

REPORT
Of EXTERNAL EVALUATION COMMISSION (EEC)
ON THE RESULTS OF ASSESSMENT FOR COMPLIANCE OF
EDUCATIONAL PROGRAM SPECIALTY 0304000 - "DENTISTRY"
QUALIFICATION 0304013 - "DENTIST" OF
NON-STATE EDUCATION INSTITUTION "KAZAKHSTAN-RUSSIAN
MEDICAL COLLEGE" TO STANDARDS FOR ACCREDITATION OF
EDUCATIONAL PROGRAMMES FOR MEDICAL AND
PHARMACEUTICAL SPECIALTIES OF TECHNICAL AND
VOCATIONAL EDUCATION

External expert evaluation period: October 6-7, 2020

1. Composition of the External Evaluation Commission

In accordance with ECAQA order No 14 dated 09/11/2020 year, an External Expert Commission was formed to conduct specialized accreditation of the NUO "Kazakh-Russian Medical College" (KRMC) in the period from 6.10-7.10 2020, in the following composition:



Chairman of the External Evaluation Commission

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"



Foreign expert

KHASANOV ADKHAM IBRAGIMOVICH,
Doctor of Medical Sciences,
Professor of the Department of Pediatric Oral and Maxillofacial
Surgery
Tashkent Dental Institute,
Chairman of the Association of Dentists of Uzbekistan



National academic expert

ALIBEKOVA LAZZAT DZHANIBEKOVNA,
Deputy Director for Academic and Educational Work of the State-
owned public enterprise with the rights of economic management
"Higher Medical College" of the Public Health Department of Almaty



Expert Representative of Practical Health

SHUKURGALIEVA ZAGIRA ALIPBAEVNA, Deputy Chief Physician for Nursing, State-owned public enterprise with the rights of economic management "City Cardiology Center", Almaty



Expert - student representative

POSAKSHINA KSENIYA EVGENIEVNA,
2nd year student in the specialty dentistry orthopedic "Dental technician"
Medical and Dental College of Professor Ruzuddinov



ECAQA Observer

UMAROVA MAKPAL ALDIBEKOVNA,
Head of Accreditation and Monitoring Department
NU "Eurasian Center for Accreditation and Quality Assurance in
Education and Health Care"
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The work of the EEC was carried out in accordance with the Regulation on the EEC (Order of the ECAQA General Director No. 4 dated February 13, 2017).

The EEC report contains an assessment of the educational program 0304000 "Dentistry", qualification 030423- "Dentist" for compliance with the Standards for accreditation of educational programs in medical and pharmaceutical specialties of technical and vocational education of the ECAQA, recommendations of the EEC on further improving the implementation of training programs for the KRMC.

2.General part the final report of the EEC

2.1 Representation of the medical educational organization of the NUO "Kazakh-Russian Medical College" (KRMC)

The non-governmental educational institution "Kazakh-Russian Medical College" (hereinafter - KRMC) was established in 2005 as a structural unit of the Kazakhstan Medical Institute. In 2016, it was transformed into an independent legal entity NUO "Kazakh-Russian Medical College" (hereinafter - KRMC or College). Status: Form of ownership - private.

The college has an educational building on the right of operational management, located at Almaty, st. Karasay batyr, 75 with a total area of 1538.6 sq m, and a rented study area of 1894 sq m on the street. Maulenova, 92.

The educational institution is a member of the ALE "Union of Medical Colleges of the Republic of Kazakhstan", the Association of Colleges of the city of Almaty and the ALE "Union of Industry Associations and Professional Education Organizations".

In 2017, at a meeting of the pedagogical council, the Strategic Development Plan of the NUO "Kazakh-Russian Medical College" for 2017-2021 was adopted, which defines the mission, strategic goals and areas of activity of the educational institution for the next five years (<http://krmc.kz/missiya-celi-zadachi/>).

The highest collegial body is the Pedagogical Council, functioning on the basis of the Regulation (<http://krmc.kz/pedagogical-board/>).

2.2 Information on previous accreditation

Accreditation of the programme 0304000 "Dentistry", qualification 030423- "Dentist" has not been carried out so far.

