclusion in the educational programme of issues of medical jurisprudence and forensic medicine, issues of patient safety, responsibility for their own health, knowledge of complementary and alternative medicine (2.3.1).

**Standard 3: ASSESSMENT OF STUDENTS**

KazNMU has developed and implemented a policy for assessing residents, which includes the principles and methods of assessment, which are reflected in the Academic policy in the field of higher, postgraduate and additional education of NJSC KazNMU, approved by the Chairperson of the Management Board-Rector Minutes No. 375 dated 27.08.2020. Responsibility for execution of the policy for assessing the educational achievements of residents is borne by the teaching staff of the departments, the head of the department, the office of the registrar. Information about the point-rating system of assessment is posted on the website: <https://kaznmk.kz/>

The assessment of the educational achievements of residents covers the assessment of key competencies, and the assessment tools themselves are developed by the teaching staff of the department - control questions, tasks in test form (MCQ tasks with several options for 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 Department of Surgical Dentistry. Residents are engaged in research work, which necessarily ends 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 Model Curriculum, which is an integral part of the State Educational Standard of the Republic of Kazakhstan 2017, 2020. in the specialty of residency 7R091470 - "Orthodontics". The forms of holding are determined by the

decision of the AC. The content of exams is regulated by the dean's office of postgraduate education 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 WC. The results of educational achievements of students are entered into an electronic educational journal through the AIS "Sirius" system, which automatically generates examination sheets. The development of new control and measuring instruments is carried out by teachers through the study of world experience in assessing knowledge in residency, then it is introduced at the department.

The procedure and procedure for conducting an appeal is governed by the rules for conducting appeals "Regulations on the conduct of current control, intermediate and final certification of students in NJSC KazNMU", approved by the decision of the board of 01.10.2020, order No. 13. Students are informed about the principles of assessing their knowledge, the availability of free access for residents to regulatory and methodological documents related to the educational process. The university uses the academic electronic database AIS "Sirius", where each student has access with a personal login and password. This programme enables the student to monitor their achievements.

Thus, monitoring of the quality of training of residents is carried out in the process of current and intermediate certification, a point-rating letter system has been introduced in order to objectify the results of training.

. Strengths:

1. The system of monitoring the educational achievements of residents is complex and is aimed at assessing the final learning outcomes.

**Conclusions of the EEC on the criteria.** Conform from 11 standards: fully - 3, significantly - 8, partially - 0, do not correspond - 0.

**Standard 3: completed**

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

1. Regularly analyze and evaluate the quality of the methods used and the assessment format for the validity and reliability of the final learning outcomes (3.1.4).

#### **Standard 4: STUDENTS**

Admission to residency is carried out in accordance with the Order of the Ministry of Education and Science of the Republic of Kazakhstan "On Approval of the Model Rules for Admission to Training in Educational Organizations Implementing Educational Programmes of Higher and Postgraduate Education" dated October 31, 2018, No. 600, SES RK - 2015, 2020 and the Rules for Admission to Residency in NJSC KazNMU approved by the decision of the Board of Directors dated 07/15/2020, order No. 7.

EP residency involves a clinical focus of training and in-depth specialized training in specialties 7R091470 - "Orthodontics"... Reception applicants for residency are carried out on a competitive basis based on the results of entrance examinations. The possibility of training and recruiting residents provide goals, strategies, conditions, means and human resources of NJSC KazNMU and clinical departments directly. All employees have certificates in the specialty and qualification categories, they are also consultants or part-time workers of clinical bases, which indicates the corresponding professional competence of the teaching staff.

The resources of the NJSC KazNMU, the teaching staff of the departments, the number and powerful material and technical equipment of clinical bases, the professionalism of practical health care workers (clinical mentors) allow providing a balance and opportunities for training and recruitment of students. Educational activities at the university are carried out in accordance with the Constitution of the Republic of Kazakhstan, with the Law of the Republic of Kazakhstan dated

July 27, 2007 No. 319 "On Education", the State Programme for the Development of Education of the Republic of Kazakhstan for 2011-2020 and the State Programme for the Development of Health care of the Republic of Kazakhstan for 2020-2025 years, by-laws of the Ministry of Education and Science of the Republic of Kazakhstan and the Ministry of Health of the Republic of Kazakhstan, as well as in accordance with ISO 9001: 2015.

