

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 EVALUATION OF THE EDUCATIONAL PROGRAMME IN  
SPECIALTY 0306000 "PHARMACY" QUALIFICATION 0306013 PHARMACIST  
OF LLP "REPUBLICAN HIGHER MEDICAL COLLEGE"  
FOR COMPLIANCE WITH STANDARDS FOR ACCREDITATION OF EDUCATIONAL  
PROGRAMMES IN MEDICAL AND PHARMACEUTICAL SPECIALTIES OF TECHNICAL  
AND VOCATIONAL EDUCATION**

**period of external expert visit to the college: 28.04-30.04.2021**

**Almaty, 2021**

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

AMP - administrative and management personnel  
WHO - World Health Organization  
SCES - State Compulsory Education Standards  
MSE - municipal state enterprise  
UHS - unified Health care information system  
ECAQA - "Eurasian Center for Accreditation and Quality Assurance in Higher Education and Health Care"  
FA - final attestation  
IAS - Institute for Advanced Studies  
College - LLP "Republican Higher Medical College"  
MO - medical organizations  
ATD - advanced training department  
EP - educational programme  
QMR - Quality Management Representative  
WC - working curricula  
ST RK - standards of the Republic of Kazakhstan  
QMS - quality management system  
SRWS - student research work  
EW - educational work  
EMCD - educational and methodological complex of the discipline  
CMC - Cycle Methodical Commission  
IT - practical training  
PP - professional practice  
EPI - educational and practical internship  
AB - Applied Bachelor's Degree

## **1. Composition of the External Expert Commission**

In accordance with ECAQA Order No. 10 dated March 16, 2021, an External Expert Commission was formed to carry out external assessment procedures in the period 28.04-30.04.2021 within the framework of institutional and specialized accreditation of Republican Higher Medical College LLP (hereinafter referred to as the College) in the following composition:



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### **National academic expert**

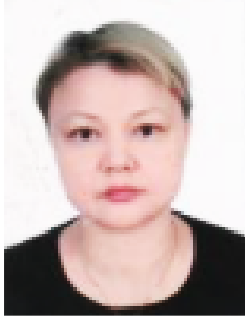
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**ECAQA Observer** SARSENBAYEVA DARIYABANU BULATOVNA, head of the international department "Eurasian Center for Accreditation and Quality Assurance in Higher Education and Health Care" tel .: +77771471726, e-mail: info@ecaqa.org

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

### **2.1 Representation of LLP "Republican Higher Medical College" (RHMC) and educational programmes in medical and pharmaceutical specialties of technical and vocational education**

LLP "Republican Higher Medical College" was opened in 1937 as an obstetric school for girls orphans. In 1957, the School was renamed the Republican Medical School. In accordance with the Decree of the Government of the Republic of Kazakhstan No. 394, in 1996 it was reorganized into the Republican College for the training and retraining of secondary medical and pharmaceutical workers.

In accordance with the Decree of the Government of the Republic of Kazakhstan dated December 30, 2015 No. 1141 "On some issues of privatization" on March 15, 2016, the sale of the Republican College for Training and Retraining of Secondary Medical and Pharmaceutical Workers of the Ministry of Health and Social Development of the Republic of Kazakhstan to the Institution "Professor Ruzuddinov Dental College" ...

The institution "Dental College of Professor Ruzuddinov" property complex and material and technical base of the privatized MSE transferred to the Republican Higher Medical College LLP.

By the decision of the National Commission of the Ministry of Health of the Republic of Kazakhstan in 2016, the college received the status of the Higher Medical College...

The college was re-registered at the Office of Justice of the Medeu region of the Department of Justice of the city of Almaty. Certificate of state re-registration of a legal entity 10100154971171. BIN 160540018804. Date of receipt 22.06.2016.

Legal address: 050010, Republic of Kazakhstan, Almaty, st. Sh.Kaldayakova, 54.

The educational activities of the college are carried out in accordance with the constituent documents:

- Charter of Republican Higher Medical College LLP, approved by the decision of the sole participant dated May 23, 2016;
- Agreement No. 001/2018 "On the transfer of real estate to the authorized capital of RHMC LLP";
- state license issued Department for Control in the Sphere of Education of Almaty of the Committee for Control in the Sphere of Education and Science of the Ministry of Education and Science of the Republic of Kazakhstan No. KZ92LAA00007857 dated November 24, 2016, including in the specialty 09160100 "Pharmacy", qualification 4S09160101 "Pharmacist".

In the 2020-2021 academic year at the college, specialists are trained in 7 specialties, full-time, full-time education: "General Medicine", "Nursing", "Hygiene and Epidemiology", "Dentistry", "Laboratory Diagnostics", "Pharmacy", "Orthopedic Dentistry". Admission is carried out on the basis of basic general and general secondary education by state order and on a paid basis, in the state and Russian languages of instruction. Since 2009, training has been carried out in the specialty "Nursing" with the qualification "Masseur" for the visually impaired, and in 2020, admission was stopped with the absence of a state order. Since 2014, training has begun on the educational programme of applied bachelor's degree in the specialty "

The total contingent of students in the 2020-2021 academic year is 2799 students, of them, according to the state order of the republican budget, 186 people are trained, on a contractual basis - 2613 people. Admission to 1 course was 708 people, including 30 people on a government order, 678 people on a contractual basis.

The college has implemented a quality management system developed in accordance with the requirements of ST RK ISO 9001-2016. There is a certificate of conformity ST RK ISO 9001-2016 "Quality Management Systems" KZ.O.02.0133 KSS No. 0093665 dated February 1, 2019 No. KZ.7500133.07.03.00511 valid until February 1, 2022, issued by the system conformity confirmation body management of "EUROASIAMS" LLP, Almaty, Radostovets st., 154/4.

Educational activities are carried out 123 full-time teachers, the number of teachers of the highest and first category - 40.6%, the second category - 11.3%, with an academic degree - 39.8%. Proportion of nursing teachers with nursing education (applied, academic bachelor's and / or master's) is - 20%.

To implement the educational process in the college, there are 92 classrooms and laboratories, the equipment of which is 87%.

Modern innovative technologies are being introduced into the educational process of the college (modular credit technology, simulation training, point-rating assessment of knowledge, a system of regular assessment of the survival of students' knowledge, the use of distance learning elements, etc.). In the educational process, computer and simulation equipment, high-tech robot simulators, an interactive anatomical table, training simulators, electronic textbooks, etc. are widely used.

Practical training of students is carried out in the Republican research institutes, SPCs, NTs, pharmacies, 24 medical organizations, dental clinics in Almaty with the participation of mentors from among experienced medical workers. Social partnership agreements have been concluded with medical organizations.

The college has an advanced training department in its structure.

In order to develop international cooperation, Republican Higher Medical College LLP concluded memorandums with foreign educational organizations:

- Memorandum of Understanding on strategic partnership with the University of Applied Sciences JAMK and LAMK, Finland. The main purpose of the Memorandum is to develop an internationally oriented nursing service;

- Memorandum of understanding and cooperation in the field of education and research work with LLC "Medical - social college of Dushanbe". The main purpose of the Memorandum is to develop bilateral cooperation in educational, scientific and innovative activities;

- Memorandum of understanding and cooperation in the field of education and research work with the State Educational Institution "Republican Medical College" of the Ministry of Health and Social Protection of the Population of the Republic of Tajikistan. The main task of the Memorandum is the development of bilateral cooperation in educational activities for the training of specialists in technical and professional, post-secondary education;

- Medical College at the "Ural State University of Railways".

## **2.2 Information on previous accreditation**

Specialized accreditation certificate Independent Agency for Quality Assurance in Higher Education of Kazakhstan (IQAA), registration number: SA No. 0011 dated 28.11.2016

## **2.3 Analysis of the self-assessment report educational programme in the specialty 0306000 "Pharmacy" qualification 0306013 Pharmacist LLP "RHMC" for compliance with Standards for accreditation of educational programmes in medical and pharmaceutical specialties of technical and vocational education**

Report on specialized college accreditation is presented on 131 pages of main text, applications on 20 pages.

The report is characterized by completeness of responses to all 9 accreditation standards, structuredness based on the recommendations of the ECAQA Self-Assessment Guidelines, as well as internal consistency of information provided by the accredited college. The report is accompanied by an accompanying a letter signed by director N.B. Ruzdenova, confirming the accuracy of the information and data contained in the report.

The report contains a list of 11 members of the internal self-assessment commission, indicating the responsibility of each employee, information about the representative of the organization responsible for the institutional self-assessment - Zhanar Soltanovna Abzhanova, Deputy Director for Scientific and Methodological Work. Director General Ruzdenova N.B. is the chairperson of the working group on preparation for institutional accreditation.

Specialized self-assessment of Republican Higher Medical College LLP carried out on the basis of order No. 0280 / d dated April 13, 2020 "On the appointment of those responsible for the preparation of the self-assessment report within the framework of institutional and specialized accreditation."

The working group on the preparation of the self-assessment report has done a certain amount of work: the key activities and tasks for the implementation of the educational programme of the specialty 0306000 "Pharmacy" qualification 0306013 "Pharmacist" have been analyzed, the necessary information has been collected in accordance with the Standards of accreditation of educational programmes in medical and pharmaceutical specialties ECAQA vocational education (hereinafter - Accreditation Standards); a thorough analysis, updating and addition of methodological and educational materials was carried out, their content is reflected in the report. The content of the Self-Assessment Report is structured in accordance with the ECAQA Accreditation Standards and includes a description of strengths, areas for improvement for each of the 9 standards.

The database, applications on 20 pages are presented in sufficient volume, consistently and there are links to them in the text of the report. The report is written in a competent language, the wording for each standard is clear and understandable, the tables contain references in the text and are consecutively numbered.