2.3 Analysis of the self-assessment report of the educational program 0304000 "Dentistry", qualification 030423 "Dentist" for compliance with Accreditation Standards

Report on specialized accreditation of the educational programme organization 0304000 "Dentistry", qualification 030423- "Dentist" is presented on 65 pages of main text, attachments per page and copies.

The report is characterized by the completeness of answers to all 9 accreditation standards, structuredness, taking into account the recommendations of the ECAQA TVE Education Program Self-Assessment Guidelines, as well as the internal unity of information provided by the accredited college. The report is accompanied by a company in letter signed by the director of the KRMC Ph.D. Zhakenova K.A. confirming the accuracy of the information and data contained in the report.

The report contains links to regulations, model rules, regulations, teaching documents, website pages <http://krmc.kz/missiya-celi-zadachi/>

The report contains a list of 13 members of the internal self-assessment commission indicating the responsibility of each employee, information about the representative of the organization responsible for conducting the specialized self-assessment, Deputy Director for Academic and Methodological Work A.A. Sherimbetova. The chairman of the working group on preparation for specialized accreditation is A.A. Sherimbetova, deputy director for educational and methodological work.

Self-assessment educational programme 0304000 "Dentistry", qualification 030423- "Dentist" carried out on the basis of order No. 147-1 of November 27, 2019 "On conducting a specialized self-assessment.

2.4 General assessment of the educational programme 0304000 "Dentistry", qualification 030423- "Dentist" for compliance with Accreditation Standards

College implements about educational program in the specialty 0304000 - "Dentistry" qualification 0304013 "Dentist" in accordance with the State Compulsory Standards of Technical and Vocational Education 2016 and 2019.

The first admission of applicants for this specialty of general secondary education was carried out in the 2017-2018 academic year. Currently, the contingent of students in the specialty 0304000 - "Dentistry" qualification 0304023 "Dentist" is 140 people, including on the basis of basic education - 93, on the basis of general secondary education - 47.

3. Description of External Evaluation Commission

External expert work on the assessment of educational programmes "Orthopedic Dentistry" and "Dentistry" The Kazakh-Russian Higher Medical College (hereinafter referred to as the

college) was organized in accordance with the Guidelines for the external assessment of educational organizations and educational programs of ECAQA (approved by order of the Director General of the NU" Eurasian Center for Accreditation and Quality Assurance in Education and Healthcare "No. 14 dated 11.09. 2020) and according to the program and schedule approved on September 25, 2020 by the CEO of ECAQA Sarsenbayeva S.S. and agreed with the director of the college Zharkenova K.A.

External Expert Commission started on Aug 6, 2020, which included Expert Commission of self-assessment reports, preliminary examination of documents, examination of the college website.

To obtain objective information, according to expert assessment, educational programs "Dentistry orthopedic qualification" Dental technician "and" Dentistry "qualification" Dentist "by members of the EEC were used the following methods (photos 1-6): 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 in the period 3-7.10.2020, review of resources in the context of the implementation of accreditation standards, study of educational and methodological documents for accredited educational programs.

On the part of the college staff, the presence of all persons indicated in the visit program and according to the lists of interview sites is ensured (Table 1).

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

No.	FULL NAME.	Position
1.	Zhakenova K.A.	Director
2.	Sherimbetova A.A.	Deputy Director for EMW
3.	Amanzholova T.K.	Deputy director for practical work
4.	Zhusupova A.B.	Executive secretary of the selection committee
5.	Tulegenova G.T.	Chief specialist of EMT for work with students
6.	Tuleuova A.K.	Practice manager
7.	Atagulov E.K.	Chairman of the CMC "Dental Disciplines"
8.	Mashtakhova S.G.	Methodist UMO
9.	Shingozhanova G.K.	Head of the Department of Dentistry;
10.	Ensepova Sh.S.	Responsible employee of the simulation center;
11.	Dauletkaieva A.	Librarian
12.	Kyzdarbekova A.S.	Chief specialist of educational methodical training in distance educational technologies
13.	Abdieva L.R.	Deputy Director for Hungary
14.	Akimzhanova Zh.B.	Head of HR department
15.	Ernazarov A.	Head of the Administrative Department
16.	Boranbai N.S.	Programmer-developer
17.	Zhumasheva N.B.	Chief Accountant



