

To Accreditation Council of the Eurasian Center
for Accreditation and Quality Assurance
in Higher Education and Health Care
date 04/04/2022

REPORT
OF THE EXTERNAL EXPERT COMMISSION ON THE RESULTS OF THE
EVALUATION OF THE EDUCATIONAL PROGRAMME UROLOGY AND
ANDROLOGY (ADULT, CHILDREN)
OF LLP "NATIONAL SCIENTIFIC ONCOLOGICAL CENTER" FOR
COMPLIANCE WITH THE STANDARDS OF ACCREDITATION OF
POSTGRADUATE EDUCATION PROGRAMMES (RESIDENCY
SPECIALTIES)
IN MEDICAL EDUCATIONAL ORGANIZATIONS

external expert evaluation period: 29/03/2022 - 31/03/2022

Nur-Sultan, 2022

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List of symbols and abbreviations

Abbreviation	Designation
JSC	Joint Stock Company
EEC	External expert commission
SCES	State compulsory standard of education
DMS	Doctor of Medical Sciences
ECAQA	Eurasian Center for Accreditation and Quality Assurance in Higher Education and Health Care
IEP	Individual Educational Plan
Asfendiyarov KazNMU	NJSC "Asfendiyarov Kazakh National Medical University"
CMS	Candidate of Medical Sciences
MoH RoK	Ministry of Health
KRMU	NEI "Kazakhstan-Russian Medical University"
MES RoK	Ministry of Education and Science of the Republic of Kazakhstan
MUA	Medical University of Astana
NJSC	Non-profit joint-stock company
RW	Research work
NSOC	National Scientific Oncology Center
NCIE	National Centre for Independent Accreditation
RCH	Regional Children's Hospital
EP	Educational programme
PMSP	Primary Medical health care
RSE on the REM	Republican State Enterprise on the Right of Economic Management
RoK	Republic of Kazakhstan
LLP	LLP – Limited Liability Partnership

1. Composition of the external expert commission

In accordance with the ECAQA Order No. 09 of March 11, 2022, an External Expert Commission (hereinafter referred to as the EEC) was formed to conduct an external evaluation of the educational programme of the residence in the specialty "Urology and Andrology (adult, children)" in the period from March 29, 2022 to March 31, 2022, as follows:

order №	Status as part of EEC	Full name	Regalia, position, place of work/place of study, course, specialty
1	chairperson	MADYAROV VALENTIN MANARBEKOVICH	Doctor of Medical Sciences, Head of the Department of Surgery with the course of Anesthesiology and Resuscitation of NEI "KRMU"
2	Foreign Expert	SERGEY ALEXANDROVICH RYZHKIN	Doctor of Medical Sciences, Head of the Department of Radiotherapy and Radiology named after Academician A.S. Pavlov, Head of the Department of Additional Professional Education of the Russian Medical Academy of Continuing Professional Development (Moscow).
3	National Academic Expert	MUSTAFIN ALIBEK HAMZENOVICH,	Doctor of Medical Sciences, Professor, Head of the Department of Anesthesiology and Resuscitation of Internship, NJSC "Medical University of Astana"
4	National Academic Expert	UALIKHAN KOSHKARALIEVICH ZhUMASHEV	Doctor of Medical Sciences, Professor of the Department of Oncology, NJSC "Asfendiyarov KazNMU"
5	National Academic Expert	ESENKULOVA SAULE ASKEROVNA	Doctor of Medical Sciences, Associate Professor of the Department of Asfendiyarov KazNMU
6	National Academic Expert	TRYNKIN ALEXEY VIKTOROVICH	Candidate of Medical Sciences, Senior lecturer of the Department of Surgical Diseases with the course of Anesthesiology and Resuscitation of the NEI "KRMU"
7	National Academic Expert	SLAVKO ELENA ALEKSEEVNA	Candidate of Medical Sciences, Associate Professor of the Department of Infectious Diseases of the NEI "KRMU"
8	National Academic Expert	BAZARBAEVA AIGUL ABAEVNA	Candidate of Medical Sciences, Head of Science and Education, National Center for Pediatrics and Pediatric Surgery JSC.
9	National Academic Expert	ZHANBYRBEKULY ULANBEK	candidate of Medical Sciences, Associate Professor, Head of the Department of Urology and

			Andrology, NJSC "MUA"
10	Expert – employer representative	MADINA ERALYEVNA OSPANOVA	Head of the Department of Cryobiology of the RSE on REM "Scientific and Production Center of Transfusiology" of the Ministry of Health of the Republic of Kazakhstan
11	Expert – resident representative	BAIMUKHANOV DAUREN SAMARKHANOVICH	resident of the 4th year of training in the specialty "Neurosurgery, including children's" JSC "National Center for Neurosurgery"
	Observer for ECAQA	UMAROVA MAKPAL ALDIBEKOVNA,	head of the Department of Accreditation and Monitoring of the "Eurasian Center for Accreditation and Quality Assurance in Higher Education and Health Care".

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

The EEC report contains an assessment of the educational programme "Urology and Andrology (adult, children)" for compliance with the Standards of accreditation of postgraduate education programmes (residency specialties) of medical educational organizations and conclusions (hereinafter referred to as Accreditation Standards), recommendations of the EEC on further improvement of approaches and conditions for the implementation of the above-mentioned educational programme and recommendations for the ECAQA Accreditation Council.

2. General part of the final report

2.1 Presentation of the educational programme of the residency in the specialty "Urology and Andrology (adult, children) " LLP "National Scientific Oncology Center"

Organization name, legal form of ownership, BIN	"National Scientific Oncology Center" LLP
Management body	Management Board
Full name of the chief executive officer	Chairperson – Candidate of Medical Sciences Gulnara Utepergenovna Kulkaeva.
Created in	In accordance with the Decree of the Government of the Republic of Kazakhstan dated May 11, 2018 No.255, the National Scientific Cancer Center LLP (hereinafter referred to as the NSOC) was established with 100% participation of the state, which is a subordinate organization of the Ministry of Health of the Republic of Kazakhstan (hereinafter referred to as the Ministry of Health of the Republic of Kazakhstan).
Location and contact details	Nur-Sultan, Kerei Zhanibek Khandar str., 3
State license for educational activities in the residency (date, number)	The license for educational activities was re-issued from the RSC EMC to the NSOTC, No. KZ81LAA00007958 dated December 13, 2016.
Information on branches, subsidiaries (if any)	<i>Not available</i>
Year of implementation of the accredited educational programme (EP)	The residency programmes are implemented in accordance with the Rules for the organization of the educational process in the residence of the NSOC, approved by order of the

	Chairperson of the Board of the NSOC dated July 5, 2019 No.106-OD.
Duration of training	<i>3 years</i>
Total number of graduates since the beginning of EP implementation	36
Number of residents on EP since the beginning of the current year	The Center trains 36 residents in the specialty of urology and andrology (adult, children).
Full-time trainers/ Combiners involved in the implementation of EP, incl. % of degree	5 faculty members (1 Candidate of Medical Sciences, 2 masters of medicine) are involved in work with residents, 3 have the highest qualification category in the specialty. 40% calorific value.

Elements of institutional autonomy have been introduced in the Centre. Academic freedom implies the independence of the development and implementation of the EP, within the framework of the standard curricula, of the SCES (21.02.20). Freedom in drawing up the EP is achieved when describing the syllabuses, CED, IEP, WEPL, the form, structure and procedure for the development of which is determined by the organization independently. The EP is considered at the meetings of the PDO department and the Academic Council.

Assessment of academic achievements of residents is carried out by various forms of control, which are determined by the Center independently "Academic Policy 03.07.2021". Instrumentation, training methods, and monitoring of residents' achievements, approved at the meeting of the department, are subject to further review and approval by the SC. Specialty 7R09126 "Urology and Andrology (adult, children)" - new, compiled in accordance with the requirements of the State Educational Standard (21.02.2020), entered the Republican Register of Educational Programmes.

Admission of persons to the residency is carried out on a competitive basis on the basis of the results of the entrance examination. The admission commission is organized from the teaching staff of the NSOC with the participation of the administration. Persons who have scored at least 75 out of 100 on the examination are enrolled in the residency. Persons who scored the highest points on the exam (Order of the Minister of Health of the Republic of Kazakhstan dated December 15, 2020 No. KR DSM-270/2020. Registered in the Ministry of Justice of the Republic of Kazakhstan on December 15, 2020 No. 21802 "On approval of the rules for placing a state order, admission to education and training of medical personnel in the residency").

The selection/selection of teachers is carried out in accordance with the "Human Resources Management Programme of LLP (NSOC)", personnel autonomy follows from the possibility of internal and external search for candidates for a vacant position. Internal search provides the ability to use the personnel reserve in the first place. The further multi-level system of selection of candidates contributes to the effective selection of personnel by professional, business, moral qualities using modern technologies. The NSOC has an EP that meets the requirements of the SCES (21.02.2020), is staffed with employees with clinical experience and scientific titles, training is carried out on the basis of the Scientific Center, where there are sufficient resources for training resident oncologists. Persons who have completed training in the educational programme of the residency and successfully passed the final certification are awarded the qualification "doctor" in the relevant specialty of the residency and a certificate of completion of residency is issued.