## **2.4 General assessment of the study programme in the specialty 0306000 "Pharmacy" qualification 0306013 Pharmacist LLP "RHMC" for compliance with Standards for accreditation of educational programmes in medical and pharmaceutical specialties of technical and vocational education**



Based on the analysis of the self-assessment report by external experts, it was found that the content of the self-assessment report is structured in accordance with ECAQA accreditation standards and the recommendations of the Self-Assessment Guidelines.

The report is written voluminously, competently, the sequence and logic in the description of the standards is observed, the wording for each standard is clear and understandable, the tables contain links in the text and are numbered continuously. There are links to regulatory legal acts, standard rules, regulations, educational and methodological documents, pages of the website [www.alem-edu.kz](http://www.alem-edu.kz).

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. All standards show the actual practice of the organization for the training of specialists in the educational programme Specialties 0306000 "Pharmacy" qualification 0306013 "Pharmacist" of LLP "RHMC" reasoned data, examples of the implementation of the educational programme, national and international events, methodological support of the educational programme, confirming compliance with the requirements of accreditation standards. Description of the key activities of the college is fairly complete and updated in terms of the number of students, teachers, administration, information on selection and admission, training results, knowledge and skills assessment results, material and technical base, contractual obligations with partners, financial information, plans for development and improvement, etc.

Conclusion on each of the 9 accreditation standards includes a description of the strengths and areas for improvement identified by the college. Prior to the external visit, ECAQA experts reviewed the self-assessment reports and based on the expert commissions provided to the college, the reports were revised.

Thus, the report on specialized self-assessment educational programme Specialty 0306000 "Pharmacy", qualification 0306013 "Pharmacist" of the college for compliance with the Standards specialized accreditation educational programmes in medical and pharmaceutical specialties, technical and vocational education contains objective, detailed, structured information on all types of activities in accordance with the ECAQA accreditation standards.

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

External expert work on specialized accreditation and evaluation of the educational programme of Republican Higher Medical College LLP (further - college) 0306000 Specialty "Pharmacy". Qualification 0306013 Pharmacist (2 years 10 months) was organized in accordance with the Guidelines for conducting an external assessment of educational organizations and educational programmes of ECAQA (approved by the order of the Director general of the NU "Eurasian Center for Accreditation and Quality Assurance in Higher Education and Health care" No. 15 dated 09/11/2020) and according to the programme and schedule approved by 25 September 2020, Director General of ECAQA Sarsenbayeva S.S. and agreed with the chairperson of the EEC Amanzholova T.K. and director of LLP "RHMC" Ruzdenova NB.

External expert commission on compliance with ECAQA Accreditation Standards started on March 17, 2021, which included expert commission of self-assessment reports, preliminary examination of documents, examination of the college website.

To obtain objective information, the members of the EEC used the following methods: interviews with management and administrative staff, interviews with students, observation, study of the website, interviewing employees of various structural divisions, teachers, online questioning of teachers and students during the period 27-28.04.2021., a review of resources in the context of the implementation of specialized accreditation standards, the study of college documents and teaching materials for an accredited educational programme.

On the part of the college staff, the presence of all persons indicated in the visit programme and according to the lists of participants in the interview, interview and demonstration of the practical lesson in accordance with the requirements of the sanitary doctor of the region in a pandemic was ensured (table 1, in Attachment 2 Full lists of trainees, teachers and employers, complete lists are in ECAQA files).

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

<b>N o.</b>	<b>FULL NAME.</b>	<b>Position</b>
1.	Ruzdenova Naylya Beksautovna, Ph.D.	Director
2.	Tatibekova Aizhan Musakulovna	Deputy Director for EPW
3.	<b>Sakhova Guldan Kydyralievna</b>	<b>Deputy Director for PC, Chairperson of the Admissions Committee;</b>
4.	Abzhanova Zhanar Soltanovna	Deputy Director for SMW
5.	Sakhova Guldan Kydyralievna	Department "General Medicine"
6.	Zeinoldina Bagdagul Kazhykenovna	<b>Department "Nursing"</b>
7.	<b>Amanova Elmira Gazizovna</b>	Department of Nursing Applied Bachelor's Degree
8.	Elshibaeva Bibigaysha Abdullaevna	<b>Department of Hygiene and Epidemiology, Laboratory Diagnostics, Pharmacy</b>
9.	Kusainov Amangeldi Mukushpaevich	Department "Dentistry", "Orthopedic Dentistry"
10.	Zhanysbay Talgat Sagatovich	Deputy Director for BP
11.	Myrzalievna B.B.	psychologist
12.	Saitova M.M.	CMC "General and socio-economic disciplines"
13.	Nurumbetova A.M.	CMC "General medical and general professional disciplines"
14.	Sazanbaeva A.A.	CMC "Special disciplines No. 1"
15.	Abdigalimova Zh.S.	CMC "Special disciplines No. 2"
16.	Mushrapilova F.A.	CMC "Special disciplines No. 3"
17.	Sarsembaeva M.Z.	CMC "Special disciplines No. 4"
18.	Onaltai E.B.	CMC "Applied Baccalaureate"
19.	Ruzdenova Sholpan Beksautovna	CFO
20.	Abdigapparova Shyryn Adilkhanovna	Chief Accountant
21.	Akish Khamza Mukhamedovich	Deputy Director for AHR
22.	Bakbergenova Gulnar Kenesovna	library manager
23.	Sabirova Zhanat Nurdzhakipovna	head of the simulation center
24.	Kozhabekova Tamara Audanovna	Teacher <b>practical training on simulation equipment for</b> discipline "Gynecology".
25.	Abisheva S.T...	Microbiology teacher
26.	Stambekov Bagdat	Responsible employee of the test center
27.	Nurzhanova Saida Dilshatovna	Anatomy Teacher, Anatomy Museum
28.	Zharylkasynova Asel Tleuzhanovna	Head of the educational department
29.	Abzhanova Zh.S.	Scientific and Methodological Center
30.	Alimbekov Berik Sadykovich,	Teacher demonstrating gym
31.	Simakova Larisa Alexandrovna	Teacher demonstrating gym
32.	Shakhaeva Farida Amangeldievna	Head of HR department
33.	Orazbekova A.E.	Lecturer of the discipline "Organization and Economics of Pharmacy"
34.	Makraeva S.N.	Lecturer of the discipline "Technology of dosage forms"
35.	Bultirik Zhanar Sabitovna	Deputy Director of Sadykhan Social Pharmacy LLP
36.	Isaeva Lolita Mukhamadovna	HR manager of Sadykhan Social Pharmacy LLP

37.	Olga V. Sukhovey	Head of the pharmacy LLP "Social Pharmacy Sadykhan"
38.	Adibay Zhuldyz	Student, Chairperson of the Student Parliament
39.	Ayatkhan Gulimay	Student, organizer of the "Mercy" foundation
40.	Azbergenov Abdigazy	Student, organizer of trainings and debates
41.	Sakhisheva Svetlana Shaikhievna	College Staff Guided Tour - College Museum

Preliminarily on 26.04.2021, a meeting of the commission was held, where an acquaintance and distribution of responsibility by the chairperson of the EEC Amanzholova Tatyana Kadyrovna among the members of the EEC. A Brief Review of Self-Assessment Reports has been completed. Key issues were discussed, including the results of reviewing self-assessment reports, familiarization of EEC members with recommendations for self-assessment reports. Experts shared their views on the results of studying the section on educational activities, the college website, studying the documents provided according to the list (Attachment 3) of an educational, methodological nature, and also discussed additional documents that must be requested from college administration for full awareness of the EEC members.

#### First day of visit: 28.04.2021

In the morning during the organizational meeting under Amanzholova Tatiana Kadyrovna chaired the planning of the first day of the visit and external expert assessment (photo 1).



**Photo 1. Organizational meeting of the EEC**

In accordance with the programme and schedule of external expert work, EEC members held a meeting and interviews with **college leadership** (photo 2). Chairperson of the Commission Amanzholova T.K. was carried out presentation members of the EEC, familiarization with the objectives of external expert commission. Director Ruzdenova N.B. presented a presentation about the college, which reflects the strategy, mission and vision, international cooperation with 4 medical organizations from near and far abroad ("University of Applied Sciences JAMK and LAMK Finland", LLC "Medical and Social College of Dushanbe", SEI "Republican Medical College of the Ministry of Health and Social Protection of the Population of the Republic of Tajikistan ", Medical College at the " Ural State University of Railways " ), agreements with 22 clinical bases of practice for students in Almaty, the institutional context of the college's achievements over 5 years and development prospects until 2023 (Programme college development),



**Photo 2. EEC conducts an interview with heads of departments**

Demonstrated information on community service, graduate employment, faculty and college resources. Were asked in surveys to the college director regarding the college's mission and strategy, financial sustainability and staffing, topical issues of interaction with the health care sector, collaboration with clinical sites, alignment of the college's mission with global public health policy goals and the goals of accredited educational programmes, as well as EEC members were interested in the financing of programmes by year, how the search and recruitment of teachers is carried out and what development programmes exist (School of a beginner teacher, internships), the prospects for the further development of those educational programmes that are most in demand and what activities are carried out according to those programmes that are less degrees are of interest to applicants. By the Director Ruzdenova N.B. exhaustive answers were given,

This interview validated accreditation standards 1.8 and 9.

At a meeting of EEC members with **college academic leadership**, units responsible for the admission and release of students (photo 2). Deputy Director for PC, Executive Secretary of the Admissions Committee Sakhova Guldan Kydyralievna spoke about the strategy and tactics of recruiting students for college educational programmes (career guidance work in schools, image work with the release of branded products and information triplets, information on the website and social networks are actively used). During the implementation of educational programmes, 3,385 students were accepted. One of the demanded specialties is the specialty "Pharmacy".