Photo 1. Organizational meeting of the EEC



Photo 2. EEC conducts an interview with management college and department heads

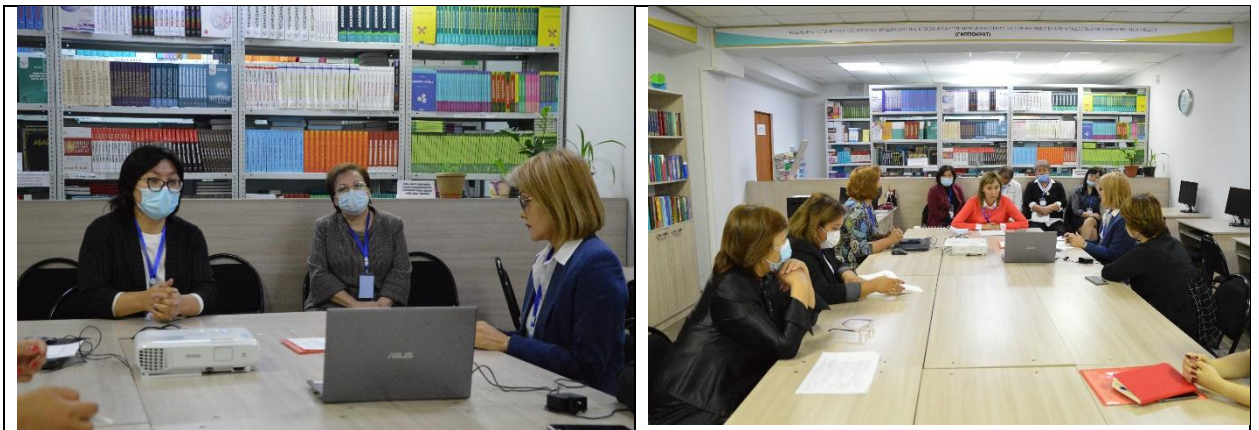


Photo 3. Interview with heads of structural divisions responsible for recruiting, hiring, and developing teachers



