

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

**REPORT
OF THE EXTERNAL EXPERT COMMISSION
ON THE RESULTS OF THE INSTITUTIONAL ASSESSMENT OF
JSC "NATIONAL SCIENTIFIC CENTER OF SURGERY NAMED
AFTER A. N. SYZGANOV" FOR COMPLIANCE WITH STANDARDS
OF INSTITUTIONAL ACCREDITATION OF POSTGRADUATE
EDUCATION IN MEDICAL EDUCATION ORGANIZATIONS**

Period of external expert evaluation: 05.19.21-21.05.21.

Almaty, 2021

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LIST OF SYMBOLS AND ABBREVIATIONS:

Abbreviations and symbols	Full name of the given designations and abbreviations
JSC	Joint-stock company
AUP	Administrative and management personnel
GP	General doctor
HSMC	Highly specialized medical care
HTMC	High tech medical services
University	Higher educational institution
SAC	State Attestation Commission
SCES	State compulsory education standard
FSA	Final state attestation
ISM	Integrated system of management
IEP	Individual educational plan
CD	Clinical disciplines
CMI	Control and measuring equipment
CIIS	Communication and information processing skills
CED	Catalog of elective disciplines
MoH RK	Ministry of Health of the Republic of Kazakhstan
MES RK	Ministry of Education and Science of the Republic of Kazakhstan
NSCS	National Scientific Center for Surgery named after A.N.Syzganov
NCIE	National Center for Independent Examination
EP	Educational programme
REP	Residency educational programmes
PGE	Postgraduate education
ISC	intermediate state control
RO	Learning outcomes
WEP	Working educational programme
WC	Working curriculum
RCHD	Republican Center for Health care Development
QMS	Quality Management System
IWR	Independent work of a resident
RMS	Resource management system
TC	Typical curriculum
EMCD	Educational-methodical complex of the discipline
EMC	Educational and methodical council
SC	Scientific Council
E&RWR	Educational and research work of residents
CBL	Case Based Learning
PSP	Practical skill performance
ECTS	European Credit Transfer and Accumulation System
ESC	European Society of Cardiology
ISO	International Organization for Standardization
TBL	team-based learning
OSCE	Objective structured clinical examination
PBL	Problem-based learning

1. Composition of the External Expert Commission

In accordance with ECAQA Order No. 17 dated April 21, 2021, an External Expert Commission was formed to conduct institutional accreditation and accreditation of educational programmes for residency specialties of NSCS JSC in the period May 19-21, 2021, in the following composition:



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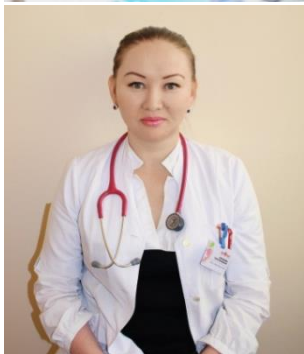
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The work of the EEC was carried out in accordance with the Regulations on the EEC (Order of the ECAQA Director general No. 4 dated February 13, 2017).

The EEC report contains an institutional assessment of NSCS JSC for compliance with the Accreditation Standards ECAQA, recommendations of the EEC on further improvement of educational activities of JSC "NSCS" in the field of postgraduate education.

2. General part of the final report of the EEC

2.1 Presentation of JSC "National Scientific Center for Surgery named after A.N. Syzganov

JSC "National Scientific Center for Surgery named after A.N. Syzganov "(Further -JSC "NSCS" JSC was founded in1945, on the basis of the hospital for veterans and invalids of the 2nd World War, the National Scientific Center for Surgery was created and, among the first research institutions, became part of the Academy of Sciences of the Kazakh SSR. The founder and first director (until 1975) was a prominent scientist, a talented surgeon, Honored Scientist of the Kazakh SSR, Academician of the Academy of Sciences of the KazSSR A.N. Syzganov. By the Resolution of the Cabinet of Ministers of the Republic of Kazakhstan No. 671 dated June 17, 1994, the Center was renamed into the Scientific Center of Surgery named after A.N. Syzganov. By the Resolution of the Government of the Republic of Kazakhstan dated June 28, 2010 No. 658, the Republican State Enterprise on the right of economic management "National Scientific Center for Surgery named after A.N. Syzganov "was reorganized into the Joint Stock Company "National Scientific Center of Surgery named after A.N. Syzganov" (hereinafter - JSC" NSCS ") with one hundred percent participation of the state in its authorized capital.

The governing body is the Board of Directors. It includes: a representative of a shareholder, a representative of an authorized body (owner), more than 30% - independent directors. The executive body is collegial, the Management Board of the Company.

The total area of JSC "NSCS" is 18,484.80 square meters, the staff is 727.5 units. (doctors - 156, researchers - 7). In JSC "NSCS" there are 11 clinical departments, a day hospital, a diagnostic center with paraclinical services, as well as 2 intensive care and anesthesia departments and an operating unit. The bed capacity is 206 beds:

By the Decree of the Government of the Republic of Kazakhstan dated April 05, 2018, the state block of shares (100%) of JSC "National Scientific Center for Surgery named after V.I. A.N. Syzganov" was transferred to the possession and use of the NJSC" Kazakh National Medical University named after S. D. Asfendiyarov ".

In JSC "NSCS" collegial bodies operate: the Academic Council, the Dissertation Council, the Council for Assigning a Category to Specialists, the Educational and Methodological Council and the Department of Postgraduate Education.

In 2010, a postgraduate education department was opened. In 2012, JSC "NSCS" received a license for educational activities in 4 specialties of residency, (with no time limit) No. 12018231 dated November 21, 2012. Passed institutional and specialized accreditation in the following specialties: 7R01117 - Anesthesiology and resuscitation, including children's; 7R01114 - Radiation diagnostics, "Cardiac surgery, including children's" and 6R113700 - General surgery "(No. 0003 dated June 24, 2019).

In 2021, JSC "NSCS" successfully passed the state re-accreditation of the Ministry of Education and Science of the Republic of Kazakhstan for the right to carry out research work at the expense of the state budget for a period of 5 years (No. 000047 dated February 25, 2021, Ministry of Education and Science of the Republic of Kazakhstan). It received state accreditation from the Ministry of Education and Science of the Republic of Kazakhstan for the right to conduct clinical trials of drugs, medical devices and medical technologies for a period of 5 years.

For the period 2012-2020 in JSC "NSCS" named after A.N. Syzganov trained 145 specialists for practical health care in the specialties "Anesthesiology and resuscitation, including children's", "Cardiac surgery, including children's", "Radiation diagnostics" and "General surgery" with 100% employment.

Monitoring of educational, methodological and organizational work is carried out by the Educational and Methodological Council (Order No. 262-p of 08/09/2013).

2.2 Information on previous accreditation

In 2016, JSC "NSCS" passed institutional and specialized accreditation in the following specialties: 7R01117 - Anesthesiology and resuscitation, including children's; 7R01114 - Radiation diagnostics, "Cardiac surgery, including children's" and in 2019 accreditation of the programme 6R113700 - General surgery "(No. 0003 dated June 24, 2019).

2.3 Analysis of the report on the institutional self-assessment of JSC "National Scientific Center for Surgery named after A.N. Syzganov "

Report on institutional self-assessment of JSC "National Scientific Center for Surgery named after A.N. Syzganov " is presented on 122 pages and contains annexes in the form of 15 tables according to the relevant standards. The list of members of the working group on self-assessment and preparation for institutional and specialized (programme) accreditation of the JSC "National Scientific Center for Surgery named after A.N. Syzganov " indicating the responsibility of each member of the internal commission (15 people); details of the person responsible for the self-assessment for compliance with the ECAQA Institutional Accreditation Standards.

