

REPORT
EXTERNAL EVALUATION (EEC) COMMISSION
ON THE RESULTS OF ASSESSMENT FOR COMPLIANCE
EDUCATIONAL PROGRAM SPECIALTIES
0304000 "DENTISTRY": QUALIFICATION 0304023 "DENTIST"
TO FULFILL THE STANDARDS OF ACCREDITATION OF
EDUCATIONAL PROGRAMS FOR MEDICAL AND PHARMACEUTICAL
SPECIALTIES OF TECHNICAL AND VOCATIONAL EDUCATION

the period of the external expert evaluation: 14-16.10. 2020 year

1. Composition of the External Evaluation Commission

In accordance with ECAQA Order No. 15 dated 09/11/2020, an External Evaluation Commission was formed to conduct external assessment procedures in the period from 09/14 to 10/16/2020 within the framework of the institutional and specialized accreditation of the Kostanay Higher Medical College EEC 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:



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Chairman of the EEC

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
Faculty "Kursk State Medical University"



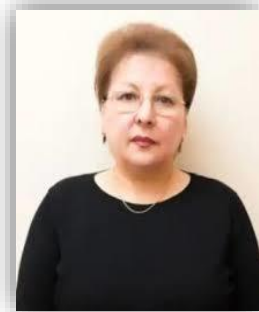
National academic expert

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 and educational work
State-owned public enterprise with the rights of economic
management "Taldykorgan Higher Medical College"



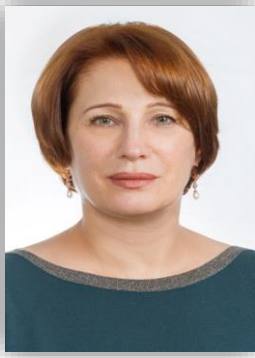
National academic expert

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



National Academic Expert

TESLINA GALINA NIKOLAEVNA,
Cycle Commission Chairman
teacher of special disciplines State-owned public enterprise with
the rights of economic management "Higher Medical College" of
the Akimat of Nur-Sultan



Expert - representative of practical health care

CHADOVA IRINA VLADIMIROVNA,
chief midwife of the STATE-OWNED PUBLIC ENTERPRISE
"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
Municipal state-owned enterprise "Kostanay Pedagogical College" of
the Education Department of Akimat of Kostanay region



ECAQA Observer

SARSENBAEVA SAULE SERGAZIEVNA,
Doctor of Medical Sciences, MBA, Professor
General Director of NU "Eurasian Center for Accreditation and
Quality Assurance in Education and Health Care"

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 in the specialty "Dentistry" of the Kostanay Higher Medical College of the Health Department of the Kostanay Akimat for compliance with the ECAQA Accreditation Standards, recommendations of the EEC on further improving the training programs.

2. General part of the final report of the EEC

2.1 Representation of the EEC "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 April 2018, the College received the status of a higher medical college (Resolution No. 307 dated June 29, 2018). Brief information about the college is available on the website www.vipusknik.kz. On the page: <https://vipusknik.kz/institutions/college/kostanayskiy-meditsinskiy-kolledzh>

The college carries out educational activities on the basis of state license No. KZ90LAA00012840 dated 09/12/2018. From the specialty 0304000 "Dentistry", qualification 0304023 "Dentist".

The number of personnel trained for health care over 5 years is 11066, including those trained on the budget - 669 people.

Since 2009, the college has implemented 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.

To conduct educational, industrial and professional practice, the college concluded agreements with the heads of medical organizations of the Kostanay region. A close relationship has been established with basic medical organizations.

2.2 Information on previous accreditation

Specialized (programmatic) accreditation of educational programs: 0304000 "Dentistry", certificate for 5 years, (SA No. 0030 dated June 19, 2017 "Independent Agency for Quality Assurance in Education (IAQAHE) Post-accreditation monitoring - July 2019.

2.3 Analysis of self-assessment reports for specialty 0304000 "Dentistry" qualification 0304023 "Dentist" for compliance with the Accreditation Standards

Report on self-assessment educational program in the specialty 0304000 "Dentistry", qualification 030423 "Dentist" is presented on 100 pages of the main text and applications on 17 pages.