The EP of the residence meets the international requirements and the 8th level of the national framework of qualifications in medical education and the Structure of qualifications in the European Higher Education Area.

Training of resident urologists and andrologists is carried out at the Center with personal participation in the therapeutic and diagnostic process, both in class time and during independent work.

Conditions and means have been created for the personal participation of residents in the provision of medical care at the level of PAMC and hospital. Practical training is carried out through the daily personal participation of a young specialist in medical activities using methods of diagnosis

and treatment based on evidence-based medicine, the acquisition of practical skills provided for in the curriculum, and work to promote a healthy lifestyle.

Methods of training residents include: seminars, webinars, conferences, case-studies, training, team-oriented training (TBL); training based on simulation technologies, role-playing games, brainstorming method, group discussion method, portfolio, combined survey, small group training method, simulation technologies, presentations.

The material and technical equipment of the NSOC makes it possible to effectively implement active methods of training (analysis of clinical cases, maintenance of medical records, examination of the quality of medical care, management of patients, training in a clinic with the participation of a real patient, training in primary health care, attendance at medical conferences, consultations, teaching using web-technologies); training through research (participation in the NSC).

The analysis of teaching methods, the examination of the quality of educational programmes is carried out regularly by the Department of postgraduate education, through mutual attendance of classes, participation of teaching staff in scientific and methodological seminars, conferences.

2.2. Information on previous accreditation

In 2019, NSOC LLP underwent institutional accreditation of postgraduate and additional education organizations (continuing professional development), certificate No. IA00021 dated 04.10.2019.

This educational programme is accredited for the first time.

2.3 Conclusion on the results of the review of the report on the self-assessment of the educational programme in the specialty «Urology and andrology (adult, children)" of the National Scientific Oncology Center LLP for compliance with the Standards of accreditation of postgraduate programmes (specialty of residency) of medical organizations of education and conclusions.

The report on the self-assessment of the educational programme "Urology and Andrology, Adult including Pediatric" (hereinafter – the report) is presented on 132 pages of the main text, 41 tables, copies or electronic versions of 30 documents.

The report is characterized by the completeness of responses to all 9 main accreditation standards and criteria, structured taking into account the recommendations of the Guidelines for the self-assessment of the educational programme provided to the organization of education by the accreditation center - ECAQA, as well as the internal unity of information. The report is accompanied by a cover letter signed by the head of the chairperson of the board, Candidate of Medical Sciences, G.U. Kulkaeva, which confirms the reliability of quantitative information and information included in the self-assessment report.

The report contains a list of 25 members of the internal self-assessment commission, indicating the responsibility of each employee, information about the representative of the organization responsible for conducting the self-assessment of the educational programme – Zhukubayeva A.A., Head of the Education Department.

The self-assessment of the educational programme "Urology and andrology (adult, children)", was carried out on the basis of the order of the head No. 324-OD dated 09.12.2021 "On the creation of a working group for conducting a specialized self-assessment and writing a report"

The report was reviewed by the accreditation expert Zhanbyrbekuly Ulanbekomi and noted strengths and areas for improvement, as well as recommendations for additions and changes, including the following:

Standards	Reviewer (s) Recommendations
1	- When updating the mission of the educational programme, take into account the needs of the NSOC in the provision of medical care and issues of social responsibility of the organization implementing postgraduate education. Improve mechanisms for rewarding residents for achievements in scientific activities and other types of

	achievements.
2	<p>-Include in the educational programme the training of residents in the management of scientific research and medical statistics in the form of a component of choice as a pre-requisite for further admission to the master's and doctoral programmes of PhD</p> <p>Include in the thematic plan the implementation and protection of scientific projects to strengthen the scientific component of resident learning.</p> <p>Increase the involvement of residents in the implementation of scientific projects with results in the form of publications and speeches at conferences;</p> <p>To document the representation of residents in the development and updating of the educational programme through inclusion in the academic advisory body or the creation of a council of residents;</p> <p>Ensure that the process of developing, approving and regularly updating elective discipline programmes is documented and that the views of residents are taken into account based on regular feedback.</p>
3	<p>-To develop a system for assessing the performance of scientific work and the formation of a portfolio of residents.</p> <p>- Develop a procedure for assessing the resident's independent work on simulation simulators in the simulation room.</p> <p>Implement the use of electronic systems (Platonus, Sirius, etc.) and the registrar's office for digitalization and transparency of resident assessment methods.</p>
4	<p>Inclusion of resident students in associations and organizations of postgraduate education in the process of developing the policy of admission and selection of students for postgraduate education programmes.</p> <p>- creating conditions for systematic planning, execution and documentation of practice-based training</p> <p>Actively involve students in the residency in the work of the collegial bodies of the NSOC, professional associations and public associations.</p> <p>Residents' wishes: to reward residents for achievements in scientific and by reducing the cost of training or awarding scholarships.</p>
5	<p>- Expand the range of innovative teaching and learning methods used in the educational process and provide teachers and mentors with regular improvement in teaching methods with documented confirmation of results (certificates).</p> <p>- Draw up and implement a plan for improving the professional and pedagogical competencies of teachers of departments and include training on improving communication skills and psychology.</p>
6	<p>- Continue to equip the simulation room with simulation simulators to develop practical skills of catheterization and stenting of ureters.</p> <p>Develop a mechanism for motivating and attracting residents to research activities in the specialty being studied.</p>
7	<p>Carry out regular monitoring of the educational process and the activities of the department of postgraduate education by developing and implementing an annual plan, including open classes, mutual attendance of classes and examination of educational and methodological documentation. Results of all activities and document.</p> <p>To optimize the conduct, processing and analysis of the results of feedback from residents, teachers, mentors and employers through the introduction of electronic questionnaires, followed by informing all participants of the educational process about the results and making improvements to the educational programme.</p>
8	<p>The programme for the development of education in the residence shall provide for the financing of:</p> <p>- training of residents at alternative bases, where it is justified</p> <p>- mobility of teachers.</p> <p>- participation of residents and teachers in the Republican and international professional events</p>
9	<p>The basis for the development of new educational programmes are the measures carried out in the industry to reform the health care system and medical education, amendments and additions to regulatory legal acts, standards and guidance documents.</p> <p>Update the organizational structure, staffing of the education department, taking into account changes and additions to regulations, standards and guidance documents.</p> <p>Every year, develop and approve a plan for improving the skills of the staff of the NSOC involved in the educational process, including abroad.</p>

Thus, in the process of feedback from the representative of the educational organization, experts received answers to the questions that arose and the self-assessment report was amended accordingly and additions were made to the recommendations of the reviewers.

In all standards, the real practice of "National Scientific Oncology Center" LLP for the training of residents in the specialty "Urology and andrology (adult, children)" is given, taking into account the beginning of admission of students in 2021, reasoned data, examples of implementation of the tasks of

the educational programme, national and international events, methodological support, confirming compliance with the requirements of accreditation standards. The description in the self-assessment report is sufficiently complete and updated in terms of the number of residents, teachers, administration, information on selection and admission, learning outcomes, results of knowledge and skills assessment, material and technical base of the university and clinical bases, contractual obligations with partners (universities, associations, bases), financial information, plans for development and improvement.

The report is submitted to ECAQA in a completed form, with correction of the data on the above recommendations, written in a competent language, the wording for each standard is clear and understandable and described in accordance with the criterion of standards, tables and contain references in the text and have end-to-end numbering.

The quality of the self-assessment report served as the basis for moving to the next stage of the accreditation procedure, the external assessment. The experts plan to validate the report data, compare the information from the report with the information that will be obtained during the visit to the educational institution, i.e. verification of quantitative and qualitative indicators.

3. External expert evaluation assessment

External expert work in the framework of the evaluation of the educational programme Urology and andrology (adult, children), was organized in accordance with the Guidelines for the External Evaluation of Educational Organizations and Educational Programmes of ECAQA (approved by the order of the Director General of the "Eurasian Center for Accreditation and Quality Assurance in Higher Education and Health Care" No.5 dated February 17, 2017) and in accordance with the programme approved by the Director General of ECAQA Sarsenbayeva S.S. and agreed with the Chairperson of the Board of "NSOC" LLP Kulkaeva G.U. Dates of the visit to the organization: 29/03/2022-31/03/2022.

The external evaluation is aimed at validating the data of the self-assessment report and verifying the indicators indicating the degree of compliance with the criteria of accreditation standards.

The sequence of the visit within 2 days is presented in detail in the Visit Programme (hereinafter referred to as the Programme), which is contained in the documentation of the accreditation center and in Attachment 3 to this report. The programme is evidence of the implementation of all planned activities within the framework of an external expert evaluation.

