

**REPORT**  
**OF THE EXTERNAL EXPERT COMMISSIONS ON THE EVALUATION OF**  
**THE EDUCATIONAL PROGRAMME 0306013 PHARMACIST 0306000 OF THE**  
**SPECIALTY "PHARMACY"**  
**PSE "KOSTANAY HIGHER MEDICAL COLLEGE" DEPARTMENT OF**  
**HEALTH OF THE AKIMAT OF KOSTANAY REGION**

**TO THE STANDARDS OF ACCREDITATION OF EDUCATIONAL**  
**PROGRAMMES FOR THE MEDICAL AND PHARMACEUTICAL**  
**SPECIALTIES OF TECHNICAL AND VOCATIONAL EDUCATION TVE**  
**period of external expert visit to the college: 14.10-16.10.2020**

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

In accordance with ECAQA Order No. 15 dated September 11, 2020, an External Expert Commission was formed to conduct external assessment procedures in the period from September 14 to October 16, 2020, within the framework of institutional and specialized accreditation of the PSE "Kostanay Higher Medical College" of the Health Department of the Akimat of Kostanay Region (hereinafter according to the text - College) (dates of the visit to the college: October 14 - 16, 2020) in the following composition:



**Chairman of the External Expert Commission**  
**ESTEMESOVA KARLYGASH**  
**AMANGELDIEVNA,**  
candidate of biol. sciences, associate professor,  
Dean of the School of Nursing  
NJSC "Medical University of Karaganda"



**Foreign expert**  
**OLENIKOVA TATIANA ANATOLIEVNA,**  
Ph.D., Head of the Education Quality  
Management Department of Educational and  
Methodological Management, Associate Professor  
of the Department of the Economic Forum  
"Kursk State Medical University"



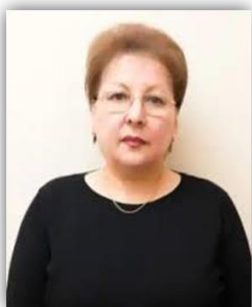
**National Academic Expert**  
**TOKBERGENOVA GULMIRA**  
**TELMANOVNA,**  
Candidate of Pedagogical Sciences, Honorary  
Worker of Education of the Republic of  
Kazakhstan, Excellence in Healthcare of the  
Republic of Kazakhstan, Director of the Higher

Medical College "Interdent"



**National Academic Expert**

KUMAROVA ALTYNAI BALTABAYEVNA,  
Deputy Director for Educational Work of the SPE  
on the REM at the "Taldykorgan Higher Medical  
College"



**National Academic Expert**

AMANZHLOVA TATIANA KADYROVNA,  
Deputy Director for Practical Training, NUO  
"Kazakh-Russian Higher Medical College"



**National Academic Expert**

TESLINA GALINA NIKOLAEVNA,  
Chairman of the cycle commission, teacher of  
special disciplines of the State Medical University  
at the Higher Medical College of the Akimat of  
Nur-Sultan



**Expert - representative of practical healthcare**

CHADOVA IRINA VLADIMIROVNA,  
chief midwife of the PSE "Kostanay Regional  
Hospital" of the Health Department of the Akimat  
of the Kostanay region



**Expert - student representative**  
RAHYMBEK MADINA GALIOLLAKYZY,  
4th year student by specialty  
preschool education and training  
MSOPE "Kostanay Pedagogical College" of the  
Education Department of Akimat of Kostanay  
region



**ECAQA Observer**  
SARSENBAEVA SAULE SERGAZIEVNA,  
Doctor of Medical Sciences, MBA, Professor  
Director General of NU " Eurasian Centre for  
Accreditation and Quality Assurance in Higher  
Education and Health care "

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

The EEC report contains an assessment of the PSE "Kostanay Higher Medical College" of the Health Department of the Akimat of the Kostanay Region for compliance with the Standards of specialized accreditation of medical colleges (hereinafter - the Accreditation Standards), recommendations of the EEC for further improving the activities of the college.