The reports are 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 reports are written voluminous, competently, the sequence and logic in the description of the standards is observed, the wording for each standard is clear and understandable, the tables contain links in the text and are numbered continuously. There are links to regulations, model rules, regulations, teaching documents, website pages <http://www.komeco.kz/>. The reports are accompanied by a cover letter signed by the director Ospanova Aigerim Kairovna, Ph.D., confirming the accuracy of the information and data contained in the reports.

The reports contain a list of 19 members of the internal self-assessment commission, indicating the responsibility of each employee, information about the representative of the organization responsible for the institutional and specialized (program) self-assessment - Ainagul Altynbaevna Zharmatova - Deputy Director for Academic Affairs. The chairman of the working group for the preparation of accreditation is A.A. Zharmatova.

Institutional and specialized self-assessment of the State-owned public enterprise "Kostanay Higher Medical College" of the Health Department of the Akimat of Kostanay region was carried out on the basis of order No. 50-P of 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 program in the specialty 0304000 "Dentistry", qualification 030423 "Dentist" for compliance with the Accreditation Standards

For this specialty, the form of training is daytime. The standard term of study for the qualification "Dentist" is 2 years 10 months on the basis of general secondary education. The language of instruction is Russian. In total, 406 people were trained during the implementation of the educational program for the qualification "Dentist", including 131 people over the past five years.

21 teachers take part in training in this specialty, including 8 people with more than 10 years of experience, 2 masters, 3 excellence in healthcare.

3. Description of external peer review

External expert work on institutional accreditation and evaluation of educational programs of the State-owned public enterprise with the rights of economic management "Kostanay Higher Medical College" (hereinafter referred to as the college) of the Health Department of the Akimat of the Kostanay region in the specialty 0304000 "Dentistry" qualification 0304023 "Dentist" (3 years 10 months, 2 years 10 months) was organized in accordance with the Guidelines for conducting an external assessment of educational organizations and educational programs of ECAQA (approved by the order of the Director General of the NU "Eurasian Center for Accreditation and Quality Assurance in Education and Healthcare" No. 15 dated September 11, 2020) and according to the program and schedule approved on September 25, 2020 by the Director General of ECAQA Sarsenbayeva S.S. and agreed with the director of the candidate of medical sciences Ospanova A.K.

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 questioning of teachers and students in the period 6-12.10. 2020, a review of resources in the context of the implementation of the standards of institutional and specialized accreditation, the study of college documents and teaching materials for 8 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 interviews, interviews and demonstration of practical exercises in accordance with the requirements of the regional sanitary doctor in a pandemic was ensured.

The experts individually filled out quality profiles and external assessment criteria (institutional and for each educational program) for the appropriate complying with ECAQA accreditation standards. Recommendations for improvement were discussed, draft reports were prepared (9) and recommendations for improving implementation for each educational program 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 based on the results of an external assessment in the framework of institutional accreditation and accreditation of educational programs of the college.

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 resources of the organization. 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 the same time, students are not fully involved in the work of advisory bodies on the development of the mission, discussion of the educational program and the educational process. Low involvement of students in research work, including in dentistry, 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 accreditation standards based on the results of external evaluation of educational programs in the specialty 0304000 "Dentistry", qualification 030423 "Dentist" and an overview of the strengths for each standard.

Standard 1: MISSION AND OUTCOMES

The strengths of the college have been identified and include:

- a clear, clearly formulated mission, goals and objectives;
- developed Strategic Plan with the main directions of the educational activities of the college;
- the presence of simulation rooms and a dental laboratory equipped with modern international devices and simulators;
- close interaction with representatives of practical health care;
- various types of learning outcomes.

Standard 1: completed

There are no recommendations for improvement identified during the external visit.