To obtain objective information, the EEC members used the following methods and their results:

- interview with management and administrative staff – 15 people in total;
- interviews with residents – 14 people;
- study of the website <http://cancercenter.kz>;
- interviewing 15 employees, 15 teachers;
- questionnaires of teachers and residents - 6 and 11, respectively;
- observation of training of residents: attendance at 1 practical lesson (Subject: Tumors of the urinary bladder, T.A. Kurmanov, the teaching staff: residents, venue: classroom, lectures (Subject: Tuberculosis of the genitourinary system), T.A. Kurmanov, the teaching staff: residents of 1,2,3 years of study);
- review of resources in the context of the implementation of accreditation standards: 5 departments of the practice/clinical training bases of the National Scientific Oncology Center LLP were visited, where training is carried out on 1 educational programme with the participation of 6 full-time teachers/ part-time employees;
- study of educational and methodological documents in the amount of 10 units both before the visit to the organization and during the visit to the units (the list of studied documents is in Attachment 2).

Thus, when implementing the activities of the programme, namely, based on the results of the interview with the first head of the organization, members of the advisory body – the SC, in interviews with residents and teachers, compliance with the criteria of **Standard 1** was established. All

participants in the educational process know the mission of the organization, took part in the formation of proposals for the formulation of the mission, while the mission was brought to the attention of potential residents through the website, social networks, information letters to medical organizations. The strategic plan of the organization for the period of 5 years (2021-2025) was reviewed, including such areas as the redistribution of the source of income for the economic development of the Center, the direction of monetary assets for academic potential, information support and digitalization of processes, increasing employee satisfaction with their work, employers, students - conditions and the learning process, **which** confirms the implementation of the accreditation standard and demonstrates the goals, tasks and prospects of the organization. From interviews with residents, it was established that before the beginning of classes, teachers inform about the mission, work plans of the organization of education, tell where to get the necessary information about the educational programme, teachers, training bases. This indicates compliance with **Standard 2** in terms of adapting training to the needs of residents.

The organization's documents contain work programmes, EMCD, which define the goal, take into account the integration of practical and theoretical components, independent work. Compliance with the SCES and standard requirements has been established. Attending practical classes on the topic of "Tumors of the bladder" in the classroom, and "Tuberculosis of the genitourinary system" with a volume of 2 hours, experts received convincing data that the training is carried out according to the plan, before the beginning of the lesson, residents respond to tests, receive feedback from the teacher, have the opportunity to improve the skill of transurethral resection of the prostate gland and bladder. The organization ensures compliance with ethical aspects in the implementation of the educational programme, since the experts studied the code of ethics and during the interview, the residents replied that they were informed about the content of this document.

While attending a practical lesson and seminar on the topic of "Tuberculosis of the genitourinary system" in the classroom, and on the topic of "Tumors of the bladder" with a volume of 2 hours, and talking to residents, experts saw that the organization contributes to the development of practical competencies of residents, including on simulation equipment. At the same time, residents deepen their theoretical knowledge, develop communication skills.

The staff of the accredited organization ensures the presence of all persons indicated in the visiting programme and according to the lists of interviews and interviews (Table 1).

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

№	Full name	Job Title
1	Shalekenov S.B. Zhukubaeva A.A.	deputy Chairperson head of Education Department
2	Zhusupbekov D.D.	Chief Specialist of the Library of the Department of Education
3	Beissenova n.d.	Chief Specialist of the Library of the Department of Education
4	Tashenova Zh.E.	Chief Specialist of the Department of Education
5	Tazhmakina G.T.	Chief Specialist of the Library of the Department of Education
6	A.K. Mukazhanov	Deputy Chairperson of the Management Board for Medical Activities
7	I.N. Sagandykov	Head of the Center for Vascular Surgery
8	Chinaliev a.m.	Senior Resident, Center for Expert Endoscopy and Interventional Radiology
9	Umbetzhonov E.U.	Head of the Center for Anesthesiology, Resuscitation and Intensive Care
10	Alpysbaev A. M.	anesthesiologist of the Anesthesiology, Resuscitation and Intensive Care Center
11	K.S. Kaliaskarova	Consultant doctor in oncohepatology and gastroenterology of the center for hepatopancreatobiliary surgery, oncohepatology and organ transplantation
12	Zhanasbayeva M. S.	Senior Resident of the Sector of Oncohepatology and Gastroenterology of the Center for Hepatopancreatobiliary Surgery, Oncohepatology and Organ Transplantation
13	T. A. Kurmanov	Senior Resident of the Oncourology Sector of the Multidisciplinary Surgery Center ator of the Oncourology Sector of the Multidisciplinary Surgery Center
14	D.D. Mustafinov	Urologist of the Oncourology Sector of the Multidisciplinary Surgery Center
15	Saparbay D.Zh.	Head of Science Department
16	Beissenova N. D.	Chief specialist of the sector of organization of postgraduate and additional education of the department of education

The analysis of educational activities showed that the scientific basis and all the achievements of science in advisory disciplines are taken into account, additions are made to the bibliography of the EMCD and syllabuses, and teachers apply them in classes.

A review of the monitoring and measurement tools (tests, situational tasks, written examinations) showed that the organization has implemented an appropriate evaluation policy that allows for a multifaceted assessment of the learning achievements of residents. During the interview, the residents spoke about the forms of assessment, in addition to the traditional sections of knowledge (testing, written exam), for example, in the morning when discussing patients before the operation, teachers ask residents theoretical questions about the patient's disease, regarding the diagnosis of this nosology, and tactical approaches to treatment, if the resident did not demonstrate a sufficient level of theoretical readiness should be punished in the form of suspension from participation in the operation. According to the residents, it is established that this type of knowledge assessment strongly motivates the residents to prepare for surgical intervention both theoretically and practically, and the residents are satisfied with the fairness of this type of assessment. And also this rating system allows you to get

instant feedback from the teacher. The system of appealing the results of the assessment is reflected in the document (according to the Order of the Minister of Education and Science of the Republic of Kazakhstan dated October 31, 2018 No. 600. Registered with the Ministry of Justice of the Republic of Kazakhstan on October 31, 2018 No. 17650 "On approval of the Standard Rules for admission to training in educational organizations that implement educational programmes of higher and postgraduate education", the Rules for admission to the residency for 2020-2021 academic year, approved by the Board, Protocol No. 6 dated January 15, 2020.) and during the work of the organization of education there were no precedents of appeal. Thus, compliance with standard 3 has been established.

During the visit to the organization and during the interview with the Head of the Education Department A.A. Zhukubayeva, the commission made sure that there is a system and documentation that is transparent and accessible to all teachers and employees, and includes such documents as annual operating plans, annual reports, regulations of departments, contracts with teachers and residents and educational and methodological documentation (work programme, work curricula, syllabuses, journal, evaluation tools (checklists, sheets), certificates and certificates. A review of the website showed that its pages contain the necessary calendar and thematic lesson plans for residents, schedules of the semi-annual assessment, rotation schedules of residents by office, approval of supervisors, and Rupa, which is regularly updated. This information was obtained during an interview with residents and with the head of the department of education Zhukubayeva A.A.

The conversation with A.A. Zhukubayeva, Head of the Department of Education, included such questions as "How many practical health care doctors are involved as mentors of residents?" "How is the selection of applicants for the residency carried out?" "Are scientific achievements or results of other student activity taken into account in the selection of applicants for admission to the residency?" and allowed experts to learn about approaches to attracting staff of clinical bases for teaching (a total of 6 such teachers), about the strategy and tactics of recruitment of residents, information security of the educational programme, as well as to identify problems in the management and development of human resources. The NSOC has not approved a plan for improving the qualifications of teaching staff in pedagogy for the next 5 years, but all teachers have certificates for improving the qualifications in pedagogy with a statute of limitations of no more than 5 years.

Interviews with 5 teachers, including 4 full-time teachers, showed that there are both successes and problems in educational management, depending on the specific base (admission of residents to the equipment, sufficient number of thematic patients, time for maintaining medical records, independent work). The main clinical base in the NSOC does not provide emergency anesthesia and intensive care within the framework of the GVFMC, therefore, there is a certain shortage of training for residents to provide emergency care. In order to solve this problem, the "Emergency Urology" elective was included in the Educational Programme, according to which residents are rotated to emergency urological hospitals of other clinics. But at the same time, the staff list does not include employees of those clinical bases where residents pass the elective discipline "Emergency Urology". Experts received answers about the programme of professional development of teachers, financing of this training, availability at teachers of certification on methods of teaching.

On the same day, experts studied materials on the admission of residents and the selection of teachers and established compliance with standard 4.

In order to verify the data of Standard 5, external experts received an opinion on personnel policy and approaches to the development of teachers' pedagogical competence, motivation to work with residents, and mentoring. Experts found that there is a sufficient number of teachers to implement the educational programme. The faculty is formed on the basis of the requirements for the effective implementation of educational programmes, as well as on the basis of the total amount of study load. The number of teachers at the Centre holding a degree or/and academic rank is more than 76 %. From 2017 to 2019, the PGE Department organized training for teaching staff on the following topics: Management in Health Care - 216, Methodology of Teaching in Medicine - 108, Technology of Evidence-Based Medicine in Clinical and Management Practice - 54. Communication skills of team work - 108, Quality management system in the organization of health care - 216, Management of scientific research in clinical and management practice – 216.