The criteria for applicants entering the residency are determined by the requirements of the State Educational Standard of the Republic of Kazakhstan (2015, 2020), according to which the previous level of education of persons wishing to master educational programmes of residency in the specialty 7R091470 - "Orthodontics": basic medical education, higher medical education, internship.

In order to ensure the transparency of the selection procedure and equality of access to training in residency, the university carries out a number of activities:

-informing through the university website and social networks (Facebook, Instagram), about the start of accepting documents for residency no later than 1 month before the start of the selection committee;

- posting on the university website information on the procedure, rules for admission to residency;

-organization of the work of the appeal commission;

-Publishing the results of entrance exams and the list of applicants on the university website.

NJSC KazNMU adheres to the basic principles of state policy in the field of education of Article 3. of the Law of the Republic of Kazakhstan dated July 27, 2007 No. 319-III "On Education":

1) the equality of the rights of all to receive a quality education;

2) the priority of the development of the education system;

3) the availability of education at all levels for the population, taking into account the intellectual development, psychophysiological and individual characteristics of each person;

4) respect for human rights and freedoms;

5) the continuity of the education process, ensuring the continuity of its levels;

6) the unity of training, education and development;

7) the democratic nature of education management, transparency of the education system.

Changes regarding admission to residency are reflected in the admission rules annually and approved at a meeting of the University Board.

The number of admitted residents is determined 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 teachers, the provision of educational, methodological and scientific literature, the throughput capacity of clinical bases, as well as material and technical resources of the NJSC KazNMU ...

NJSC KazNMU annually sends a request to the DNCHR of the Ministry of Health of the Republic of Kazakhstan on the need and opportunities for training young specialists in residency in all specialties. And in accordance with the application and the need, a state order is formed for the current year of training in residency. The number of admitted residents in NJSC KazNMU is determined on the basis of an analysis of the need for medical personnel in the Southern regions and other regions of the Republic of Kazakhstan, as well as the resources of the educational programme. Data on the demand for personnel are provided by the Regional Health Department and the Department of Science and Human Resources of the Ministry of Health of the Republic of Kazakhstan and are published on the university website in the "Employment" section. During the work of the selection committee, applications are also received from all regions of Kazakhstan for training specialists in residency at the expense of the local budget.

For the implementation of educational programmes, the department's residency provides each resident with free access to information resources and library funds. Every year, with graduation courses, work is carried out to promote employment in the form of counseling and career planning, the formation of a personalized list indicating the upcoming place of work. During the year, meetings are organized with representatives of the Financial Centre JSC on the issues of working out the state grant, regional health departments, with employers to attract young specialists. But at the same time, residents are not fully given the opportunity to participate in advisory bodies, in the evaluation of the training programme.

Thus, selection and admission to residency is carried out in accordance with regulatory documents. University selection and admission policies are clear, consistent with mission and goals.

**Strengths:**

1. High commitment and continuity of residency students to this university.

**Conclusions of the EEC on the criteria.** Out of 30 standards conform: fully - 18, significantly - 10, partially - 2, do not correspond - 0

**Standard 4: completed**

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

1. Expand the representation of residents in the policy development process for the admission and selection of residents (4.1.8).

2. Expand opportunities for residents to participate in the youth policy department and other advisory bodies (4.3.8).

**Standard 5: ACADEMIC STAFF / FACULTY**

The requirements for the staffing of the educational process are determined by the qualification requirements for educational activities. In accordance with the State Educational Standard, for clinical training in residency in specialties, a mentor is appointed from among qualified specialists in practical health care working at residency bases with the first or highest qualification category, with a requirement for work experience in the relevant specialty for at least 5 years.

In NJSC KazNMU, a system for the formation of a qualitative composition of the teaching staff has been built. The rating assessment of the teaching staff activity is carried out among the full-time teachers of the University and is based on the Regulation on the approval of the Rules for the assessment of scientific and pedagogical personnel - Rector Ave. No. 285 of 23.10.2019, the regulation on the academic mobility of students, teachers and employees - decision of the Board No. 9 of 11.11.2019 and the provision on mentoring – Rector's reg. No. 231 dated 09.16.2019.

The teaching staff of the institute meets the qualification requirements, has full knowledge and the necessary skills and experience for the effective transfer of knowledge to students during the educational process. The educational residency programme of the specialty 7R091470 - "Orthodontics" is implemented by a highly qualified full-time teaching staff, numbering 2 people: Doctor of Medical Sciences - 1, Candidate of Medical Sciences - 1 and 4 mentors. All teachers have the highest and first category.