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

### **2.1 Representation of the PSE "Kostanay Higher Medical College" of the Health Department of the Akimat of Kostanay Region**

Kostanay Medical College was opened in 1929 as an obstetric technical school, in 1996 the Kostanay Medical School received the status of a college.

In 2018. The college received the status of a higher medical college (Resolution No. 307 of June 29, 2018).

The college carries out educational activities on the basis of state license No. KZ90LAA00012840 dated 09/12/2018 from the specialty: 0306000 "Pharmacy", qualification 0306013 "Pharmacist". The department of advanced training and retraining of secondary medical and pharmaceutical workers has been operating since 1996.

Since 2009, the college introduced a quality management system that meets the requirements of ISO 9001: 2015.

The college is located in a typical building, the total area of all premises used for the organization of the educational process is 3712 sq. m., per one teacher is 4.3 sq. m.

### **2.2 Information on previous accreditation**

Specialized accreditation of educational programmes: 0306000 "Pharmacy" with qualification 0306013 "Pharmacist", Certificate for 5 years, (SA No. 0030 dated June 19, 2017 "Independent Agency for Quality Assurance in Education (IAQAE)) Post-accreditation monitoring - July 2019.

### **2.3 Analysis of the report on self-assessment of the specialty programme 0306000 "Pharmacy" PSE "Kostanay Higher Medical College"**

Report on specialized accreditation organization of an educational programme specialty 0306000 "Pharmacy" PSE "Kostanay Higher Medical College" is presented on 118 pages of the main text, 13 applications.

The report is characterized by the completeness of responses to all 9 accreditation standards, structuredness based on the recommendations of the ECAQA Self-Assessment Guidelines, and the internal consistency of information provided by the accredited college. The report is accompanied by an accompanying a letter signed by the director Ospanova Aigerim Kairovna, Ph.D., confirming the accuracy of the information and data contained in the report. 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 references in the text and are numbered continuously. There are links to regulations, model rules, regulations, educational documents, website pages <http://www.komeco.kz/>.

Specialized self-assessment of the PSE "Kostanay Higher Medical College" of the Health Department of the Akimat of the Kostanay region was carried out on the basis of order No. 50-P dated 12.02.2020. "On the appointment of those responsible for the preparation of the self-assessment report within the framework of institutional and specialized accreditation."

### **2.4 General assessment of the educational programme for compliance with the Accreditation Standards**

The standard term of study is 2 years 10 months on the basis of general secondary education. The language of instruction is Russian.

In total, 1402 people were trained during the implementation of the educational programme, including 137 people over the past five years.

31 teachers participate in training in this specialty, including 11 people with more than 10 years of experience.

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

External expert work on specialized accreditation and evaluation of the educational programme of the PSE on the REM "Kostanay Higher Medical College" (hereinafter - college) Health Department of Akimat of Kostanay region 0306000 specialty "Pharmacy" with 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 order of the Director General of the NU " Eurasian Centre 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 director, Ph.D. Ospanova A.K.

External expert evaluation compliance with ECAQA Accreditation Standards began on September 14, 2020, which included expert evaluation 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, interviews of employees of various structural units, teachers, online questionnaires of teachers and students in the period 6-12.10.2020, review of resources in context compliance with the standards of institutional and specialized accreditation, the study of college documents and teaching materials for accredited 8 educational programmes.

On the part of the college staff, the presence of all persons indicated in the visit programme and according to the lists of interviews, interviews and demonstration of practical exercises in accordance with the requirements of the regional sanitary doctor in a pandemic was ensured.

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

The ECAQA observer conducted an online survey of college students on the resource <https://webanketa.com/> from 6-12.10.2020. In total, the proposed questionnaire contains 22 questions, including an assessment of satisfaction with training and organization resources. The total number of students to whom the questionnaire was sent is 1179. The total number of respondents is 604.

