

## **REPORT**

**of the External Expert Commission on the results of the evaluation of the educational programme in the specialty 0302000 "Nursing" qualification 0302054 "Applied Bachelor of Nursing" of the Higher Medical College of the Department of Public Health of the city of Almaty**

**for compliance with the Accreditation Standards of educational programmes in medical and pharmaceutical specialties of technical and professional education  
period of external expert commission: 25.11.-27.11.2020**

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

In accordance with the order of the ECA No. 19 of 13.11.2020, an External Expert Commission was formed to conduct a specialized accreditation of the Public state enterprise with the rights of economic management "Higher Medical College" of the Public Health Department of the City of Almaty (hereinafter referred to as the College) in the following composition from 25 to 17 November 2020:



**Chairman of the External Expert Commission**  
AMANZHLOVA TATIANA KADYROVNA,  
Deputy Director for Practical Training, NUO  
“Kazakh-Russian Higher Medical College”



### **Foreign expert**

The foreign expert  
POZDEYEVA TATYANA VASILYEVNA,  
MD, Professor, Head of the Department of  
Economics, Management and Medical Law  
Dean of the Faculty of Medicine, Preventive Medicine  
and the Faculty of Higher Nursing Education  
Federal State Budgetary Educational Institution of  
Higher Education "Privolzhsky Research Medical  
University", Ministry of Health of the Russian  
Federation, Nizhny Novgorod



**National Academic Expert**

**KHALYKOVA MADINA BAKY TZHANOVNA,**  
Master in Public Health,  
Director of the Department of Continuing Education  
JSC "Kazakh Medical University of  
continuing education"



**National Academic Expert**

**ABZHANOVA ZHANAR SOLTANOVNA,**  
Deputy Director for Scientific and Methodological  
work  
**LLP "Republican Higher Medical College"**



**National Academic Expert**  
**KOLBAEV MEYERBEK TOLEGENOVICH,**  
**Master of Medicine, General Practitioner,**  
**Chief Specialist of simulation center,**  
NJSC “Kazakh National Medical University named  
after S. D. Asfendiyarov”



**National Academic Expert**

ZASKALKO EKATERINA EVGENIEVNA,  
methodologist of the methodical cabinet  
Public state enterprise "Kostanay Higher Medical  
College" of the Health Department of the Akimat of  
Kostanay region



**Expert - representative of employers**

TERTUBAEVA ZHAZIRA ORUMBEOVNA,  
Head of the Department of Strategic Development,  
Human Resources and Functional Support,  
“International Institute of Postgraduate Education”  
LLP, Almaty



**Expert - representative of listeners**

DAULETOVA KAMAR SAMALBEKOVNA,  
Chief Nurse of the PSE on the REM "Republican  
Scientific and Practical Center for Mental Health" of  
the Ministry of Health of the Republic of Kazakhstan



**Expert - student representative**

4th year student of the Faculty of "Medical Science"  
of the Kazakh-Russian Higher Medical College in  
Almaty



**ECAQA Observer**

UMAROVA MAKPAL ALDIBEKOVNA

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

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

**2.1 Representation of the PSE on the REM "Higher Medical College" of the Public Health Department of the city of Almaty and the accredited educational programme**

"Higher Medical College" of the Public Health Department of Almaty (hereinafter referred to as the College) was founded in 1981, as the Almaty Medical School, in accordance with the order No. 141 dated 12.03.1981, of the Ministry of Health of the Kazakh SSR "In order to improve the staffing of healthcare institutions in Alma-Ata with secondary medical personnel". In 1992, by order of the Ministry of Health of the Republic of Kazakhstan No. 432 dated 03.09.1992 the school was reorganized into the Almaty Medical College. In 1993, the college collaborated with the University of Tucson (USA) to reform nursing. The college has drawn up a programme plan for a four-level training of nursing specialists: a nurse's assistant, a nurse, a specialized nurse, a nurse-manager of nursing.

By the decree of the collegium of the Ministry of Health of the Republic of Kazakhstan, the college in 1995 was defined as an experimental educational institution that trains nursing specialists in

a multi-level system. In 2015, the Health Department introduced new directions of work on monitoring and auditing the nursing service of the city of Almaty, in this regard, on the basis of the Medical College, the "Center for the Development of Nursing in Almaty" was created. by the order of the head of the Almaty city health department, the Nursing Development Center was reorganized into the Educational and Methodological Center of the Healthcare Department of Almaty. In 2018, by the Resolution of the Akimat of Almaty city dated June 6, 2018 No. 2/285 "On some issues of communal property of the city of Almaty", the college was renamed into the "Higher Medical College" of the Health Department of the city of Almaty.

The basis of the structural organization of the college is the Cyclic methodological commissions, the Educational and methodological center. Main direction of activity: education.

In 2009, a quality management system was introduced in the college (order of the director of the college No. 06-02-17 dated september 22, 2009 "On the implementation of a quality management system in the SPE on REM" Medical College "), which is systematically supported.

In 2019, the College passed the institutional (certificate No. IA00006 from 04/12/2019) accreditation and planned post-accreditation monitoring for the implementation of the recommendations of the Accreditation Council.