Training and advanced training of the teaching staff is mainly carried out through short-term courses and internships in leading universities and research centres in Kazakhstan and abroad. Recruitment for advanced training courses for teaching staff is carried out at the request of the heads of departments according to the plan for advanced training, every 5 years for pedagogical competencies and every 5 years for professional competencies.

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 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.

Thus, analysis of the materials presented, allow us to conclude that the University has developed and implemented a modern, adequate and transparent policy for the selection of residency teachers, which is enshrined in the normative documents of the NJSC KazNMU.

**Strengths:**

1. Highly qualified and reputable faculty who implement residency programmes and are experts in the field of practical health care and medical education.

**Conclusions of the EEC on the criteria.** Out of 7 standards conform: completely - 6, significantly - 1, partially - 0, do not correspond - 0.

**Standard 5: completed**

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

- 1) Development of a system to stimulate and motivate practical health professionals for their participation in postgraduate training. (5.1.3)

**Standard 6: EDUCATIONAL RESOURCES**

The material and technical base of the university provides students of residency in the specialty 7R091470 - "Orthodontics" with a sufficient basis and opportunities for practical and theoretical training, there is access to the latest professional literature and sources, there is sufficient access to information technology and equipment.

The self-assessment report indicates that the University administration allocates the necessary funds to improve the material and technical base, taking into account the needs of the departments, university-wide applications for the purchase of educational material and medical equipment are formed, which is sufficient to ensure the quality of postgraduate education.

Clinical agreements have been concluded between the University and the basic clinics of the Kostanay Regional Children's Dental Clinic (Chief Medical Officer Lilia Magazhanovna Zhumabekova), the Atlas dental clinic (Deer. Parmanmekov Murat Kairzhanovich), GM Dent Dentistry G. Nur-Sultan (GI Ergazieva Aizhan Muratovna).

Clinical training bases have a sufficient number of patients and equipment to master the practical skills provided by the training programme. The completeness of training is ensured by the possibility of training in specialized clinics of republican significance in accordance with the signed memorandums. Clinical practice of residents is supervised by mentors who are highly qualified medical practitioners.

The university actively uses information and communication technologies for the management of patients and work in the health care system KIIS (integrated medical information system), there is an electronic document management EDMS (electronic document management system), an electronic journal Sirius, keeping records in case histories in electronic form. The University has an educational and clinical centre (ECC), whose activities are aimed at training and independent assessment of the clinical skills of students using simulators, mannequins and virtual simulators, a sufficient library fund.

The University implements the "Learning through Research" programme. The research work of residents is included in the educational process and is carried out after school hours in the form of IWR and IWRT. According to self-assessment, residents participating in research work have the opportunity to use equipment, instruments and tools of educational and scientific laboratories, departments and other departments of the university free of charge.

Academic mobility is carried out in accordance with the "Regulations on academic mobility of students, teachers and staff - decision of the board No. 9 dated 11.11.2019... At the Department of Surgical Dentistry, academic mobility is developed among the teaching staff. In 2020 and 2021, a field residency was introduced with training in the regions at the place of residence and at the request of the employer for resident students under grants from local executive bodies. Among residents in the specialty 7R091470 - "Orthodontics", training is carried out in the orthodontic departments of dental clinics in the cities of Nur-Sultan, Kostanay.

Thus, the material and technical base of NJSC KazNMU allows to ensure the fulfillment of the goals and objectives of the educational residency program in the specialty 7R091470 - "Orthodontics".

**Strengths:**

1. Availability of modern and equipped clinical bases that provide residents with the opportunity to master the necessary clinical skills and competencies.
2. The university has a sufficient material and technical base and provides a variety of ways to realize the personal growth of residents.

**Conclusions of the EEC on the criteria.** Out of 21 standard conforms: fully - 12, significantly - 9, partially - 0, do not correspond - 0

**Standard 6: completed**

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

1. Include in the educational programme of residency the elective discipline "Management of scientific research" (6.5.1.)