Teachers have enough time for teaching, mentoring, stimulate the need for additional training and independent work with literature.

During the visit to clinical bases, a survey of resources was carried out, their compliance with training programmes, accessibility for teachers and residents, as far as this equipment is modern and meets the needs of students and practical health care. Experts obtained evidence of compliance with Standard 6, as well as validation of the information in the self-assessment report.

In order to validate the implementation of the self-assessment report and to obtain evidence on the quality of the programmes, interviews were conducted with residents in the specialty. The experts asked questions about satisfaction with the training, enough time for patient supervision, work with medical documentation, satisfaction with teaching methods and qualifications of teachers, social and moral support for residents in need, participation in "Morning medical conferences with reports", the availability of resources of international databases of professional literature. In general, residents are satisfied with the training, assessment methods, and purposefully entered this organization, since they believe that the organization of education has good resources, image and international relations, at the same time, residents have a fairly high level of independence in the management of patients. Residents are interested in more active participation in academic mobility programmes abroad, and participation in international conferences and symposia.

Residents showed their commitment to the organization of education, were active in answering the questions of external experts, demonstrated their judgment on the organization of training, assessment of their skills, advisory support, opportunities to participate in research, funding, demonstrated proficiency in English when answering the questions of foreign expert Ryzhkin S.A. Experts studied the documents of residents (portfolio, results of assessment of residents' checklists, results of questionnaire of residents).

Interviews with 3 employers were conducted online and included such issues as: knowledge of the mission of the NSOC, participation in the development of the mission and proposals in the strategic plan, participation in the work of advisory bodies, satisfaction with the basic knowledge and skills of residents, participation in the training of residents through mentoring. Providing the Center and residents with the necessary resources for practical training and the formation of clinical thinking about the problems of interaction with the teaching staff of the Center. The percentage of employment of graduates of the educational programme implemented in the NSOC was 80 %. In general, during the interview with employers, positive feedback was received about the quality of training of specialists and their competence as urologists-andrologists.

A review of the resources showed that they correspond to the goals and objectives of educational activities, for example, clinical bases were visited: departments of NSOC, and employees of the educational organization provide collegial and ethical relations with medical staff, the management of the clinical base to achieve the final results of residents. A sufficient number of thematic patients, modern equipment and demonstrates accessibility to students are provided, and employees who simultaneously perform the roles of teachers and mentors (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 the training.

The educational programme ensures the compliance of the content of the residency programme with the requirements of the State Standard of the Republic of Kazakhstan, and the training of residents is carried out in accordance with the principles reflected in the State Standard of the Republic of Kazakhstan.

Teaching and learning methods correspond to the ultimate learning objectives. Residents actively participate in the provision of medical care, applying the acquired theoretical knowledge and thereby developing the ability to assume responsibility in various clinical situations. The implementation of the educational programme is carried out using the principles of quality, academic honesty, and the "Anti-plagiarism" programme is also introduced and applied. The organization provides a student-centered

approach, and this is confirmed in the report. The principle of mentoring of residents is implemented in the NSOC, and this activity is regulated in the Regulation on mentoring developed and approved by the Academic Council. In addition to obtaining academic knowledge, residents acquire other useful skills through the implementation of socially important activities (sanitary education, work in general education institutions, etc.). The introduction of a competency-based approach to the educational process ensures the development of knowledge, skills and professional attitude corresponding to different roles of the doctor. The educational programme can be adjusted in accordance with the expectations and requests of employers and the wishes of residents, as demonstrated in the report (feedback study). The self-assessment report describes in detail the structure, composition and duration of the educational programme, clearly defining the mandatory component and the component of choice. The training of urologists is carried out on the basis of an analysis of the needs of the regional health system. The programme takes into account the final results of training, clearly describes the minimum number of procedures and surgical interventions that a resident doctor must perform in each year of his training. When planning the educational programme, equal representation is ensured and the needs of all stakeholders are taken into account. LLP (NSOC) has all the accreditation requirements, in which provide planned urological care, including highly specialized.

On the last day of the visit to the organization, a meeting of EEC members was held on the results of the external evaluation. The final discussion of the results of the external evaluation of the educational programme, the study of documents, the results of the interview, questionnaires was held. EEC members started designing the final EEC report. The results of the external evaluation are summarized. The experts individually completed the "Quality profile and criteria for external evaluation of the educational programme: "Urology and andrology (adult, children)" for compliance with the ECAQA Accreditation Standards". No comments were made by the EEC members. Recommendations for improving the educational programme were discussed, and the chairperson of Turgunov E.M. held a final open vote on the recommendations for the ECAQA Accreditation Council on the accreditation period – 5 years.

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

At the end of the programme of the visit, the chairperson of the EEC for the management and employees of the organization of education announced recommendations on the results of an external assessment within the framework of specialized accreditation.

4. Results of the survey

The ECAQA observer conducted an online questionnaire on 29-31.03.2022 at <https://webanketa.com/>.

The resident survey includes 24 questions.

In total 58 people (in total 58 residents for the current year) answered.

In general, as a result of the questionnaire of residents, there is a high satisfaction of students with the provided working conditions and educational process. Residents are satisfied with the quality of the classes. Most residents replied that practical exercises were conducted weekly. Also, most residents noted in the questionnaire that there is a sufficient number of patients to participate in operations and assist. The center has all the resources to ensure the educational process. 84% of respondents reported the use of new educational technologies during classes.

The survey of teachers included 23 questions of the questionnaire. In total 9 people (in total in a staff 61) answered, thus pedagogical experience till 5 years – at 22,3%, till 10-and years – 44,4%, more than 10 years – 33,3%.

The results of the survey in general demonstrate the organization's satisfaction with the educational process, the resources of the clinical base, the friendly atmosphere is maintained in the team, subordination, ethics and deontology are observed. In general, the teaching staff is satisfied with career opportunities, the availability of conditions for engaging in scientific activities, and also indicate the existence of centralized management of educational programmes. 22% of the surveyed faculty members are dissatisfied with the amount of salary received for educational activities. Most faculty members are involved in the creation of methodological developments. A request was made for training to meet Western standards.

5. Analysis for compliance with accreditation standards based on the results of an external evaluation of the educational programme in the specialty "Urology and Andrology (adult, children)" of NSOC LLP

Standard 1: MISSION AND END OUTCOMES

Evidence of compliance:

1.1 Mission statement and deliverables

The mission of the educational programme is defined and subsequently updated in 2021, the public and the health sector are widely informed about the mission of the educational programme through the website of the center and various events. The mission takes into account the needs of practical health care, and the recruitment and training of specialists is carried out on the basis of monitoring the needs of specialists in health care organizations in the Republic of Kazakhstan.

1.2 Professionalism and professional autonomy

Mandatory duty of residents (48 hours) in an urgent clinic allows to form professional skills and professional autonomy during independent clinical decisions. The self-report fully reflects the autonomy of the medical organization in the formation of the educational programme, assessment and admission to the residency, selection of personnel for the educational process. Academic freedom of students is reflected in the Rules on the Organization of the Educational Process and the Control of Success. The self-assessment report details the final results of training in the residency, details all the skills, abilities and competencies that a graduate of the residency in the Educational Programme "Urology and andrology (adult, children)", should have.

1.3 Learning outcomes

The EP pays great attention to the formation of practical skills, the solution of diagnostic and clinical situations in patients with concomitant pathology. The main result of the training is the formation of an independent highly qualified doctor, with the need for continuous improvement of his qualifications and professional skills.

1.4 Participation in the formulation of the mission and final results

All stakeholders involved in the process of forming the mission of the EP, and residents, faculty members, clinical mentors, administrative staff, patients, employers, other support staff and graduates.

Conclusions of the EEC on the criteria. Compliant with 17 standards: fully – 16 (10/6), partially – 1 (0/1), non-compliant – 0.

Standard 1: Implemented

Recommendations for improvement identified during the external visit:

1) Increasing academic mobility of residents and teachers, encouraging residents to engage in research.

Standard 2: EDUCATIONAL PROGRAMME

Evidence of compliance:

2.1 Postgraduate programme framework

The report on the self-assessment of the educational programme "Urology and andrology (adult, children)" of LLP "National Scientific Oncology Center" determined the model of the educational programme on the basis of the established learning outcomes of residents and their qualifications, which ensures the systematic and transparent learning. The report provides convincing evidence with references to regulatory documents.

2.2 Scientific method

In the process of training, residents master the basics of evidence-based medicine and use scientific data in their practice.

2.3 Content of the residency programme

The organization provides a student-centered approach, and this is confirmed in the report. The principle of mentoring of residents is implemented in the NSOC, and this activity is regulated in the Regulation on mentoring developed and approved by the Academic Council.

