

**REPORT
OF THE EXTERNAL EVALUATION COMMISSION
ON THE RESULTS OF COMPLIANCE ASSESSMENT
OF THE EDUCATIONAL PROGRAMME IN 0302000 "NURSING"
(QUALIFICATION IN 0302033 "GENERAL PRACTICE NURSE") OF THE
STATE-OWNED MUNICIPAL ENTERPRISE ON THE REM "HIGHER
MEDICAL COLLEGE" OF THE ALMATY PUBLIC HEALTH DEPARTMENT
WITH THE STANDARDS FOR 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 institutional and specialized accreditation of the educational programme in 0302000 "Nursing" with qualification in 0302033 "General Practice Nurse" of the State-Owned Municipal Enterprise on the REM "Higher Medical College" of the Almaty Public Health Department with the following composition:

	<p>The Chairperson of the EEC Gulmira Telmanovna Tokbergenova, Candidate of Pedagogic Sciences, Director of the Medical College "Interdent" phone: +77016557484 e-mail: tokbergenova@bk.ru</p>
	<p>Foreign Expert 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>
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	<p>National academic expert 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>National academic expert 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>National academic expert 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>
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	<p>Expert-trainee Diana Sergeyevna Bryuzgina, 4th-year-student in Nursing, Republican Higher Medical College phone: +77473124410 e-mail: didi_777@list.ru</p>

	<p>Expert-representative of Practical Health Care 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>ECAQA Observer 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 educational programme in 0302000 "Nursing", qualification in 0302033 "General Practice Nurse", of the State-owned Municipal Enterprise on the REM "Higher Medical College" of the Almaty Public Health Department (hereinafter HMC) with the Standards for Accreditation of educational programmes in medical and pharmaceutical specialties of technical and vocational education was made.

The EEC report contains the assessment of the educational programme in 0302000 "Nursing", qualification in 0302033 "General Practice Nurse", for compliance with the ECAQA Standards for 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 and the educational programme in "Nursing"

The State-owned Municipal Enterprise on the REM "Higher Medical College" of the Almaty Public Health Department was founded in 1981 as the Almaty Medical Training School according to the Order No. 141 dated 12.03.1981 of the Ministry of Health of the Kazakh Soviet Socialist Republic.

In 1992, the Training School was reorganized into the Almaty Medical College by the order of the Ministry of Health of the Republic of Kazakhstan No.432 dated 03.09.1992. In 1993, the college cooperated with the University of Tucson (USA) to reform nursing. The college compiled a plan programme for four-level training of nursing specialists: nursing assistant, nurse, specialized nurse, nurse manager of nursing.

In 1995, the college was defined as an experimental educational institution training nursing specialists in a multi-level system by the Decree of the Board of the Ministry of

Health of the Republic of Kazakhstan. The system of multi-level training of nursing specialists has been functioning at the college for more than 10 years (1995-2005).

In 2015, the Health Department introduced new aspects of work for monitoring and auditing the nursing service of Almaty; in connection therewith the "Almaty Nursing Development Centre" was established on the basis of the Medical College.

In 2016, the "City Hospital of Nursing Care" was added to the college structure as its own clinical setting by the resolution of the Akim (mayor) of Almaty. In 2016, the "Nursing Service Development Centre" was reorganized into the Training Centre of the Almaty Health Department by the order of the head of the Almaty Health Department. In 2018, the college was renamed as the "Higher Medical College" of the Almaty Health Department by the Resolution of the Almaty Akimat (local administration) No. 2/285 dated June 6, 2018 "On some issues of the communal property of Almaty".

The internal management of the college is carried out according to the annually approved plan of the QMS (quality management system) in compliance with the current staffing establishment. The college governance is carried out by the director. The college belongs to the healthcare system and is under hierarchical powers of the Almaty Public Health Department.

The college has a state property under the right of economic management. The functions of the subject to community property laws are carried out by the Almaty Akimat.

The college carries out educational activities on the basis of a state license for the right to conduct educational activities issued by the Department for Education Control in Almaty, the Committee for Control of Education and Science of the Ministry of Education and Science of the Republic of Kazakhstan dated 20.09.2018 No.KZ08LAA00012861 (initial issuance dated 07.11.2011) in five specialties, including:

- 0302000 "Nursing", qualification 0302033 "General Practice Nurse";
- 0302000 "Nursing", qualification 0302054 "Applied Bachelor's Degree Programme" (Appendix to the license dated 01.11.2018 No.KZ35LAA00008010 of the Appendix No. 003).

The programme has been implemented since the foundation of the college and during this time more than 5,000 people have been trained. The total number of students is 1387. The number of "Nursing" students is 673 people as of 01.03.2019. The languages of instruction are Kazakh, Russian. 485 people study in Kazakh, 188 people are taught in Russian.

