

**REPORT  
OF THE EXTERNAL EVALUATION COMMISSION  
ON THE RESULTS OF COMPLIANCE ASSESSMENT  
OF THE EDUCATIONAL PROGRAMME IN 0305000 "LABORATORY  
DIAGNOSTICS" WITH QUALIFICATION IN 0305013 "MEDICAL  
TECHNOLOGIST" OF THE STATE-OWNED MUNICIPAL ENTERPRISE ON  
THE REM "HIGHER MEDICAL COLLEGE" OF THE ALMATY PUBLIC  
HEALTH DEPARTMENT WITH THE STANDARDS FOR SPECIALIZED  
ACCREDITATION**

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

In accordance with the ECAQA order No.27 dated 11.03.2019, the External Evaluation Commission (EEC) was formed to conduct specialized accreditation of the educational programme in 0305000 "Laboratory Diagnostics" of the State-Owned Municipal Enterprise on the REM "Higher Medical College" of the Almaty Public Health Department with the following composition:

	<p><b>The Chairperson of the EEC</b> Gulmira Telmanovna Tokbergenova, Candidate of Pedagogic Sciences, Director of the Medical College "Interdent" phone: +77016557484 e-mail: tokbergenova@bk.ru</p>
	<p><b>Foreign Expert</b> Tamara Sultanovna Saktaganova, International Educational Holding "Gaudeamus", Member of the International Society of Honorary Nurses "Sigma Theta Tau", Honoured Health Worker of the Kyrgyz Republic phone: +77075144144 e-mail: tamarasaktanova@mail.ru</p>
	<p><b>National academic expert</b> Irina Vladimirovna Kadysheva, Deputy Director for training and production work, Higher Medical College of Astana Akimat phone: +77023498023 e-mail: kadisheva_irina@mail.ru</p>

	<p><b>National academic expert</b>  Elmira Amankulovna Kozhabayeva,  Director of the Abu Ali Ibn Sina Higher Medical  College LLP, Turkestan region, Saryagash  phone: +77017351385  e-mail: Avicenna.1999@mail.ru</p>
	<p><b>National academic expert</b>  Altynai Baltabayevna Kumarova,  Deputy Director for teaching and educational work of  the State-owned Municipal Enterprise on the Right of  Economic Management “Taldykorgan Higher Medical  College”  phone: +77058881798  e-mail: altynay_kumarova@mail.ru</p>
	<p><b>National academic expert</b>  Karlygash Amangeldiyevna Yestemesova,  Candidate of Biological Sciences, Associate Professor,  Dean of the School of Nursing Education, Karaganda  State Medical University  phone: +77784078721,  e-mail: Estemesova@kgmu.kz</p>
	<p><b>National academic expert</b>  Tatyana Kadyrovna Amanzholova,  Deputy Director for practical training of the non-state  educational institution “Kazakh-Russian Medical  College”  phone: +77017849893  e-mail: t.amanzholova@gmail.com</p>
	<p><b>Expert-trainee</b>  Diana Sergeyevna Bryuzgina,  4th-year-student in Nursing,  Republican Higher Medical College  phone: +77473124410  e-mail: didi_777@list.ru</p>

	<p><b>Expert-representative of Practical Health Care</b>  Zagira Alipbayevna Shukurgaliyeva,  Deputy Chief Physician for Nursing, State-owned  Municipal Enterprise on the Right of Economic  Management “City Cardiology Centre”, Almaty  phone: +77773854629  e-mail: zagira_57@mail.ru</p>
	<p><b>ECAQA Observer</b>  Makpal Aldibekovna Umarova,  Eurasian Centre for Accreditation and Quality  Assurance in Higher Education and Health Care,  Head of the Accreditation and Monitoring Department  phone: +777475609212,  info@ecaqa.org</p>

During the period from March 27 to March 28, 2019, the assessment of compliance of the main activities of the State-owned Municipal Enterprise on the REM "Higher Medical College" of the Almaty Public Health Department (hereinafter HMC) with the ECAQA Standards for Specialized Accreditation was made.