2.4 Programme structure, content and duration

The division of disciplines by hours and semesters is carried out by the PGE. All academic disciplines and disciplines of the specialty are closely interconnected. The formation of the content of disciplines is structured into logically completed methodological blocks. The self-assessment report describes in detail the structure, composition and duration of the educational programme, clearly defining the mandatory component and the component of choice. The training of urologists is carried out on the basis of an analysis of the needs of the regional health system. The programme takes into account the final results of training, clearly describes the minimum number of procedures and surgical interventions that a resident doctor must perform in each year of his training. When planning the educational programme, equal representation is ensured and the needs of all stakeholders are taken into account.

2.5 Organization of training

The main clinical base is the LLP (NSOC) for 20 urological beds – these are patients with diseases of the genitourinary system, directed to a planned surgery. For training in the elective discipline of emergency urology, residents are rotated to emergency urological hospitals in the city of Nur-Sultan. LLP (NSOC) has all the accreditation requirements, in which provide planned urological care, including highly specialized.

2.6 Relationship between postgraduate medical education and health care

On clinical bases, residents are distributed to their mentors – doctors from practical health care, with at least 5 years of experience, who have the highest qualification category. Under the guidance of a mentor, residents acquire practical skills in diagnosis and treatment from performing the simplest manipulations to assisting and performing the operation independently. Feedback is regularly exchanged between the mentor and the resident, since daily interaction in the clinic implies an analysis of clinical thinking, an assessment of the resident's communication skills.

Conclusions of the EEC on the criteria. Compliance with 31 standards: fully -29 (20/9), partially -2 (2/0), non-compliant - 0.

Standard 2: Implemented

Recommendations for improvement identified during the external visit:

- 1) -Include in the educational programme the training of residents in the management of scientific research and medical statistics in the form of a component of choice as a pre-requisite for further admission to the master's and doctoral programmes of PhD
- 2) Include in the thematic plan the implementation and protection of scientific projects to strengthen the scientific component of resident learning.
- 3) Increase the involvement of residents in the implementation of scientific projects with results in the form of publications and speeches at conferences;
- 4) To document the representation of residents in the development and updating of the educational programme through inclusion in the academic advisory body or the creation of a council of residents;

5) Ensure that the process of developing, approving and regularly updating elective discipline programmes is documented and that the views of residents are taken into account based on regular feedback.

Standard 3: ASSESSMENT OF STUDENTS

Evidence of compliance:

3.1 Methods of evaluation

Assessment of knowledge of residents is carried out through current, milestone and final control. The assessment is based on an oral survey of topics, testing, a written examination and demonstration of practical skills. In order to objectify the evaluation process, independent experts are involved. When conducting the final state certification to assess the educational achievements of residents, the commission includes practitioners of health care, external examiners are involved. The results of students' academic achievements are recorded in the electronic and paper educational journal and form examination sheets. Training logs are filled in accordance with the calendar and thematic plan, in accordance with the schedule and the dates of the current, milestone and final control reflected in the syllabus.

3.2 Relationship between evaluation and training

The methods used to assess the competencies of students at NSOC LLP are defined in syllabuses for disciplines that are discussed and approved by the PGE department. The evaluation criteria are announced in the first lesson for each discipline, and are also presented in the syllabus on the NSOC website. Confirmation of the effectiveness of the education received is based on the results of feedback from the resident – an anonymous questionnaire, very acceptable to the resident, fair, adequate to the skills and corresponds to their future specialty. Evaluation of reports according to the rotation schedule allows to assess the development of the resident's competencies: personal interest, professional competence, communicative, personal qualities, scientific interest.

The conclusions of the EEC meet the criteria of 11 standards: fully -10(7/2), partially – 1(0/1), do not meet – 0.

Recommendations for improvement identified during the external visit:

- 1) -To develop a system for assessing the performance of scientific work and the formation of a portfolio of residents.
- 2) - Develop a procedure for assessing the resident's independent work on simulation simulators in the simulation room.
- 3) Implement the use of electronic systems (Platonus, Sirius, etc.) and the registrar's office for digitalization and transparency of resident assessment methods.

Standard 4: STUDENTS

Evidence of compliance:

4.1 Admission and Selection Policy

Those wishing to enter the residency can submit documents according to the approved schedule. All the necessary information regarding admission to the residency is available on the website. Applicants for admission to the residency can get advice from the education department. Also, during the examination, it was established that the procedure for conducting examinations was worked out, during which an examination commission is formed, which includes the most experienced, qualified teachers of the NSOC who have an academic degree. There is a list of questions for the entrance exam. Also, when admitting to the residency, in addition to assessing the level of knowledge, the personal achievements of the applicant, the results of previously performed research work are also taken into

account. The transparency of the selection of applicants for the residency is ensured by the video recording of the examination.

4.2 Number of residents

The number of residents admitted within the framework of the state order is regulated by the DPHR of the Ministry of Health and Social Development of the Republic of Kazakhstan and depends on the demand for specialists in the country as a whole. Residents are also trained within the order from local executive bodies, on the basis of the emerging need of specialists. There is also a limited recruitment of residents for training on a fee basis based on the needs of the center. The organization monitors the needs of specialists in the regions, collects feedback from LEB and the number of selected residents varies from year to year depending on the needs of practical health care.

4.3 Resident support and advice

Each resident has a clinical mentor with whom they have a close business relationship. By joining the team, residents become part of the urological department. In case of difficulties or any difficulties in the educational process or work, the information from the resident comes first to the clinical mentor, who can solve the issues at his level or, if necessary, inform and involve the rest of the faculty members and the center management in solving the problem.

Residents have support from the Urology Centre's PGE in the form of employment assistance. The PGE monitors the career development of graduates and maintains links with them.

4.4 Representation of residents

Residents take part in the formation of the educational process and evaluation methods. The NSOC LLP has introduced surveys, questionnaires, including questions on the schedule, methods of training and assessment, conditions of training in clinics, the availability of methodological and information and communication materials, relations with teachers. Based on the results of the survey of residents, plans for corrective and preventive measures were developed, a proposal was made for the EP to provide greater autonomy and require greater activity during duty and during daily activities at the clinical base.

4.5 Working conditions

The center has all the conditions for comfortable work of residents (there is a wardrobe, a place for eating, residents are provided with personal protective equipment, there is protection against X-rays during X-ray control operations).

Residents' wishes: to reward residents for achievements in scientific and by reducing the cost of training or awarding scholarships.

Conclusions of the EEC on the criteria. Compliant with 30 standards: fully - 29 (17/12), partially – 1(1/0), non-compliant - 0

Standard 4: Implemented

Recommendations for improvement identified during the external visit:

1) Inclusion of resident students in associations and organizations of postgraduate education in the process of developing the policy of admission and selection of students for postgraduate education programmes.

2) Enabling systematic planning, execution and documentation of practice-based learning

3) Actively involve students in the residency in the work of the collegial bodies of the NSOC, professional associations and public associations.

Standard 5: FACULTY

Evidence of compliance:

5.1 Recruitment and Selection Policy

Systematic work on the training and retraining of scientific and pedagogical personnel is carried out in the NSOC. The personnel policy of the center is carried out by concluding employment contracts, as well as competitive filling of vacant positions in accordance with the rules of the current legislation.

Effective and open criteria for recruitment and appointment of teachers are applied by the management, which guarantees equal employment opportunities. The teaching staff is provided with all the necessary means and resources for the effective implementation of the educational programme. There is free access to computers and the Internet.

5.2 Teachers' obligations and development

The scope of activities of the teaching staff and the criteria for training and evaluation are adjusted in accordance with the latest achievements of medical science, correlate with changes in the Mission of the educational programme for residency.

Pas is provided with equal opportunities for continuous professional training, which are consistent and contribute to the achievement of the mission and final results of the training.

The activities of the teaching staff are planned in accordance with an individual plan, includes educational and methodological, clinical, research work. In accordance with this, appropriate refresher training cycles are organized for teaching staff, confirming certificates of advanced training of teaching staff are filed in the personal files of employees.

Conclusions of the EEC on the criteria. Compliant with 7 standards: fully -6(5/1), partially – 1 (0/1), non-compliant – 0.

Standard 5: Implemented

Recommendations for improvement identified during the external visit:

1) Organization of collaboration with leading foreign urological centers and organization of exchange programmes for residents with an appropriate level of English language proficiency and high academic achievements to conduct the educational process.

2) Organization of joint research projects together with foreign scientific urological centers.

3) Expand the range of innovative teaching and learning methods used in the educational process and provide teachers and mentors with regular improvement in teaching methods with documented confirmation of results (certificates).

4) Draw up and implement a plan for improving the professional and pedagogical competencies of teachers of departments and include training on improving communication skills and psychology.

Standard 6: EDUCATIONAL RESOURCES

Evidence of compliance:

6.1 Logistics and equipment

NSOC LLP has a fairly extensive material and technical support, during the expert assessment a sufficient number of lecture halls, study rooms, a simulation classroom, a library was demonstrated. The existing material and technical base makes it possible to effectively implement the educational programme. A study of the operating unit was also conducted, where practical skills are directly acquired by residents. The operating unit has more than 10 operating rooms, is equipped with modern medical equipment allowing to provide planned and highly specialized medical care.