The number of employees is 130 (including 111 full-time employees, 19 part-time employees).

In 2009, a quality management system was introduced at the college by the order of the college director No. 06-02-17 dated 22.09.2009 "On the implementation of a quality management system at the State-Owned Municipal Enterprise on the REM "Higher Medical College".

3. Analysis of compliance of the educational programme in 0302000 "Nursing" with the Standards for Accreditation, and the review of strengths in each standard (compliance evidence)

Standard 1: Mission and Outcomes

The State-Owned Municipal Enterprise on the REM "Higher Medical College" has a clearly formulated mission, goals and expected results of the educational programme, which are brought to the attention of all stakeholders.

The mission, goals and expected results reflect the professional standards of technical and vocational education in medical and pharmaceutical specialties, the needs and expectations of stakeholders and are regularly reviewed.

The State-Owned Municipal Enterprise on the REM "Higher Medical College" has a clear strategic plan developed and approved by the governance board that defines all its activities and is revised in connection with the modernization of the medical education system.

The strategic plan of the college is consistent with the stated mission and ensures the achievement of goals in education.

The stated mission of the college, goals and objectives correspond to the material and intellectual resources of the college, the requirements of the labour market. A quality management system has been introduced and successfully operates at the college.

The strengths of the standard:

- Clearly formulated mission, goals and strategic plan.
- The implementation of the educational programme is carried out in accordance with the mission, strategy and available resources of the college, which meets the needs of the market, region, VET system and the educational policy of the Republic of Kazakhstan.
- The mission, goals and policies of the college are timely reviewed, both at the planning stage and execution of decisions made with participation of students, educators, employers and stakeholders.
- An international quality management system has been introduced.
- Restructuring at the Higher Medical College with the ability to provide training for "Nursing" specialists with qualification of applied bachelor's degree.

The EEC conclusions on the criteria (see Annex 1): comply - 9, partially comply - 0, do not comply - 0.

Standard 1: accomplished

Recommendations for improvement:

- To continue developing international cooperation.

Standard 2: Educational programme

Training in 0302000 "Nursing" is carried out in accordance with the 2013 and 2016 State Compulsory Educational Standards of the Republic of Kazakhstan. The educational programme includes compulsory disciplines, elective classes and

consultations. The curriculum and working programme of each discipline are consistent with the objectives of the educational programme and ensure the achievement of learning outcomes by all graduates of the programme. The educational process is focused on the future practical activities of specialists with the qualification “General Practice Nurse”. The college and medical organizations have concluded 40 agreements for conducting educational training, curricular practical training and professional practice in "Nursing".

The amount of in-class learning does not exceed an average of 36 hours per week, with a total student load of 54 hours per week. The curriculum reflects the sequence of disciplines of the professional and special cycle, taking into account the systematic acquisition of knowledge and the presence of intersubject communications. The college educational practice uses innovative teaching methods. In the context of the "Nursing" specialty educators created an electronic database of test cases. Midterm and final assessment is timely scheduled.

The strengths of the standard:

- The curriculum and programme documentation such as curriculum model, standard working curricula and syllabi, and individual curricula correspond to the objectives, content of the educational programme to achieve the expected learning outcomes;

- The medical college ensures that students acquire sufficient knowledge and professional skills to provide qualified medical services;

- The established goals of the educational programme and the learning outcomes achieve the quality standard of professional skills through effective cooperation between medical healthcare organizations and educational organizations;

- Conditions for creativity and personal growth of educators and students have been created;

- Close relationship with practical healthcare has been established;

- Presence of the college's own clinical setting (Hospital for Nursing Care, Training Centre).

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

Standard 2: accomplished

Recommendations for improvement:

- To continue implementing dual education system.

Standard 3: Assessment

Students' knowledge assessment is made in accordance with the planned learning outcomes, meets the objectives of the educational programme, corresponds to its purpose, and is based on clearly defined generally accepted criteria. Monitoring the level of professional qualifications of students at various stages of the educational process is implemented through current, midterm and final assessment. The Objective Structured Clinical Examination (OSCE) is introduced into the educational process to objectively evaluate the practical skills of students. Upon completion of the curricular practical

training and pre-graduation practice, the professional competencies of students are evaluated by the heads of practical training at the settings of medical organizations, and then by the college educators.

The results of the final state attestation show the readiness of graduates to perform professional duties. At the final state attestation graduates demonstrate persistently high results in theoretical and practical knowledge. Graduates are employed at medical organizations of the city, province, and other regions (employment of graduates of the 2017-2018 academic year is 83.5%).

The strengths of the standard:

- Graduates demonstrate persistently high results in theoretical and practical knowledge at the final state attestation;
- Consistently high rates of employment of graduates in this specialty over the past three years;
- The assessment methods used in the college are reliable and valid;
- The unified automated system for monitoring students' knowledge;
- Monitoring the level of students' professional qualifications at various levels of the educational process.