Standard 2: EDUCATIONAL PROGRAMME

The strengths of the college have been identified and include:

- introduction of disciplines determined by the college based on labor market demand.
- mutually beneficial partnerships based on cooperation and mutual assistance, necessary to manage the educational program and improve the quality of training;
- formation of students' practical skills, taking into account the real needs of health care development;
- active use of information and innovative pedagogical technologies and principles of a scientific approach that develop students' communication skills, analytical and critical thinking;
- the presence of simulation rooms and a dental laboratory for the development and formation of professional competencies on modern devices, simulators and phantoms;

– educational components included in the learning process are aimed at instilling national values, the formation of patriotism and citizenship, the development of versatile interests and abilities in students, and the formation of a healthy lifestyle.

Standard 2: completed

Recommendations for improvement identified during the external visit:

1. To develop a Regulation on elective disciplines, defining the order of their choice, conditions and order of organizing the educational process in elective disciplines;
2. Coordinate the topics and content of elective disciplines in the specialty "Dentistry" in accordance with the needs of practical healthcare;
3. Strengthen the formation of communicative competence, critical thinking and decision-making skills among students of the specialty "Dentistry";
4. To improve the mechanism of student participation in the development and improvement of educational programs and catalogs of elective disciplines;
5. Update the contracts for professional practice for the organization of TVE and post-secondary education and bring them in line with the requirements of order No. 93 of 28.01.2016 of the Ministry of Education and Science of the Republic of Kazakhstan;
6. Introduce a dual training format for the specialty "Dentistry".

Standard 3: ASSESSMENT OF STUDENTS

The strengths of the college have been identified and include:

- students are assessed using sequential procedures based on common criteria and provisions;
- unified automated control system of students' knowledge;
- satisfaction of participants in educational activities with the quality of educational services;
- a high percentage of progress when passing the final certification;
- monitoring the level of professional readiness of students at various levels of the educational process;
- high rates of demand and employment of college graduates.

Recommendations for improvement identified during the external visit:

1. To develop a procedure for assessing the reliability and validity of the methods used to control the knowledge of students of the specialty "Dentistry".

Standard 4: STUDENTS

The strengths of KHMC have been identified, which include:

- college admission policies and criteria are objective, transparent;
- sufficient level of students' training, corresponding to the requirements of the health care system;
- conditions for the realization of the creative potential and personal growth of students;
- stable results of academic performance and quality of knowledge of students;
- the demand for graduates for practical health care;
- the presence in the college of a self-government system for students, a system of social support for students;
- efficient student support service.

Standard 4: completed

Recommendations for improvement identified during the external visit:

1. Increase the percentage of students' coverage of research work;
2. To ensure the formation of competencies in the preparation and conduct of scientific research by students.

Standard 5: ACADEMIC STAFF / FACULTY

The strengths of KHMC have been identified, which include:

- availability of qualified staff of teachers;
- an effective system of material and moral incentives for the work of teachers and staff through rating score;
- a system for the selection and placement of teaching staff in accordance with regulatory documents on personnel management procedures;
- advanced training of teachers and college staff in regional, republican, international courses and seminars;

Standard 5: completed

Recommendations for improvement identified during the external visit:

1. To intensify the publishing activities of teachers;
2. Continue staffing with qualified personnel in special disciplines of the specialty "Dentistry";
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

The strengths of KHMC have been identified, which include:

- a good material and technical base corresponding to the State Educational Standard of Education and SanPiN, which is constantly updated taking into account the needs of practical health care;
- availability and constant replenishment of the park of modern simulation mannequins, computer and interactive equipment;
- high assortment and selection of material and technical, information, library resources;
- the presence of an electronic library system;

Conclusions of the EEC by criteria. Conforms out of 13 standards: fully - 7, significantly - 6, partially - 0, do not comply – 0

Standard 6: completed

Recommendations for improvement identified during the external visit:

1. Renew the library fund for the specialty dentistry;
2. To activate the work of AIS "Platon" on filling in the data of teachers and students, library data, teaching materials by discipline;
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

The strengths of KHMC have been identified, which include:

- compliance of the educational program of the State Educational Standard of the Republic of Kazakhstan;
- successful passing of an independent assessment of knowledge by graduates during the IA;
- effective interaction with social partners;
- 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

Recommendations for improvement identified during the external visit:

1. Determine the priority areas of research in the context of the educational program in the specialty "Dentistry".

Standard 8: GOVERNANCE AND ADMINISTRATION

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

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

Standard 8: completed

Recommendations for improvement identified during the external visit:

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

Standard 9: CONTINUOUS RENEWAL

The college has all the necessary modern educational material and information resources to provide high-quality professional education for students. For college students, conditions have been created for research work, active creative work and an interesting eventful student life.