Then, according to the programme of the visit, experts interviewed **heads of departments** on the organization of the educational process, provision of educational and methodological documentation, on academic consulting and support for students, analysis of the effectiveness of training programmes. Heads of departments took part in the interview:

- **Department "General Medicine" - Sakhova Guldan Kydyralievna**
- **Department "Nursing" - Zeinoldina Bagdagul Kazhykenovna**
- **Department "Nursing" Applied Bachelor - Amanova Elmira Gazizvna**

- Department "Hygiene and Epidemiology", "Laboratory Diagnostics", "Pharmacy" - Elshibaeva Bibigaysha Abdullaevna
- Department "Dentistry", "Orthopedic Dentistry" - Kusainov Amangeldi Mukushpaevich.

Further, an interview was conducted with the Deputy Director for educational work Zhanysbay T.S. and psychologist Myrzalievna B.B. The interview was conducted on educational and social work with students, support and counseling of students on personal issues; formation and development of communication skills, leadership; Events; projects; volunteer movement; feedback from students. According to the results of the interview, it was found that the college has a developed system of academic support for students by consulting on preparation for classes and exams. Students of LLP "RHMC" are provided with social support, children from large families in the amount of 10-30% are given a discount for disabled people in accordance with the Regulation "On social support for students." Sponsorship for the provision of social support is carried out by Karachaganak Petroleum Operating BV. Including in 2020-2021 academic year

This interview validated accreditation standards 2.4 and 5.

According to the programme of the EEC visit, the next step was to conduct an interview with **chairperson of cyclic methodological commissions...** The following chairperson of the CMC took part in the interview:

CMC "General educational and socio-economic disciplines" - Saitova M.M.

CMC "General medical and general professional disciplines" - Nurumbetova A.M.

CMC "Special disciplines No. 1" - Sazanbaeva A.A.

CMC "Special disciplines №2" - Abdigalimova Zh.S.

CMC "Special disciplines №3" - Mushrapilova F.A.

CMC "Special disciplines No. 4" - Sarsembaeva M.Z.

CMC "Applied Baccalaureate" - Onaltai E.B.

The functions and tasks of the CMC, their role in methodological work, research support of students, interaction with other departments are discussed. The experts are familiarized with the position of the CMC, the responsibilities of the chairperson of the CMC, how the meetings are planned (work plan), the meetings are recorded. Questions were asked about approaches to reviewing and approving programmes (external and internal reviews, employers' feedback), the frequency of updating, taking into account the needs of practical health care (annually).

**On the same day, a meeting of EEC members with supporting services took place:** Ruzdenova Sh.B. - Financial Director, Abdigaparova Sh.A. - chief accountant, Akish Kh.M. - Deputy Director for AHR, Bakbergenova G.K. - head of the library... The experts asked questions about the adequacy of MTB, financing of the educational sector, the allocation of resources for development programmes and material incentives for teachers, motivation of teachers and the academic mobility programme. In order to validate standard 8 (Management and Administration), the experts studied the organizational structure and structure of education management, the nature of the interaction of departments and office work in the college, the quality management system. It has been established that the college receives funding from the Republican budget, there are funds from self-supporting services (paid education) and income from the advanced training department. A meeting of members of the EEC was held with an internal RHMC self-assessment team.

Then an inspection was carried out, where **college libraries** were presented by 89170 fund of educational literature in the state and Russian languages, as well as electronic publications - 1004. The reading room has 25 computers with access to remote educational resources. Head of the library G.K. Bagdauletova informed that the average provision of educational literature per student is 30, there is an electronic and paper card index.

On the first day of the external evaluation, **overview of the Center for Simulation Technologies and Monitoring of Education Quality**, where head Sabirova Zhanat Nurdzhakipovna consistently, taking into account the measures of sanitary and epidemic safety, demonstrated experts learning opportunities students. Pteacher Kozhabekova T.A. a lesson was held for the AD 01-19 group in the

specialty "General Medicine" (Obstetrician) on the topic "Methods of examination for gynecological diseases" (photo 3).



**Photo 3. Attending a practical lesson at the Center for Simulation Technologies**

The total area of the Center for Simulation Technologies - 250 m<sup>2</sup>, consists of:

- simulation classes in disciplines (Fundamentals of Nursing, Nursing in Obstetrics and Gynecology, Nursing in Surgery, Nursing in Pediatrics, Nursing in Therapy, Internal Medicine, Propedeutics of Internal Medicine);
- debriefing of the hall;
- material room.

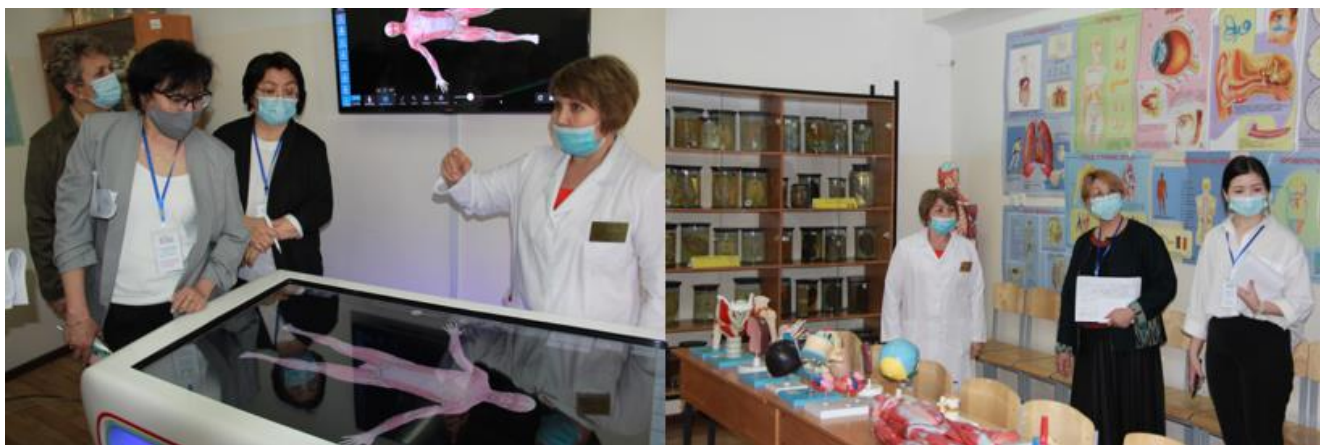
Additionally, the Center for Simulation Technologies includes the World Skills platform.

The Simulation Technology Center is largely equipped with modern digital mannequins, dummies and other equipment.

The EEC members examined the microbiology laboratory, which meets all the requirements for conducting practical exercises in this discipline.

On the same day visited **test center**, where the responsible employee B. Stambekov showed the base of test tasks in different disciplines, talked about how the quality of tests is validated, the base is updated taking into account changes in the programmes, how the tests are reviewed. The Test Center hosts 34 computers (from 249 total number of computers and laptops connected to the Internet). Distance learning is conducted on the MOODLE platform.

**Further, members of the EEC visited Museum of Anatomy. The excursion was led by a teacher of normal anatomy - Nurzhanova S.D. The museum is equipped in sufficient quantity with the necessary visual materials, wet macro-preparations, there is an anatomical table of Pirogov for the study of this discipline (photo 4).**



**Photo 4. Museum of Anatomy**

Reviewed **equipping classrooms of** departments in the specialties: "Nursing", "General Medicine", "Applied Bachelor of Nursing", "Laboratory Diagnostics", "Hygiene and Epidemiology", "Pharmacy" (photo 5), "Dentistry", "Orthopedic Dentistry". There are 92 classrooms in total.

The experts received indisputable evidence of sufficient material and technical equipment of all classrooms to conduct practical exercises and ensure the educational process as a whole.

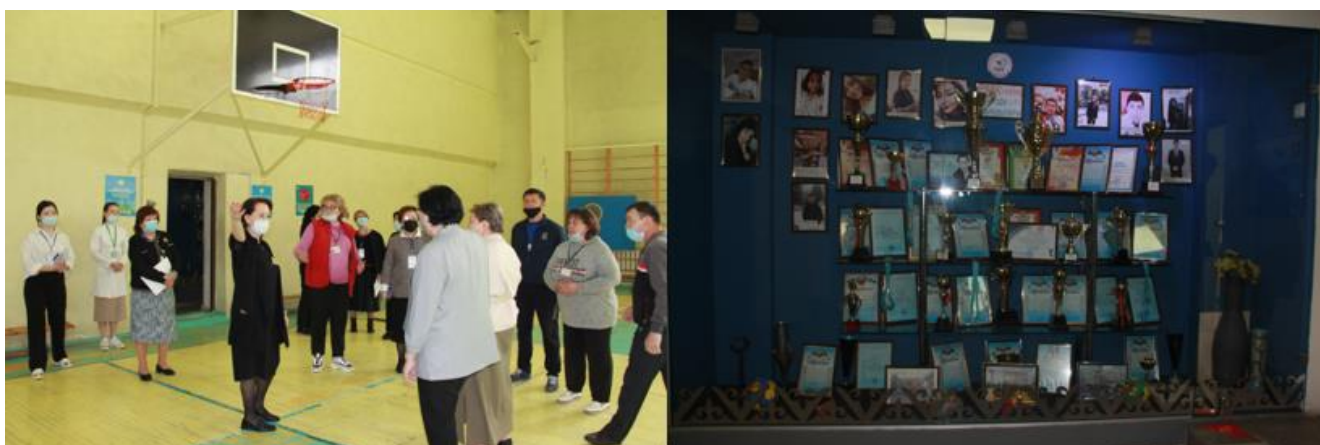
Further, the expert commission visited the educational unit and the scientific and methodological center, where an interview was held with the head of the educational unit, A.T. Zharylkasynova. and the head of the SMC Abzhanova Zh.S. In these divisions of the college, the members of the expert commission were shown: schedule of classes, maintaining the relevant documentation, methodological material.