The EEC conclusions on the criteria: comply - 5, partially comply - 0, do not comply – 0.

Standard 3: accomplished

Recommendations for improvement: none.

Standard 4: Students

Changes in policies, procedures and information about the educational programme are clearly, consistently and timely reported to students. The college has a self-government body – the Student Council. Members of the Student Council are part of the collegial bodies of the HMC. Students are informed about the assessment strategy used in their programme, examinations or other methods and criteria for assessing knowledge. Students have the right to make suggestions to improve the educational process, to participate in solving important issues of the college.

The college provides a flexible system of tuition fee, a social support system for the period of study for students with special needs due to health reasons, orphans and children without parental care and under guardianship (6 orphans are trained by state order, 5 special needs persons are given discounts).

The college provides the conditions for creativity, sports achievements: clubs, sports sections, a dining room, a first-aid post, an assembly hall, a reading room, and a library.

The strengths of the standard:

- Students are sufficiently informed about the content of the educational programme, the criteria for assessment of knowledge and skills;
- The college guarantees the quality of programmes and allocates resources for quality educational services;
- The college provides an opportunity for students to participate in the management of the educational programme;

- The college provides social support for students with special needs;
- The Student Council is functioning;
- The conditions for creativity and personal growth of students have been created;
- The Centre for psychological relief and communication skills has been created.

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

Standard 4: accomplished

Recommendations for improvement:

- To increase the number of students involved in research circles in special disciplines.

Standard 5: Academic Staff/Faculty

The quantitative and qualification composition of educators corresponds to this educational programme. The educational process is also provided by 6 bachelors of "Nursing" and 4 masters of "Nursing". The college educators are constantly involved in continuous development. The college educators developed academic and methodological materials in the disciplines, according to the State compulsory standard for technical and vocational education of the Republic of Kazakhstan. The college educators apply various innovative technologies and methods in the educational process along with traditional teaching methods. The "Young Educator's School" successfully operates.

74 full-time educators of the educational programme in "Nursing" underwent continuing education in 2018-2019. The college has a flexible system of incentives and bonuses for educators.

The strengths of the standard:

- The teaching staff is presented by specialists in the specialized knowledge areas covered by the educational programme (the presence of educators with bachelor's and master's degrees in Nursing);
- The quantitative and qualitative composition of educators meets the qualification requirements for VET organizations;
- The educators take part in the continuous development of pedagogical excellence;
- The "Young educator's school" effectively operates;
- The college provides competence assessment of educators and monitoring of their activities with subsequent stimulation of their work;
- Active participation of educators in the development and publication of analytical, methodical and scientific and publishing activities;
- Continuing education of educators and college staff in regional, republican, international courses and seminars (Lithuania, Finland, the international WorldSkills movement, Germany) on educational programmes in Medical Care and Nursing;
- A system of incentives and motivation for teaching staff has been arranged.

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

Standard 5: accomplished

Recommendations for improvement:

- To intensify work on the use of innovative and active teaching methods;
- To continue introducing research activities in teaching and learning;
- To improve professional skills of “Nursing” educators to through learning English and Master's degree education.

Standard 6: Educational resources

The material and technical equipment of study rooms complies with the requirements of the “Model list of equipment” and averages 86%. An equipped sports hall is available for physical education. Medical care for students is provided by a first-aid post.

The college has a dining room with 85 seats (hot meals are provided). The number of computers at the college is 123. The college has one broadband Internet connection with a total speed of 150 Mbps. Training is conducted in 62 study rooms. The college does not have a dormitory. The book fund of the library has 47.250 copies, (including 26.792 copies in the state language), book supply per student is 29 copies. The library fund is annually replenished with new educational and reference literature. The number of electronic textbooks is 275, the fund of the electronic reading room is 94.

The KABIS system designed for the comprehensive automation of library processes and the creation of electronic catalogues and full-text databases has been introduced.

A simulation centre has been organized at the college to practice practical skills of college students.

Along with the material and technical support for training students, the college has a well-developed material and technical base of the Training Centre (Department of Professional Development and Retraining of Healthcare Specialists). To provide high-quality training for students, there are 5 simulation classes equipped with 35 simulators, a conference room for 25-40 people.

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

The strengths of the standard:

- The college has a sufficiently equipped material and technical base;
- Ability to advance practical skills at the college Simulation Centre;
- A sufficient number of study rooms at clinical settings with equipment for conducting training;
- Presence of the Training Centre;
- Presence of own clinical setting (“City Hospital of Nursing Care”).

The EEC conclusions on the criteria: comply - 9, partially comply - 2, do not comply - 0.