The EEC report contains the assessment of the State-owned Municipal Enterprise on the REM "Higher Medical College" of the Almaty Public Health Department for compliance with the ECAQA Standards for Specialized Accreditation, and the EEC recommendations on further improvement of the educational programme.

## **2. General Part of the EEC Final Report**

### **Presentation of the medical education organisation**

The State-Owned Municipal Enterprise on the REM "Higher Medical College" of the Almaty Public Health Department Almaty was founded in 1981. The college has been training specialists in the state language since 1989.

The college operations are based on:

- The Charter of the state-owned municipal enterprise on the right of economic management "Higher Medical College" of the Almaty Public Health Department approved by the Decree of the Almaty Akimat (local administration) No. 2/285 dated June 6, 2018 and registered on 23.02.1999 with the Department of Justice of Almaty with re-registration dated 17.08.2018 (certificate No. 24550-1910-111).

The college has a state property on the right of economic management. The functions of the subject to community property laws in relation to the college are performed by the Almaty Akimat; the subject belongs to the healthcare system and is under hierarchical powers of the Almaty Public Health Department.

The college carries out educational activities on the basis of a state license for the right to conduct educational activities issued by the Education Control Department of Almaty, the Education and Science Control Committee of the Ministry of Education and

Science of the Republic of Kazakhstan dated 20.09.2018 No. KZ08LAA00012861 in:  
- 0305000 “Laboratory diagnostics” with qualification in 0305013 “Medical Technologist”.

In 2009, the college introduced a quality management system. There is a certificate of conformity No. KZ7100237.07.0305544, which has been registered in the State Register of the State System of Technical Regulation of the Republic of Kazakhstan since May 17, 2010, and meets the requirements of the national standard of the Republic of Kazakhstan ST RK ISO 9001-2008 "Quality Management System". The recertification audit was conducted and a certificate of conformity with the requirements of ST RK ISO 9001-2016 (ISO 9001:2015) “Quality Management Systems. Requirements” No. KZ.7500740.07.03.00933 dated 28.06.2018, valid until 28.06.2021, was collected.

Since 2009, the State-Owned Municipal Enterprise on the REM "Higher Medical College" of the Almaty Public Health Department has been training specialists in 0305000 “Laboratory Diagnostics” with the qualification in 0305013 “Medical Technologist”.

The training in 0305000 “Laboratory diagnostics” is carried out in accordance with the 2016 State Compulsory Educational Standard of the Republic of Kazakhstan approved and enforced by the Order of the Minister of Health and Social Development of the Republic of Kazakhstan No. 647 dated July 31, 2015.

The number of students training in the state language of instruction in 0305000 “Laboratory diagnostics” is 98.

The quantitative and qualification composition of educators corresponds to this educational programme. The educational process in the specialty is carried out by 23 educators, including 23 full-time (100%) teachers with basic education.

The main goal of the educational programme is to train practice-oriented healthcare specialists of a new-breed, who will be able to actively and efficiently use the knowledge gained during training and practice, think critically and analytically, manage resources efficiently and work in accordance with the principles of patient safety.

### **3. Analysis of compliance with the Standards for Specialized Accreditation based on the results of the external evaluation of the educational programme in 0305000 “Laboratory Diagnostics” of the HMC and the review of strengths in each standard**

#### **Standard 1: Mission and Outcomes**

The college Strategic Plan is consistent with the stated mission and ensures the achievement of goals in education, it is the basis for planning activities in all areas to obtain the expected results. The Plan is available on the college website ([www.medcollege.kz](http://www.medcollege.kz)).

#### ***The strengths of the standard:***

- The declared mission contains goals and an educational strategy to prepare a competent specialist who is able to perform the functions of a specialist in accordance with the established requirements of practical health care.

- During the interview, it has been found that students are familiar with the mission, goals, objectives and development prospects of the college.

- The college staff sets itself the aim to further improve education quality.

- The college is guided by the principles of active and mutually beneficial integration with practical healthcare in cooperation with educational and medical organisations.