Further, an assembly hall with a total area of 152.4 square meters for 156 seats, equipped with modern multimedia and musical equipment, was examined.

According to the programme of the visit of the EEC, an examination of the premises for conducting physical education classes took place. For classes there is a sports hall with an area of 466 sq. m, for outdoor play sports events there is a fully equipped professional summer ground with a special soft floor covering with an area of 568 sq. m. In the sports block of the college there are utility rooms for sports equipment, there is a coaching room, a wall of fame for college sports achievements, modern locker rooms and shower rooms function (photo 6).



**Photo 5. Review of the resources of the college EP "Pharmacy"**



**Photo 6. Sport halls**

**Further, in an online format, interviews with teachers took place (on the ZOOM platform). 61 teachers of the college took part (photo 7).** Teachers answered questions about satisfaction with working conditions, wages, material incentives (bonuses, additional payments for leadership, methodological work, publications), talked about teacher development activities, noted the high corporate culture in the college and ethical leadership. Everyone noted that over the past three years, the appearance of the college has changed, equipment is being purchased, educational premises have been repaired. Teachers note the annual increase in wages, as well as moral incentives for employees.

**After that, a meeting with F.A. Shakhavaeva was held., the head of the personnel department. For the validation of standard 5 (Academic staff / Faculty), the experts are familiar with the Regulation on the personnel policy of the college, documenting the process of hiring and firing, with advanced training programmes for teachers. Evaluated** personnel provision of the educational programme. In the 2020-2021 academic year in the specialty "Pharmacy" educational activities are carried out by 43 full-time teachers and 4 part-time teachers, the number of teachers of the highest and



first category - 34%, the second category - 31.9%, with an academic degree - 12.8%.The share of teachers with a pharmaceutical education is 22.9%.



**Photo 7. Interview with teachers**

Further, an EEC meeting was held following the results of the first day of the visit. The results of the external assessment were summed up, the results of the standards validation and verification of the data of the reports on self-assessment of educational programmes were discussed, and opinions were exchanged.

At the end of the first visit by experts studied more than 30 documents on accredited educational programmes of the college: timetable, teaching materials, syllabuses, CIS, didactic materials, regulations, attendance and academic progress registers, electronic journals, work plans, reports, questionnaires and results of questionnaire processing, financial documents, etc. (list in Attachment 3).

The interviews and the study of the documentation allowed the experts to validate the data of the self-assessment report according to the standard 2,4,5.

**Second day of visit: 04/29/2021**

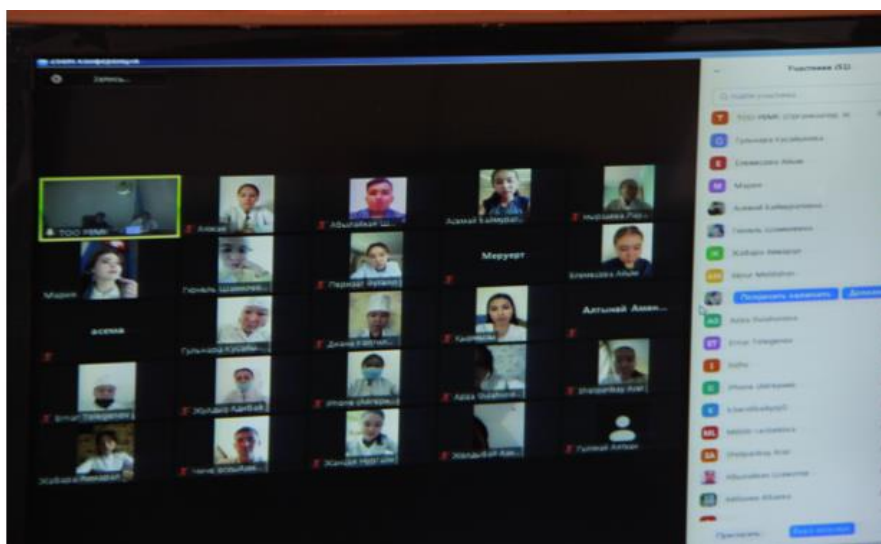
**According to the work programme of the External Expert Commission, visiting the clinical bases of the college in the areas of training. To this end, the experts were divided into 3 groups and visited the following clinical practice bases:**

1. LLP "INVIVO" - Chairperson of the EEC Amanzholova T.K., national academic expert - Sherimbetova A.A., expert - student representative - Reimbaeva B.M.
2. LLP "Social Pharmacy Sadykhan" - foreign expert - Dootalieva S.Ch., national academic expert - Klenina T.V., observer from ECAQA - Sarsenbaeva D.B.
3. MSE on REM "City polyclinic of the Second World War" of the DHC of Almaty - national academic expert - Sarybekova D.N., national academic expert - Karibaeva B.I., national academic expert - Zhakebaev A.M., expert - representative of practical health care - Shukurgaliyeva Z.A.

In the process of visiting clinical sites, the experts got acquainted with the conditions of training at clinical sites, received positive feedback from the heads of medical and pharmaceutical organizations on the high quality of professional training of college graduates and their demand in these institutions. For example, Sadykhan Social Pharmacy LLP annually provides students with the opportunity to undergo practical training and pre-diploma practice, and upon graduation from college provides jobs for graduates of the Pharmacy specialty. Deputy Director of Sadykhan Social Pharmacy LLP Zhanar Sabitovna Baltirik is a member of the College's Pedagogical Council and the chairperson of the State Electoral Commission at the Final State Certification of graduates of the Pharmacy specialty, which confirms the participation of the employer's representatives in the implementation of the educational programme.

The experts received convincing evidence that all the necessary conditions for mastering professional competencies have been created at the RHMC clinical sites.

**When conducting interviews with students (photo 8),** the experts were divided into two groups, taking into account the number of accredited educational programmes, in total in a remote format, 102 students participated in the interview. The trainees took an active part in interviews with ECAQA experts, gave positive feedback on questions on material incentives (discounts for studies), social support (mentors, staff psychologist, a guide for students), participation in research work, college events, satisfaction with training, communications with teachers, attitude of the management (director, head of department, chairperson of the cyclic methodological commission), questioning.



**Photo 8. Interview with students**

Further, according to the programme of the visit, the EEC members attended an open extracurricular event timed to coincide with the Day of the Unity of the Peoples of Kazakhstan: "We are the children of one country!" The event was prepared by T.S. Zhanysbay, Deputy Director for Educational Work, and M.M. Saitova, Chairperson of the CMC "General and Socio-Economic Disciplines" 39 students took part in the event.

**In the afternoon, in order to validate standards 2.5 and 6, experts attended practical classes on all educational programmes. To this end, the experts were divided into 5 groups.** Foreign expert - Dootalieva S.Ch. and national academic expert - T.V. Klenina attended the following practical classes in online format (in the presence of the head of the department "Hygiene and Epidemiology", "Laboratory Diagnostics", "Pharmacy" Elshibaeva BA):

Specialty 0306000 "Pharmacy" qualification 0306013 "Pharmacist"

1) Discipline: Technology of dosage forms

Group: Farm. 04-19

Subject: Emulsion. General characteristics, classification. Cooking technology and quality assessment

Teacher: Makraeva S.N.

2) Discipline: Fundamentals of Pharmacy Economics. Group: Pharm. 04-19

Subject: Organization of work on registration and dispensing of dosage forms

Teacher: Orazbekova A.E.

1) Discipline: Physiology with the basics of anatomy and pathology. Group: Pharm. 04-20

Subject: Sense organs

Teacher: Karanova L.T.

To conduct practical classes, the teachers had educational and methodological material, work programmes, CTP, appropriate technical and material equipment. All practical exercises were conducted at a high level, which confirmed the competence of the teaching staff of the college (photo 9).



**Photo 9. Visiting practical classes online**



**Photo 10. Interview with student activists**

**After that, an interview was held with representatives of the student activists and representatives of the Student Parliament (SP): Adibay Zhuldyz - chairperson of the joint venture, Ayatkhan Gulimay - organizer of the "Mercy" foundation, Azbergenov Abdizazy - organizer of trainings and debates (photo 10). Responsible employee: Zhanysbay Talgat Sagatovich.**

The chairperson of the student asset spoke about the goals and objectives of the Student Parliament, how they help first students to adapt to their studies, assist teachers in organizing events, volunteer work, and maintain pages on social networks. The experts were interested in the methodology for electing the chairperson of the asset, financing events.

Active participants in the educational process are awarded certificates and gifts. Students are provided with social assistance in the form of discounts on tuition fees ranging from 10% to 50%. Students are satisfied with the library fund. There is also access to egov.kz. Demonstration of the college website, electronic resources of educational programmes, distance learning platform MOODLE.

The college is doing a lot of work with teachers and students on the organization of subject circles and their involvement in scientific research. Hresearch work implemented by 30 subject circles covering 62% of students: general education and general professional disciplines ("Biomedicine", "College History", "Eltanu Tarihy", "Din zhane Zhastar", "Abaytan", "English Club", "Eureka", "Zhas Physicter", "Informatics", "Volleyball", "Mini-football", "Applied sports", "Table tennis", "Basketball", "Russian word", "Anatom", "Kzykyty psychology", "Zhas mathematician", "Debate club", "Chemistry and medicine", "Deni saudyk zhany sau", "Esculap", "Latin language",) and special disciplines "Avicenna", "Pharmacist".