The college is located in a typical building, the total area of all premises used for organizing the educational process is 5769.3 sq.m., calculated per one teacher is 4.2 sq.m., which corresponds to the "Sanitary and Epidemiological Requirements for Educational Facilities ". The college has an assembly hall for 150 seats with an area of 297.4 sq. m, a dining room for 100 seats and a buffet, a library: a subscription department and a reading room for 24 seats.

The college carries out educational activities on the basis of a state license for the right to conduct educational activities issued by the Department for Control in the Field of Education of Almaty, the Committee for Control in the Field of Education and Science of the Ministry of Education and Science of the Republic of Kazakhstan dated September 20, 2018 No. KZ08LAA00012861 (initial issue from 07.11.2011) in 7 specialties, including 0302000 "Nursing", qualification 0302054 "Applied Bachelor of Nursing" (annex to the license dated 01.11.2018 No. KZ35LAA00008010, appendix No. 003)

Since the 2019-2020 academic year, the College has been implementing an educational programme in the specialty 0302000 - "Nursing" qualification 0302054 "Applied Bachelor" in accordance with the State Mandatory Standards of Technical and Vocational Education in 2019. The first enrollment of students in this specialty on the basis of general secondary education and technical and vocational education (hereinafter referred to as TVE) was carried out in the 2019-2020 academic year, the contingent of students in the specialty was 334 people, including on the basis of general secondary education - 10, based on TVE - 324.

In recent years, the college funding has been stable and contributes to the improvement of the material and technical base and an increase in the contingent.

## **2.2 Information on previous accreditation**

The educational programme in the specialty 0302000 "Nursing", qualification 0302054 "Applied Bachelor of Nursing" has not been accredited to date.

## **2.3 Analysis of the self-assessment report of the educational programme in the specialty 0302000 "Nursing" qualification 0302054 "Applied Bachelor of Nursing" for compliance with the Accreditation Standards of the educational programme of the applied bachelor in the specialty "Nursing".**

The self-assessment report of the educational programme is presented on 94 pages of main text, applications on 10 pages.

The report is characterized by the completeness of responses to all 9 accreditation standards, structuredness, taking into account the recommendations of the self-Assessment Guidelines for the postsecondary education programme, as well as the internal unity of the information provided by the



college. The report is accompanied by an accompanying a letter signed by director Sultangazieva Svetlana Eleusizovna, confirming the accuracy of the information and data contained in the report. The report contains a list of 16 members of the internal self-assessment commission indicating the responsibility of each employee, information about the representative of the organization responsible for the specialized self-assessment Gulsum Nurmanbetovna Alibayeva, head of the Nursing - Applied Bachelor's Department. The chairman of the working group on preparation for specialized accreditation is the director of the college.

Self-assessment of the educational programme was carried out on the basis of order No. 028o / d dated April 13, 2020 "On the creation of a working group for self-assessment of the educational programme in the specialty 0302000" Nursing "qualification 0302054 " Applied Bachelor of Nursing " .

It has been established that the educational process is focused on the future practical activities of specialists with qualification 0302054 "Applied Bachelor of Nursing" by integrating interdisciplinary relationships between general professional and special disciplines. Curriculum documentation (curriculum, standard working curricula and programmes, individual curricula for each discipline) is developed in accordance with the requirements of the State Educational Standard of Education in 2020 and corresponds to the objectives and content of the educational programme to achieve the expected learning outcomes.

### **3. Description of the stages of external expert evaluations and conclusion**

External expert work on the evaluation of the educational programme was organized in accordance with the Guidelines for conducting external evaluation of educational organizations and educational programmes of ECAQA and according to the programme of the visit to the college, approved on November 19, 2020 by the Director General of the ECAQA Sarsenbayeva S.S. and agreed with the director S.E. Sultangazieva.

The sequence of the visit within 3 days is presented in detail in the Visit Programme, which is in the documentation of the accreditation center and in the annex to this report, and then a photo report is presented.

The final discussion of the results of external assessment, study of documents, results of interviews, interviews, questionnaires made it possible to establish evidence of compliance with the Accreditation Standards, develop recommendations for improving the educational programme and prepare a draft final report of the EEC.

### **Results of the survey of students of the "Applied Bachelor's Degree" programme.**

The Eurasian Center for Accreditation and Quality Assurance in Education and Healthcare (ECAQA) applied an online survey on the resource <https://webanketa.com/> .

In total, the proposed questionnaire contains 39 questions for college students, including an assessment of satisfaction with training and organization resources. The total number of listeners on the list is 122. The total number of respondents is 122.

Will recommend studying in this educational organization to their acquaintances, friends, relatives - 89% fully agree, 9% - partially. Programme managers and faculty are aware of student college challenges - 89% strongly agree, 7.4% partially. Programme managers and teachers involve students in the work of advisory bodies (methodological council, pedagogical council, committees of educational programmes) - almost 78% answered in the affirmative. Satisfied with the conditions and equipment of classrooms, college auditoriums about 64%, in part - 28.7%. Teachers provide students with methodological and didactic materials, additional literature to prepare for classes - 89.3% fully agree, 9.8% - partially. The organization of education has access to the participation of students in research work - 86% fully agree, 10.65% - partially. Fully satisfied with library resources 88.5% of respondents, partially - 7.4%. 94% are fully satisfied with access to electronic educational resources, 4% are partially satisfied. Satisfied with the activities of mentors, curators, tutors - 88.5% completely, 9% partially. Internship training is well organized according to 72%, good - 22%, satisfactory - 2.5%.