Photo 4. Interview with students and attendance of the class

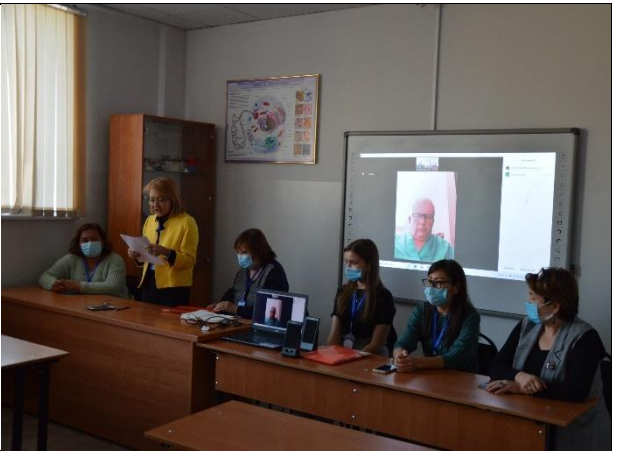


Photo 5. Interview with teachers



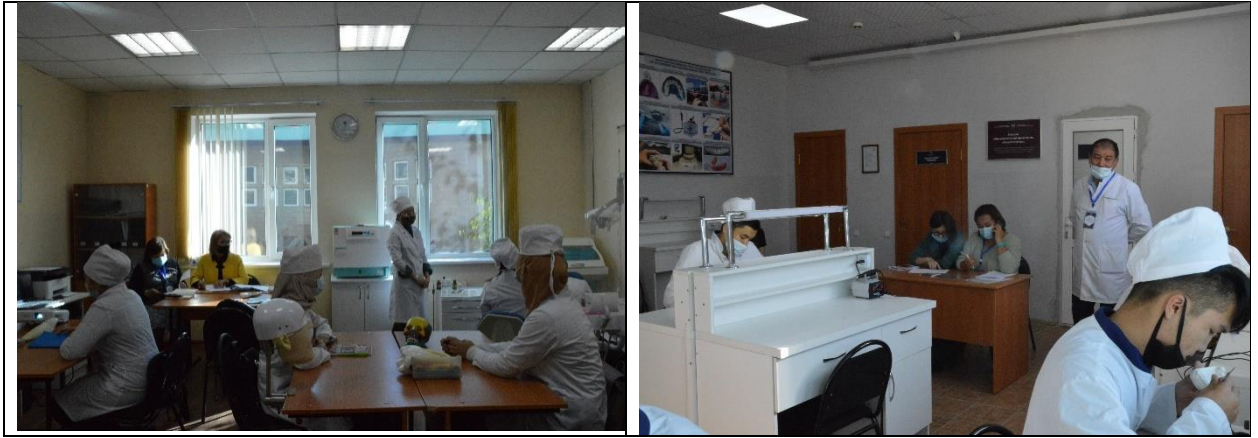


Photo 6. Overview of educational program resources

The experts individually filled out the quality profile and criteria for external evaluation of the program submitted for examination for the appropriate complying with ECAQA accreditation standards. Recommendations for improvement were discussed, a draft report and a recommendation for improving implementation were prepared for each of the above educational programs separately. The Chair conducted a final open vote on college recommendations and a final vote on recommendations for the ECAQA Accreditation Council. Then the chairman of the EEC for the management and employees of the educational organization announced recommendations on the results of an external assessment as part of the accreditation of educational programs of the college.

4. Results of the survey

An observer from ECAQA in the period 3-7.10.2020 conducted an online survey of college students on the resource <https://webanketa.com/>. In total, the proposed questionnaire contains 22 questions, including an assessment of satisfaction with training and resources of the organization. The total number of students to whom the questionnaire was sent is 210. The total number of respondents is 158.

In the specialty "**Dentistry**" - 66%, in the specialty "**Orthopedic Dentistry**" - 34%.

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 to discuss the educational program and educational process. About a quarter of the respondents are partially satisfied or not satisfied with the equipment of classrooms. Insufficient involvement of students in research work was noted. It has been established that not all practice bases for students are created conditions corresponding to their expectations. Not all teachers, according to students, provide feedback on the results of the lesson,

An online survey of 22 teachers was carried out, the number of respondents was 20.

Teaching experience up to 5 years - 40%, from 5 to 10 years - 10%, over 10 years - 50%. 95% are satisfied with the organization of the educational process in college. In college, ethics and subordination are considered by 100% of respondents. 85% of respondents are fully satisfied with the organization of labor and workplace in college. In the organization, there is an opportunity for career growth and development of teachers, all respondents consider (100

Findings: there are no recommendations for improvement, since the team has a corporate spirit and support from the management. The teachers are satisfied with the working conditions and organization of the educational process.

5. Analysis for compliance with accreditation standards based on the results of an external assessment of the educational programme 0304000 "Dentistry", qualification 030423 - "Dentist" and an overview of the strengths for each standard.

Standard 1: MISSION AND OUTCOMES

Strengths identified:

- a clearly formulated mission, goals and objectives;
- developed Strategic Plan with the main directions of the educational activities of the college;
- the presence of a simulation center and a dental laboratory equipped with modern international devices and simulators;
- broad representation in the adoption of the plan by college teachers and consumers of the educational process: practical health, students, transparency-based and publicly available academic policy of the college;
- active and mutually beneficial integration with practical healthcare;
- restructuring into the "Higher Medical College" with the ability to train nursing specialists with the qualification "Applied Bachelor";
- various types of learning outcomes.