**Standard 7: PROGRAMME EVALUATION**

The university conducts monitoring, evaluation of the EP, with the involvement of stakeholders, structural divisions, the AK commission for monitoring the educational process, taking into account the expected final learning outcomes, the needs of the health care system, the progress of residents, the qualifications of teachers. The process of improving the EP residency in the specialty 7R091470 - "Orthodontics" implemented through the joint stock company, based on the results of a survey of residents, teaching staff, employers. The decisions of collegial bodies (academic committee, senate) are published on the university website. The results of the discussion of the EP at the CEP, AC, the Senate, meetings of the department are communicated to the teaching staff of the University. All stakeholders are involved in the programme evaluation process through representation in collegial advisory bodies and through round tables. The results of the assessment are heard at meetings of the CEP, AC and the Senate. There are some approaches to informing about the results of the assessment of the clinical practice of residents of the responsible persons for the admission of residents and planning of the educational programme. The university involves the main stakeholders in the monitoring and evaluation programme of the educational programme. The university studies and analyzes the results of feedback on the independent clinical practice of residents. The analysis of the questionnaires is carried out at the level of departments, at the level of the dean's office of postgraduate education and the Department of Clinical Work, and are discussed at meetings with residents, teaching staff and employers.

Thus, KazNMU 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 EP and ensuring the identification and timely solution of emerging problems.

**Strengths:**

1. The university has developed a multi-stage system for evaluating educational programmes.

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

**Standard 7: completed**

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

- 1) Strengthen the role of employers in assessing the quality of the educational programme (7.2.1).
- 2) 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).

**Standard 8: GOVERNANCE AND ADMINISTRATION**

Residency in specialties, is implemented through the placement of a state order 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, methodological and scientific literature, the throughput capacity of clinical bases, as well as the material and technical resources of the University ...

Responsibility and obligation of the management and employees of NJSC KazNMU are determined by the current legislation of the Republic of Kazakhstan, internal regulatory documents of the University. In accordance with the Rules for the development of the regulations of the structural unit and job descriptions of employees of the University, regulations on the department were developed and approved, defining the structure, goals, tasks, functions, responsibilities, internal and external interaction of structural units, as well as job descriptions of employees in accordance with the staffing table.

The assessment of the educational achievements of residents at the university is carried out using criteria and provisions developed in accordance with the goals and objectives for the implementation of the EP and awarded qualifications within the framework of the current rating system and control of the educational process in accordance with directive, regulatory and internal documents. Studying academic performance, based on the rating of residents, the EP is assessed. Educational activities at the university are carried out in accordance with the Constitution of the Republic of Kazakhstan, with the Law of the Republic of Kazakhstan dated July 27, 2007 No. 319 "On Education", the State Programme for the Development of Education of the Republic of Kazakhstan for 2011-2020 and the State Programme for the Development of Health care of the Republic of Kazakhstan for 2020-2025 years, by-laws of the Ministry of Education and Science of the Republic of Kazakhstan and the Ministry of Health of the Republic of Kazakhstan.

The policy and methods for assessing residents are considered and approved at a meeting of the committee for quality assurance of educational residency programmes in NJSC KazNMU. General policy, principles, methods of assessing residents by specialties 7R091470 - "Orthodontics", in NJSC KazNMU are reflected in the following internal documents: "Academic Policy" approved by the Chairperson of the Board-Rector No. 375 from 27.08.2020; "Regulations on conducting current control, intermediate and final certification of students of NJSC KazNMU", approved by the decision of the Board dated 01.10.2020, order No. 13. The list of compulsory disciplines for the final control during the period of intermediate certification is regulated by the disciplines passed, which are reflected in the RUE.

Responsibility for the policy for assessing the knowledge and skills of students is borne by the relevant officials at various stages of training (teaching staff, heads of departments, registrar office, dean's office of postgraduate education, vice-rector for academic work).

The forms of current control are displayed in syllabuses. Electronic versions of syllabuses are handed out to the residents through the Sirius programme. Information about the point-rating system of assessment is posted on the website <https://kaznmk.kz/>... Control and measuring instruments are developed for all topics of disciplines of the educational programme, have a laconic formulation, essential content and thematic feature.

Academic achievements (knowledge, abilities, skills and competencies) of residents are assessed in points on a 100-point scale corresponding to the letter system adopted in international practice (positive marks, in descending order, from "A" to "D", "unsatisfactory" - "F") with the corresponding digital equivalent on a 4-point scale. The organization of the system for monitoring the educational achievements of residents is carried out by the office-registrar, which keeps the history of educational achievements of students during the entire period of study, which is reflected in the transcript.

To monitor the implementation of the EP and control the achievement of the final goals of training in the NJSC KazNMU, key and professional competencies of the residency graduate have been developed. Key competencies are spelled out in the MNP.