There is enough time for hands-on training (patient management and care, nursing rounds, laboratory work, etc.) - 85% strongly agree, 9% partially. After the end of the class, does the teacher give you feedback (listens to your opinion, conducts a mini-questionnaire, work on mistakes) - 74.6% answered, which is constant, 20% - sometimes, 4% - never and 1.6% - rarely. To the question "A teacher (mentor, curator) of a college is an example for me as a professional doctor, a person (ethics, communication, appearance, speech)" - 86% answered that they completely agree, and 10.65% - "not all teachers college ". There is a sufficient number of patients to carry out practical activities in the chosen specialty - 82% are completely satisfied, 12.3% are partially satisfied. More than 90% of the respondents enjoy going to college. More than 48% of students are engaged in a scientific circle, 14.7% - answered "no", 23.7% - are planning, 3.27% - in search of a research topic. The student respondents assessed the work of the EEC as satisfactory (68%) and positive (30.3%). More than 89% of respondents believe that accreditation of an educational programme is necessary. 4% - never and 1.6% - rarely. To the question "A teacher (mentor, curator) of a college is an example for me as a professional doctor, a person (ethics, communication, appearance, speech)" - 86% answered that they completely agree, and 10.65% - "not all teachers college ". There is a sufficient number of patients to carry out practical activities in the chosen specialty - 82% are completely satisfied, 12.3% are partially satisfied. More than 90% of the respondents enjoy going to college. More than 48% of students are engaged in a scientific circle, 14.7% - answered "no", 23.7% - are planning, 3.27% - in search of a research topic. The student respondents assessed the work of the EEC as satisfactory (68%) and positive (30.3%). More than 89% of respondents believe that accreditation of an educational programme is necessary. 4% - never and 1.6% - rarely. To the question "The teacher (mentor, curator) of the college is an example for me as a professional doctor, a person (ethics, communication, appearance, speech)" - 86% answered that they completely agree, and 10.65% - "not all teachers college ". There is a sufficient number of patients to carry out practical activities in the chosen specialty - 82% are completely satisfied, 12.3% are partially satisfied. More than 90% of the respondents enjoy going to college. More than 48% of students are engaged in a scientific circle, 14.7% - answered "no", 23.7% - are planning, 3.27% - in search of a research topic. The student respondents assessed the work of the EEC as satisfactory (68%) and positive (30.3%). More than 89% of respondents believe that accreditation of an educational programme is necessary. curator) of the college is an example for me as a professional doctor, person (ethics, communication, appearance, speech) "- 86% answered that they completely agree, and 10.65% -" not all college teachers. " There is a sufficient number of patients to carry out practical activities in the chosen specialty - 82% are completely satisfied, 12.3% are partially satisfied. More than 90% of the respondents enjoy going to college. More than 48% of students are engaged in a scientific circle, 14.7% - answered "no", 23.7% - are planning, 3.27% - in search of research topics. The student respondents assessed the work of the EEC as satisfactory (68%) and positive (30.3%). More than 89% of respondents believe that accreditation of an educational programme is necessary, that they completely agree, and 10.65% - "not all college teachers". There is a sufficient number of patients to carry out practical activities in the chosen specialty - 82% are completely satisfied, 12.3% are partially satisfied. More than 90% of the respondents enjoy going to college. More than 48% of students are engaged in a scientific circle, 14.7% - answered "no", 23.7% - are planning, 3.27% - in search of a research topic. The student respondents assessed the work of the EEC as satisfactory (68%) and positive (30.3%). More than 89% of respondents believe that accreditation of an educational programme is necessary. that they completely agree, and 10.65% - "not all college teachers". There is a



sufficient number of patients to carry out practical activities in the chosen specialty - 82% are completely satisfied, 12.3% are partially satisfied. More than 90% of the respondents enjoy going to college. More than 48% of students are engaged in a scientific circle, 14.7% - answered "no", 23.7% - are planning, 3.27% - in search of a research topic. The student respondents assessed the work of the EEC as satisfactory (68%) and positive (30.3%). More than 89% of respondents believe that accreditation of an educational programme is necessary. More than 48% of students are engaged in a scientific circle, 14.7% - answered "no", 23.7% are planning, 3.27% - in search of research topics. The student respondents assessed the work of the EEC as satisfactory (68%) and positive (30.3%). More than 89% of respondents believe that accreditation of an educational programme is necessary. More than 48% of students are engaged in a scientific circle, 14.7% - answered "no", 23.7% - are planning, 3.27% - in search of a research topic. The student respondents assessed the work of the EEC as satisfactory (68%) and positive (30.3%). More than 89% of respondents believe that accreditation of an educational programme is necessary.

**Output.** ECAQA's external expert committee should pay attention to the communication skills of teachers and the organization of the work of student research circles.