The experts concluded that social and educational work with students at the college was organized at a sufficiently high level (responsible officer Zhanysbay Talgat Sagatovich - Deputy Director for educational work) and received convincing data confirming the validation of standard 4.

Then, according to the programme of the visit, the experts evaluated the work of the medical office. Nurse - Sharipa Zh.K. When examining the medical office, it was found that in the context of the COVID-19 pandemic, there is no isolation ward in the college and the sanitary and anti-epidemic measures are not fully observed.



**Photo 11. Interview with representatives and employers**



**Photo 12. Study of documentation at the request of members of the EEC**

One of the important elements of the external assessment procedure is the interview with employers - representatives of health care practitioners, which was conducted through the Zoom platform. Representatives of 21 clinical bases took part, who answered questions from experts on the demand for college graduates, their employability, competence, independence and organization (photo 11).

Representatives of practical health care confirmed the high level of knowledge of college graduates in all specialties and their constant demand in the labor market. Thus, representatives of Sadykhan LLP confirmed that 14 RHMC graduates were hired in 2018, 15 graduates in 2019, and 18 in 2020. During the conversation, employers made several proposals to improve the training of students in the specialty "Pharmacy". including the increase in the number of hours for the provision of emergency care in accordance with the new SCES.

**Further, the study of the documentation on the educational programmes of the college was continued, including at the request of the members of the EEC: constituent documents. Regulations on the organization of the educational process, Regulations on subdivisions, job descriptions, strategic plan, annual plan and reports, Regulations on the pedagogical council and minutes of meetings, EMCD, WC, syllabuses, didactic materials, regulations, work plans, reports, questionnaire results, feedback from employers, documentation of the pedagogical council and other advisory bodies (photo 12).**

**Third day of visit: 04/30/2021**

**The visit took place college museum. Head of the Museum Sakhisheva S.Sh. spoke about the period of formation of the college from its inception to the present.**

Further, on the Zoom platform, interviews were conducted with college graduates (photo 13). The interview was attended by 30 college graduates, who confirmed the high level of training of specialists, the demand in the labor market. Many college graduates reported that the knowledge gained helped them to start their work independently. Among college graduates, it can be noted that there is a career growth in the workplace. Among the wishes of graduates of the specialty "Pharmacy" it is necessary to pay more attention in the process of teaching practical training, including in the future workplace.



**Photo 13. Interview with college graduates**



**Photo 14. Familiarization of the RHMC management with the recommendations of the EEC**

After an interview with college graduates, an interview was held with the employees responsible for the areas of work of the college at the request of the members of the EEC.

Further, the study of the documentation on the educational programmes of the college continued, including at the request of the members of the EEC (results of the questionnaire, feedback from employers, documentation of the pedagogical council and other advisory bodies).

To obtain evidence of compliance with the standards of accreditation and verification of the data of the self-assessment report, external experts are requested additionally 20 documents, video presentation, video about resources (archived in ECAQA documents), as recommended in the Self-Assessment Guidelines.

Thus, there is evidence of compliance with Standards 2,5,6.

Further, a meeting of members of the EEC took place on the basis of the external **evaluation of the college** and its educational programmes for compliance with the ECAQA Accreditation Standards. A final discussion of the results of external assessment, study of documents, results of interviews, interviews, questionnaires was held. The members of the EEC began to design the final reports of the EEC.

The experts individually filled out quality profiles and external assessment criteria (institutional and for each educational programme) for the appropriate complying with ECAQA accreditation standards. Recommendations for improvement were discussed, draft reports were prepared (9) and a recommendation for improving implementation for each educational programme separately. The chairperson conducted a final open vote on college recommendations and a final vote on recommendations for the ECAQA Accreditation Council. Then the chairperson of the EEC for the management and employees of the educational organization announced recommendations based on the results of an external assessment as part of the institutional accreditation and accreditation of the college's educational programmes (photo 14).

#### **4. Results of the questionnaire survey of students and teachers**

**The ECAQA observer conducted an online survey of RHMC students from April 27 to April 29, 2021. The total number of respondents is 670. A total of 39 questions were proposed.**

Specialties of training, the following (in%):

General Medicine (paramedic)	27.6
General Medicine (midwife)	2.2
Nursing (general practice nurse)	17.9
Hygiene and Epidemiology	1.6
Laboratory diagnostics	16.0

Dentistry	0.1
Orthopedic dentistry	0.7
Pharmacy	14.3
Medical optics	0.3
Nursing (Applied Bachelor's Degree)	19.1

72.5% will recommend to study in this educational organization to their acquaintances, friends, relatives - fully agree - 18.7%, disagree and doubt the answer - 8.8%. Programme managers and faculty are aware of students' college-related problems — 69.6% strongly agree, 20% partially agree, and 10.5% disagree and doubt the answer. Programme managers and teachers involve students in the work of advisory bodies (methodological council, pedagogical council, committees of educational programmes) - answered constantly - 55.1%, do not know about it - 45.9%.

69.6% are fully satisfied with the conditions and equipment of classrooms, college auditoriums, partially satisfied - 20%, not satisfied and doubtful about the answer 7.8%. The college has created conditions for rest and nutrition for students in between classes - 71.8% fully agree, 11.6% partially agree, 16.3% disagree and doubt the answer. Office equipment (computers, laptops, printers) is available for students in the classrooms and practice bases of the college - 67% fully agree, partially agree - 18.1%, disagree and doubt the answer - 14.9%. Teachers provide students with methodological and didactic materials, additional literature to prepare for classes - 74.5% fully agree, 16.9% partially agree, disagree and doubt the answer - 8.6%.

The college has access to the participation of students in research work - 67.5% fully agree, 16.6% partially agree, disagree and doubt the answer - 15.9%. 74.3% of respondents are fully satisfied with the library fund / resources. Electronic educational resources are fully accessible for 73.5%. Satisfaction with the activities of mentors, curators, tutors - 77.35% are fully satisfied, 15.1% partially agree.

Student respondents are satisfied with the microclimate in the college and respectful attitude (86.7%). 75% of the respondents know about social programmes to support students and have used them. 66.7% of respondents are aware of the student career counseling service. Fully agree 71% of respondents that the college has established a system of self-study of students. 56.4% assessed the organization of training on the basis of college practice as excellent, 26% noted it as “good”, and 17.6% could not rate it. The overwhelming majority of those surveyed (83.3%) believe that there is sufficient time for practical training (patient management and care, nursing rounds, laboratory work, etc.). More than 78% of students are satisfied with the class schedule. Fully satisfied with the methods of assessing knowledge and skills 77.5%, in part - 15.5%. According to 68,

In the opinion of 72.2% of respondents, teachers constantly provide feedback after the end of classes, but 10.7% noted that it was “rare” and found it difficult to answer. The teacher (mentor, curator) of the college is an example for me - 77.3% fully agree, 5.2% partially agree, but not all teachers can be an example for students; more than 12% answered. More than 92% of respondents liked studying in college, but about 13% experienced unfair negative attitudes towards themselves from teachers. More than 94% noted the availability of college leadership for students.

At the same time, only 42.7% participate in the work of a scientific student circle and 17.3% are just planning to start scientific work. College allows you to acquire the necessary knowledge and skills in your chosen specialty - 76.6% fully agree, 3.9% partially, and about 19% cannot answer.

Almost 49% noted the positive work of the external expert commission as satisfactory. - 36%. At the same time, 68% believe that the accreditation of college and educational programmes must be carried out, but 13.9% do not know what it is. At the same time, almost 61.4% of respondents were involved in the preparation of self-assessment reports and were involved in organizing the work of an external expert commission.

**Conclusion:** in general, a high degree of student satisfaction with the organization of college education (content of the educational programme, resources, practice bases, qualifications of teachers) was noted, the microclimate and ethical attitude towards students were highly appreciated. However,

students are not fully satisfied with the availability of office equipment. Not all respondents are aware of the availability of a graduate career service. Students are rarely involved in advisory bodies or working groups. Are not aware that the college is being accredited and are not aware of this mechanism for ensuring the quality of education. Not a high level of coverage of R&D students.

In this regard, the management of the college should more actively involve students in the work of advisory and advisory bodies, in particular when considering and approving educational programmes, planning research work, and developing the college's mission. It is necessary to more actively involve students in the implementation of scientific research. Inform students about accreditation.

**The ECAQA observer conducted an online survey of RHMC teachers from April 27 to April 29, 2021. The total number of answers - 89. A total of 26 questions were proposed.**

Pedagogical experience up to 5 years - 47.2%, from 5 to 10 years - 12.4%, more than 10 years - 40.45%.