**The EEC conclusions on the criteria:** comply - 9, partially comply - 0, do not comply - 0.

**Standard 1: accomplished**

**Recommendations: none**

## **Standard 2: Educational programme**

- The education curriculum is consistent with the mission, goals, objectives and strategic plan of the college.

- The mission of the college is traced in all documentation of the educational programme.

- Both the teaching staff of the college and the employers took part in the implementation of this educational programme.

- A student individual study system has been implemented in the education organisation of the college.

- The programme implements an understandable and open policy regarding official complaints and complaints from students.

The following documents were provided: operating curriculum documents in:

- "Medical Biology and Genetics, Radiation Biology" 2 year

- "Medical Parasitology" 3 year

- "Clinical Diagnostics - Laboratory Basics"

**The strengths of the standard:**

- Operating job-training and professional practice programmes are agreed with employers.

- The college guarantees various assessment methodologies that reflect established basic and professional competencies, evaluate the achievement of learning outcomes of students.

- The college has a student social support service to identify and support students who need social protection (special needs children, orphaned children, children deprived of parental care).

- There is a process of collecting and analyzing information that reflects the satisfaction dynamics of students, graduates and employers.

**The EEC conclusions on the criteria:** comply - 12, partially comply - 2, do not comply - 0.

**Standard 2: accomplished**

**Recommendations for improvement:**

- To provide practical training at special laboratories of the college in order to implement educational programmes.

- To improve the assessment of educational programmes taking into account the requirements of employers.

### **Standard 3: Assessment**

The college assessment system is based on the Model rules for monitoring student performance, midterm and final assessment of students, approved by the order of the Ministry of Education and Science of the Republic of Kazakhstan No. 125 dated 18.03.2008 (as amended on 25.09.18, No. 494), developed in accordance with article 19, sub-paragraph 5 of the Law of the Republic of Kazakhstan "On Education".

Theoretical and practical training is monitored in order to provide quality educational services and train high-demand specialists in accordance with the established level of professional qualification.

The following documents were provided:

- Order No. 173 dated June 11, 2018 "On admission of students to the Final state attestation", Order No. 162 dated June 8, 2018 "On admission to current exams";
- exam materials on "Hygiene with the Technique of Sanitary and Hygienic Research" 3 year, 6 semester, prepared by the educator Baybekova B.K.;
- schedule of theoretical and practical training;
- a collection of lectures on "Methods of clinical laboratory research" in the section "Haematological studies", the educator is Karanova L.T.

#### ***The strengths of the standard:***

- the current assessment system is reflected in the Student Guidebook, posted on the website and information boards.
- graduates show high results of theoretical and practical knowledge.
- communication with graduates and employment monitoring.
- demand for graduates-specialists in the labour market.

***The EEC conclusions: comply - 4, partially comply - 1, do not comply - 0.***

***Standard 3: accomplished***

#### ***Recommendations for improvement:***

- To develop checklists for current exams and the Final state attestation in the specialty in order to assess the level of professional skills of students.
- To introduce midterm attestation in special disciplines in order to obtain continuous information on the progress and quality of acquiring educational material.
- To advance the circle activities in special subjects to develop cognitive interest, improve and deepen knowledge on the subject, form a comprehensively developed personality.

### **Standard 4: Students**

In forming the cohort of college students, the admission board is guided by the Law of the Republic of Kazakhstan "On Education" No. 319-III dated July 27, 2007, the Decree of the Government of the Republic of Kazakhstan No. 130 dated January 19, 2012 "On approval of the Model Rules for admission to education in educational organisations that implement professional training programmes for technical and vocational education".

A psychological service is in operation to adjust applicants to the group, create a friendly student environment, and study the personality of students in college.

In relation to disadvantaged groups, the college has a comprehensive social policy designed to implement important social tasks; the curators of the groups compile a socio-demographic passport of the student population, which reflects information about social status, to organize targeted work.