### **Results of a survey of teachers of the "Applied Bachelor" programme**

In total, the proposed questionnaire contains 26 questions, including an assessment of satisfaction with the organization of the educational process, conditions for teachers and resources of the organization. The total number of teachers on the list is 54. The total number of respondents is 47.

Teaching experience of respondents - up to 5 years - 32%, 5-10 years - 23%, over 10 years - 45%. Satisfied with the organization of the educational process in this educational institution - 91.5% completely, 8.5% in part. In college, ethics and subordination are observed in relations between colleagues, teachers, management - 93.6% in full, 4.25% in part. Satisfied with the organization of work and workplace in this educational organization - 87.2% in full, 10.63% in part. In college there is an opportunity for career growth and development of teacher competencies - 91.5% in full, 10.6% in part. More than 92% have the opportunity to engage in scientific work and publish research results. During this year, more than 64% of them studied at refresher courses. The college supports the participation of teachers in conferences (international, republican) by payment of travel expenses (70.2%). Almost 83% of respondents know about the programme of social support for teachers. In the opinion of more than 91% of the respondents, the leaders of the organization listen to their opinion with regard to issues on the educational process, educational work, research and development, clinical work.

**Conclusion.** The external Expert Commission of the ECAQA should pay attention to the awareness of teachers of the support programmes and ensuring that the resources of the clinical bases are accessible to students.

### **Conclusion based on the results of external expert commission**

As part of an external expert assessment of the educational programme in the specialty 0302000 "Nursing" - qualification 0302054 "Applied Bachelor of Nursing" for compliance with the ECAQA Accreditation Standards, members of the EEC have carefully studied and evaluated the main indicators of the educational activities of the college and the educational programme.

The information obtained by external experts during the study of the self-assessment report, preparation of a written review with recommendations for improvement, interviews with management, employees of departments (table 1), study of documentation, during interviews with 23 administrative workers, interviews with 17 students, 30 teachers, 10 employers, and a survey of 122 students, 47 teachers. All information received was compared with the data of the self-assessment report, which made it possible to ensure the reliability and validation of the information provided by the college and supporting documents for compliance with the above-mentioned ECAQA Accreditation Standards.

During the external expert assessment by the EEC members, in addition to the pre-viewed more than 30 documents, 29 documents were requested (Appendix No. 2) and video materials on training

resources, which made it possible to identify the compliance of the educational organization with ECAQA accreditation standards.

Recommendations for improving activities in the implementation of the educational programme in the specialty 0302000 "Nursing" - qualification 0302054 "Applied Bachelor of Nursing" for compliance with the Accreditation Standards developed by the EEC based on the results of the peer review were presented at a meeting with the management of the college on November 27, 2020.

On the last day of the visit, the EEC members assessed the compliance of the educational programme according to the ECAQA's "Quality Profile and External Evaluation Criteria for the Educational Programme in the specialty 0302000" Nursing "- qualification 0302054" Applied Bachelor of Nursing "for compliance with the ECAQA Accreditation Standards (Appendix No. 1) ... The above document was individually completed by each member of the EEC. No comments were made by the EEC members.

Thus, the external assessment and the visit of the EEC members made it possible to verify and validate the data of the self-assessment report of the educational programme in the specialty 0302000 "Nursing" - qualification 0302054 "Applied Bachelor of Nursing" in full in accordance with the Regulation on the External Expert Commission, Guidelines for external assessment of the ECAQA medical education organization.

For the work of 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 college, the high degree of openness of the team in providing information to members of the EEC.

#### **4. Analysis for compliance with accreditation standards based on the results of an external assessment of the educational programme in the specialty 0302000 "Nursing" qualification 0302054 "Applied Bachelor of Nursing" and an overview of the strengths for each standard**

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

The expert commission received convincing data that The Higher Medical College of the Almaty City Public Health Department has a clearly formulated mission, goals and expected results of the educational programme, which are communicated to all stakeholders.

To implement the goals of the educational programme, the educational institution has a dynamically developing material and technical base, a qualified teaching staff, active cooperation with medical organizations in both the region and the country, and applies innovations in the educational sphere.

The college has a clear strategic plan developed and approved by the collegial governing body, which defines all types of its activities and revised in connection with the modernization of the medical education system.

Representatives of stakeholders, from among employers, teaching staff, students, are involved in the formation and revision of the strategic plan and mission. The strategic plan and mission is available on the website in two languages, posted in an accessible place - the lobby of the main building, which indicates transparency and accessibility. The college directs its activities to the formation of basic and professional competencies, a harmoniously developed personality, the education of a citizen capable of posing and solving problems taking into account social, ethical, cultural, environmental factors. The end result of training in an educational programme is the formation of a competent specialist.

To prove compliance with the standard, the expert studied the following documents: the strategic plan for the development of the college, the operational plan for the development of the college, work plans of the Pedagogical and Methodological Council, educational work, minutes of meetings of collegial bodies, work plans and minutes of meetings of the central methodological commissions (CMC), orders and orders of the director by areas of activity, documents on the personnel of employees and students, planning, reporting, financial and accounting documents.

**Strengths:**

1. PSE on REM "Higher Medical College" has a clearly formulated mission, goals and strategic development plan

2. The entire dynamics of the educational programme is carried out in accordance with the mission, strategy and available resources of the college, which meets the needs of the market, region, TVE system and educational policy of the Republic of Kazakhstan.