The University annually approves the structure of the University by the Board of Directors. The total number of the teaching staff is formed based on the average ratio of students and teachers.



The staffing table of the university is approved annually for the academic year, taking into account changes in the number of students by type of specialty and other factors. When calculating the number of employees, the university is also guided by the Order of the acting Minister of Education and Science of the Republic of Kazakhstan dated August 7, 2009 No. 374 "On the approval of financial standards for higher and postgraduate education."

Periodic assessment of the activities of the university leadership is carried out at meetings of collegial and advisory bodies through internal audit and self-assessment.

One of the important strategic directions of the university is to improve the efficiency of the management system, which is determined in order to ensure the effective functioning of quality management. One of the documents underlying the activities of the review guide quality management systems, is the analysis by the management. In accordance with the requirements of the university standard, the quality report contains information on the results of monitoring the following activities: results of internal audits; information obtained by organizing feedback with consumers of educational services; process monitoring information; compliance of the educational service with the requirements of the State Educational Standard; status of risks and corrective actions; actions taken following the results of the previous analysis; self-assessment results; reports on the results of external audits, inspections by an international certification body for certification of quality systems for compliance with IS ISO; self-assessment results; reports on the results of a comprehensive check of the university of the Ministry of Health of the Republic of Kazakhstan on readiness for the academic year; external audit reports, inspection checks by the international certification body for the certification of quality systems; information about changes in the laws and documents of the Ministry of Education and Science of the Republic of Kazakhstan and the Ministry of Health of the Republic of Kazakhstan that can affect the activities of the University; information on the methodological support of educational activities.

Thus, the structure of academic leadership ensures the quality and efficiency of the university's activities in order to ensure the training of highly qualified resident specialists, the organization and control of the educational, methodological, social and educational work of the university, the efficiency of the structural units.

**Strengths:**

1. Stable financial position of the University.

**Conclusions of the EEC on the criteria.** Out of 15 standards conform: completely - 10, significantly - 5, partially - 0, do not correspond - 0

**Standard 8: completed**

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

1. Improve the mechanisms of motivating teaching staff in the implementation of the EP residency.

**Standard 9: CONTINUOUS RENEWAL**

In NJSC KazNMU, continuous improvement of the postgraduate educational process is carried out in accordance with the best practice of world educational management, taking into account the needs of practical health care of the Republic of Kazakhstan, which is in the reform stage, regularly initiates a review and updating of processes.

In this case, the review procedure is carried out at 3 levels and is accompanied by a documentation procedure:

- 1) university administration and management, working groups on examination and evaluation of curricula, teaching and evaluation methods, development and monitoring of residents' portfolios, examination of the catalog of elective disciplines, QMS audit - once a year, analysis is carried out for compliance with the fundamental concepts and criteria of the European Model of Excellence;

2) internal audit (head of the department) on the basis of the individual teacher's plan, the individual plan of the resident, HCC (the annual plan is approved at the beginning of the academic year) - once a year, with discussion at the department meeting and inclusion in the annual report of the department;

3) feedback from residents and teachers is implemented through a questionnaire.

Based on the analysis of the documented review at all levels, resources are allocated and an action plan is determined to update the postgraduate educational process, improve management.

The university has initiated procedures for the regular review, updating of the structure and function of residency educational programmes. The renewal process is based on the results of prospective studies, analysis of the results, own experience and study of the literature on medical graduate education.

Thus, in NJSC KazNMU, the constant updating of the process of adapting the mission and results of the educational programmes of residency in accordance with the development of society leads to an update of the equipment of educational resources to the needs of postgraduate education, the improvement of the process of monitoring the programme and evaluating the programme.

**Strengths:**

1. The University has a system of continuous improvement of the postgraduate educational process.

**Conclusions of the EEC on the criteria.** Out of 4 standards conform: completely - 1, significantly - 3, partially - 0, do not correspond - 0

**Standard 9: completed**

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

1. Expand the further development of academic mobility of teaching staff and residents (9.4).
2. Improve communication mechanisms with key stakeholders (9.4).

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 carrying out the examination as part of the tasks of the external expert evaluation programme were found.