The following documents and personal files of students were provided: Koneeva Koneyeva Dinara (orphan), Orazbekova Danagul (special needs person of group 3).

***The strengths of the standard:***

- The college has an effective support system for students with learning difficulties.
- The college conducts an academic policy of tolerance: openness, transparency and accessibility, both at the admission stage and throughout the entire training period.
- Monitoring of educational activities of students;
- The presence of bilateral agreements with medical organisations on social partnership;
- The College has a Student Council.

***The EEC conclusions on the criteria:*** comply - 12, partially comply - 0, do not comply - 0.

***Standard 4: accomplished***

***Recommendations for improvement:*** To continue work on training highly qualified competitive specialists ready for continuous professional development.

**Standard 5: Academic Staff/Faculty**

The educational process of the educational programme in 0305000 "Laboratory Diagnostics" is implemented by 23 educators: 11 educators with the highest category, 2 Masters, 4 educators with the second category, and 8 educators without category.

The college has an effective educator development system. The intra-college modes of study: the young educator's school, initiative groups on modern educational technologies. After completing continuing education courses, reports are heard, proposals for introducing advanced teaching technologies and active teaching methods into the educational process are accepted at meetings of the Education Board, the Educators Council, and meetings with the director.

Conducting open lessons and training tests gives a possibility to assess the effectiveness and quality of teaching. A lesson on "Biological Chemistry" on the topic: "Definition of carbohydrates. Properties of carbohydrates", which the educator Kydyrzhanova A.A. conducted to the group 316 Lab. diag. (1 subgroup) on the basis of the Republican Higher Medical College, was attended. To implement the educational process, the educator demonstrated the use of active teaching methods.

***The strengths of the standard:***

- The college has the young educator's school, the school of advanced skills; and regular educator professional development is held.
- An educator rating system has been developed based on the results of the semester and academic year.

- The college has an effective system of material and moral incentives for educators and staff.

*The EEC conclusions on the criteria: comply - 4, partially comply - 0, do not comply - 0.*

**Standard 5: accomplished**

- To direct pedagogical work on improving the information and methodological support of the educational process and the professional training of students.

- To continue work on the joint development of curricula in special disciplines by college educators and social partners.

- To conduct joint seminars, workshops, round tables.

### **Standard 6: Educational resources**

The material and technical base of the college complies with sanitary and hygienic standards and fire safety requirements.

Analysis of available resources (financial, information, staff, material and technical base) is carried out annually and is reflected in the annual report of the college.

The quantity and quality of existing rooms and equipment corresponds to the educational programme and sanitary standards.

Academic studies are held using computer testing. Material, technical and information resources of multimedia rooms, 183 personal computers are used to implement the educational programme.

There is a library equipped with 10 computers and 20 tablets.

The fund of the media library is 1004 copies of electronic publications, of which 137 are in the state language.

The educational literature fund in 0305000 “Laboratory diagnostics” is formed in accordance with the curricula and programmes.

The college has a small printing department, which is equipped with the necessary office equipment for the replication of printed products of the college.

#### ***The strengths of the standard:***

- presence of the material and technical base and teaching staff to effectively implement educational activities under this programme;

- equipment of study rooms, completeness in accordance with the list of equipment;

- availability of information technology, the Internet for students and educators.

*The EEC conclusions on the criteria: comply - 8, partially comply - 3, do not comply - 0.*

The administration of the medical college carries out targeted activities to introduce and update the material and technical base of the educational programme. The level of provision of the educational process with technical training aids allows college educators to use visual multimedia technology in the learning process.

**Standard 6: accomplished**

***Recommendations for improvement:***



- To advance the teaching technique on modern laboratory equipment and instruments.
- To improve the material and technical base in the specialty according to the list of equipment.

### **Standard 7: Programme Evaluation**

Internal monitoring of the college activities and its units is carried out and planned in accordance with internal regulatory documents.

The results of the questionnaire for educators on “Satisfaction of educators and employees with work at the college”, “Satisfaction with the quality of the educational process organisation”, “Satisfaction of students with the material and technical base and educational resources of the college”, “Satisfaction with the objectivity of assessment” are presented.