6.2 Clinical Bases

The NSOC has a sufficient bed capacity, there are highly specialized departments in which residents acquire practical skills in the diagnosis and treatment of urological diseases, for training in the discipline "Emergency Urology" residents are rotated in the organization, where round-the-clock emergency urological care is provided at a modern level.

Residents attend a simulation class to practice their skills.

6.3 Information technology

A unified information space has been built in NSOC LLP, the therapeutic process is carried out using an electronic system. Modern information and telecommunication technologies have been introduced, and thanks to this, the teaching staff has access to relevant electronic educational resources.

6.4 Clinical Teams

Residents from the first days join the teams of NSOC, where they acquire skills to work in a team and learn to effectively interact with other health care professionals. Also, in addition to medical work, residents together with the staff of clinical departments participate in scientific and practical conferences, and work in multidisciplinary teams. Working in multidisciplinary teams when choosing the tactics of managing the most complex patients increases the responsibility of residents when they see that performance depends on the correct organization of teamwork. In such situations, the resident performs all work within his competence.

6.5 Medical Research and Advances

Residents carry out research work within the framework of independent work of residents under the guidance of a mentor-teacher, and this helps to consolidate the acquired theoretical knowledge, practical skills and use them in their daily routine practice. During the expert assessment, members of the commission were shown publications of employees in collaboration with residents, speeches at conferences.

6.6 Education expertise

The Department of Education of NSOC LLP demonstrated that continuous work is carried out to assess the quality of the educational programme being implemented in the residency (planning, development, evaluation, implementation and monitoring of EP), teaching staff, employers and students by residents, the Quality Management System Department.

6.7 Training in other institutions

NSOC LLP has all the necessary documentation to ensure the academic mobility of residents and their training in other organizations of Kazakhstan and countries near and far abroad. No documents confirming outgoing academic mobility were provided, justified by the severe epidemics in the world and quarantine restrictions.

Conclusions of the EEC on the criteria. Compliance with 21 standards: fully - 20 (10/10), partially – 1(0/1), non-compliant - 0

Standard 6: Implemented

Recommendations for improvement identified during the external visit:

1) Continue retrofitting the simulation room with simulation simulators for practicing practical skills of catheterization and ureteral stenting.

2) Develop a mechanism for motivating and attracting residents to research activities in the specialty being studied.

Standard 7: PROGRAMME EVALUATION

Evidence of compliance:

7.1 Monitoring and evaluation mechanisms

During the expert assessment, the management of NSOC LLP demonstrated the measures and supporting documents of these measures aimed at continuous monitoring of the educational programme. Evaluation tools and results of evaluation during interim and final certification are provided. The document "Regulations on the organization of the educational process and monitoring the performance of residents, dated 24.04.2020" is presented.

7.2 Feedback from teachers and residents

Opportunities have been created for teachers and residents to participate in the evaluation and subsequent improvement of the educational programme on a regular basis.

Also, on a systematic basis, feedback from consumers of medical services provided at the NSOC, where resident doctors are participants and executors of the treatment process, is assessed and the questionnaire of patients clearly demonstrates the competence of residents and the development of their communication skills.

To assess the feedback from teachers and residents, the blog of the Chairperson of the Board is also used, where it is possible to directly receive answers from the first head of the NSOC.

In general, the use of feedback contributes to a better understanding of the current needs of students and teachers and is systematic when making changes to the educational programme.

7.3 Results of Residents and Graduates

In the process of external expert evaluation of the activities of the NSOC, it was established that 100% of residents received a specialist certificate and were employed in medical institutions of the Republic of Kazakhstan in a specialty. Also, during the conversation with employers, positive feedback was received about the graduates of the EP Urology and andrology of Students in the walls of the NSOC

7.4 Stakeholder Engagement

During the evaluation of the implementation of the EP in the NSOC, PGE demonstrated evidence of the involvement of all stakeholders in improving the educational programme.

7.5 Procedure for Approval of Educational Programmes

The procedure for approval of the educational programme is structured as follows. The PGE Department carries out an assessment for compliance with the SCES. Further, the catalog of elective disciplines is approved on the basis of the needs of residents, employers' requests, and according to the trajectories of specialist training, taking into account pre- and post-requisites. Also, the teaching staff of NSOC demonstrated the systematic study and comprehensive assessment of EP in order to improve it. A competent representative of practical health care is also involved in the assessment.

Conclusions of the EEC on the criteria. Compliant with 15 standards: fully - 14(10/4), partially - 1(0/1), non-compliant - 0

Standard 7: Implemented

Recommendations for improvement identified during the external visit:

1) To improve the educational programme, continue to collect feedback from interested parties, employers, focus on global trends, include emerging new technologies for the treatment of urological diseases in the educational programme.

2) Carry out regular monitoring of the educational process and the activities of the department of postgraduate education by developing and implementing an annual plan, including open classes, mutual attendance of classes and examination of educational and methodological documentation. Results of all activities and document.

3) Optimize the conduct, processing and analysis of feedback from residents, teachers, mentors and employers through the introduction of an electronic questionnaire, followed by informing all participants of the educational process about the results and making improvements to the educational programme.

Standard 8: GOVERNANCE AND ADMINISTRATION

Evidence of compliance:

8.1 Control

8.2 Academic Leadership

The following documents were provided during the expert review of the EEC:

1. Tripartite agreements for residents enrolled in grants at the expense of the LEB "Center – Health Department or Healthcare Institution – Residence Student".

2. Standard rules for admission to education, implementing educational programmes of higher and postgraduate education, which *determine the procedure for admission of citizens to the residency*. Procedures for admission and selection of residents.

3. The developed and approved main internal document "NSOC", which defines the scope of duties and powers of the Center in relation to the EP residency.

4. "Academic Policy" (decision of the Board, Minutes No.5 dated August 28, 2019).

5 The results of the assessment of residents and the achievements of the final results of training under the residency programme.

6 Annual orders of the chairperson of the board on the conduct of the FSA and the composition of the attestation commission.

The implementation of EP by residency is carried out in accordance with the regulations approved by the Ministry of Health of the Republic of Kazakhstan and the Government of the Republic of Kazakhstan, as well as the internal rules for the organization of the educational process in the residency.

8.3 Training budget and resource allocation

The management of the NSOC clearly demonstrates the distribution of funds allocated to support the educational process. From the self-assessment report and the documentation provided, it was noted that the center did not finance academic mobility for the period from 2019 to 2021, the acquisition of fixed assets was last carried out in 2018. No supporting documentation was provided on the availability of mentor rates in the staff list of the NSOC.

8.4 Administration and Management

The "NSOC" has a corresponding administrative and academic staff according to the staffing schedule, whose functional responsibilities include support and implementation of the educational programme. Also, the PGE department of LLP NSOC demonstrated the developed quality management programme, including regular internal and external reviews and audits.

8.5 Requirements and regulations

The NSOC LLP follows the definition of the national authorized bodies of the number and recognized medical specialties and other functions of medical experts, for the training of which postgraduate training programmes are developed.

The NSOC implements the educational programme of the residency, specialty 7R09126 "Urology and andrology (adult, children)". Also in the center, the teaching staff conducts training seminars for practicing urologists, specialized chief freelance specialists of the Republic of Kazakhstan, medical experts on the application of clinical protocols for the diagnosis and treatment of urological diseases in practical healthcare.

Conclusions of the EEC on the criteria. Compliant from 15 standards: fully -15 (8/7), partially - 0, non-compliant - 0

Standard 8: Implemented

Recommendations for improvement identified during the external visit:

- 1) The programme for the development of education in the residence shall provide for the financing of:
 - training of residents at alternative bases, where it is justified
 - mobility of teachers.
 - participation of residents and teachers in the Republican and international professional events

Standard 9: CONTINUOUS RENEWAL

Evidence of compliance:

The developed personnel policy of the NSOC, which reflects the priorities for the formation of human resources and criteria for the selection of personnel, including scientific, pedagogical and clinical merits of candidates.

Cycles of advanced training of teaching staff not only in the specialty, but also in the acquisition and possession of pedagogical competencies.

Plans for further training of teaching staff in accordance with the changing needs for postgraduate medical education.

Developed refresher courses for doctors of practical health care taking into account modern requirements and the development of medical science and technology. Purchase and equipping of the Urology Center with modern medical equipment. Application of simulation technologies in the educational process.

Conclusions of the EEC on the criteria. Compliant with 4 standards: Fully -4 (1/3).

Standard 9: Implemented

Recommendations for improvement identified during the external visit:

1. Digitalization, active implementation of paperless document management and office management;
2. Increased funding for academic mobility programmes for residents and faculty, participation of the center's staff in conducting multicenter clinical studies;
- 3) 3. Further improvement of the material and technical base of the Center.