Satisfied with the organization of the educational process in this educational institution - fully 93.3%, partially - 6.74%. In college, ethics and subordination are respected in relations between colleagues, teachers, management - 94.4% fully agree, 4.49% partially, 1.12% disagree. Satisfied with the organization of work and workplace in college - 88.8% fully agree, partially - 11.24%. In college, there is an opportunity for career growth and the development of teacher competencies - 77.53% fully agree, 17.98% partially, 5.5% disagree. In this educational organization, I have the opportunity to engage in scientific work and publish the results of research work - 85.4% fully agree, partially - 9%, no answer - 5.62%. During the last year, 77.6% of respondents attended professional development courses (programmes), more than 3 years ago - 7.78%, over 5 years - 3.37%, but more than 10% of teachers did not answer. The microclimate in the college staff was noted as satisfactory by 66.3% and quite satisfactory for the respondent by 30.34%, unsatisfactory by 1.12%. In college, the teacher has the opportunity to realize himself as a professional in his specialty - 84.3% fully agree, 12.4% partially, disagree and doubt the answer - 3.37%. The college supports participation in conferences - 41.57% answered that by paying for travel and travel expenses, 1.12% - by paying the registration fee, the rest are financed themselves or do not contact the management. College students have free access to patients at clinical sites and all the conditions for improving their practical skills - 76.4% fully agree, 16.85% partially, disagree and doubt the answer - 6.74%. The college implements a programme of social support for teachers - 59.5% know about it, don't know about it or doubt the answer 41.6%, disagree - 1.12%. The leaders of the college systematically listen to the opinion of teachers on various aspects of work - 79.78% answered, sometimes 12.4%, rarely and never - 7.82%. Teachers use a variety of teaching methods, but more often lectures and oral analysis of the topic (81%), work in small groups (83.15%), analysis of situational problems (83.15%), often solve tests (85.4%), half of respondents uses problem-oriented learning (56.2%). The leaders of the college systematically listen to the opinion of teachers on various aspects of work - 79.78% answered, sometimes 12.4%, rarely and never - 7.82%. Teachers use a variety of teaching methods, but more often lectures and oral analysis of the topic (81%), work in small groups (83.15%), analysis of situational problems (83.15%), often solve tests (85.4%), half of respondents uses problem-oriented learning (56.2%). The leaders of the college systematically listen to the opinion of teachers on various aspects of work - 79.78% answered, sometimes 12.4%, rarely and never - 7.82%. Teachers use a variety of teaching methods, but more often lectures and oral analysis of the topic (81%), work in small groups (83.15%), analysis of situational problems (83.15%), often solve tests (85.4%), half of respondents uses problem-oriented learning (56.2%).

More than 97% of respondents consider this survey to be useful for developing recommendations for improving the key areas of college activities.

**Conclusion:** in general, a high degree of satisfaction of teachers with the working conditions in the college, relations in the team, and interest in work was noted. At the same time, there is a low awareness of teachers about social programmes.

## **5. Compliance analysis accreditation standards based on the results of an external assessment educational programme 0306000 "Pharmacy" qualification 0306013 Pharmacist and an overview of the strengths for each standard**

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

The expert commission received convincing data that the mission of RHMC LLP was developed taking into account the analysis of the current situation in the health care sector of the Republic of Kazakhstan, communicated to all interested parties, meets the professional standards and requirements of the State Educational Standard of the Republic of Kazakhstan for medical and pharmaceutical specialties of TVE. The main stakeholders are: teaching staff and staff, students, employers from practical health care, parents. The discussion of the mission and goals took place at the pedagogical councils both at the planning stage and at the stage of implementing decisions. Mission access is provided, including through the college website ([https:// www. alem-edu.kz](https://www.alem-edu.kz); <https://rvmc.kz/ru/college/about>), as well as social networks and media. The mission was approved at a meeting of the Pedagogical Council (PS Minutes No. 4 dated February 28, 2018). In accordance with the mission, goals and objectives, the College has developed a Strategic Plan - the Development Programme of RHMC LLP for 2018-2022 (approved by the PS Protocol No. 2 dated November 26, 2018). The merits of the college were recognized in the educational sphere in the Republic of Kazakhstan and abroad. The college is given the confidence of consumers of educational services. The college develops cooperation with other educational organizations, including international (Memorandums of Cooperation).

#### **Strengths:**

- 1) The mission of the College is developed with the participation of key stakeholders and includes their needs.
- 2) The college has passed the institutional and specialized accreditation of the educational institution;
- 3) The college has the status of the Higher Medical College;
- 4) Introduced the international quality management system ST RK ISO 9001-2016;
- 5) External and internal control and analysis of all types of activities is constantly carried out;
- 6) According to the mission developed a Strategic Plan with the main directions of educational activities.

**Conclusions of the EEC on the criteria.** Out of 9 standards conform: fully - 8, significantly - 1, partially - 0, do not correspond - 0.

**Standard 1: completed**

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

- 1) Expand international cooperation.
- 2) Improve the navigation on the College site, update and supplement the content of the site.

### **Standard 2: EDUCATIONAL PROGRAMMES**

The expert commission received convincing data that the educational programme (EP) in the specialty 03006000 "Pharmacy" meets the requirements of the State Compulsory Education Standard, meets the needs of potential consumers, is aimed at obtaining and improving the professional level of training of specialists with relevant qualifications, is focused on the implementation of a competency-based approach in training, implements a practice-oriented approach. The EP model is defined in accordance with the mission, goals, is focused on international education standards, national qualifications framework and is developed according to modular - credit technology of education. The college reflected in the EP the recommendations of the MES RK. To implement the EP, teaching and learning methods are used based on modern teaching principles, which support and provide students with the formation of basic and professional competencies. In the process of EP management, all structural divisions of the college, stakeholders, students are involved. Methodological, material and technical and resource support contributes to the implementation of the EP. Contracts have been



concluded with the bases of practical training and professional practice. The college has created all the conditions for training in preclinical rooms and laboratories, at clinical sites for the formation of professional competence, which is confirmed by the indicators of students' satisfaction with the organization of practice. material and technical and resource support contributes to the implementation of the EP. Contracts have been concluded with the bases of practical training and professional practice. The college has created all the conditions for training in preclinical rooms and laboratories, at clinical sites for the formation of professional competence, which is confirmed by the indicators of student satisfaction with the organization of practice. material and technical and resource support contributes to the implementation of the EP. Contracts have been concluded with the bases of practical training and professional practice. The college has created all the conditions for training in preclinical rooms and laboratories, at clinical sites for the formation of professional competence, which is confirmed by the indicators of student satisfaction with the organization of practice.

**Strengths:**

- 1) EP corresponds to the State Educational Standard of the Republic of Kazakhstan on medical and pharmaceutical specialties of TVE;
- 2) the use of teaching and learning methods based on modern teaching principles, innovative teaching methods, which are aimed at the formation of basic and professional competencies;
- 3) implemented modular - credit training technology;
- 4) a high level of material and technical and resource equipment, as well as informatization of the educational process;
- 5) highly qualified teaching staff;
- 6) involvement in the EP management process of all structural divisions of the college and stakeholders...

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

**Standard 2: completed**

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

- 1) Implement the Antiplagiat programme

**Standard 3: ASSESSMENT OF STUDENTS**

The panel of experts has received convincing evidence that the principles, methods, practices and criteria used to evaluate students guarantee that the principles of fairness, quality and transparency are respected.... The assessment of students is reflected in the Internal Curriculum Rules and in the Regulation "Organization and Conduct of Interim and Final Certification", which define the assessment criteria and the number of allowed retakes. External examiners from practical health care are involved in the assessment of students in order to increase transparency, fairness, quality, including during the final state certification of graduates. New assessment methods have been introduced in accordance with the requirements of the State Educational Standard of the Republic of Kazakhstan: criteria-based assessment, point-rating system, assessment interview. Regular external and internal control is carried out using various methods of assessing students, the results are analyzed, which contributes to the consolidation of the necessary basic and professional competencies corresponding to the level of qualifications of a specialist.

**Strengths:**

- 1) the assessment methods used are reliable and valid;
- 2) availability of a unified automated system for monitoring students' knowledge;
- 3) introduction of new assessment methods: criteria-based assessment, point-rating system, assessment interview;
- 4) involvement of external examiners from practical health care during the final state certification of graduates.

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

***Recommendations for improvement identified during the external visit: not***

**Standard 4: STUDENTS**

The expert commission received convincing data that the policy of admission of students meets the requirements of the State Educational Standard of the Ministry of Health of the Republic of Kazakhstan for medical and pharmaceutical specialties of TVE, based on the Rules and requirements of the authorized bodies in the field of education of the Ministry of Education and Science of the Republic of Kazakhstan, the Ministry of Health of the Republic of Kazakhstan. The composition of the selection committee with the inclusion of interested parties is approved in a timely manner. The College has developed an appropriate regulatory framework (organizational, administrative and regulatory documents) that regulates all aspects of the College's functioning. The selection committee timely keeps track of the submitted applications, their registration. To determine the professional suitability of applicants, psychometric testing has been introduced. The results of vocational guidance work are reflected in the plan of admission and competition. Cooperation with the Department of Public Health Almaty and clinical bases contributed to the employment of graduates in the specialty - 88.5%, as well as an increase in the demand for college graduates. The number of students corresponds to the material and technical capabilities of the College. A scholarship and preferential commission have been created in the College; curators of groups have been appointed in all 10 groups in the specialty "Pharmacy". Educational work and psychological assistance are carried out by the deputy director for VR, a psychologist, and group curators. On the College website (Educational work and psychological assistance are carried out by the deputy director for VR, a psychologist, and group curators. On the College website (Educational work and psychological assistance are carried out by the deputy director for VR, a psychologist, and group curators. On the College website (<https://www.alem-edu.kz>) a guidebook for students has been published. Students from large families are provided with benefits for tuition fees. The transfer of students from other colleges is carried out taking into account the profile of the medical specialty during the vacation time, subject to the availability of vacancies. The analysis of the results of the questionnaire is carried out on a regular basis to determine the level of satisfaction with the learning outcomes and the organization of the educational process. Thus, students are provided with counseling, academic and social support, conditions are created for learning and creative development, as well as scientific research work. Students are involved in the development of the EP and the decision-making process, as well as in student government through the Student Parliament.

**Strengths:**

- 1) admission and selection policies reflect the required level of education for a medical college;
- 2) formation of goals and expected learning outcomes that are understandable for students;
- 3) counseling, academic and social support for students;
- 4) development of a student-centered approach and the formation of an individual learning trajectory;
- 5) introduction of active teaching methods, strengthening the role of independent work of students and the use of a research approach in teaching;
- 6) involvement of students in the development of educational programmes and the decision-making process;
- 7) strengthening the role of student self-government through the work of the Student Parliament.