**5. Recommendations for improving the educational programme of residency in the specialty 7R091470 - "Orthodontics":**

**Standard 1**

1. To 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 introduction of training based on scientific research into the educational process
2. Active involvement of all stakeholders in the formulation of the mission and final learning outcomes of EP residency in the specialty 7R091470 - "Orthodontics" (representation of residents, employers in deliberative bodies) (1.4.1)

**Standard 2**

1. To more widely introduce the scientific foundations and methodology of medical research into the educational programme, including clinical research and clinical epidemiology (2.2.1)
2. Inclusion in the educational programme of issues of medical jurisprudence and forensic medicine, issues of patient safety, responsibility for their own health, knowledge of complementary and alternative medicine (2.3.1).

### **Standard 3**

1. Regularly analyze and evaluate the quality of the methods used and the assessment format for the validity and reliability of the final learning outcomes (3.1.4).

### **Standard 4**

1. Expand the representation of residents in the policy development process for the admission and selection of residents (4.1.8).
2. Expand opportunities for residents to participate in the youth policy department and other advisory bodies (4.3.8).

### **Standard 5**

1. Development of a system to stimulate and motivate practical health care professionals for their participation in postgraduate training. (5.1.3)

### **Standard 6**

1. Include in the educational programme of residency the elective discipline "Management of scientific research" (6.5.1.)

### **Standard 7**

1. Strengthen the role of employers in assessing the quality of the educational programme (7.2.1).
2. 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).

### **Standard 8**

1. Improve the mechanisms of motivating teaching staff in the implementation of the EP residency.

### **Standard 9**

1. Expand the further development of academic mobility of teaching staff and residents (9.4).
2. Improve mechanisms of relationships with key stakeholders (9.4).

## 6. Recommendation to the ECAQA Accreditation Council

The members of the EEC came to a unanimous opinion to recommend to the Accreditation Council to accredit the educational residency program in the specialty " ORTHODONTICS " of the NJSC "Asfendiyarov Kazakh National Medical University" (KazNMU) for the period of 5 years.

### Chairman of the EEC

Morenko Marina Alekseevna

Foreign expert

Ryzhkin Sergey Alexandrovich

Academic expert

Serik Zhakenovich Dzhandaev

Academic expert

Ligai Zoya Nikolaevna

Academic expert

Magyarov Valentin Manarbekovich

Academic expert

Zhanalina Bakhyt Sekerbekovna

Academic expert

Zhumalina Akmaral Kanashevna

Academic expert

Kudabaeva Khatimya Ilyasovna

Academic expert

Abdullina Venera Ravilevna

Academic expert

Igimbayeva Gauhar Tleubekkyzy

Academic expert

Kabildina Nailya Amirbekovna

Academic expert

Kusainova Faridat Azymovna

Academic expert

Bacheva Irina Viktorovna

Academic expert

Maukaeva Saule Boranbaevna

Academic expert

Ospanova Nargul Narimanovna

Expert - representative of employers

Sergeeva Elena Nikolaevna

Expert - representative of residents

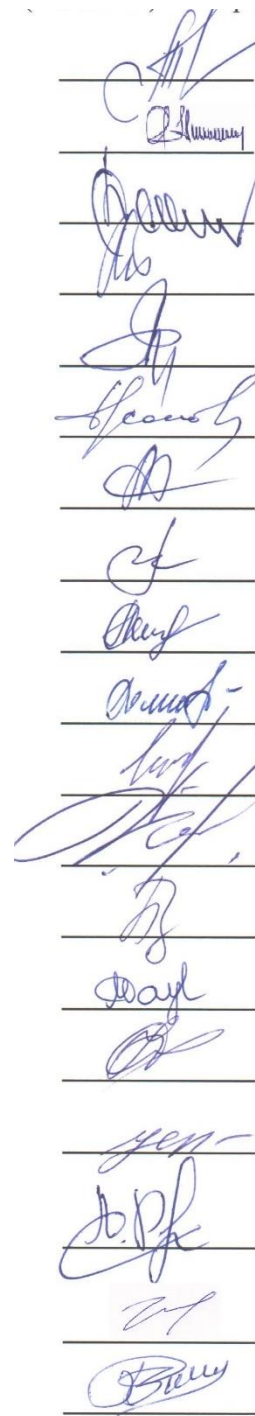
Diana Abbasova

Expert - representative of residents

Ilyasov Eldar Rashitovich

ECAQA Observer

Sarsenbayeva Dariyabanu Bulatovna



**Quality profile and external evaluation criteria (summary)  
Of educational programme in the specialty  
7R091470 - "Orthodontics" of NJSC KazNMU**