6. Recommendations for the improvement of the educational programme of the residency in the specialty "Urology and andrology (adult, children)":

Standards	Recommendations
1	<ol style="list-style-type: none"> 1) - When updating the mission of the educational programme, take into account the needs of the NSOC in the provision of medical care and issues of social responsibility of the organization implementing postgraduate education. 2) Improve mechanisms for rewarding residents for achievements in scientific activities and other types of achievements.
2	<ol style="list-style-type: none"> 3) -Include in the educational programme the training of residents in the management of scientific research and medical statistics in the form of a component of choice as a pre-requisite for further admission to the master's and doctoral programmes of PhD 4) Include in the thematic plan the implementation and protection of scientific projects to strengthen the scientific component of resident learning. 5) Increase the involvement of residents in the implementation of scientific projects with results in the form of publications and speeches at conferences; 6) To document the representation of residents in the development and updating of the educational programme through inclusion in the academic advisory body or the creation of a council of residents; 7) Ensure that the process of developing, approving and regularly updating elective discipline programmes is documented and that the views of residents are taken into account based on regular feedback.
3	<ol style="list-style-type: none"> 8) -To develop a system for assessing the performance of scientific work and the formation of a portfolio of residents. 9) - Develop a procedure for assessing the resident's independent work on simulation simulators in the simulation room. 10) Implement the use of electronic systems (Platonus, Sirius, etc.) and the registrar's office for digitalization and transparency of resident assessment methods.
4	<ol style="list-style-type: none"> 11) Inclusion of resident students in associations and organizations of postgraduate education in the process of developing the policy of admission and selection of students for postgraduate education programmes. 12) - creating conditions for systematic planning, execution and documentation of practice-based training 13) Actively involve students in the residency in the work of the collegial bodies of the NSOC, professional associations and public associations.
5	<ol style="list-style-type: none"> 14) Expand the range of innovative teaching and learning methods used in the educational process and provide teachers and mentors with regular improvement in teaching methods with documented confirmation of results (certificates). 15) Draw up and implement a plan for improving the professional and pedagogical competencies of teachers of departments and include training on improving

	communication skills and psychology.
6	16) Continue retrofitting the simulation room with simulation simulators for practicing practical skills of catheterization and ureteral stenting. 17) Develop a mechanism for motivating and attracting residents to research activities in the specialty being studied.
7	18) Carry out regular monitoring of the educational process and the activities of the department of postgraduate education by developing and implementing an annual plan, including open classes, mutual attendance of classes and examination of educational and methodological documentation. Results of all activities and document. 19) Optimize the conduct, processing and analysis of feedback from residents, teachers, mentors and employers through the introduction of an electronic questionnaire, followed by informing all participants of the educational process about the results and making improvements to the educational programme.
8	20) The programme for the development of education in the residence shall provide for the financing of: <ul style="list-style-type: none"> - - training of residents at alternative bases, where it is justified - - mobility of teachers. - - participation of residents and teachers in the Republican and international professional events
9	21) Update the organizational structure, staffing of the education department, taking into account changes and additions to regulations, standards and guidance documents. 22) Every year, develop and approve a plan for improving the skills of the staff of the NSOC involved in the educational process, including abroad.

7.Recommendation to the Accreditation Council of ECAQA

Members of the EEC established the compliance of the educational programme "Urology and andrology (adult, children)" " with the Accreditation Standards and came to a unanimous opinion to recommend to the ECAQA Accreditation Council to accredit this programme for a period of 3 years.

Chairperson of the External Expert Commission

Magyarov Valentin Manarbekovich

Foreign Expert

Ryzhkin Sergey Alexandrovich

National Academic Expert

Mustafin Alibek Khamzenovich

National Academic Expert

Zhumashev Ualikhan Koshkaralievich

National Academic Expert

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National Academic Expert

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National Academic Expert

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National Academic Expert

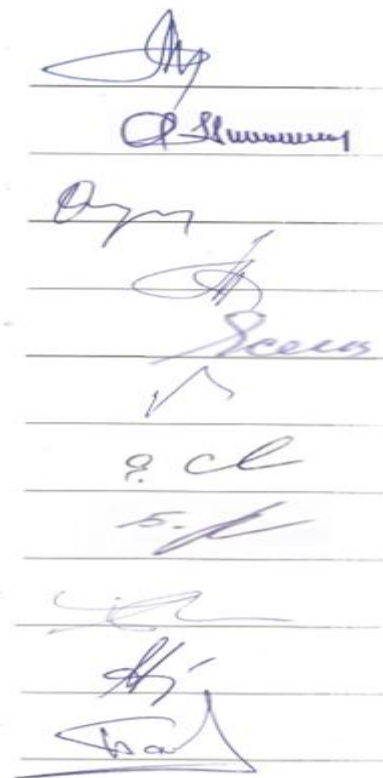
Ulanbek Zhanbyrbekuly

Expert - Representative of Employers

Ospanovamadinaeralyevna

Expert - Resident Representative

Baymukhanov Dauren Samarkhanovich

The image shows a vertical column of ten horizontal lines, each with a handwritten signature in blue ink. The signatures are: 1. A stylized signature starting with a large 'M'. 2. A signature that appears to be 'S. Ryzhkin'. 3. A signature that appears to be 'A. Mustafin'. 4. A signature that appears to be 'U. Zhumashev'. 5. A signature that appears to be 'S. Yesenkulova'. 6. A signature that appears to be 'A. Trynkin'. 7. A signature that appears to be 'E. Slavko'. 8. A signature that appears to be 'A. Bazarbayeva'. 9. A signature that appears to be 'U. Ulanbek'. 10. A signature that appears to be 'D. Baymukhanov'.

**Quality profile and criteria for external evaluation of the educational programme
(generalization)**

Standard	Evaluation Criteria	Number of standards			
			Fully compliant	Partially compliant	Not compliant
1	MISSION AND END OUTCOMES	17	16(10/6)	1(0/1)	
2	EDUCATIONAL PROGRAMME	31	29(20/9)	2(2/0)	
3	ASSESSMENT OF STUDENTS	11	10(7/3)	1(0/1)	
4	STUDENTS	30	29(17/12)	1(1/0)	
5	FACULTY	7	6(5/1)	1(0/1)	
6	EDUCATIONAL RESOURCES	21	20(10/10)	1(0/1)	
7	PROGRAMME EVALUATION	15	14(10/4)	1(0/1)	
8	GOVERNANCE AND ADMINISTRATION	15	15(8/7)	0	
9	CONTINUOUS RENEWAL	4	4(1/3)		
	Total:	151	143	8 (incl. 3 basic standards)	

List of documents studied as part of the external expert evaluation

№	Names of documents	Quantity	Date of approval
1.	Rules for admission to the NSOC LL residency	1	05.07.2019
2.	Rules for the organization of the educational process in the residency.	1	No.106-09 dated 05.07.2019
3.	Educational process of residency students	1	30.12.2019
4.	Syllabuses	2	No date
5.	Catalog of elective disciplines	1	No date
6.	Individual Educational Plan	1	01.09.2021
7.	Residency Work Curriculum	1	No date
8.	Resident Physician Privilege Sheet	1	01.09.2021
9.	Educational programme	1	No date
10.	Working educational plan	1	28.08.2019
11.	List of scientific publications and speeches at resident conferences on the specialty "Hematology (adult)	1	
12.	List of publications of the faculty in the specialty "Hematology (adult)"	1	
13.	Questionnaire Analysis Document	1	
14.	Certificate of institutional accreditation of organizations of postgraduate and additional education	1	04.10.2019
15.	Certificate of accreditation as a subject of scientific and technical activity	1	18.10.2019
16.	Code of Business Ethics of NSOC	1	31.10.2019
17.	Annual orders of the chairperson of the board on the conduct of the FSA and the composition of the attestation commission.		
18.	Educational process of residency students	1	30.12.2019
19.	Order on approval of faculty	2	14.01.2022