The report is accompanied by a cover letter signed by the Chairperson of the Management Board of JSC "NSCS" A.N. Syzganov ", Doctor of Medical Sciences, Professor, Academician of the National Academy of Sciences of the Republic of Kazakhstan B. Baimakhanov.

Institutional self-assessment of JSC "National Scientific Center for Surgery named after A.N. Syzganov" was carried out on the basis of the order dated 03/02/2021 No. 072-p" On the working group for preparation for self-assessment in the framework of institutional and specialized (programme) accreditation of JSC "National Scientific Center for Surgery named after A.N. Syzganov".

The report has been prepared in accordance with the Self-Assessment Guidelines and fully complies with the ECAQA Institutional Accreditation Standards. There is a list of members of the

internal self-assessment committee, indicating the responsibilities of each member of the internal committee.

The working group on the preparation of the self-assessment report has done some work: the key areas of activity and tasks for the implementation of additional education programmes were analyzed, the necessary information was collected in accordance with the standards of institutional accreditation; a thorough analysis of methodological and educational materials was carried out, their content is reflected in the report. The content of the Self-Assessment Report is structured in accordance with the ECAQA Institutional Accreditation Standards and includes a description of strengths, areas for improvement for each of the 9 standards.

The report is written in a competent language, the wording for each standard is clear and understandable, the tables contain references in the text and are consecutively numbered. There are links (access was not limited) to regulatory legal acts, standard rules, regulations and methodological documents of JSC "NSCS", including the educational programme of all specialties.

The database, applications are presented in full, sequentially and there are references to them in the text of the report. The report is written in a competent language, the wording for each standard is clear and understandable, the tables are correctly drawn up, the text contains the necessary links.

Training in JSC "NSCS" is carried out according to educational programmes of residency in the specialties - 7R01117 - Anesthesiology and resuscitation, including children's; 7R01118 - Cardiac surgery, including children's; 7R01114 - Radiation diagnostics; 6R113700 - General surgery, also in 2021 it is planned to recruit residents in the specialties "Plastic surgery" and "Angiosurgery, including children's."

The self-assessment and description were carried out in accordance with the criteria of the ECAQA accreditation standards and the questions formulated in the Self-Assessment Guidelines were answered. In all standards of JSC "NSCS" the real practice, reasoned data, examples of the implementation of additional education programmes, international internships, methodological support for advanced training and retraining, confirming compliance with the requirements of institutional accreditation standards.

Conclusion on each of the 9 standards of institutional accreditation includes a description of the strengths and areas for improvement identified by the accredited organization itself. In accordance with the requirement of the ECAQA Self-Assessment Guidelines, the main copies of documents (organizational structure, registration certificate), which complement the description of the accreditation standards.

So, the self-assessment report JSC "National Scientific Center for Surgery named after A.N. Syzganov" contains objective, detailed, structured information on all activities in accordance with the ECAQA institutional accreditation standards.

3. Description of the stages of external expert evaluation and conclusion

External expert work on the assessment of compliance with the standards of institutional accreditation of postgraduate programmes JSC "NSCS" "was organized in accordance with the Guidelines for the external assessment of educational organizations and educational programmes of ECAQA (approved by order of the Director general of the " Eurasian Center for Accreditation and Quality Assurance in Higher Education and Health care "No. 5 dated February 17, 2017) and according to the programme and the schedule approved on 05/11/2021. Director General of ECAQA Sarsenbayeva S.S. and agreed with the chairperson of the board JSC "National Scientific Center for Surgery named after A.N. Syzganov" Baimakhanov B.B.

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, residency graduates, students of additional education and employers, observation, study of the website, interviewing employees of various structural divisions, teachers, questioning teachers and residents, reviewing resources in the context of the

implementation of accreditation standards, studying fifty teaching documents both before the visit to the university and 44 during the visit (94 in total, see Attachment 2).

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

Table 1 - Information on the number and category of participants in meetings, interviews, interviews with members of the EEC

No.	FULL NAME.	Position
1	Baimakhanov B.B.	Chairperson of the Board
2.	Chormanov A.T.	Deputy Chairperson of the Board for Clinical and Innovative Work, Ph.D.
3.	Tungatov K.Kh.	Deputy Chairperson of the Management Board for financial, economic and operational activities
4	Kaluzhinova T.M.	Head of Information Support Department
5	Aubakirova A.T.	Scientific secretary, Ph.D.
6.	Smailova A.Zh.	Head of the Department of Postgraduate Education
7	Matkerimov A.Zh.	Chief physician
8	Sagatov I.E.	Head of R&D Management Department, Doctor of Medical Sciences
9	Muktaganov V.V.	Doctor of the Department of Anesthesiology and Reanimation
10.	Baygusova D.Z.	Head of the Department of Radiation Diagnostics
11	Nikibaev B.B.	Head of the Department of Human Resources and Legal Support
12	Ainakulova A.S.	Doctor of the Department of Radiation Diagnostics
13.	Abdreshev E.B.	Physician of the Department of Functional Diagnostics
14	Demeuov T.N.	Doctor of the Department of Angiosurgery
15	Dakenova G.B.	Head of the Organizational Methodology Department and Statistics
16.	Khanchi M.Kh.	Medical expert
17.	Madysheva M.Zh.	Head economist
18	Beibit D.B.	Chief Accountant
19	Residents of 3-4 years of study	12
20	PC Loop Listeners	3
21.	Employers	5

The sequence of the visit within 3 days is detailed in the Visit Programme of the External Expert Commission, which is located in the documentation of the accreditation center and in the annex to this report.

The first day of the visit is 05/19/2021. An interview with the first head and employees of the management staff of JSC "NSCS" allowed to determine the criteria for the implementation of 9 accreditation standards, approaches to the development of the mission of the educational programme and its compliance with the strategic goals of the Center, the role and place of postgraduate education in the development strategy, mechanisms in determining the educational programmes of the declared residency specialties, guarantees of the adequacy of educational resources through planning public procurement and concluding agreements with stakeholders. The accredited residency programme in the specialty "Plastic Surgery" is new, the enrollment of students is planned for the 2020-2021

academic year. The experts studied in detail the educational and methodological documentation (educational programmes of the declared specialties, working curricula, syllabi of disciplines,

The experts found that in JSC "NSCS" it works in accordance with the requirements of the normative legal acts of the Ministry of Education and Science of the Republic of Kazakhstan, the State Educational Institution of Education for postgraduate education. Systematically monitoring the educational process by the responsible structural units of the Center (internal audit, QMS, monitoring the work of the department of postgraduate education and scientific activity, reports and questionnaires, etc.).

The foundation of effective management is Academic policy of JSC "NSCS" and "Regulations on the organization of the educational process" and developed jointly with the teaching staff of the Center and the department of postgraduate education, as well as adherence to the Quality Guidelines in the implementation of documenting the educational process.

Conversation with Deputy Chairperson of the Board for Scientific, Clinical and Innovation Activities, Head of the Department of Postgraduate Education, Head of the Department of Human Resources and Legal Support, Academic Secretary allowed experts to learn about the principles of implementing an educational programme in specialties, attracting employees for teaching, about the rules for admitting residents, information security of students and also to identify problems in the management and development of human resources for the implementation of the programme for teaching staff pedagogical competencies.

The first day of the work of the external expert commission ended with interviews of residents in all declared specialties, students of the additional education programme, graduates of residency for the period from 2014 to 2020 and employers, the interviews were attended by representatives according to the programme of the external expert commission of residents, alumni and more than 7 listeners and employers. During the interview, it was noted the interest and patriotism of students, commitment to their specialty and the Center. During the interview, the experts noted that the graduates have a desire to continue their studies in doctoral studies, undergo advanced training and work in JSC "NSCS".

The second day of the visit is 05/20/2021.