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

***Standard 4: completed***

***Recommendations for improvement identified during the external visit: not***

**Standard 5: ACADEMIC STAFF / FACULTY**

The expert commission received convincing data that the staff of teachers of the specialty 0306000 "Pharmacy" meets the requirements of the accredited educational programme. An analysis of the

qualitative and quantitative composition of teachers indicates compliance with the requirements for educational activities. The average age of the teaching staff is 39.7 years, the share of teachers with a pharmaceutical education is 27%, the share of teachers with a medical education is 63%. The recruitment of teachers is carried out on a competitive basis with the conclusion of labor contracts. The college approved the "Regulations on personnel policy". Teachers regularly undergo training at FPK, seminars, trainings, and also take part in competitions and conferences. When implementing EP, teachers use active teaching methods, role / business games, Case study, PBL, TBL, etc., as well as modular and information technologies, implemented by the OSCE during the Final Attestation of Graduates. In the context of distance learning, teachers use the MOODL platform, Zoom conferences, and the Kahoot educational gaming platform. Young and newly arrived teachers are provided with methodological and consulting assistance in the "School of the beginning teacher", mentors are appointed from among experienced teachers.

**Strengths:**

- 1) Availability of professional and qualified teaching staff;
- 2) continuous professional development of teachers;
- 3) creature conditions for the positive personal growth of teachers;
- 4) an effective system of material and moral incentives for the work of teachers;
- 5) support for novice teachers.

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

**Standard 5: completed**

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

- 1) To intensify the research work of the teaching staff.
- 2) Increase the number of teaching staff publications.

**Standard 6: EDUCATIONAL RESOURCES**

The expert commission received convincing data that the college has a sufficient material, technical and educational base for high-quality provision of educational services. This is evidenced by the equipment of classrooms and laboratories up to 89%, the allocation of funds, which increases annually for the acquisition of modern educational visual aids, information resources, computers, educational and methodological literature. Over the past 5 years, 369 389 160 tenge have been allocated to strengthen the material, technical and training base. Analysis of the allocated funds to strengthen the material and technical base indicates the sustainability, profitability of the financial condition of the college.

The equipment of the classrooms and laboratories complies with the equipment standards approved by the Ministry of Health of the Republic of Kazakhstan. The college provides a safe environment for training sessions and internship bases. The College has installed the DamuMed application, implemented the RABIS system, and uses the Student Consultant electronic library system <http://www.medcollegelib.ru>... The library of the College has a sufficient amount of educational literature on general education, general professional and special disciplines, the library fund is regularly updated, an electronic reading room function. The functions of an information system includes automated systems: "RHMC", "Test Control Center", "Test Entry Wizard". In the context of distance learning, the MOODLE educational platform has been installed, which is widely used in the educational process. When creating educational and methodological materials, the teachers of the College use the latest scientific data and achievements. On the basis of the College, the UMO in medical and pharmaceutical specialties, the ALE "Union of Medical Colleges of Kazakhstan", have signed Memorandums of International Cooperation.

Thus, the college is provided with sufficient educational resources, which corresponds to the educational programme in the specialty "Pharmacy".

**Strengths:**

- 1) Sufficient material and technical base;

- 2) the presence of its own Simulation Center, equipped laboratories and rooms for special disciplines "Pharmacy";
- 3) availability of modern information and communication technologies;
- 4) developed library system;
- 5) free access to educational Internet resources;
- 6) availability and effective functioning of an information and feedback system focused on students, employees and stakeholders;
- 7) there is a sufficient number of practical training bases;
- 8) development of regional and international partnership cooperation...

**Conclusions of the EEC on the criteria.** Conforms out of 13 standards: fully - 9, significantly - 4, partially - 0, do not comply - 0

**Standard 6: completed**

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

- 1) The teaching staff of the College to intensify work on the creation and increase in the number of copyright teaching aids.

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

The expert commission received convincing data that the college uses objective methods of evaluating the educational programme with the involvement of all interested parties. Evaluation of educational programmes is carried out by the units approved by the order of the Director general of the College: cyclic methodological commissions, Methodological Council, Pedagogical Council, scientific and methodological center. The College's Pedagogical Council includes representatives of employers and students. Feedback of the teacher and the student is carried out by means of a questionnaire "The teacher through the eyes of the student". To assess the EP, the college monitors satisfaction with the quality of educational services by analyzing the opinions of students, parents, employers, and the public. Graduates working in 48 medical and pharmaceutical organizations confirm a sufficient level of training - 88%, above average - 12%. Feedback from the bases of practical training and professional (pre-diploma) practice on the quality of training of college graduates is positive. Employers' representatives are members of the SCC and participate in the Final State Attestation of Graduates. Employment of graduates of the specialty "Pharmacy" for the period 2016-2020 averages 87.5%.

#### **Strengths:**

- 1) Compliance of the educational programme of the State Educational Standard of the Ministry of Health of the Republic of Kazakhstan, as well as international requirements;
- 2) participation of employers in the approval and review of EP, professional practice programmes; in assessing the knowledge, skills and abilities of students, FSA graduates;
- 3) an effective system for monitoring satisfaction with the quality of educational services;
- 4) systematic research on teacher expectations and satisfaction,

**Conclusions of the EEC on the criteria.** Conforms out of 10 standards: fully - 7, significantly - 3, partially - 0, do not comply - 0

**Standard 7: completed**

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

- 1) To intensify the work of the QMS in assessing educational programmes and maintaining college records.

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

The expert commission received convincing data that the organizational and managerial structure of the College includes all divisions and departments for the implementation of the mission, its goals and objectives. The staffing table, the management structure of the college meets the established requirements in the field of TVE. By the order of the director general of the college, structural divisions in the main areas of activity and collegial management bodies were determined. The results of academic activities, the effectiveness of modern forms of management of the educational process, the prospects

for further improving the management system and improving the quality of education are available and open and correspond to the implementation of the EP. The college provides transparency of the management system and the decisions made. The college has all the necessary regulatory documentation for the implementation of educational activities: State license from 24.11. 2016 No. KZ92LAA00007857; Attachment to the license dated November 24, 2016. No. KZ92LAA00007857; Certificate of conformity ST RK ISO 9001-2016 "Quality Management Systems" KZ.O.02.0133 KCC № 0093665 dated 01.02.2019 № KZ.7500133.07.03.00511 valid until 01.02.2022 The College defines the responsibility of the academic leadership for development and management EP; job descriptions of all college employees have been developed; a quality management system has been introduced; allocated a target budget for the implementation of the EP. The College maintains constant interaction with the practical health sector. The College defines the responsibility of the academic leadership for the development and management of EP; job descriptions of all college employees have been developed; a quality management system has been introduced; allocated a target budget for the implementation of the EP. The College maintains constant interaction with the practical health sector. The College defines the responsibility of the academic leadership for the development and management of EP; job descriptions of all college employees have been developed; a quality management system has been introduced; allocated a target budget for the implementation of the EP. The College maintains constant interaction with the practical health sector.

**Strengths:**

- 1) Organizational and legal support of educational activities;
- 2) developed management structure;
- 3) approved staffing table;
- 4) a quality management system has been introduced;
- 5) compliance of the documentation with the requirements of the QMS;
- 6) provision of educational services in accordance with the State Standard of Education.

**Conclusions of the EEC on the criteria.** Conforms out of 12 standards: fully - 10, significantly - 2, partially - 0, do not comply - 0

**Standard 8: completed**

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

- 1) Improvement of work on dual training of students.

## **Standard 9: CONTINUOUS RENEWAL**

The expert commission received convincing data that for the continuous improvement and improvement of the quality of educational services, the college allocates sufficient funds, revises the organizational and staff structure, taking into account the requirements of practical health care, new regulatory documents of the education and health care system. In order to improve the scientific and methodological activities of the college, the position of deputy director for scientific and methodological work was introduced. In connection with the modernization of TVE, the implementation of educational programmes is carried out according to the modular-credit technology of education. The college interacts with the local executive bodies, the Ministry of Defense, the Department of Public Health of Almaty, the KRIOR of the Ministry of Health of the Republic of Kazakhstan, the Ministry of Education and Science of the Republic of Kazakhstan, medical universities and colleges, public organizations in order to implement the college's mission goals and objectives.

The college is competitive in the market of educational services in Almaty and the Republic as a whole, all conditions have been created for the implementation of EP in the specialty "Pharmacy", according to the results of the survey, students are satisfied with their studies at the college, employers are satisfied with a sufficiently high level of preparedness of graduates, as evidenced their relevance in the labor market.

**Strengths:**

- 1) The staff of the College participates in the implementation of the tasks outlined in the strategic plan for the implementation of the college's mission, goals and objectives;
- 2) the Internal Audit Service was introduced;
- 3) The college interacts with the local executive bodies, the Ministry of Education, the DHC of Almaty, the KRIOR of the Ministry of Health of the Republic of Kazakhstan, the Ministry of Education and Science of the Republic of Kazakhstan, medical universities and colleges, public organizations;
- 4) The college participates in the implementation of the tasks outlined in the SPRZ Densaulyk for 2020-2025.

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

**Standard 9:** *completed*

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

- 1) In the conditions of quarantine for COVID-19, create an isolator in compliance with sanitary and anti-epidemic requirements.

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 commission programme were found.

**6. Recommendations for improvement educational programme in the specialty 0306000 "Pharmacy" qualification 0306013 Pharmacist Republican Higher Medical College LLP:**

**Standard 1 Mission and end outcomes**

1. Expand international cooperation.
2. Improve the navigation on the College site, update and supplement the content of the site.