The teaching staff of the college, on the basis of a competence-based approach, introducing and effectively using modern educational technologies, is focused on the continuous improvement of the quality of education, and the college administration provides all the conditions for improving the qualifications and growth of the professional level of teachers.

The college plans to accept applicants for 475 places by state order at the expense of the local budget and 25 places from the republican budget for the reduced form of training "applied bachelor" (1 year 6 months). It is planned to receive Dentist Assistants for the 2021-2022 academic year.

At the beginning of 2021, the operation of a student dormitory for 250 places is expected.

The strengths of KHMC have been identified, which include:

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

Standard 9: completed

There is no recommendation 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 peer review program were found.










6. Recommendations for improving the educational programme "Dentistry" (dentist) of the Kostanay Higher Medical College of the Health Department of the Akimat of Kostanay region:

1. Develop a Regulation on elective disciplines, defining the order of their choice, conditions and order of organizing the educational process in elective disciplines;
2. Coordinate the topics and content of elective disciplines in the specialty "Dentistry" in accordance with the needs of practical healthcare;
3. Strengthen the formation of communicative competence, critical thinking and decision-making skills among students of the specialty "Dentistry";
4. Improve the mechanism of student participation in the development and improvement of educational programs and catalogs of elective disciplines;

5. Update the contracts for professional practice for the organization of TaVE and post-secondary education and bring them in line with the requirements of order No. 93 of 28.01.2016 of the Ministry of Education and Science of the Republic of Kazakhstan;
6. Introduce a dual training format for the specialty "Dentistry";
7. Develop a procedure for assessing the reliability and validity of the methods used to control the knowledge of students in the specialty "Dentistry";
8. Increase the percentage of students' coverage of research work;
9. Ensure the formation of competencies in the preparation and conduct of scientific research by students;
10. Continue staffing of qualified personnel in special disciplines of the specialty "Dentistry";
11. To include in the system of continuous professional development of teachers, training courses aimed at developing the competencies of research work, as well as establishing and maintaining international scientific contacts;
12. 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.
13. Renew the library fund for the specialty dentistry;
14. To activate the work of AIS "Platonus" on filling in the data of teachers and students, library data, teaching materials by discipline;
15. Develop and implement a policy of international cooperation aimed at improving the planning and implementation of international activities in priority areas.
16. Determine the priority areas of research in the context of the educational program in the specialty "Dentistry";
17. Bring the educational planning, educational and methodological documentation in accordance with the requirements of the Quality Standards ISO 9001: 2015;

7. Recommendation to the ECAQA Accreditation Board

According to the results of external evaluation of the educational programme 0304000 "Dentistry" qualifications 0304023 "Dantist" of the Kostanay Higher medical College to the Standards of accreditation of educational programmes for the medical and pharmaceutical professions education (TaVE), members of the EEC came to the unanimous opinion to recommend to the Accreditation Council to accredit the educational programme for a period of 5 years.