This day was devoted to a visit to the postgraduate education department, where employees answered all questions and provided supporting material, demonstrating 100% knowledge of the entire work of the department.

In overall, it is equipped with modern angiographic devices and a perfusion department. For the work of clinical departments, a Diagnostic Center with paraclinical services has been deployed. The staff of JSC "NSCS" is 727.5 units. Clinic - 466 units, of which: doctors - 115, nurses - 200, junior medical staff - 151; 2. Science - 7 pcs. units; 3. Other personnel - 123.5 units, of which administrative and management personnel (hereinafter AUP) - 35.5; 4. Paid services - 131 units of which administrative and management personnel (hereinafter referred to as AUP) - 35.5; 4. Paid services - 131 units of which administrative and managerial personnel (hereinafter referred to as AUP) - 35.5; 4. Paid services - 131 units

JSC "NSCS" "has sufficient material and technical resources to implement the educational programme in the declared specialties, where the student has full access to practical work at all its levels. The programme of the visit announced the attendance of residents' classes in specialties and students of additional education with an online connection. In the course of interviews with the training experts, the satisfaction of the students with the organization of the educational process, curators and mentors and advisory support from the Center was established.

On the same day, a meeting took place with heads and employees of structural divisions involved in the implementation of the EP as well as interview with teachers, residents, employers (representatives of practical health care).

The experts received answers about the teacher training programme, the financing of this training, the availability of certificates in teaching methods for teachers, studied materials on the admission of residents and the selection of teachers, the personnel policy of the Center.

Residents were interviewed to validate the performance of the self-assessment report and to obtain evidence of the quality of the programmes. The experts asked questions about satisfaction with training at the Center, the adequacy of time for training, work with medical records, as well as satisfaction with teaching methods and the qualifications of teachers. In general, residents are satisfied with the training, assessment methods, and purposefully entered this Center, as they believe that JSC "NSCS" is an excellent base for training residents. All students spoke about the support of curators and mentors on all issues of interest in theory, patient management (diagnosis, treatment), medical documentation, preparation of articles, etc. Residents believe that they will receive a good education,

Residents showed their commitment to the organization of education, were active in answering questions from external experts, demonstrated their judgments on the organization of training, assessment of their skills, advisory support, opportunities to participate in research and development, funding, etc.). The experts studied the documents of residents (portfolio, checklists (practical skills, shifts, medical records, testing and questionnaire results).

An online interview was also conducted with 7 employers in accredited EP of various specialties. The interview included such questions as: knowledge of the EP mission, participation in the development of the mission and proposals in the strategic plan, participation in the work of collegial bodies of JSC "NSCS", satisfaction with the basic knowledge and skills of residents, participation in training residents through mentoring, provision of the necessary resources for practical training and employment of residency graduates, etc.

The review of resources showed that the material and technical equipment of JSC "NSCS" corresponds to the goals and objectives of accredited educational programmes on modern equipment and its availability to all students, teaching staff provide collegial and ethical relations with students to achieve the final results of the educational programme.

Before the start of the discipline, according to the curriculum of the educational programme, the resident receives a syllabus and knows what skills he must acquire and develop during training. The experience and authority of JSC "NSCS" in the training of residents shows a high percentage of employment (100%) of graduates, their demand by medical organizations in all regions of Kazakhstan.

The third day of the visit 05/21/2021

The final day of the experts' work was devoted to the study of the documentation for the declared educational programmes. The experts studied the documentation of the postgraduate education department, which confirmed the compliance with accreditation standards (nomenclature of cases, a plan for 5 years, an annual plan for the 2020-2021 academic year and a report for 2020, a journal of progress residents, feedback questionnaires with residents, teachers, reports on the results of the questionnaire and the measures taken, the code of ethics, etc., control and measuring instruments), including documentation (50 requests) at the request of EEC members.

The work of the experts was devoted to interviews with employees of JSC "NSCS" "trained at the request of members of the EEC, were invited by the deputy. Chairperson of the Board for Financial, Economic and Operational Activities and an employee of the postgraduate education department. Then the experts began to develop recommendations, final discussion of the results of the external institutional and specialized assessment of JSC "NSCS" for compliance with accreditation standards, individual completion of the quality profile and assessment criteria for compliance with ECAQA accreditation standards by each member of the EEC. Discussion of recommendations for improving the educational process in JSC "NSCS". The completion of the work of the commission was the final vote on each recommendation of all standards for JSC "NSCS".

Chairperson of the EEC, MD Zhanteliyeva L.A. summarized the data of the EEC members and, together with experts, formed a draft final report of the EEC with recommendations for improving the Center. **Then the chairperson of the EEC for the management and employees of the educational organization announced recommendations on the results of an external assessment in the framework of institutional and specialized accreditation for the declared educational programmes.**

Results of the survey.

On May 19, 2021, the ECAQA observer conducted a blank questionnaire survey of the residents of JSC "NSCS" named after A.N. Syzganov, which included 22 questions, allowing to draw conclusions about the respondents' attitude to the organization of the educational process and determine the existing problems.

Residents survey results:

The total number of responding residents - 19... Of these, 5 people are residents of the specialty "Cardiac surgery, including children", 13 residents of the specialty "Anesthesiology and resuscitation, including children" and 1 resident of the specialty "Radiation diagnostics".

According to the results of the survey, 26.3% of those who answered completely agree that they will recommend this institute as an educational organization, partially agree - 73.7%. 47.4% of residents fully agree with the statement that programme managers and teachers are aware of the problems associated with learning, and 52.6% partially agree.

Fully satisfied with the conditions and equipment of classrooms, auditoriums of this educational organization 26.3% of residents, partially - 73.7%. Fully agree that this educational organization has created conditions for rest and meals for students (lounges, benches / gazebos on the territory, canteen) in between classes, only 36.8% of respondents, and 63.2% - partially agree ...

We fully agree that office equipment (computers, laptops, printers) is available to listeners in classrooms and practice bases, 31.6% of those who answered, and 68.4% partially agree.

We fully agreed with the statement that teachers provide students with methodological and didactic materials, additional literature to prepare for classes, 73.7% of respondents, and 26.3% expressed partial agreement.

26.3% of residents are completely and 73.7% are partially satisfied with the library fund of the JSC "NSCS" named after A.N. Syzganov.

According to the survey results, access to electronic educational resources is fully satisfied by 31.6% of respondents and 68.4% - partially.

31.6% of respondents are fully satisfied with the organization of clinical training, and 68.4% - partially. The teaching methods are completely satisfied with 31.6% of residents, 57.9% are partially satisfied, and 10.5% are completely dissatisfied. We fully agree that there is sufficient time for practical training (supervision of patients, etc.), 78.9% of respondents, 10.5% expressed partial agreement and 10.5% - partial disagreement.

The schedule of training sessions is fully satisfied with 78.9% of respondents, 21.1% - partially. 89.5% of residents are fully satisfied with the methods of assessing knowledge and skills, and 10.5% - partially.

Of all the respondents, 68.4% answered that teachers regularly use active and interactive teaching methods in the classroom, 15.8% expressed the opinion that such teaching methods are used by teachers only occasionally, and the remaining 15.8% do not know what it is.

According to the survey results, 78.9% answered that after the end of the class, the teacher constantly conducts feedback with them, 5.3% believe that sometimes, and 15.8% answered that they have never encountered this.

68.4% of the respondents are fully satisfied with their education in this educational institution, and 31.6% are partially satisfied.

73.7% of residents are sure that this educational organization allows them to improve or acquire the necessary knowledge and skills in their chosen specialty, 15.8% are not sure about this, and the remaining 10.5% answered that they would like to believe in it. The majority of respondents (78.9%) are completely satisfied with the organization of teaching, while 15.8% answered that they were not satisfied.

A positive opinion on the work of the External Expert Commission on the accreditation of this educational organization was expressed by 84.2% of residents, 15.8% of respondents were generally satisfied.