3. The mission, goals and policies of the college are timely revised, both at the planning stage and in the implementation of decisions

4. The medical college has a strategic development plan that corresponds to the stated mission of the educational programme and ensures the achievement of the final learning outcomes.

**EEC conclusions by criteria.** Correspond from 9 standards: completely - 9, significantly - 0, partially - 0, do not correspond - 0.

**Standard 1: completed**

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

**Standard 2: EDUCATIONAL PROGRAMME**

In general, the educational programme of applied bachelor's degree is carried out in accordance with the requirements of the State Educational Standard of the Ministry of Health of the Republic of Kazakhstan for applied bachelor's degree, standard and working curricula.

Analysis of the quality of progress in intermediate attestation (95%) shows high results of students. For the organization of industrial training, contracts have been concluded with 41 medical organizations in the city and region.

In college, educational components are aimed at instilling national values, the formation of patriotism and citizenship, the development of versatile interests and abilities of students, and the formation of a healthy lifestyle.

**Strengths:**

1. Implementation of an educational programme for dual education

2. Introduce elective disciplines tailored to the demand of practical healthcare

3. The presence of trained mentors (120 mentors) for the organization and conduct of all types of clinical practice, the ratio of mentors and students 1: 3

4. Established contacts with medical organizations of the city and region

5. Systematic monitoring of the quality of students' knowledge

6. Attracting employers to participate in the educational process in order to improve the quality of student training

**EEC conclusions by criteria.** Conforms out of 19 standards: fully - 18, significantly - 1, partially - 0, do not comply - 0.

**Standard 2: completed**

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

1) Increase the percentage of student enrollment in an accredited educational programme to participate in college student government (3.6 years);

2) To more actively involve students in R&D (3.6 years), develop the possibility of taking into account R&D results as individual achievements, including for building a professional trajectory;

3) To more actively use distance educational technologies of teaching in the educational programme, including the organization of independent work.

**Standard 3: ASSESSMENT OF STUDENTS**

The college has a valid grading system. Monitoring of the level of professional preparedness of students at various stages of the educational process is carried out in the form of current and intermediate and final certification. Credit-modular training technology has been introduced. To assess the knowledge of students, teachers use various types and forms of control: oral questioning, solving

test tasks, situational tasks, demonstrating practical skills, OSCE | OSCE. In the current academic year, in connection with the Covid-19 pandemic, all forms of control are carried out remotely through the Bilim.kz information platform. Students are informed about the evaluation criteria for intermediate certification by the heads of the department, teachers, curators, through information stands, syllabuses, and a website. The college has a procedure for documenting student assessment, an appeal procedure, monitoring the degree of student satisfaction. Criteria for assessing knowledge, skills, practical skills.

**Strengths:**

1. The educational process of the college provides for a differentiated point-rating assessment of knowledge, reflecting the final result of training and the level of training of students in accordance with the requirements of the State Educational Standard of the Republic of Kazakhstan

2. increasing the objectivity of assessing the quality of knowledge, abilities and skills of students and adjusting their knowledge using the automated testing system in the Bilim.kz programme

3. the use of various methods and types of formative and summative assessment of the development of competencies by students (oral, written, programmed control), their rational combination

4. Implementation of OSCE into the educational process.

*Conclusions of the EEC on the criteria* conform from 5 standards: completely - 4, significantly - 1, partially - 0, do not correspond - 0.

*Standard 3: completed*

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

1) Introduce an anti-plagiarism programme to check for the originality of homework, scientific articles, theses;

2) Update the filling of the website in the sections "Applicant", "Student". Simplify the navigation of the college website.

**Standard 4: STUDENTS**

The college pursues an academic policy of tolerance: openness, transparency and accessibility both at the admission stage and throughout the entire period of students' studies. Admission of applicants is carried out in accordance with the Admission Rules. The college management conducts systematic work to improve the learning conditions, social support for students. The college has a social support service for students in need of social protection (disabled children, orphans, children left without parental care). Social assistance is provided to orphans with the allocation of funds for uniforms and hot meals. To involve students in the management system of the educational process, a student council functions, which is headed by a chairman from among the students and coordinates the work of youth associations: debate club of the KVN team "Adrenaline" in order to implement youth policy and create conditions for the educational, spiritual and cultural development of students, disclosure of creative potential. Active participants in the educational process are awarded diplomas and valuable gifts. Students have the right to make suggestions for improving the educational process, take part in solving important issues of the life of the college, they are members of collegial bodies.

**Strengths:**

1. The college pursues an academic policy of tolerance: openness, transparency and accessibility during admission and throughout the entire period of study

2. recruitment of trainees is based on national health workforce needs

3. during the admission of applicants, an Appeal Commission is created in order to ensure compliance with uniform requirements and resolve controversial issues

4. in college students are provided with comprehensive assistance and support in all areas of activity (self-government, volunteering, creativity, etc.)

*EEC conclusions by criteria.* Out of 13 standards: fully - 13, significantly - 0, partially - 0, do not correspond - 0

*Standard 4: completed*

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

1) To attract students of the Applied Bachelor's degree to participate in the structure of student government and college circles.