By specialties: "Nursing" qualification "Paramedic" - 72%, "Nursing" qualification "Midwife" - 4%, "Hygiene and Epidemiology" - 0.16%, "General Medicine" - 11%, "Laboratory diagnostics" - 3%, "Dentistry" - 7%, "Orthopedic Dentistry" - 0.33%, "Pharmacy" - 1%, "Medical Optics" - 0.33%.

**Conclusion:** The external expert commission of ECAQA determined that the college has a corporate culture and ethical behavior between all participants in the educational process, as well as a developed system of mentoring and consulting students on academic and personal issues. This leads to a positive attitude of students to the place of study. At that time, students are not fully involved in the work of advisory bodies on the development of the mission, discussion of the educational programme and the educational process. Low involvement of students in research work was noted. Not all teachers provide feedback on the results of the lesson, and teaching methods need to be improved.

**An online survey of 78 teachers was conducted on October 6-12, 2020, the number of respondents was 58 (according to the staffing table - 78).**

Pedagogical experience up to 5 years - 48.24%, from 5 to 10 years - 12.06%, over 10 years - 40%.

**Findings:** the team has a corporate spirit and support from the management. The teachers are satisfied with the working conditions and the organization of the educational process, at the same time it is necessary to complete special disciplines with qualified teachers, to strengthen the issues of advanced training in subjects and in the QMS.

#### **5. Analysis for compliance with the Standards of accreditation of educational programmes in medical and pharmaceutical specialties of technical and vocational education of TVE based on the results of external evaluation of the programme 0306000 Specialty "Pharmacy". Qualification 0306013 Pharmacist**

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

###### **Strengths:**

- the mission of the college corresponds to national qualification framework, professional standards and requirements of the State Educational Standard of the Ministry of Health of the Republic of Kazakhstan for medical and pharmaceutical specialties.
- all activities of the accredited educational programme are carried out in accordance with the mission and strategy of the college;
- information about the mission, goals and objectives of the medical college is available on the college website;
- international relations with educational and scientific centers of near and far abroad have been expanded and strengthened.
- the college is one of the oldest institutions in the region, training in the specialty 0306000 "Pharmacy" has been carried out since 1954.

*Standard 1: completed*

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

1. Ensure the participation of stakeholders in the development of the mission of the educational programme;

##### **Standard 2: EDUCATIONAL PROGRAMME**

###### **Strengths:**



- the goals of the educational programme 0306000 "Pharmacy" meet the needs of economic development and the needs of the labor market of the region and the country with an emphasis on student-centered training, as evidenced by the percentage of graduates' employment and feedback from employers.
- educational programme in the specialty 0306000 "Pharmacy" is carried out and meets the requirements of the State Compulsory Standard.
- work is underway on social partnership with pharmaceutical companies.
- elective courses, electives have been introduced into the working curriculum, working curricula have been developed.

**Standard 2: completed**

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

1. To develop a regulation on elective disciplines, which determines the order of their choice, the conditions and procedure for organizing the educational process in elective disciplines;
2. To agree on the topics and content of elective disciplines for programmes in the specialty "Pharmacy" in accordance with the needs of employers;
3. When forming the topics of electives, take into account the requests of employers;
4. To improve the mechanism of student participation in the development and improvement of the educational programme and catalogs of elective disciplines;

### **Standard 3: ASSESSMENT OF STUDENTS**

#### **Strengths:**

- introduction and use of a credit-modular training system in the educational process;
- the educational training programme has a practical orientation;
- availability and innovative copyright materials with the assignment of an ISBN code and a stamp in the specialty;
- creation and implementation of a bank of test tasks into the educational process

**Standard 3: completed**

**Improvement recommendation:**

*one.* To develop a procedure for assessing the reliability and validity of the methods used to control the knowledge of students in the educational programme of the specialty "Pharmacy".