The majority (89.5%) 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.

Conclusions: with their answers, residents expressed partial satisfaction with the conditions of training, equipment and library fund in the organization of education, while the majority are completely satisfied with the organization of teaching, the schedule of classes, methods of assessing knowledge and skills, training in this organization of education.

The results of the questionnaire survey among the teachers of the A.N. Syzganov

On May 19, the ECAQA observer, as part of the external assessment programme, conducted a questionnaire survey, which included 22 questions, which made it possible 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 25. The total number of respondents is 25, including those with up to 5 years of experience - 40%, up to 10 years - 28%, over 10 years - 32%.

Fully 88% are satisfied with the organization of the educational process, partially - 12%. According to the survey, 96% of teachers fully agree that the JSC "NSCS" named after A.N. Syzganov, ethics and subordination are respected, the remaining 4% believe that it is partially. 72% of respondents are completely satisfied with the organization of work and workplace, partially - 20%, and 8% (2 people) did not give an answer. The organization has an opportunity for career growth and the development of competence for teachers: 84% fully agree, 16% partially.

The majority (96%) of the respondents fully agree that in this educational organization, teachers have the opportunity to engage in scientific work and publish the results of research, the remaining 4% agree in part. Fully satisfied with the salary of 68% of teachers, partially - 24%, completely dissatisfied - 8%.

84% of the respondents are fully satisfied with the work of the personnel department, 12% are partially satisfied, no answer is 4%.

40% of respondents underwent advanced training less than one year ago, 16% - within the last year, more than 3 years ago - 28%, more than 5 years ago - 4%, but three teachers (12%) answered that they did not remember when they improved their qualifications.

88% of respondents consider the microclimate in the team to be satisfactory, and 12% are quite satisfied with it. According to the survey results, 96% of teachers fully agree that they can be realized as professionals in this educational organization, and 4% agree in part.

Fully agree that the students of this educational organization have a high level of knowledge and practical skills after completing the training programme, 76% of the respondents, partially agree - 16%, partially disagree - 8%.

84% of the respondents consider the execution of applications for the purchase of methodological and didactic materials, office equipment, stationery to ensure the educational process in the organization timely, 4% consider the execution of applications untimely, and 12% answered that they had nothing to do with this. Regarding participation in conferences (international, republican), 68% answered that the educational organization supports the payment of travel, travel expenses, registration fees, 4% chose the answer option that includes only the payment of travel, 12% find sponsors, 4% did not apply for this to the management and 8% did not answer.

All respondents (100%) fully agree that residents have free access to patients and resources of the institute. The teachers answered that during the classes, they have syllabuses (84%), control and measuring instruments (76%), an educational journal (64%), cases (52%), monographs (36%), a register of workings (32%).

The level of previous training of residents upon admission to training programmes is fully satisfied by 60% of the respondents, partially - 24%, at the same time, 4% completely disagree with this, partially disagree - 12%.

40% know about the implementation of social programmes to support teachers, do not know about it and doubt the answer, 16% and 12%, respectively. Of all the respondents, 76% note that the organization's management listens to the opinion of teachers in relation to issues on the educational process, research and development, clinical work, 24% believe that sometimes.

When teaching residents, a variety of teaching methods are used, but more often the analysis of situational tasks (92%), oral analysis of the topic (92%), lectures (80%), oral questioning (68%), problem-oriented training (68%), interactive training (56%), completing abstracts (56%), solving tests (52%).

72% of the respondents fully agree that this survey will be useful for developing recommendations for improving the key areas of the organization's activities, 16% partially agree with this.

Conclusions: the survey showed the presence of a healthy microclimate in the organization, as well as the fact that the majority of the surveyed teachers are satisfied with the organization of the educational process, the attitude of the management to the teachers of the Center. At the same time, areas for improvement were identified: professional development of teachers in pedagogy, methods of teaching in residency.

Conclusion on the basis of the external evaluation:

The members of the EEC have carefully studied and assessed the main indicators of institutional activity in the field of postgraduate education and the peculiarities of the implementation of accredited educational residency programmes. The information obtained by external experts during the study of the self-assessment report, preparation of a written review with recommendations for improvement, implementation of the activities of the visit programme of JSC NSCS was analyzed. All the information received was compared with the data of the self-assessment report, which made it possible to make sure of the accuracy of the information and supporting documents provided by JSC NSCS for compliance with the ECAQA Accreditation Standards.

Despite the fact that the report on the institutional self-assessment of JSC NSCS was presented in full in compliance with the accreditation standards, during the external expert evaluation by the EEC members, only 94 documents were studied (in Attachment 2) (mission, strategic plan, syllables, control -measures, checklists, portfolios of residents, individual plans of residents for the 2020-2021 academic year, publications of teachers and residents, admission rules, personnel policy, an internal quality assurance system programme, resources (classrooms, office equipment available for residents to work with literature, educational and methodological literature), which made it possible to identify the compliance of the educational organization with the basic accreditation standards.

The volume of the study load for the sections of the accredited educational programmes is determined by the individual work plan of the residents for the established period of study. The accounting of completed tasks is drawn up in the form of a portfolio according to the recommendations in the syllabus.

Accredited educational programmes are drawn up in accordance with the new edition of order No. 647 of the Ministry of Health of the Republic of Kazakhstan dated 02.21.2020 No. KR DSM-12/2020 "On the approval of state compulsory standards and standard professional training programmes for medical and pharmaceutical specialties." The fact is noted that the accredited educational programmes for residency are drawn up according to the current state educational standard, and are implemented within a specified time. All the necessary documents on the activities of the Center, EP, educational, methodological, personnel and resources were 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 when choosing an elective, participation in research projects and assessment of residents, and the development of the content of individual plans of residents.

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

Recommendations for improving the activities of the NSCS for compliance with the Accreditation Standards, developed by the EEC based on the results of the expert evaluation, were presented at a meeting with the management on May 21, 2021.

The programme of the 3-day visit of the external expert evaluation of the EEC has been fully completed. On the part of the staff of JSC "NSCS", the participation of all persons specified 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 educational residency programmes 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 accredited educational programmes was organized. Experts note the high level of corporate culture and discipline of those responsible for education at JSC "NSCS", the high degree of openness of the team in providing information to members of the EEC.

4. Analysis for compliance with accreditation standards based on the results of an external institutional assessment of JSC "National Scientific Center for Surgery named after A.N. Syzganov " and an overview of the strengths for each standard

STANDARD 1: Mission and End Outcomes

Mission of JSC National Scientific Center of Surgery named after A.N. Syzganov aimed at serving society, improving and preserving the health of the population of Kazakhstan, through the application of advanced traditions in surgery and for the training of specialists in the field of health care, in demand and competitive in the labor market, is reflected in the Strategic Plan of JSC "NSCS" named after A.N. Syzganov "for 2019-2023, widespread awareness in the public is presented on the website: [https://nnch.kz/strategicheskie-i-programmnye-dokumenty/strategicheskij-plan-ao-nntsh-im-an-Syzganov# ...www.nnch.kz...](https://nnch.kz/strategicheskie-i-programmnye-dokumenty/strategicheskij-plan-ao-nntsh-im-an-Syzganov#...www.nnch.kz...) and in social networks: instagrams, facebook, as well as events held by NSCS JSC (forums, conferences, master classes, offsite consultations, congresses, press conferences, etc.).