**Standard 5: ACADEMIC STAFF / FACULTY**

The quantitative and qualifying composition of teachers corresponds to the educational programme. The educational process in the specialty is carried out by 54 teachers, including 54 full-time (100%) with basic education, of which 4 are internal combination of administrative employees. Of these: Ph.D.-1 (1.8%), masters - 11 (20.5%), teachers of the highest category 3 (5.5%) and teachers of the first category - 5 (9.2%), teachers of the second category - 11 (20.5%), without category - 35 (64.8%).

The analysis of the use of various teaching technologies and pedagogical methods by teachers is presented. The Quality Management System has been implemented. The Center for Simulation Technologies is functioning. The college has an effective motivation system for stimulating the activities of teachers - KPI, according to its criteria, the activities of teachers are assessed, which affects the differentiated pay. The personnel policy is aimed at enhancing the continuous professional development of teachers. At the college, work is devoted to teaching young teachers the basics of pedagogical skills, through the work of a school of young teachers, mentoring, training in advanced courses both in college conditions and in other organizations of medical education of the Republic of Kazakhstan and abroad.

**Strengths:**

1. Availability of qualified staff of teachers (with the level of applied, academic bachelor's, master's (Kazakh - Finnish master's degree) nursing)
2. Availability of a teacher rating system based on the results of the semester, academic year
3. Stimulating and motivating teaching staff
4. Quality management system ISO 9001: 2015 implemented

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

**Standard 5: completed**

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

- 1) To improve the categorization of teachers in the Applied Bachelor's programme.

**Standard 6: EDUCATIONAL RESOURCES**

The building of the college is typical, where there are classrooms, lecture halls and laboratories for practical and theoretical studies, as well as utility rooms, an assembly hall with an area of 297.4 square meters for 150 seats, a conference room, a library and a dining room, designed for 100 seats.

The total area of the building is 5769.3 sq.m., which is 4.2 sq.m. per student. The material and technical equipment of the classrooms of special disciplines meets the requirements of the "Approximate table of equipping the classrooms" and averages 86%.

Clinical bases in 41 medical organizations in Almaty and Almaty region. The book fund of the library: 40917 copies (including 26792 copies in the state language), book availability per student is 29 copies. The fund of educational literature from the total fund is 34274 copies (including 26244 copies in the state language). In 2020, textbooks for the amount of 8,600,000 tenge were purchased for the Applied Bachelor's programme. The availability of electronic textbooks for students is 300, the fund of the electronic reading room is 244.

The library has 12 computers with Internet access, 94 electronic textbooks, 1 MFP (3in1: printer / copier / scanner). The system "KABIS" was introduced - designed for the complex automation of library processes and the creation of electronic catalogs, as well as full-text databases.

3 computer technology rooms are equipped with modern computer equipment - 109.



In order to develop and strengthen cooperation in the field of healthcare, medicine, education and science, 12 agreements were concluded, including a Memorandum with the Lithuanian University of Health Sciences, where 5 teachers were trained in 2019.

**Strengths:**

1. Modern material and technical base
2. Availability of information and multimedia technologies, the Internet for students and staff
3. Wide coverage of clinical sites for internship
4. The international cooperation

**EEC conclusions by criteria.** Conforms out of 13 standards: fully - 12, significantly - 1, partially - 0, do not comply - 0

**Standard 6: completed**

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

- 1) Development of international academic mobility;
- 2) Provide access for teachers and students to international literature databases to improve professional competence;
- 3) Updating of simulation equipment for organizing nursing in different age categories.

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

Evaluation of the educational programme of the Applied Bachelor's degree is carried out by monitoring consumer satisfaction through questionnaires, interviews, monitoring the quality of knowledge in dynamics. Questionnaires for students, teachers, employers have been developed. Employers note high satisfaction with the quality of the theoretical knowledge provided and the formed practical skills of students. The results of the evaluation of the educational programme are analyzed, considered at meetings of the Methodological Council, the Pedagogical Council, decisions are made to improve the educational process with the involvement of representatives of practical health care.

Employers note high satisfaction with the quality of the theoretical knowledge and practical skills of students; many medical organizations are ready to provide their specialists as mentors of industrial practice, wish for further cooperation.

**Strengths:**

1. high level of student satisfaction with the quality of the educational process, the conditions of training in the college
2. employers note high satisfaction with the quality of knowledge and theoretical skills of students
3. availability of an approved structure for managing the educational process and evaluating educational programmes

**EEC conclusions by criteria.** Conforms out of 10 standards: fully - 10, significantly - 0, partially - 0, do not comply - 0

**Standard 7: completed**

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

- 1) Develop mechanisms for the participation of foreign partners in joint activities to improve the educational programme (evaluation and review of programmes, clinical practice within the framework of academic mobility).

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

The organizational structure of the college is designed in accordance with the mission, goals and objectives. The staffing structure of the college management determines the composition of the divisions and the list of college positions. The qualifications of the heads of structural divisions correspond to the tasks of management. The base of internal and external regulations governs all major processes.



The internal schedule of the college is represented by a complete list of constituent, legislative documents, regulatory legal acts and instructive standards that determine the activities of an educational institution and TVE in general. The college demonstrates an efficient and stable financing mechanism, planning, accountability, openness and transparency of budget allocation on the principle of publicity.