Standard 1: completed

Standard 2: EDUCATIONAL PROGRAMME

Strengths identified:

- a good material and technical base and a qualified teaching staff corresponding to the State Educational Standard of Education and SanPiN;
- there is a simulation center and dental laboratories equipped with modern international simulators;
- teaching staff and leaders from practical health care have mutually beneficial partnerships based on cooperation and mutual assistance necessary to manage the educational program and improve the quality of training;
- active use of information and innovative pedagogical technologies and principles of a scientific approach that develop students' communication skills and analytical, critical thinking;
- educational components included in the training process are aimed at instilling national values, the formation of patriotism and citizenship, the development of versatile interests and abilities in students, at the formation of a healthy lifestyle;

Standard 2: completed

Standard 3: ASSESSMENT OF STUDENTS

Strengths identified:

- the assessment methods used by the college are reliable and valid;
- unified automated system for monitoring students' knowledge;
- monitoring the level of professional readiness of students at various levels of the educational process;
- good indicators of the demand and employment of college graduates;

Standard 3: completed

Standard 4: STUDENTS

Strengths identified:

- college admission policies and criteria are objectively transparent and public;
- efficient student support service;
- application and use of modern educational technologies, including information;

- conditions have been created for the realization of the creative potential and personal growth of students;
- stable results of academic performance and quality of knowledge of students.

Standard 4: completed

Standard 5: ACADEMIC STAFF / FACULTY

Strengths identified:

- a system for the selection and placement of teaching staff in accordance with regulatory documents on personnel management procedures;
- conditions for positive personal growth of teachers and opportunities for the full disclosure of the potential for making a personal contribution of everyone to the sustainable development of the college;
- an effective system of material and moral incentives for the work of teachers and staff;
- active participation of college teachers in the development and publication of analytical methodological scientific and publishing activities;
- advanced training of teachers and college staff in regional, republican, international courses and seminars;
- the opening of a simulation room and a dental laboratory for the development and formation of professional competencies on modern devices, simulators and phantoms;
- creating a health-saving environment for employees and students.

Standard 5: completed

Improvement recommendation:

1. Separate training and work plan into the School of Excellence and the School for Young Teachers.

Standard 6: EDUCATIONAL RESOURCES

Strengths identified:

- a good material and technical base and qualified teaching staff corresponding to the State Educational Standard of Education and SanPiN;
- the presence of a simulation center and dental laboratories equipped with modern international simulators and dental equipment;
- high assortment and selection of material and technical, information, library resources;
- training of teachers at advanced courses, seminars and conferences in partner Russian universities and colleges;
- constant updating of the material and technical base, taking into account the relevance and reform of the healthcare system of the Republic of Kazakhstan.

Standard 6: completed

Recommendations for improvement identified during the external visit:

1. Improve the mechanism for involving students in research work in order to cover a larger number of students in research work;
2. Continue work to expand educational, informational and resource support in proportion to the growth of the student population;

Standard 7: PROGRAMME EVALUATION

The strengths of the KRMC have been identified, which include:

- systematic research of expectations and satisfaction of teachers, staff, students, employers;
- a high percentage of satisfaction of teachers, staff, students, employers with the conditions of work organization in the college;

Standard 7: completed

Standard 8: GOVERNANCE AND ADMINISTRATION

Strengths identified:

- the interest of practical health care, represented by employers, in the training of qualified personnel.

Standard 8: completed

Improvement recommendation:

1. Introduce an internal quality management system into the educational process to improve the main process management system, unify documentation and record keeping and monitor efficiency.

Standard 9: CONTINUOUS RENEWAL

The Expert Commission received convincing evidence that the college continuously improves the quality of educational services provided. The goals of the strategic plan for the development of the college are updated taking into account changes in the needs of healthcare, new regulatory and legal documentation, and changes in society. Planning is carried out based on the analysis of the existing needs of the college, taking into account current activities, in accordance with previous experience and prospects for the future. The college regularly reviews the activities of the teaching staff, in order to eliminate shortcomings, as well as in the development of a strategy, quality policy and review of the organizational structure and functions. Constantly allocates resources on the basis of the conducted analyses on continuous improvement. The teaching staff of the college, based on the results of continuous 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 prospective year. If deficiencies are identified, structural divisions develop a plan of corrective actions, and, if necessary, preventive actions.

Strengths identified:

- planned training of teaching staff and AUP abroad and within the country.