#### ***The strengths of the standard:***

- employers note satisfaction with the quality of the provided theoretical knowledge and practical skills of students;
- medical organisations are ready for close cooperation with the college and send mentors for further work with students.

***The EEC conclusions on the criteria:*** *comply - 9, partially comply - 0, do not comply - 0.*

The college has a monitoring system for evaluating educational programmes, which is focused on student satisfaction with their educational attainment.

#### ***Standard 7: accomplished***

***Recommendations for improvement:*** To continue providing quality educational services that meet the requirements and expectations of students and employers.

### **Standard 8. Governance and administration**

The staff structure of the college management determines the composition of the units and the list of college positions. The management structure includes the college governance. The appointment of the director, his certification is carried out in accordance with the order of the Minister of National Economy of the Republic of Kazakhstan No. 70 dated February 2, 2015 “On approval of the Rules for the appointment and certification of the head of a state enterprise, as well as approval of his candidacy”.

The authorized body draws employment relations with the director of the college by concluding an employment contract in accordance with the Labour Code of the Republic of Kazakhstan.

The head of the college acts on the principles of one-man management and independently solves all issues of the College's activities in accordance with its competence determined by the legislation of the Republic of Kazakhstan and the Charter of the college.

The main activities of the college are coordinated by deputy directors, who are appointed and dismissed by order of the director of the HMC.

Deputies belong to the category of college leaders and report directly to the director. The general management of the College is carried out by the Educators Council. It consists of the director (chairman), deputy directors, department heads, heads of several structural divisions, chairmen of the cyclic methodical commissions (CMC), teaching staff.

Educational work is coordinated by the Education Board, and carried out by the Scientific and Methodical Department and 3 cyclic methodical commissions.

***The strengths of the standard:***

- openness and transparency of the management system is ensured by the availability of information on the leaders and structure of the College, decisions made by collegial bodies, and important events.

- information is distributed on the website, information boards, by e-mail, orally and in written form at seminars and meetings, through advisers - curators, department heads, deputy directors, chairmen of the CMC, materials developers, etc.

- the quality management system (QMS) is constantly improving based on the requirements of the standard ST RK ISO 9001-2009.

***The EEC conclusions on the criteria:*** comply - 9, partially comply - 0, do not comply - 0.

***Standard 8:*** accomplished

***Recommendations:*** none

**Standard 9. Continuous renewal**

The college policy is aimed at continuous renewal of the educational services quality.

The development of the college is updated taking into account changes in the needs of healthcare, new regulatory documents, and transformations in society; on its basis, a comprehensive development plan for a year is being developed.

In 2018, the Centre for psychological relief and communication skills was created. The special modular programme for adapting first-year-students and the programme for graduating students “Professional interaction of a future specialist with a patient” have been developed at the Centre.

The Simulation Centre has been opened to improve the formation of students’ practical skills. The independent assessment of knowledge and skills is carried out at the Centre using the OSCE (The Objective Structured Clinical Examination) by independent experts.

***The strengths of the standard:***

- Creation of a simulation centre of practical skills;

- Graduates’ knowledge evaluation forms with the use of the OSCE have been implemented on the basis of international practices.

***The EEC conclusions on the criteria:*** comply - 7, partially comply - 0, do not comply - 0.

***Standard 9:*** accomplished

***Recommendations for improvement: none***

Thus, as a result of the analysis of the criteria for the compliance of the educational programme in “Laboratory Diagnostics” with accreditation standards, full compliance with 74 criteria and partial compliance with 6 criteria was established. Inconsistencies with accreditation standards were not defined.

**4. Recommendations for improvement of the educational programme in 0305000 "Laboratory Diagnostics" with qualification in 0305013 "Medical Technologist" of the State-Owned Municipal Enterprise on the REM "Higher Medical College" of the Almaty Public Health Department:**

1) To direct pedagogical work on improving the information and methodological support of the educational process and students' professional development.