The sole executive body is the Director, collegial bodies are Pedagogical Council and Methodical Council. The College has an Educational and Methodological Department, Cyclic Methodological Commissions, and a Student Council. Students and employers are involved in the work of collegial bodies. The college has a certified quality management system (QMS). The objectives of the QMS are to achieve long-term success by maximizing the satisfaction of the needs of the consumer, organization and society (meeting both explicit requirements and implied needs). The college management has a sufficient level of managerial competencies, takes responsibility for the implementation of all processes that ensure the achievement of the mission. The management system and its activities are open, transparent and accessible.

**Strengths:**

1. The organizational structure of the college and the management system is fully consistent with the mission, strategic goals and objectives of the functioning and development of the educational system
2. The management of the college has a sufficient level of managerial competence, takes responsibility for the implementation of all processes that ensure the achievement of the mission
3. The management systems and its activities are open, transparent and accessible
4. The college has a certified QMS.

**EEC conclusions by criteria.** Conforms out of 12 standards: fully - 12, significantly - 0, partially - 0, do not comply - 0

**Standard 8:** *completed*

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

**Standard 9: CONTINUOUS RENEWAL**

The panel of experts received convincing evidence that the college is continuously improving the quality of educational services. The goals of the college's strategic development plan are being updated taking into account changes in health care needs, new regulatory documents, and transformations in society. Planning is carried out based on the results of an analysis of the existing needs of the college, taking into account current activities, in accordance with previous experience and prospects for the future. Sociological surveys (questionnaires) are conducted annually on satisfaction with the working conditions of the teaching staff, employees and students. To identify the needs of the health care system in the college, activities are constantly being conducted to study these needs - job fairs with employers, questionnaires of representatives of practical health care, conferences with the invitation of representatives of the healthcare system, etc. The college regularly analyzes the activities of the teaching staff, in order to eliminate deficiencies, as well as when developing a strategy, quality policy and revising the organizational structure and functions. Resources are continuously allocated based on ongoing analyzes for continuous improvement. The teaching staff of the college, based on the results of constant monitoring and analysis of the educational process, identifying strengths, weaknesses, assessing threats and identifying opportunities for improvement, initiate procedures for regular review and revision of the structure and functions for the coming year. If deficiencies are identified, structural divisions develop a corrective action plan, and, if necessary, preventive actions. The college regularly analyzes the activities of the teaching staff, in order to eliminate deficiencies, as well as when developing a strategy, quality policy and revising the organizational structure and functions. Resources are continuously allocated based on ongoing analyzes for continuous improvement. The teaching staff of the college, based on the results of constant monitoring and analysis of the educational process, identifying strengths, weaknesses, assessing threats and identifying opportunities for improvement, initiate procedures for regular review and revision of the structure and functions for the coming year. If

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**Strengths:**

1. Introduced an international quality management system
2. Identification and consideration of the needs of representatives of practical healthcare in the training of qualified personnel
3. Application and use of modern educational technologies, including information
4. Continuous updating of the material and technical base, taking into account the relevance and reform of the healthcare system of the Republic of Kazakhstan

**EEC conclusions by criteria.** Conforms out of 4 standards: fully-4, significantly - 0, partially - 0, do not comply - 0.

**Standard 9: completed**

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

**6. Recommendations for improving the educational programme in the specialty "Nursing" qualification "Applied Bachelor of Nursing" of the Higher Medical College of the Department of Public Health of the city of Almaty:**

2. Increase the percentage of student participation in college student government and hobby groups (3.6 years);
3. To actively involve students in research work, to develop mechanisms for recording research results as individual achievements, including for building a professional trajectory;
4. Make more active use of distance educational learning technologies, including the organization of independent work;
5. Introduce an anti-plagiarism programme to check for the originality of independent work, homework, writing articles, theses.
6. To update the filling of the website in the sections "Applicant", "Student" and to simplify navigation on the college website.
7. To increase the categorization of teachers of applied bachelor's degree.
8. Provide access for teachers and students to international literature databases to improve professional competencies.
9. Replenish training resources with modern simulation equipment for organizing nursing, taking into account different age categories.
10. Develop mechanisms for the participation of foreign partners in the processes of improving the educational programme, including in the assessment and review of programmes, clinical practice within the framework of academic mobility.

## 7. Recommendation to the ECAQA Accreditation Council

The members of the EEC came to a unanimous opinion to recommend to the Accreditation Council to accredit the educational programme in the specialty 0302000 "Nursing" qualification 0302054 "Applied Bachelor of Nursing" of the PSE on the REM "Higher Medical College" of the Department of Public Health of the City of Almaty for a period of 5 (five) years.