Standard	Criteria for evaluation  Number of standards = BS * / SI	TOTAL	Grade			
			Totally coincides	Significantly corresponds	Partially compliant	Does not match
1.	MISSION AND END OUTCOMES	17	13	4		
2.	EDUCATIONAL PROGRAMME	30	20	10		
3.	ASSESSMENT OF STUDENTS	11	3	8		
4.	STUDENTS	30	18	10	2	
5.	ACADEMIC STAFF /FACULTY	7	6	1		
6.	EDUCATIONAL RESOURCES	21	12	9		
7.	PROGRAMME EVALUATION	15	3	12		
8	GOVERNANCE AND ADMINISTRATION	15	10	5		
9	CONTINUOUS RENEWAL	4	1	3		
	<b>total</b>	<b>150</b>	<b>86</b>	<b>62</b>	<b>2</b>	

## List of documents studied by EEC members within the framework of accreditation

No.	Names of documents	Quantity	Date of approval (if applicable)
1.	Academic policy	1	Project No. 375 from 27.08.2020
2.	Regulations on the conduct of current control, intermediate and final certification of students NJSC KazNMU	1	NS. No. 13 dated 01.10.2020
3.	Rules for admission to residency	1	Project number 7 from 15.07.2020
4.	Regulations on the academic mobility of students, teachers and staff	1	NS. No 9 of 11/11/2019
5.	Mentoring clause	1	NS. No 231 on 09/16/2019
6.	Strategic plan of NJSC KazNMU named after S. D. Asfendiyarov for 2017-2021	1	Project number 3 from 05/30/2018
7.	Formation, discussion, approval of the academic calendar	1	NS. No. 600 dated 02/08/2018
8.	Approval of the candidatures of the chairpersons and the composition of the SEC and SAC	1	Project No. 356 dated 26.12.2019
9.	Rules for the search, selection, selection, admission and adaptation of employees of the NJSC Asfendiyarov KazNMU	1	Project number 10 from 09.12.2019
10.	Order on the approval of the rules for the assessment of scientific and pedagogical personnel	1	NS. No. 285 23.10.2019
11.	Internal regulations of students of NJSC Asfendiyarov KazNMU	1	Minutes No. 7 dated 14.10.2019
12.	Regulations on the Faculty of Postgraduate Education of NJSC Asfendiyarov KazNMU	1	Project No. 462 dated 10/27/2020
13.	Policy and goals of NJSC Asfendiyarov KazNMU in the field of quality for 2019-2021	1	Minutes No. 11 dated 28.08.2019
14.	Report of the SJSC Chairperson on the results of the final certification of residency graduates for the 2019-2020 academic year.	1	2019-2020
15.	Organizational structure of NJSC Asfendiyarov KazNMU	1	NS. No 9 dated 09/14/2020
16.	Educational programme in the specialty of residency 7R091470 - "Orthodontics"	1	Project No. 366 dated 08.24.2020
17.	Code of honor of teaching staff and employees of NJSC Asfendiyarov KazNMU	1	NS. No 191 on 27/08/2019
18.	Application and accepted residents in NJSC Asfendiyarov KazNMU for the 2020-2021 academic year	1	
19.	Analysis of the results of intermediate certification of residents of 1-4 courses for the 2019-2020 academic year.	1	presentation
20.	The procedure for conducting an oral exam in a distance learning environment	1	Project No. 206 dated 04.24.2020

21.	The order of registration of academic mobility of the training NJSC Asfendiyarov KazNMU	1	Project number 385 from 01.09.2020
22.	Procedure for ensuring the continuity of IT services	1	Project No. 259 dated 04/17/2018
23.	Regulations on the committee of educational programmes	1	Project No. 368 dated 08/24/2020
24.	Code of academic honor of students of NJSC Asfendiyarov KazNMU	1	Project No. 375 from 27.08.2020
25.	Portfolio of 1st year residents	3	08/27/2020
26.	Syllabuses on residency disciplines, specialty 7R091470 - "Orthodontics"	3	08/27/2020
27.	Grade Journals	1	Electronic variant
28.	The annual plan of the department for the 2019-2020 academic year.	1	09/29/2019
29.	Annual report of the department for 2019-2020 academic year	1	06/15/2020
30.	Individual Resident Plan	3	08/27/2020

**Expert, MD, Head of the Orthodontic Centre DC AMC,  
Professor of the Department of Surgical and Pediatric Dentistry  
NJSC ZKMU name after M. Ospanov \_\_\_\_\_ B. S. Zhanalina**