EP development, assessment, selection and admission of students, selection and selection of teachers, scientific leaders, employment conditions and resource allocation are determined by the Strategic Plan of JSC NSCS, Academic Policy for 2021-2025, "Human Resource Management Programme" (No. 104 - p of 03/05/2018), Personnel policy of JSC "NSCS" (Minutes No. 6-2016 of 11/23/2016), admission to residency is carried out on a competitive basis in accordance with the current NLA RK

The final results of the training of residents are defined in the EP, professional behavior, the attitude of students towards colleagues and other medical personnel, patients and their relatives, and also compliance with the Code of Honor is an integral part of the educational process (Code of honor of the teacher, Code of honor of the student of residency from 05.01. Approved by the Chairperson of the Management Board of JSC "NSCS"), regulations on medical ethics and deontology of JSC "NSCS" named after A.N. Syzganov (2018), the Ethics Commission and the Regulation on the Ethics Commission (order No. 65 p dated 02/01/2018) and questioning of employees, patients and residents.

The developed and approved EP within the framework of the State Educational Standard of the Republic of Kazakhstan meet the requirements the national qualifications framework in medical education and the Qualifications Framework in the European Higher Education Area.

The presented data confirm the facts of compliance with this standard....

Strengths:

1. Competitiveness and versatility of the Center;
2. Attracting global experience with the transfer of technologies to the regions.

Conclusions of the EEC on the criteria. Out of 16 standards conform: completely - 14, significantly - 2, partially - 0, do not correspond - 0.

Standard 1: completed

STANDARD 2: Educational programmes

The final learning outcomes and qualifications of residency graduates were developed in accordance with the order of the Ministry of Health of the Republic of Kazakhstan on 12/21/2020. No. 647 "On the approval of state compulsory standards and model vocational training programmes in medical and pharmaceutical specialties", the knowledge, skills and abilities obtained correspond to the level of the National Qualifications Framework in Medical Education and the European Higher Education Area (ESG 1.2).

Specialty education programmes ensure the integration of practice components, patient care, self-directed and active learning. Innovative teaching methods have been introduced in JSC "NSCS" in cognitive and operational skills.

Monitoring of the internal and external examination of the quality of educational programmes is carried out by the EMC, the PDE department.

A student-centered approach to teaching with the aim of stimulating and supporting allows residents to develop responsibility for themselves and for their own learning process and the end result is determined through the formation of competence through a teacher-resident-researcher. The ratio of the necessary skills and skills that affect personal development and in their future career (ESG 1.2) are defined in the syllabus.

The principles of equality in JSC "NSCS" are defined in the regulations on the Ethics Commission. Gender, cultural and religious characteristics are reflected in the Code of Business Ethics dated April 18, 2019 (Minutes No. 2), Teacher's Code of Honor, Resident Code of Honor (website <https://nnch.kz>). Participation of residents in scientific projects with presentation of reports at international conferences.

The implementation of the educational programme is carried out in a multidisciplinary clinic, which allows the student to acquire adequate training in various aspects of the chosen specialty. The role of mentoring in the training of residents is defined in Academic Policy for the 2020-2021 academic year.

The presented data confirm the facts of compliance with this standard....

Strengths:

1. Material and technical equipment, strong teaching staff of JSC "NSCS" allows you to effectively use the possibilities of practical health care in the educational process.

Conclusions of the EEC on the criteria. Out of 23 standards conform: completely - 21, significantly - 2, partially - 0, do not correspond - 0.

Standard 2: completed

Recommendations for improvement identified during the external visit:

- 1) To intensify the work on introducing innovations into the educational process.
- 2) To involve more stakeholders in the implementation of postgraduate education.
- 3) To structure the educational programme according to the State Educational Standard and TC.

STANDARD 3: Assessment of trainees

Assessment of educational achievements of students at JSC "NSCS" is spelled out in the Academic Policy for the 2020-2021 academic year (01/05/2021), in syllabuses. Electronic versions of EP syllabuses for all specialties are available in the library. Regulations on midterm and final certification are posted on the website <http://nnch.kz>... The final state certification of residency

graduates is carried out in 2 stages: complex testing and a mini-clinical examination at the patient's bedside by the National Center for Independent Examination (NCNE). The system of monitoring the educational achievements of students in JSC "NSCS" fully covers the level of knowledge, skills and their professional behavior (questionnaires, checklist for assessing clinical skills and duty).

The criteria for passing exams and retakes exams and questions of appeal are defined in "Academic policy of JSC" NSCS "" for 2020-2021. " (dated 01/05/2021). The end result of students is assessed experts from NCIE and employers. The principles of integrated learning, involving clinical work, ensure interprofessional learning are defined in the EP. The assessment methods developed are consistent with the stated learning outcomes and learning methods.

The presented data confirm the facts of compliance with this standard....

Strengths:

1. Preparing residents taking into account the needs of health care;
2. High access to information networks, electronic databases, library funds;

Conclusions of the EEC on the criteria. Conform out of 11 standards: completely - 10, significantly - 1, partially - 0, do not correspond - 0.

Standard 3: completed

Recommendations for improvement identified during the external visit:

- 1) Regularly review and assess the quality of the methods used and the assessment format for validity and reliability, and document the process.
- 2) Provide a system for assessing the final learning outcomes of residents with an appropriate methodological base and documentation.

STANDARD 4: TRAINEES

Student selection policy JSC "National Scientific Center for Surgery named after A.N. Syzganov" is held in accordance with the regulatory legal acts of the Ministry of Health and the Ministry of Education and Science of the Republic of Kazakhstan and the Rules for admission to residency of JSC" NSCS "for the current academic year... The resources of JSC "NSCS", the teaching staff, the professionalism of clinical mentors make it possible to ensure balance and opportunities for training residents. For the period from 2017 to 2020, a total of 129 residents studied, 18 are continuing their studies.

JSC "NSCS" guarantees the transparency of the selection procedure and equality of access to postgraduate education and is determined by "Academic policy of JSC "NSCS". Admission to residency with an indication of the specialty is announced through the media, by placing announcements on the website of JSC NSCS "(nnch.kz, section" Specialists "-" Postgraduate education "-" Residency ").

In order to increase the effectiveness of the learning process in the chosen specialty, according to "The rules for admission to residency in the 2021-2022 academic year "take into account work experience and experience in combating coronavirus infection in medical organizations of the country, scientific achievements (publications, certificates of scientific developments; certificates of awarding scientific scholarships, grants; certificates / diplomas for participation in conferences and competitions).

The admission policy, based on the relevant social and professional data, is being revised in JSC "NSCS" in connection with the introduction of amendments and additions to the current regulatory legal acts of the Republic of Kazakhstan. Opportunities for clinical and practical training, the potential for clinical and scientific mentoring, monitoring of national and regional human resource requirements in the Republic of Kazakhstan allows SC to accept and train a sufficient number of residents in compliance with the gender, ethnic and social characteristics of the population, taking into account the needs of the village.

Academic counseling of students is determined by supervision and mentoring for the entire period of training (monitoring the progress of training and education).

Students are supported by learning satisfaction. The results of the questionnaire were 87.2% satisfied with the learning process. The resident receives information about the support service from the information at the stands of the PGE department, through the website www.nnch.kz and the Chairperson's blog. JSC "NSCS" annually provides information to the Ministry of Health of the Republic of Kazakhstan a report on the employment of resident graduates of JSC "NSCS". All residency graduates are employed in their specialties. After the end of the residency in 2020, 1 resident entered the PhD doctoral programme. Graduates 2016, 2017, 2018, 2019 work as heads of clinical departments of the Republic of Kazakhstan.

Support for employees and students in the event of a professional crisis in JSC "NSCS" is defined by the "Regulations on the Ethical Commission".

Students take part in the formulation of the mission and learning outcomes, in the development of training programmes, planning of working conditions, evaluation of training programmes, and management of the training programme. Haveround-the-clock access to patients in all structural units of the clinic, participation in conferences, seminars, lectures, seminars, trainings and master classes. Under the supervision of mentors, everyone is admitted to surgical interventions, supervision of patients, and shifts. The guarantee of the quality of training is entrusted to curators, the chairperson of the EMC and the PGE department, a group of independent experts.