Chairman of the External Expert Commission	Estemesova Karlygash	
The foreign expert	Amangeldievna	
National Academic Expert	Oleynikova Tatyana Anatolyevna	
National Academic Expert	Tokbergenova Gulmira Telmanovna	
National Academic Expert	Kumarova Altynai Baltabaeva	
National Academic Expert	Amanzholova Tatyana Kadyrovna	
Expert-health representative	Teslina Galina Nikolaevna	
Expert - representative of the students	Chadova Irina Vladimirovna	
The observer ECAQA	Rahymbek Madina Gorillaz	
	Sarsenbayeva Saule Sergeievna	

Quality profile and criteria for external assessment of the Kostanay Higher Medical College for compliance with the Standards of accreditation of educational programmes in medical and pharmaceutical specialties of technical and vocational education

standard	Criteria for evaluation	BS / SU	Total standards	Assessment			
				Totally complies	Significantly meets the requirements	Partially meets	Does not meet
1	MISSION AND OUTCOMES	9/0	9	8	1		
2	EDUCATIONAL PROGRAMME	15/4	19	15	4		
3	ASSESSMENT OF STUDENTS	2/3	FIVE	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	PROGRAMME EVALUATION	6/4	10	10	0		
8	GOVERNANCE AND ADMINISTRATION	6/6	12	10	2		
9	CONTINUOUS RENEWAL	1/3	4	3	1		
	TOTAL	57/32	89	71	18	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 the specialized accreditation of the educational program in the specialty "Dentistry"

2. KHMC work plan for the 2019-2020 academic year
3. Work plan of teachers (for 2018, 2019)
4. Annual report for the 2019-2020 academic year
5. CI, Regulations on divisions
6. Practice Work Programs (2)
7. Agreements with clinical bases (52)
8. Score Sheets (10)
9. Sample Diaries (2)
10. Diaries (20)
11. HES results in the specialty "Dentistry" (for 2018, 2019)
12. Employers survey (for 2018, 2019)
13. Medical office (documentation)
14. Regulations on the personnel reserve
15. Payment system regulations
16. The results of employment in the specialty "General Medicine" (for 2018, 2019)
17. Standard student expulsion rules
18. Regulations on working off missed classes
19. List of personnel reserves
20. Internal regulations on the remuneration system
21. Regulation on the tariffing commission
22. Student Discount Orders (2018,2019)
23. International cooperation plan
24. The number of teachers in the disciplines of accreditation programs
25. Distribution of teaching load in all specialties
26. Study guides published by college staff
27. Provision of literature in the disciplines of the specialty "Dentistry" for 2020
28. Applied Bachelor's student assessment checklists (for 2018, 2019)
29. Scientific work of applied bachelors (for 2018, 2019)
30. Educational work plan for 2019 and 2020
31. Plan of the NSC (scientific student circle) for 3 years
32. List of dental students participating in R&D for 3 years
33. Position on curators - based on job responsibilities

Questions asked to categories of college workers

1. Rationale for expanding the staffing structure
2. Incentives and recruitment of teachers. Is this included in the strategic plan?
3. What are the criteria for the placement of personnel in the AUP? (personnel reserve, internal regulations on the remuneration system)
4. What changes have been made to the strategic plan in connection with the new NLA and SES? (SP 2018-2021)
5. How are employers and students involved in the joint venture?
6. How is academic mobility carried out? (with Chelyabinsk medical colleges)
7. How is the state order?
8. How many students with disabilities (14) and orphans (26)?
9. TA: How is the international planning process carried out?
10. Why is there no state order for the specialty "Dentistry"? Employment of students in "Dentistry"? Partnership? Academic mobility in "Dentistry"? Is there an applicant competition?
11. In what format are applicants' documents accepted?
12. What format is psychometric testing in?
13. Have there been any appeals for admission?
14. What is the documentation for accounting for PB training needs?
15. How is employers' satisfaction with the quality of graduates assessed?
16. How are EP and curricula viewed? How are electives selected?
17. What innovative methods are being introduced into the educational process?
18. Differentiated assessment criteria for different disciplines, taking into account the characteristics of the programs.
19. Availability of information for teachers?
20. What functions of AIS Platonus do you use?
21. Student access to AIS Platonus?
22. Through which department is internal audit carried out?
23. Where are audit recommendations reviewed?
24. How is competency assessed?
25. Student expulsion criteria?
26. How are the needs of practical health reflected in the topics of electives?
27. Forms of midterm certification.
28. How are electives selected?
29. How many curators? (45)
30. Is curation paid?