2) To conduct practical training in special college laboratories in order to implement educational programmes.

3) To improve and assess educational programmes taking into account the requirements of employers.

4) To develop checklists for current exams and the Final state attestation in the specialty to assess the level of students' professional skills.

5) To introduce midterm attestation in special disciplines in order to obtain continuous information on the progress and quality of acquiring educational material.





6) To advance the circle activities in special subjects to develop cognitive interest, improve and deepen knowledge on the subject, form a comprehensively developed personality.

7) To advance the teaching technique on modern laboratory equipment and instruments.

8) To continue improving the material and technical base in the specialty according to the list of equipment.

### Рекомендация Аккредитационному совету ЕЦА

Члены ВЭК пришли к единогласному мнению рекомендовать Аккредитационному совету аккредитовать образовательную программу по специальности **0305000 «Лабораторная диагностика» квалификация: 0305013 «Медицинский лаборант»** КГП на ПХВ «Высший медицинский колледж» Управления общественного здоровья города Алматы на период 5 лет.

Председатель ВЭК	Токбергенова Гульмира Тельмановна	
Зарубежный эксперт	Сактанова Тамара Султановна	
Национальный академический эксперт	Кадышева Ирина Владимировна	
Национальный академический эксперт	Кожабаета Эльмира Аманкуловна	
Национальный академический эксперт	Кумарова Алтынай Балтабаевна	
Национальный академический эксперт	Естемесова Карлыгаш Амангельдиевна	
Национальный академический эксперт	Аманжолова Татьяна Кадыровна	
Эксперт – работодатель	Шукурталиева Загира Алипбаевна	
Эксперт – слушатель	Брюзгина Диана Сергеевна	
Наблюдатель ВЭК	Умарова Макпал Альдибековна	

[Translation from Russian of the image above]

### Recommendations for the ECAQA Accreditation Council

The EEC members unanimously agreed to recommend to the Accreditation Council to accredit the educational programme in **0305000 "Laboratory Diagnostics" with qualification in 0305013 "Medical Technologist"** of the State-owned Municipal Enterprise on the REM "Higher Medical College" of the Almaty Public Health Department for a period of 5 years.

The EEC Chairperson	Gulmira Telmanovna Tokbergenova	<i>/signature/</i>
Foreign Expert	Tamara Sultanovna Saktaganova	<i>/signature/</i>
National academic expert	Irina Vladimirovna Kadysheva	<i>/signature/</i>
National academic expert	Elmira Amankulovna Kozhabayeva	<i>/signature/</i>
National academic expert	Altynai Baltabayevna Kumarova	<i>/signature/</i>
National academic expert	Karlygash Amangeldiyevna Yestemesova	<i>/signature/</i>
National academic expert	Tatyana Kadyrovna Amanzholova	<i>/signature/</i>
Expert-Employer	Zagira Alipbayevna Shukurgaliyeva	<i>/signature/</i>
Expert-Trainee	Diana Sergeevna Bryuzgina	<i>/signature/</i>
ECAQA Observer	Makpal Aldibekovna Umarova	<i>/signature/</i>

**Quality profile and external evaluation criteria according to the Standards for accreditation of educational programmes in the medical and pharmaceutical specialties of technical and vocational education of the State-Owned Municipal Enterprise on the REM "Higher Medical College" of the Almaty Public Health Department**

**on the educational programme in 0305000 "Laboratory Diagnostics" with qualification in 0305013 "Medical Technologist"**

Standard	Criteria for assessment	Assessment		
		Comply	Partially comply	Do not comply
1.	Mission and Outcomes	9	0	0
2.	Educational programme	12	2	0
3.	Assessment	4	1	0
4.	Students	12	0	0
5.	Academic Staff/Faculty	4	0	0
6.	Educational resources	8	3	0
7.	Programme Evaluation	9	0	0
8.	Governance and administration	9	0	0
9.	Continuous renewal	7	0	0
	<b>Total</b>	<b>74</b>	<b>6</b>	<b>0</b>