Strengths:

1.High commitment and continuity of students to this educational organization.

Conclusions of the EEC on the criteria. Out of 28 standards conform: completely 27, significantly - 1, partially -0, do not correspond - 0.

Standard 4: completed

Recommendations for improvement identified during the external visit:

- 1) Ensure the active involvement of residents to participate in the work of collegial and deliberative bodies, involving them in the discussion of the educational programme and ensuring the quality of its implementation.

STANDARD 5: TRAINERS

The policy of recruiting and accepting teachers, managers and mentors at JSC "NSCS" is determined in accordance with "It was in charge of the internal labor regulations and job descriptions", approved by the Chairperson of the Management Board of JSC "NSCS". The regulations, job descriptions of employees of JSC NSCS, teaching staff of JSC NSCS are developed in accordance with the requirements of ST RK ISO 9001 (ISO 9001). The residents of the Center are managed by a curator in accordance with the qualification requirements.

The availability of information on personnel policy is provided through the official website www.nnch.kz... There is a mobile version of the site that allows employees and students to quickly view all information from mobile devices.

Mission of JSC "JSC" NSCS "named after A.N. Syzganov" is aimed at ensuring the quality of training of specialists and services provided, developing scientific and personnel potential, material and technical resources of the center, integration into the international, scientific and educational space and improving the organization's management system. The teaching staff is formed based on the number of students and the total volume of the academic load.

There is a system for encouraging the professional and personal development of teachers and staff.

In JSC "NSCS" there is a disciplinary council under the direction of the chief physician of JSC "NSCS", which acts on the basis of the Regulation on the disciplinary council. 55 employees were involved in the educational process. Currently, 9 employees are studying for a PhD doctorate, 4 for a magistracy in leading medical universities in Almaty.

JSC "NSCS" ensures that teachers and mentors have sufficient time to teach and train residents

In 2019, the teaching staff underwent advanced training on the following topics: "Teacher of medical education and science organizations" - 1 week / 54 hours - 14 people; "Training as a testologist / expert in the development and examination of test items" - 1 week / 54 hours - 8 employees in various specialties.

Development of teachers and mentors in JSC "NSCS" is defined by the document "Advanced training of personnel", which defines self-improvement, advanced training courses, internships, participation in scientific and methodological seminars, conferences.

Incentives for employees due to the growth of quality indicators of the organization's activities and the procedure for encouraging employees are determined by the provisions of the "Regulations on the encouragement and motivation of employees of JSC" NSCS "named after Syzganov" and "On the rating system for assessing the activities of teaching staff". The presented data confirm the facts of compliance with this standard....

Strengths:

1. Highly qualified and authoritative teaching staff, implementing educational programmes in JSC "NSCS" .

Conclusions of the EEC on the criteria. Out of 7 standards conform: completely - 5, significantly - 1, partially - 0, do not correspond - 0.

Standard 5: completed

Recommendations for improvement identified during the external visit:

- 1) Strengthen the role of mentoring in training residents and motivating NSCS staff in performing the role of a mentor.
- 2) Develop a mentoring clause.
- 3) Plan to improve the qualifications of teachers and mentors on modern technologies and teaching methods (test preparation, IT, distance learning, etc.).

STANDARD 6: Educational Resources

Logistics to provide clinical base provides great opportunities for the implementation of practical and theoretical training, access to the latest professional literature and sources, adequate information and communication technologies and equipment for teaching practical skills and creates a safe environment for self-education.

JSC "NSCS" deployed for 206 beds, 18 clinical departments of the hospital, 3 multidisciplinary departments providing medical services on a contractual basis. Along with clinical activities, JSC "NSCS" is a scientific and methodological center for the implementation of the achievements of medical science and education, the transfer of modern medical technologies in the organization of surgery in the Republic of Kazakhstan.

In JSC "NSCS" named after A.N. Syzganov "educational process is provided with audiences (50 seats), lecture halls are equipped with multimedia equipment, a conference hall for 150 seats, provided with 1 multimedia projector and 1 interactive board; small conference room for 20 seats, equipped with 1 multimedia projector and 1 interactive whiteboard; library with a reading room with an area of 56 square meters, for 12 seats. The library's book fund is more than 9000 books and magazines; test center for 5 seats; Internet is carried out using SPI (16 Mb / s, 8 Mb / s), ADSL (8 Mb / s) and mobile (4G) technologies. The corporate WI-FI network provides 100% coverage of educational and administrative buildings. Access to the corporate Wi-Fi network is provided to residents and employees of JSC "NSCS"

In JSC "NSCS" external document flow of JSC "NSCS" is carried out by means of e-mail of JSC "NSCS" info@nnch.kz , which receives and sends documents. Internal workflow is carried out through corporate e-mail of employees and structural divisions of the Center, as well as a folder exchange server.

Situational monitoring observation (office control) is carried out from video surveillance systems in the administrative, educational buildings and visual control of the outer territory of the Center.

The corporate network of the center provides access to modern databases in the field of medicine and health care of large publishing houses (Science direct, Scopus, Web of Science, Book-UP and PUBMED) with an extensive list of information for both residents and teaching staff.

Information support for the work of residents is carried out through the media (Facebook, Instagram, Telegram, etc.). The corporate local network provides 100% coverage of classrooms, clinical and administrative buildings of NSCS JSC. Access to the local network is provided to residents and employees of JSC "NSCS" freely.

JSC "NSCS" has an official website www.nnch.kz in three languages. The site contains general information about JSC "NSCS", mission, goals and objectives, information about management and structural divisions.

The experience of working in a team of colleagues and other Health care professionals contributes to the development of the scientific basis and methodology of scientific research in the chosen field of medicine, and ensures the integration between education and research.

JSC "NSCS" implements the "Learning through Research" programme, which provides for the implementation of research work (preparation of messages, reports, research, publication of scientific articles, poster reports, participation in scientific and practical conferences, etc.). Residents are actively involved in research work, publish with teachers, and also independently publish with reports in various competitions for young scientists.

One of the priority areas in JSC "NSCS" is transplantology, qualified help is received by those in need of organ transplantation, doctors of the Republic of Kazakhstan improve their qualifications. The center's specialists travel to all regions of our country to provide advice and practical assistance. On the occasion of the 75th anniversary of the founding of JSC "NSCS", a jubilee book was published. More than 20 Memorandums of Cooperation have been signed with leading clinics in Kazakhstan and abroad. For 2020 - 2023 JSC "NSCS" performs 6 and initiative scientific projects, where residents participate in all scientific projects.

Interests of staff in research in education, noted badge "Enbek ardageri" - 3 employees, badge "Densaulyk saktau salasynyk uzdigi" - 4 employees, badge "Densaulyk saktau isiné koskan ulesi ushin" - 4 employees, a letter of commendation from the Ministry of Health of the Republic of Kazakhstan 5 employees. In honor of the celebration of the Independence Day of the Republic of Kazakhstan with a state award, a badge "Erek enbegi ushin" - 1 employee, a badge "Densaulyk saktau salasynyk uzdigi" 5 employees, letter of gratitude from the Minister of the Ministry of Health of the Republic of Kazakhstan - 4 employees. 1 resident is studying for academic mobility.

The system of translation and offsetting of learning outcomes between educational organizations and the use of academic credits exists in accordance with the Law of the Republic of Kazakhstan "On Education" and "On the Ratification of the Convention on the Recognition of Qualifications Relating to Higher Education in the European Region", the current legislative acts of the Republic of Kazakhstan in order to establish the rules and norms of education on the credit system, which considers the basic principles of the European Credit Transfer and Accumulation System (ECTS).

The presented data confirm the facts of compliance with this standard...