### **Standard 4: STUDENTS**

#### **Strengths:**

- the admission procedure for the specialty "Pharmacy" is based on the principles of transparency and openness;
- favorable conditions for students have been created, there are benefits for the socially vulnerable category.
  - demand in the labor market for specialists in "Pharmacy";
  - the presence of the Student Council, active work of the volunteer movement;
  - participation of students in republican and international competitions.

**Standard 4: completed**

**Improvement recommendation:**

1. To increase the percentage of students' coverage of students' research work;
2. Ensure the formation of competencies among students in the preparation and conduct of scientific research.

### **Standard 5: ACADEMIC STAFF / FACULTY**

#### **Strengths:**

- regular work to improve the qualifications of college teachers;

- a sufficient number of teachers with the highest and first category;
- active participation of teachers in republican, international conferences, seminars, competitions.
- active work of the School of Young Teachers and the School of Excellence.

**Standard 5: completed.**

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

1. To intensify the publishing activities of teachers in special disciplines;
2. Continue staffing of qualified personnel in special disciplines of the specialty "Pharmacy";
3. To include in the system of continuous professional development of college teachers, training courses aimed at developing the competencies of research work, as well as establishing and maintaining international scientific contacts;
4. Provide professional development of teachers for at least 108 hours within 5 years in the relevant profile on the basis of order No. 391 of the Ministry of Education and Science of the Republic of Kazakhstan.

## **Standard 6: EDUCATIONAL RESOURCES**

### **Strengths:**

- the availability of computer and interactive equipment;
- constant updating and expansion of the material and technical base with modern equipment for the implementation of the educational programme.
- the presence of a system of international cooperation and academic mobility of students between medical colleges.

**Standard 6: completed**

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

1. Continue work on updating the library fund in the special subject of the "Pharmacy" programme;
2. To activate the work of AIS "Platon" on filling in the data of teachers and students, data from the library, methodological materials on the disciplines of the "Pharmacy" programme;
3. Develop and implement a policy of international cooperation aimed at improving the planning and implementation of international activities in priority areas.

## **Standard 7: PROGRAMME EVALUATION**

### **Strengths:**

- sufficient material and technical base;
- positive assessment of the educational programme by students through a questionnaire;
- satisfaction of employees with their own activities;
- satisfaction of potential employers with the quality of training at the college for specialists with the qualification "Pharmacist".

**Standard 7: completed**

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

1. Determine the priority areas of research in the context of the educational programme in the specialty "Pharmacy";

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

### **Strengths**

- the college has defined management structures and established their functions;
- The college has a constructive engagement with the health sector, society and government to help provide qualified professionals in accordance with the needs of the community.

*Standard 8: completed*

*Recommendations for improvement identified during the external visit:*

1. Bring educational planning, educational and methodological work in accordance with the requirements of the Quality Standards ISO 9001: 2015.

## **Standard 9: CONTINUOUS RENEWAL**

### **Strengths:**

- obtaining the status of a higher medical college;
- Reception of pharmacists by state order;
- construction of a student hostel;
- involvement of representatives of practical health care in teaching activities.

*Standard 9: completed*

*There are no recommendations for improvement.*

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

## **6. Recommendations for improvement educational programme in the specialty 0306000 "Pharmacy" with qualification 0306013 Pharmacist:**

1. Ensure the participation of stakeholders in the development of the mission of the educational programme;
2. To agree on the topics and content of elective disciplines for programmes in the specialty "Pharmacy" in accordance with the needs of employers;
3. When forming the topics of electives, take into account the requests of employers;
4. To improve the mechanism of student participation in the development and improvement of the educational programme and catalogs of elective disciplines;
5. To intensify the publishing activities of teachers in special disciplines;
6. Continue staffing of qualified personnel in special disciplines of the specialty "Pharmacy";
7. To include in the system of continuous professional development of college teachers, training courses aimed at developing the competencies of research work, as well as establishing and maintaining international scientific contacts;
8. Continue work on updating the library fund in the special subject of the "Pharmacy" programme;
9. To activate the work of AIS "Platon" on filling in the data of teachers and students, data from the library, methodological materials on the disciplines of the "Pharmacy" programme;
10. Determine the priority areas of research in the context of the educational programme in the specialty "Pharmacy";