**Standard 2 Educational Programme**

3. Introduce the Antiplagiat programme.

**Standard 5 Academic Staff / Faculty**

4. To intensify the research work of the teaching staff.
5. To increase the number of teaching staff publications.

**Standard 6. Educational resources**

6. To intensify work on the creation and increase in the number of copyright teaching aids.

**Standard 7. Programme evaluation**

7. To intensify the work of the QMS in assessing educational programmes and maintaining college records.

**Standard 8. Governance and administration**

8. Improvement of work on dual training of students.

**Standard 9. Continuous renewal**

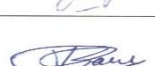
9. Under quarantine conditions for COVID-19, create an isolator in compliance with sanitary and anti-epidemic requirements.

## 7. Recommendation to the ECAQA Accreditation Council

According to the results of the expert evaluation of the educational programme in the specialty **0306000 "Pharmacy" qualification 0306013 "Pharmacist"** of the Republican Higher Medical College LLP for compliance with the Standards of accreditation of educational programmes in medical and pharmaceutical specialties of technical and vocational education of the EEC, the members of the EEC came to a unanimous opinion to recommend to the ECAQA Accreditation Council to accredit the above-mentioned educational programme for a period of 5 years.

### Chairperson of the External Expert Commission

Amanzholova Tatyana Kadyrovna  
Foreign expert  
Dootalieva Sairagul Chynybekovna  
National academic expert  
Nurgalieva Sarybekova Jamila  
National academic expert  
Ilyasovna Karibaeva Botagoz  
National academic expert  
Aitbayevna Sherimbetova Akmaral  
National academic expert  
Klenina Tatyana Viktorovna  
National academic expert  
Zhakebaev Azamat Makhambetovich  
Expert-Health representative  
Zagira Alipbaevna Shukurgalieva  
Expert-representative of students  
Reimbayeva Botagoz Makhmutovna  
ECAQA Observer  
Sarsenbayeva Dariyabanu Bulatovna





**Quality profile and external assessment criteria (generalization) of the educational programme in the specialty 0306000 "Pharmacy" qualification 0306013 Pharmacist for compliance with Accreditation Standards**

standard	Criteria for evaluation	BS / SU	Total Standards	Assessment			
				Totally coincides	Significantly meets the requirements	Partially compliant	Does not meet the requirements
1	MISSION AND END OUTCOMES	9/0	9	8	1		
2	EDUCATIONAL PROGRAM	15/4	19	18	1		
3	ASSESSMENT OF STUDENTS	2/3	5	5			
4	STUDENTS	8/5	13	13			
5	ACADEMIC STAFF / FACULTY	2/2	4	4			
6	EDUCATIONAL RESOURCES	8/5	13	9	4		
7	PROGRAM EVALUATION	6/4	10	7	3		
8	GOVERNANCE AND ADMINISTRATION	6/6	12	10	2		
9	CONTINUOUS RENEWAL	1/3	4	4			
	<b>TOTAL</b>	<b>57/32</b>	<b>89</b>	<b>78</b>	<b>11</b>		

\* 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.

Complete Lists of learners, teachers and employers for interviews are in the archive of the accreditation center

**List of students for interview  
Of LLP "Republican Higher Medical College"  
Specialty "Pharmacy"**

<b>P / P No .</b>	<b>Full name</b>	<b>Specialty</b>	<b>Telephone</b>	<b>Email</b>
1	Timuruls Rauan	Pharmacy	8777292 6724	<a href="mailto:timuruly@inbox.ru">timuruly@inbox.ru</a>
2	Narimanova Camilla	Pharmacy	87074854469	<a href="mailto:Kamilla.narimanova18@mail.ru">Kamilla.narimanova18@mail.ru</a>
3	Arshidinova Alina	Pharmacy	87475957008	<a href="mailto:Alinaarshidinova28@mail.ru">Alinaarshidinova28@mail.ru</a>
4	Mamaeva Sevda Binalievna	Pharmacy	87021421237	<a href="mailto:Sevda.mamaeva0227@gmail.com">Sevda.mamaeva0227@gmail.com</a>
5	Chernavina Victoria	Pharmacy	87071515077	<a href="mailto:V.cher.00@mail.ru">V.cher.00@mail.ru</a>
6	Ungarbayeva Kunsulu	Pharmacy	87075128719	<a href="mailto:Kairatovvna29092003@mail.ru">Kairatovvna29092003@mail.ru</a>
7	Yuldashev Rufat	Pharmacy	87478927008	<a href="mailto:urufat111@gmail.com">urufat111@gmail.com</a>
8	Degtyareva Daria	Pharmacy	87783154631	<a href="mailto:dasha.degtyar7@gmail.com">dasha.degtyar7@gmail.com</a>
9	Makhametzhaan Rabiya	Pharmacy	87072273857	<a href="mailto:rmakhametzhan@gmail.com">rmakhametzhan@gmail.com</a>
10	Iskendirov Zakir	Pharmacy	87072189401	<a href="mailto:Zakir.iskendirov@bk.ru">Zakir.iskendirov@bk.ru</a>

**List of documents requested by EEC members within  
institutional accreditation of RHMC LLP**

<b>N o.</b>	<b>Names of documents</b>
1	College charter
2	License for educational activities (State license dated November 24, 2016 No. KZ92LAA00007857, Attachment to the license dated November 24, 2016 No. KZ92LAA00007857)
3	College Development Programme (11/26/2018)
4	College structure (09/01/2020)
5	The contingent of students in the context of specialties
6	Information about the staff of teachers, indicators of security and categorization in the context of educational programmes
7	Memorandums of International Cooperation
8	Intracollegiate control plan
9	Internal curriculum rules
10	Regulations on the current control of progress and intermediate, final certification of students
11	Student guide
12	Regulations on personnel policy (09/01/2019)
13	Regulation on the Local Ethics Commission (LEC)
14	College Annual Reports
15	College financial report for 2020-2021
16	Library report
17	Working curricula, including dual training
18	Materials of the methodological and pedagogical council (plans, protocols, materials to them) Order No. 04 / N 09/01/2020 On the composition of the PS
19	EMCD by discipline
20	CTP
21	Lesson plan
22	Clinical Practice Work Programmes
23	Diary-report on the passage of professional practice
24	Contracts with clinical bases for practice, incl. on dual training
25	List of mentors
26	Catalog of elective disciplines (28.08)
27	Practical skills assessment checklists in midterm assessments
28	Questionnaires and results of questioning students' satisfaction with material and technical support
29	Feedback from employers on satisfaction with the quality of training college graduates
30	The plan of educational work of the curators of the department (09/02/2020)
31	Teaching materials published by the college staff (standards for patient examination methods, a collection of tests, a collection of tasks, a methodological guide for assessing and monitoring practical skills)
32	List of dual education students
33	The results of employment in the specialty (with supporting documents) for 5 years
34	Plan of SRWS circles of clinical disciplines and work (08/28/2020)

35	Plan and report of the work of the CMC for the 2020-2021 academic year (28.08.
36	Personal file of the teacher of special disciplines
37	Theoretical Learning Journal
38	Practical training journal
39	Exam sheet
40	Diploma works
41	Reviews (internal, external) of theses
42	List of topics of thesis
43	List of scientific advisers
44	Professional development plan and materials for them
45	Schedule of classes for the 2nd half of the year
46	The work plan of a novice teacher and documents for them (08/28/2020)
47	Schedule of mutual visit of teachers
48	Minutes of the CMC meeting (For the reporting period 5 years)

### List of documents for the educational programme "Pharmacy"

<b>N o.</b>	<b>Names of documents</b>	<b>number</b>	<b>Date of approval</b>
1.	The work plan of the CMC "Special disciplines 4" for the 2020-2021 academic year	one	28.08.2020
2.	Report of the CMC "Special disciplines 4" for the 2019-2020 academic year	one	06.2020
3.	Minutes of the meeting of the CMC "Special disciplines 4" for the reporting period	in 5 years	For the current academic year 08/28/2020
4.	The plan of the circle work of the CMC "Special disciplines 4"	one	28.08.2020
5.	Catalog of elective disciplines specialty "Pharmacy"	one	28.08.2020
6.	Documentation of the School of the Aspiring Teacher: The work plan of the School for the beginner teacher for the 2020-2021 academic year; Minutes of meetings of the School of the novice teacher; questionnaires; materials.	one	28.08.2020
7.	The work plan of the teacher-mentor A. Orazbekova (beginner teacher S.N. Makraeva)	one	09/10/2020
8.	EMCD "Technology of dosage forms" rus./kaz. SCES 2020	2	28.08.2020
9.	EMCD "Technology of dosage forms" rus./kaz. SCES 2016	2	08/29/2018
10.	EMCD "Organization and Economics of Pharmacy" Russian / Kazakh. SCES 2020	2	28.08.2020
11.	EMCD "Organization and Economics of Pharmacy" Russian / Kazakh. SCES 2016	2	08/29/2018
12.	EMCD "Pharmacognosy" rus./kaz. SCES 2020	2	28.08.2020
13.	EMCD "Pharmacognosy" rus./kaz. SCES 2016	2	08/29/2018
14.	EMCD "Pharmchemistry" Russian / Kaz. SCES 2020	2	28.08.2020

15.	EMCD "Pharmchemistry" Russian / Kaz. SCES 2016	2	08/29/2018
16.	EMCD "Pharmacology" Russian / Kaz. SCES 2020	2	28.08.2020
17.	EMCD "Pharmacology" Russian / Kaz. SCES 2016	2	08/29/2018
18.	Order No. 24 / N On the composition of the GEC Specialty "Pharmacy"	1	05/15/2020
19.	Order No. 10 / N On the appointment of curators, mentors	1	09/02/2020