Strengths:

1. Updated material and technical base.
2. The presence of a stable relationship with domestic and foreign partners.

Conclusions of the EEC on the criteria. Out of 21 standards conform: completely - 18, significantly - 3, partially - 0, do not correspond - 0.

Standard 6: completed

Recommendations for improvement identified during the external visit:

- 1) Equip a simulation room in accordance with the Order of the Minister of Health and Social Development of the Republic of Kazakhstan dated May 29, 2015 No. 423. On approval of standards for equipping simulation rooms (centers) of educational organizations in the field of health care.

- 2) Equip the computer class in accordance with the goals and objectives of training and assessment of residents and students.
- 3) Strengthen work on the digitalization of the educational process and ensure the protection of information when working with documentation for residency programmes, including workflow.
- 4) Ensure the effective implementation of independent research activities of residents.

STANDARD 7: Programme evaluation

Monitoring the quality of educational programmes through a survey of stakeholders (employers, students). Planning the educational process of the SESE, a typical curriculum, a catalog of elective disciplines, an individual curriculum for a resident, a working curriculum and a syllabus. Monitoring of the final learning outcomes is carried out by examining EP graduates through the NCIE and by questioning employers.

EP residency assessment mechanism carried out by the department of postgraduate education, in external and internal expertise of the catalog of elective disciplines, syllabuses. Expert opinions received from representatives of practical health care ensure the improvement, modernization and updating of the implemented educational concepts.

Transparency of the assessment process and results for management and all interested parties is determined by the decision of collegial bodies (meetings of the PGE department, EMC, Academic Council), it is published in the WhatsApp chat and communicated to the teaching staff and residents. Changes and additions to the EP are carried out annually based on the choice of elective disciplines by residents.

Feedback on the quality of programmes from teachers, managers, students and employers exists through a questionnaire, which is carried out 1 time in half a year. Analysis of the questionnaires "Satisfaction of students with learning outcomes" in JSC "NSCS" named after A.N. Syzganov" revealed 84% satisfaction with the learning outcomes, 4 (14%) were not satisfied, 1 (2%) abstained.

The teaching staff and residents are involved in the EP assessment process. Ensuring the implementation and evaluation of the educational programme is regulated by the Charter of the Company, the Strategic Development Plan of JSC NSCS, annual plans and reports of the center, as well as the relevant QMS procedures. The results of the assessment are heard at the meetings of the clinical council, SC, and are published on the website of JSC "NSCS".

Monitoring of the qualifications of specialists is provided by feedback from employers through questionnaires "Satisfaction of employers with graduates of JSC "NSCS". The result of employers from 8 regions and Almaty city, 92% of surveyed employers have graduates of JSC "NSCS". Assessment of the quality of training of specialists by employers: high - 62%, average - 38%. Not a single employer rated the quality of training as low.

Based on the results of the feedback, an analysis of inconsistencies is carried out, corrective actions are determined and heard at meetings of the PGE department, EMC.

Stakeholder involvement in programme monitoring and evaluation promotes improvement of educational programmes in JSC "NSCS". the programme evaluation process involves all stakeholders (teaching staff, residents, employers) through representation in the relevant structures. The work of all structures that ensure the implementation and evaluation of the educational programme is regulated by the Charter of the Company, the strategic development plan of the center, annual plans and reports, as well as the relevant QMS procedures. The results of the assessment are heard at the meetings of the Clinical Council, meetings of the PGE department, EMC and SC, and are published on the website of JSC "NSCS".

Strengths:

1. Flexibility of new education standards, providing for hours of optional components, the possibility of making additions and changes to the working curriculum
2. Availability of medical and diagnostic equipment to ensure the achievement of the clinical competence of the resident;

3. Implementation of innovative teaching methods, modern testing methods.

Conclusions of the EEC on the criteria. Out of 13 standards conform: completely - 12, significantly - 1, partially - 0, do not correspond to -0.

Standard 7: completed

Recommendations for improvement identified during the external visit:

1) Conduct a regular analysis of the results of questionnaires of stakeholders, reflecting the specifics of specialties and use the results to improve the quality of educational programmes.

STANDARD 8: Governance and Administration

The admission of students, the organization of the educational process, the assessment of knowledge, skills and learning outcomes in JSC "NSCS" is carried out within the framework of the current laws of the Republic of Kazakhstan and internal regulations of the organization of education. The transparency of the EP management is carried out through discussion at the meetings of the PGE, EMC, Management Board of NSCS JSC and is approved by the Chairperson of the Management Board. On the website page, [Facebook](#), Instagram and WhatsApp chat provides information on educational residency programmes.

Changes, additions to the EP are carried out annually on the basis of the inclusion of elective disciplines in the working curriculum for the specialty and the needs of stakeholders. Control over the effectiveness of the quality assurance system is carried out by internal audit, examination of methodological support and meetings of collegial management bodies of JSC "NSCS".

The internal audit plan includes issues related to planning, organization, monitoring and development of the quality of the EP development plan. Based on the results of the audit, corrective measures are planned and carried out.

The allocation of resources in JSC "NSCS" is carried out in all areas of clinical, scientific, educational, research activities of all structural divisions aimed at increasing the efficiency of resource use by introducing new technologies, forming a national medical science capable of ensuring the development of Health care in all disciplines and surgical areas.

The budget of JSC "NSCS" is formed from several sources at its own expense (programme 006 - training in residency, programme 005 - retraining and advanced training of personnel, programme 067 - GBMP and HTMU, programme 131 - basic funding). Funding for the residency programme depends on the formation of an annual state order. The financial activities of JSC "NSCS" are considered at a meeting of the Board of Directors. All indicators show that the financial condition of JSC "NSCS" is stable.

The efficiency of the use of financial resources is entrusted to the financial and economic department. JSC "NSCS" conducts advanced training of specialists in practical health care in the amount of 60 hours / 2 weeks, 90 hours / 3 weeks, 120 hours / 4 weeks, 150 hours / 5 weeks, according to the republican budget programme 005 "Advanced training and retraining of specialists of public health organizations and on a contractual basis ...

JSC "NSCS" guarantees management in the field of improving the quality of education. Evaluation of the effectiveness of the implementation of the educational programme is carried out by interested parties. The policy in the field of quality assurance of educational residency programmes is posted on the center's website (<http://nnch.kz>); on the server of JSC "NSCS" (SERVER 2011, data exchange folder, Department of postgraduate education, department of residency).

EP quality assurance policy carries out internal audit, examination of methodological support, assessment of activities and consideration of issues at meetings of collegial management bodies - a meeting of teachers of departments, EMC and the Academic Council of JSC "NSCS" named after A.N.Syzganov ". Based on the results of the audit, corrective actions are planned and carried out. JSC "NSCS" develops educational programmes of postgraduate training in accordance with the NLA MoH and MES RK. For the development of residency programmes, representatives of practical health care are included in the advisory bodies (EMC, CA).

Strengths:

1. Flexible and dynamic management and administration system.
2. Close and effective communication with stakeholders (alumni, employers).

Conclusions of the EEC on the criteria. Out of 19 standards conform: completely - 18, significantly - 1, partially - 0, do not correspond - 0.

Standard 8: completed

Recommendations for improvement identified during the external visit:

- 1) To systematize the work of the postgraduate education department.

STANDARD 9: Continuous renewal

Developed material and technical base, implementation of innovative technologies in the educational process, regular review and updating of the process, structure, content, learning outcomes and competencies, assessment of knowledge and skills, learning environment, monitoring of deficiencies contributes to the continuous improvement of JSC "NSCS".

The faculty is actively involved in research work and effectively introduce the borrowed research results into the practice of JSC "NSCS" A.N. Syzganov ", improves the procedures for evaluating programmes through discussion at meetings of the PGE and the Academic Council. The experience, current activities and future prospects of JSC "NSCS" are closely interconnected, which contributes to the process continuous improvement "Professional development of personnel", internships, participation in scientific and methodological seminars, conferences.