Standard 9: completed

Recommendations for improvement:








1. To supplement special disciplines with teaching-methodical and didactic materials;
2. Develop criteria for the effectiveness of evaluating curatorial activities.

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 Evaluation Commission program were found.

6. Recommendations for improving the educational programme "Dentistry" qualification "Dentist" NUO "Kazakh-Russian Medical College":

1. Improve the mechanism for involving students in research work in order to cover a larger number of students in research work;
2. Continue work to expand educational, informational and resource support in proportion to the growth of the student population;
3. Introduce an internal quality management system into the educational process to improve the main process management system, unify documentation and record keeping and monitor efficiency;
4. Supplement special disciplines of the educational program with educational-methodical and didactic materials;
5. Divide training and work plans into the School of Excellence in Teaching and the School for Young Teachers;
6. Develop performance criteria assessments of curatorial activities.

7. Recommendation to the ECAQA Accreditation Board According to the results of external evaluation of the educational programme 0304000 "DENTISTRY" qualifications 0304023 "Dentist" to meet the accreditation Standards of the organization of educational programmes for the medical and pharmaceutical specialties of technical and vocational education, members of the EEC came to the unanimous opinion to recommend to the Accreditation Council to accredit the educational program for a period of 5 years.

Chairman of the Expert External Commission	Tokbergenova Gulmira	
The foreign expert	Telmanovna	
National Academic Expert	Hasanov Adham Ibrahimovich	
Expert-health representative	Alibekova Lyazzat Janybekova	
Expert - representative of the students	Zagir Alimbaeva	
The observer ECAQA	Pozadina Xenia E.	
	Umarov Makpal Aldibekova	

**Quality profile and external evaluation criteria (summary) of the
Educational programme "Dentistry" for compliance with the Standards of accreditation of
educational programs in medical and pharmaceutical specialties of technical and vocational
education**

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	8	1		
2	EDUCATIONAL PROGRAMME	15/4	19	16	3		
3	ASSESSMENT OF STUDENTS	2/3	5	5			
4	STUDENTS	8/5	13	13			
5	ACADEMIC STAFF / FACULTY	2/2	4	3	1		
6	EDUCATIONAL RESOURCES	8/5	13	11	2		
7	PROGRAMME EVALUATION	6/4	10	9	1		
8	GOVERNANCE AND ADMINISTRATION	6/6	12	11	1		
9	CONTINUOUS RENEWAL	1/3	4	3	1		
	TOTAL	57/32	89	79	10	0	0

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

List of documents requested by members of the EEC in the framework of specialized accreditation programme "Dentistry" qualification "Dentist"

No.	Names of documents	Quantity
1.	College Development Strategic Plan	1
2.	Work plans of structural divisions of the college	4
3.	Minutes of meetings of collegial bodies (teachers' council, council method, CMC meetings)	3
4.	Educational and program documentation (curriculum, schedules of the educational process, contracts with clinical bases, SCP, PP.	6
5.	EMCD by discipline	3
6.	Materials of educational activities. Annual reports on educational work	5
7.	Control and measuring materials in traditional and electronic format at distance educational technologies	3
8.	Theoretical and practical journals in paper and electronic format	2
9.	Grade books and statements of 3 years.	5
10.	Materials of the selection committee (statements, orders, personal files of applicants, registration logs of applicants, minutes of meetings of the selection committee)	6
11.	Questionnaire materials for students, teachers and employers	3
12.	Photo reports of the Open Days, volunteer work	4
13.	Employers' reviews of college graduates	2
14.	College Student Discount Orders	1
15.	Personal files of teachers	2
16.	Orders for the recruitment of teachers	1
17.	Minutes of CMC meetings	1
18.	Agreements with international partners and work plans	2
19.	Circle work materials (plans, photo reports, publishing materials)	3
20.	Nomenclature of cases	1
21.	Collective agreement	1
22.	Job responsibilities of employees	4
23.	College charter	1
24.	Inner order rules	1
25.	Order book	1
26.	Registration book of incoming and outgoing documents	2

27.	Materials of the Student Council, (regulations on the student council, reports on the work of the student council, minutes of meetings)	4
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