### **Chairman of the External Expert Commission**

Amanzholova Tatyana Kadyrovna



### **The foreign expert**

Pozdeyeva Tatyana Vasilyevna



### **National Academic Expert**

Halykova Madina Bakytzhanova



### **National Academic Expert**

Abzhanova Zhanar Soltanovna



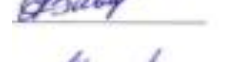
### **National Academic Expert**

Kolbaev Mairbek Tolegenovich



### **National Academic Expert**

Zaskalko Ekaterina Evgenievna



### **Expert-representative of employers**

Turdubaeva Zhazira Oralbekovna



### **Expert listeners**

Dauletova Kamar Zamanbekovna



### **Expert-students**

Levashova Anastasia Mikhailovna



### **The observer ECAQA**

Umarov Makpal Aldibekovna



## Quality profile and criteria for external evaluation of the educational programme

standard	Criteria for evaluation	BS / SU	Total standards	Assessment			
				Totally coincides	Significantly meets the requirements	Partially meets	Does not meet
1	MISSION AND OUTCOMES	9/0	9	9	0		
2	EDUCATIONAL PROGRAMMES	15/4	19	18	1		
3	ASSESSMENT OF STUDENTS	2/3	5	4	1		
4	STUDENTS	8/5	13	13	0		
5	ACADEMIC STAFF / FACULTY	2/2	4	3	1		
6	EDUCATIONAL RESOURCES	8/5	13	12	1		
7	PROGRAMME EVALUATION	6/4	10	10	0		
8	GOVERNANCE AND ADMINISTRATION	<b>6/6</b>	<b>12</b>	<b>12</b>	<b>0</b>		
9	CONTINUOUS RENEWAL	<b>1/3</b>	<b>4</b>	<b>4</b>	<b>0</b>		
	<b>TOTAL</b>	<b>57/32</b>	<b>89</b>	<b>85</b>	<b>4</b>		

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

**Appendix 2.**

**List of documents requested by EEC members in the framework of accreditation**

No	Name of documents	Director Approval Date
1.	Strategic plan for the development of the PSE on the REM "Higher Medical College" of the HM of Almaty for 2018-2022.	With changes and additions from 02.02.
2.	Operational plan	03/16/2020
3.	Structural division plans:	
	Scientific and methodological department	02.09.2020
	Educational and social work	02.09.2020
	Head of the Department of Applied Bachelor	02.09.2020
	CMC No. 5 "Nursing"	02.09.2020
	Simulation center.	02.09.2020
4.	Work plan of the Academic Council of the CMC for the 2019-2020 academic year	07.11.2020
5.	Young Educator School Plan	in stock
6.	Protocol	
	Pedagogical Council	No. 1 dated 09/01/2020
	Methodical advice	No. 1 dated 09/02/2020 No 2 dated 09/24/2020 No. 3 dated 10/22/2020 No. 1 dated 28.08.2019
	CMC No. 5 "Nursing"	No. 1 dated 09/01/2020 No. 2 dated 09.21.2020
	Science Council	No. 1 dated 07.11.2019 No. 2 dated 02.12.2019
	School of a young teacher	No. 1 dated 09/18/2020 No. 2 dated September 25, 2020 No. 3 dated 23.10.2020



		Curators meeting	No. 1 dated 09/02/2020 No. 2 dated 10/15/2020 No. 3 dated 10.11.2020
7.	Provisions		in stock 10
8.	Working curriculum for the specialty 0302000 "Nursing", qualification "Applied Bachelor of Nursing" (Accordingly, the State Educational Standard of Education 2020, the Ministry of Health of the Republic of Kazakhstan dated July 31, 2015, No. 647).		available 2 in two languages
9.	Typical curriculum for the specialty 0302000 "Nursing", qualification "Applied Bachelor of Nursing".		Order of the Minister of Health of the Republic of Kazakhstan dated February 21, 2020 No. KP DSM-12/2020.
10.	Working curriculum for the specialty 0302000 "Nursing", qualification "Applied Bachelor of Nursing" (Accordingly, the State Educational Standard of Education 2020, the Ministry of Health of the Republic of Kazakhstan No. 647 dated July 31, 2015) for dual training.		09/01/2020
11.	Working curricula and Syllabuses in the specialty 0302000 "Nursing", qualification "Applied Bachelor of Nursing"		available in two languages from 09/02/2020.
12.	EMCD, checklists		available in two languages from 09/02/2020.
13.	Catalog of elective disciplines		No. 2 protocol of the Methodical Council dated 09.24.2020.
14.	Contracts with clinical bases for dual training for the 2019-2020 academic year		in stock 3 08/29/2019
	Contracts with clinical bases for dual training for the 2019-2020 academic year		in stock 21
15.	Class schedule for the 2020-2021 academic year in the specialty 0302000 "Nursing", qualification "Applied Bachelor of Nursing"		available in 27 groups
16.	Accounting for teacher hours		in stock 35
17.	List of topics of scientific works		in stock
18.	Transcripts and examination sheets, grade books, theoretical and practical training journals		in stock
19.	Advanced training plan for the 2020-2021 academic year		in stock
20.	RW, RWS		in stock
21.	Orders for the creation of LEC		in stock
22.	Exam material		in stock
23.	EMCD on clinical discipline		in stock 6

24.	Base of test items	in stock
25.	List of Bases. Practice diaries and reports, attendance, clinical practice diaries.	in stock
26.	Interview criteria for applicants	in stock
27.	Transfer Orders for Students from Other Colleges / Study Programmes	in stock
28.	Trilateral agreements with medical organizations	in stock
29.	Work plan and contracts for dual training	in stock