Overall, Standard 9 demonstrates compliance with the requirements for accredited programmes.

Conclusions of the EEC on the criteria... Conforms out of 4 standards: completely - 0, significantly - 0, partially - 0, do not comply - 0.

Standard 9: completed

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

6. Recommendations for institutional improvement in JSC "NSCS" (postgraduate and additional education):

Standard 2.

- 1) To intensify the work on introducing innovations into the educational process.
- 2) To involve more stakeholders in the implementation of postgraduate education (development of educational programmes, assessment).
- 3) To structure the educational programme according to the State Educational Standard and TC.

Standard 3.

- 4) Regularly review and assess the quality of the methods used and the assessment format for validity and reliability, and document the process.
- 5) Provide a system for assessing the final learning outcomes of residents with an appropriate methodological base and documentation.

Standard 4.

- 6) Ensure the active involvement of residents to participate in the work of collegial and deliberative bodies, involving them in the discussion of the educational programme and ensuring the quality of its implementation.

Standard 5.

- 7) Develop a mentoring clause.

- 8) Provide mechanisms for motivating the staff of the NSC to involve them in performing the role of a mentor.
- 9) To systematically improve the qualifications of teachers and mentors in modern technologies and teaching methods (preparation of tests, IT, distance learning, etc.).

Standard 6.

- 10) Equip a simulation room in accordance with the Order of the Minister of Health and Social Development of the Republic of Kazakhstan dated May 29, 2015 No. 423. On approval of standards for equipping simulation rooms (centers) of educational organizations in the field of health care.
- 11) Equip the computer class in accordance with the goals and objectives of training and assessment of residents and students.
- 12) Strengthen work on the digitalization of the educational process (electronic document management, barcode, QR code, holographic signs, etc.) and ensure the protection of information when working with documentation for residency programmes.
- 13) Ensure the effective implementation of independent research activities of residents.

Standard 7.

- 14) Improve the feedback mechanism with graduates, residents and employers, conduct regular analysis of the results of questionnaires of stakeholders, reflecting the specifics of specialties and use the results to improve the quality of educational programmes.

Standard 8.

- 15) Provide appropriate administrative and financial support for the Internal Quality Assurance Policy of the educational process, including the purchase of educational literature, equipping a simulation room, opening a testing room.
- 16) Seek the possibility of revising the payment of curators and mentors in accordance with the requirements of the State Educational Standard.
- 17) To systematize the work of the postgraduate education department in accordance with the goals and objectives of the educational programmes of residency specialties.

6. Recommendation to the ECA Accreditation Council

The members of the EEC came to a unanimous opinion to recommend to the Accreditation Council to accredit "NSCS JSC named after A. N. Syzganov" (NSCS) for a period of 5 years

Chairperson

Zhanteleeva Lyazzat Asanova

Foreign expert

Rudoy Andrey Semyonovich

Academic expert

Mustafin Alibek Khamzenovich

Academic expert

Magyarov Valentin Manarbekovich

Academic expert

Dautov Tairkhan Bekpolatovich

Academic expert

Sarsenbayeva Gulzhan Iskendirovna

Representative of employers

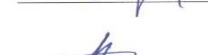

Brimzhanova Marzhan Dikhanovna

Resident representative

Elgondyev Tanzhas Adilovich

ECAQA Observer

Sarsenbayeva Dariyabanu Bulatovna



**Institutional quality profile and external criteria
Of JSC "Scientific Center of Surgery named after A.N.Syzganov "**

Standard	Criteria for evaluation Number of standards = BS * / SU	Assessment			
		Totally coincides	Significantly corresponds	Partially compliant	Does not match
1	MISSION AND END OUTCOMES - 16	14	2	-	-
2.	EDUCATIONAL PROGRAMMES - 23	21	2	-	-
3.	ASSESSMENT OF TRAINEES - 11	10	1	-	-
4	TRAINEES - 28	27	1	-	-
5.	TRAUNERS - 7	6	1	-	-
6.	EDUCATIONAL RESOURCES - 21	18	3	-	-
7.	PROGRAMME EVALUATION - 13	12	1	-	-
8	GOVERNANCE AND ADMINISTRATION - 19	18	1	-	-
9	CONTINUOUS RENEWAL - 4	4	-	-	-
	Total - 142	130	12		

* BS - the basic standard must be fulfilled by each medical educational organization, and the fulfillment must be demonstrated during an external assessment of the medical educational and scientific organization.

List of documents studied by EEC members in the framework of institutional accreditation

No.	Name of documents	number	Date of approval
1	Center structure	1	04/18/2019
2	Articles of Association of the "Society"	1	
3	Employee selection and admission policy	1	
4	Personnel policy	1	05.03.2018
5	Code of Conduct	1	04/18/2019
6	Statement of Medical Ethics and Deontology	1	2018
7	Ethics Commission and Regulation	1	02/01/2018
8	Anti-corruption standard		12/31/2020
9	Employee survey results	3	2018-2020
10	Patient survey results	3	2018-2020
11	Residents survey results	3	2018-2020
12	The results of the questioning of the teaching staff	3	2018-2020
13	Employer survey results	3	2018-2020
14	Strategic plan and monitoring of implementation (approved original, extracts from the protocol, report, service notes, etc.)	3	05/29/2019
15	Document certifying the review and approval of the mission of the organization by the advisory body (approved original)	1	02 July 2020 Board of Directors
16	Portfolio of teaching staff (Information about achievements, awards of teachers, membership in authoritative associations, editorial offices, associations, etc.)	30	
17	Quality management system implemented in JSC "NSCS" in accordance with the requirements of ST RK ISO 9001: 2015	1	
18	Safety regulations	1	01/20/2021
19	Documents of the local ethical committee (regulations, plans, protocols, reports for 3 years), where STP with the participation of residents is considered	3	
20	International Cooperation Programme and 3-Year Implementation Report	3	
21	Information about cooperation with foreign organizations (on the website, list, form of cooperation, results)	1	
22	Agreements with clinical and practice bases	15	
23	Quality policy of JSC "NSCS" (approved original)	1	01/05/2021
24	Academic policy (regulations on the organization of the educational process)	1	01/05/2021
25	Academic residency calendar	1	09/01/2020
26	Residency Listener Guidebook	1	03/09/2021
27	Teacher code of honor	1	01/05/2021

28	Residency listener code of honor	1	01/05/2021
29	Regulation on intern. appraisals	1	01/05/2021
30	Outcome statement. state appraisals	1	01/05/2021
31	Regulations on the Department of Postgraduate Education	1	01/05/2021
32	Postgraduate education department plan	1	01/05/2021
33	Postgraduate education department report	1	2020
34	Nomenclature of PGE cases	1	01/05/2021
35	Educational-methodical complex of disciplines: EP	5	04/02/2021
36	CMI	5	03/01/2021
37	Syllables	5	03/01/2021
38	External and internal reviews of EP, CIS, Syllabuses	6	May.21
39	Component of choice	3	09/01/2020
40	Exam sheets	3	
41	Interim certification sheets	3	
42	Protocols:		
43	DPE	3	03/09/2021
44	EMC		03/01/2021
45	SC		04/02/2021
46	Resident portfolio	18	
47	Calendar-thematic plan of additional education	1	01/05/2021
48	Center structure	1	04/18/2019
49	Articles of Association of the "Society"	1	
50	Employee selection and admission policy	1	
51	Personnel policy	1	05.03.2018
52	Code of Conduct	1	04/18/2019
53	Statement of Medical Ethics and Deontology	1	2018
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92	SC		04/02/2021
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94	Calendar-thematic plan of additional education	1	01/05/2021
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