### 7. Recommendation to the ECAQA Accreditation Council

According to the results of expert evaluation of the educational programme in the specialty 0306000 Pharmacy qualification 0306013 "Pharmacist" PSE on REM "Kostanay Higher medical College" Department of health of the akimat of Kostanay region to the Standards of accreditation of educational programmes for the medical and pharmaceutical specialties of technical and vocational education TVE, members of the EEC came to the unanimous opinion to recommend to the Accreditation Council ECAQA to accredit the above-mentioned educational programme for a period of 5 years.

**Chairman of the External Expert Commission**

Estemesova Karlygash Amangeldievna



**The foreign expert**

Oleynikova Tatyana Anatolyevna



**National Academic Expert**

Gulmira Tokbergenova



**National Academic Expert**

Kumarova Altynai Baltabaeva



**National Academic Expert**

Amanzholova Tatyana Kadyrovna



**National Academic Expert**

Teslina Galina Nikolaevna



**Expert-healthcare representative**

Chadova Irina Vladimirovna



**Expert - representative of the students**

Rahymbek Madina Gorillaz



**The observer of ECAQA**

Sarsenbayeva Saule Sergeievna



**Quality profile and criteria for external evaluation of the educational programme 0306013 Pharmacist in the specialty 0306000 "Pharmacy" PSE on REM "Kostanay Higher Medical College" of the Health Department of the Akimat of Kostanay region**

Standard	Criteria for evaluation	BS/SU	Totally standards	Assessment			
				Fully complies	Significantly corresponds	Fully complies	Does not match
1	MISSION AND END OUTCOMES	9/0	9	8	1		
2	EDUCATIONAL PROGRAMMES	15/4	19	15	4		
3	ASSESSMENT OF STUDENTS	2/3	5	4	1		
4	STUDENTS	8/5	13	13	0		
5	ACADEMIC STAFF/ FACULTY	2/2	4	1	3		
6	EDUCATIONAL RESOURCES	8/5	13	7	6		
7	EVALUATION OF EDUCATIONAL PROGRAMMES	6/4	10	10	0		
8	GOVERNANCE AND ADMINISTRATION	6/6	12	10	2		
9	CONTINUOUS RENEWAL	1/3	4	3	1		
	<b>TOTAL</b>	<b>57/32</b>	<b>89</b>	<b>71</b>	<b>18</b>	<b>0</b>	<b>0</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.

**List of documents requested by EEC members**

KHMC work plan for the 2019-2020 academic year

BT work plan for 2020

Annual report for the 2019-2020 academic year

Job descriptions, Regulations on divisions

For industrial and pre-diploma practice:

1. Practice work programme
2. Agreements with clinical bases (7)
3. Score Sheets (10)
4. Sample Diaries (2)
5. Diaries (6)
6. HES results in the specialty "Pharmacy" for 5 years
7. Employers Survey 2019 and 2018
8. Regulations on the personnel reserve
9. Payment system regulations
10. Results of employment in the specialty "Pharmacy" for 5 years
11. Standard student expulsion rules
12. Regulations on working off missed classes

Documents:

1. List of personnel reserve
2. Internal regulations on the remuneration system
3. Regulation on the tariffing commission
4. Student Discount Orders 2017-2020
5. International Cooperation Plan 2020
6. The number of teachers in the disciplines of the programme for 2018 and 2019
7. Distribution of teaching load for 2018 and 2019
8. Textbooks published by college staff for 5 years
9. Provision of literature on disciplines "Pharmacy"
10. Educational work plans for 2018,2019 2020
11. The plan of the NSC (scientific student circle)
12. List of students participating in research work for 2020
- 13.** Position on curators - based on job responsibilities