THE PROGRAMME
of visits to the External Expert Commission (EEC)
"Eurasian Center for Accreditation and Quality Assurance in Higher Education and Health Care" (ECAQA) of LLP "National Scientific Oncology Center" (NSOC)
within the framework of specialized (residency programme) accreditation

external evaluation dates: 29 March-31 March 2022

Time (s)	ACTIVITY	REMARK:
29.03.22	Arrival of EEC members	
Day 1 – 29.03.2022 (Tuesday)		
8:45 AM	Gathering of EEC members at the NSOC (Nur-Sultan, Kerey, Zhanibek Khandar, 3 Venue -1 floor, small conference room	Transport, meeting and escort
9:00-9:20 (20')	Meeting of the EEC members: discussion of the goals, objectives of the external examination, the programme and schedule of the visit to the NSOC. Distribution of responsibilities among the members of the EEC.	Venue: 4th floor
9:20-9:45 (25')	Meeting of the Chairperson and members of the EEC with the leadership of the NSOC. Chairperson of the Board of NSOC Kulkaeva G.U. <u>Content of the meeting:</u> introduction of EEC members, familiarization with the objectives of the visit, interview with the management on the strategy for the development of postgraduate education (residency) https://us02web.zoom.us/j/9469145873?pwd=SF1vUlcxUW4xZW5mMzU5T2hzbTJhUT09	Standards 1,8,9 5th floor
9:50-10:20 (30')	Organization of training of residents. Department of Education. Zhukubaeva A.A. Beissenova n.d. <u>Meeting content:</u> Functions of the department (position), planning (plan and report), monitoring of implementation (indicators). Number of cases. Formation of a state order by specialty, reception of residents (presentation for 5 minutes). Resident Assessment Policy (Academic Policy). Resource endowment. Competencies of residents, assessment of residents, employment of graduates.	Standards 2,4,7,8 4th floor
10:20-10:50 (30')	Scientific work of NSOC and integration of research in residency programmes. Responsible person: Head of the Department of Science Saparbay D.Zh. <u>The content of the meeting:</u> scientific directions, the system of motivation and participation of teachers in research, the effectiveness of research, ensuring the implementation of research by residents, the choice of research topics, the procedure for approving topics. https://us02web.zoom.us/j/9469145873?pwd=SF1vUlcxUW4xZW5mMzU5T2hzbTJhUT09	Standards 2,6 1st Floor
10:50-11:05 (15')	EEC meeting: discussion of evaluation results, exchange of views	Venue: 4th floor
11:05-11:50 (45')	Organization of training of residents. Video broadcast from the operating unit. Practical skills training and assessment of residents in	Standards 2,3,6 5th floor

	the simulation room in the specialties of educational programmes. Responsible persons: <i>Mukazhanov A.K., Ibraev B.E., Sagandykov I.N., Uskenbaev T.A., Kurmanov T.A., Zhusupbekov D.</i> https://us02web.zoom.us/j/9469145873?pwd=SFlvUlcxUW4xZW5mMzU5T2hzbTJhUT09	
11:50-12:40 (50')	Attendance at a seminar in the specialties: Hematology (adult), Oncology (adult). Responsible persons: <i>Kemaykin V.M., Adylkhanov T.A.</i> https://us02web.zoom.us/j/9469145873?pwd=SFlvUlcxUW4xZW5mMzU5T2hzbTJhUT09	Standards 2,3,6,7 1st Floor, 5th Floor
12:40-13:00 (20')	Interview with Resident Trainers/Mentors <u>The content of the meeting:</u> the mission and values of the organization, the contribution of teachers and mentors, the provision of resources for clinical practice and the work of residents, mentoring in the residency (Regulations, lists), the representation of residents in advisory bodies. Responsible persons: <i>Zhukubaeva A.A., Beissenova n.d.</i>	Standard 1,5,7 4th floor
13:00-14:00	Lunch break	
14:00-14:40 (40')	Interviews with residents. Venue: 5th floor, conference hall. Responsible persons: <i>Beissenova n.d.</i>	Standards 1,3,4,7 5th floor
14:40-15:00 (20')	Interview with residency graduates (online). Responsible persons: <i>Beissenova n.d., Bakenova T.</i> https://us02web.zoom.us/j/9469145873?pwd=SFlvUlcxUW4xZW5mMzU5T2hzbTJhUT09	Standards 1,7
15:00-15:25 (25')	Availability of teachers and mentors <u>The content of the meeting:</u> personnel policy regarding the recruitment of teachers for residency programmes, the programme of motivation and development of teachers, training of mentors, evaluation of teachers. Responsible persons: <i>Adylkhanov T.A., Zhukubaeva A.A., Beissenova N.D.</i>	Standard 5.9 4th floor
15:25-16:35 (70)	Visit to the training base of residents of the programmes Angiosurgery (20 min.), General Surgery (20 min.), Urology (20). Responsible persons: <i>Sagandykov I.N., Uskenbaev T.A., Kurmanov T.A.</i> Visit to the library (10 min)- <i>Tazhmakina K.T.</i> https://us02web.zoom.us/j/9469145873?pwd=SFlvUlcxUW4xZW5mMzU5T2hzbTJhUT09	STANDARD 6. 4th floor, 2nd floor
16:35-16:50 (15')	EEC meeting: discussion of evaluation results, exchange of views	4th floor
16:50-17:10 (20)	Study of documentation on the residency programme: EP, syllabuses, individual plans of residents, resident portfolios, examination materials, results of resident assessment (protocols, statements, etc.)	Standards 1-3 4th floor
17:10-17:30 (20)	Discussion. EEC shutdown. Summing up the first day of the visit.	4th floor
Day 2 – 30.03.2022 (Wednesday)		
8.45	Gathering of EEC members at the NSOC (Nur-Sultan, Kerey, Zhanibek Khandar, 3	

9:00-9:15 (15')	Meeting of EEC members. Discussion of the 2nd day of the visit.	4th floor
9:15-10:00 (45')	Scientific work of doctors-residents of NSOC Responsible person: Head of the Department of Science Saparbay D.Zh.	Standards 2,4,6 1st Floor
10:00-10:30 (30')	Attending a seminar on Angiosurgery, General Surgery, Urology. Responsible persons: Sagandykov I.N., Uskenbaev T.A., Kurmanov T.A. https://us02web.zoom.us/j/9469145873?pwd=SF1vUlcxUW4xZW5mMzU5T2hzbTJhUT09	Standards 2,3,6,7 1st Floor 4th floor, 2nd floor
10:30-11:00 (30')	Attendance at a seminar on specialties: Radiation diagnostics. Anesthesiology and resuscitation, adult. Responsible persons: Dzhakipov M.A., Umbetzhanov E.U.	Standards 2,3,6,7 1st Floor 4th floor
11:00-11:20 (20')	EEC meeting: discussion of evaluation results, exchange of views	4th floor
11:20-12:00 (40')	Interviews with employers of residency graduates (online).Responsible persons: Beissenova n.d., Bakenova T. https://us02web.zoom.us/j/9469145873?pwd=SF1vUlcxUW4xZW5mMzU5T2hzbTJhUT09	STANDARD 7.
12:00-12:30 (30')	Meeting with heads and employees of auxiliary (supporting) units <u>The content of the meeting:</u> funding of residency programmes, provision of programmes with appropriate resources (equipment, textbooks), grants for mentors, motivation to perform research, etc. Responsible persons: Mukazhanov A.K., Shalekenov S.B.	Standards 6.8 4th floor
12:30-13:00 (30')	EEC meeting: discussion of evaluation results, exchange of views	4th floor
13:00-14:00	Lunch break	
14:00-15:00 (60')	Visit to the training base of residents of the programmes Hematology (20 min.), Radiology(20 min.), Oncology (20). Anesthesiology and Resuscitation (20 min), Gastroenterology (20 min)- Responsible persons: Kemaykin V.M., Dzhakipov M.A., Adylkhanov T.A., Umbetzhanov E.U., Kaliaskarova K.S. https://us02web.zoom.us/j/9469145873?pwd=SF1vUlcxUW4xZW5mMzU5T2hzbTJhUT09	STANDARD 6. of the department
15:00-15.40 (40)	Visit to the oncology center under construction. Satybaev K.S., Shalekenov S.B., Raisov S.D.	New housing
15:40-16:00 (20')	Questionnaires of residents and teachers. Responsible persons: Beissenova N.D., Bakenova T.	Standards 3,4,5,7 5th floor
16:00-16:20 (20')	Study of the residency programme documentation. Examination of documentation at the request of the members of the EEC. Responsible: Zhukubaeva A.A., Beisenova N.D., Bakenova T.	Standards 4-5.7 4th floor
16:20-16:30 (10')	Additional interviews of EEC members with representatives of NSOC on compliance with accreditation standards. Responsible persons: Shalekenov S.B., Zhukubaeva A.A.	4th floor
16:30-16:50 (20')	Overview of educational and practical resources for residency programmes (Oncology, Radiology, Anesthesiology and Resuscitation, Adult). Responsible persons: Zhukubaeva A.A.,	4th floor

	Beissenova N.D.	
16:50-17:30	EEC meeting. Summing up the results of the second day of the visit.	4th floor
Day 3 - 31.03.2022 (Thursday)		
8.45	Gathering of EEC members at the NSOC (Nur-Sultan, Kerey, Zhanibek Khandar, 3	
9:00-10:30 (90')	Design of EEC reports, development of recommendations for improving the implementation of residency programmes.	4th floor
10:30-12:00 (90')	Final discussion of the results of the external specialized assessment of educational programmes of the NSOC residence for compliance with accreditation standards. Completion of the Quality Profile and assessment criteria for compliance with the ECAQA accreditation standards by each member individually. Discussion of recommendations for improvement and final vote on recommendations for NSOC Final vote on the recommendations for the ECAQA Accreditation Council.	ECAQA observer zoom link 4th floor
12:00-12:30	Familiarization of the management of the NSOC with the results of the work of the EEC, recommendations for improving the educational programmes of the residence	Venue 5th floor meeting room
12:30-13:00	Completion of the work of the external expert commission of ECAQA. Signing of documents.	
13:00	Departure of EEC members	