Standard 6: accomplished

Recommendations for improvement:

- To regularly update the material and technical base of the college (to equip it with sports and training simulators);

- To update and replenish the college library fund of the educational programme in “Nursing”;
- To strengthen the provision of the educational process with modern information resources (interactive whiteboards, computer programmes in the specialty).

Standard 7: Programme Evaluation

Evaluation of educational programmes is carried out on the basis of student performance and quality of knowledge, monitoring data on the satisfaction of students, faculty and employers, as well as student achievements.

Monitoring satisfaction with the quality of educational services at the college is carried out by studying the opinions of consumers of educational services (students, employers) as an important principle of education quality management is customer orientation. Studying the opinions of students shows the satisfaction of students with educational processes.

Employers note high satisfaction with the quality of the provided theoretical knowledge and practical skills of students.

Monitoring the quality of knowledge of students in groups, specialties and courses is implemented at the end of each semester, 2 times per academic year.

In the framework of the educational programme, a clear and open policy regarding student complaints is implemented, and, if necessary, information obtained from official complaints is used to facilitate continuous improvement of the programme.

An internal and external examination of curricula, working programmes of disciplines and teaching materials is carried out for regular evaluation and monitoring of the educational programme at the college,

The strengths of the standard:

- The ability of students to advance practical skills at senior courses at the college Simulation Centre;
- The sufficient number of study rooms at clinical settings that have modern equipment for conducting training;
- Continuous monitoring of satisfaction with the quality of educational services by all stakeholders;
- Stable graduate employment rates over the past three years.

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

Standard 7: accomplished

Recommendations for improvement:

- To improve the assessment of educational programmes taking into account the requirements of employers;
- To advance the mechanisms for employing graduates.

Standard 8. Governance and administration

The Higher Medical College has a clear organizational structure that contributes to the achievement of the mission, goals and objectives of educational organization. The staffing structure of the college determines the composition of departments and the list

of college positions.

The functions and activities of each structural unit are fixed in the relevant provisions. The staffing establishment defines the composition of units and the list of positions.

The formation of the college management system is carried out in accordance with the provisions provided for by regulatory documents of the republican level, the Charter of the college, internal regulations governing the activities of structural units discussed at the Educators Council and approved by the director. The college has a certified quality management system (QMS).

The college annually analyzes the activities and evaluates the effectiveness of the management system of the college and its structural units (external and internal evaluation).

The financial solvency of the college allows full finance of all existing educational programmes. The college has sufficient amount of its own funds and budget financing.

The strengths of the standard:

- The organizational structure of the college and management system is fully consistent with the mission, strategic goals and objectives of the functioning and development of the educational system;

- The college governance has a sufficient level of managerial competencies, takes responsibility for the implementation of all processes that ensure the achievement of the mission;

- Management systems and its activities are open, transparent and accessible;

- A Certified QMS is functioning at the college.

Standard 8: accomplished

Recommendations for improvement:

- To improve website content and expand information on the “Nursing” educational programme.

Standard 9. Continuous renewal

The system of continuous renewal of all key areas of activity, especially educational one, is well established and implemented at the HMC. The college annually reviews the organizational structure of management in accordance with the ongoing reforms in education and healthcare of the Republic of Kazakhstan. The Centre for psychological relief and communication skills has been 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 for Practical Skills has been established to improve and form practical skills of students. An independent assessment of knowledge and skills is carried out using the OSCE methodology on the basis of the Centre.

The college regularly conducts analysis of the activities of teaching staff in order to eliminate shortcomings, as well as in the development of strategies, quality policies and

the review of organizational structure and functions. Resources are constantly allocated based on ongoing analyzes of continuous renewal.

Sociological surveys (questionnaires) on satisfaction with the working conditions of faculty, staff and students are conducted annually.

In order to identify the needs of the health care system, the college constantly carries out activities to study these needs – career fairs with employers, questioning of practical health care representatives, conferences with the invitation of health care representatives, etc.

The strengths of the standard:

- An international quality management system has been introduced;
- Identification and consideration of the needs of practical healthcare representatives in the training of qualified personnel;
- Application and use of modern educational technologies, including information ones;
- Constant updating of the material and technical base taking into account the relevance and reform of the healthcare system of the Republic of Kazakhstan.

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

Standard 9: accomplished

Thus, as a result of the analysis of the criteria for the compliance of the educational programme in “Nursing” with accreditation standards, full compliance with 76 criteria and partial compliance with 4 criteria was established. Inconsistencies with accreditation standards were not defined.

6. Recommendations for improvement of the educational programme in 0302000 "Nursing":

1. To continue developing international cooperation.
2. To continue implementing dual education system.
3. To increase the number of students involved in research circles in special disciplines.
4. To intensify work on the use of innovative and active teaching methods.
5. To regularly update the material and technical base of the college (to equip it with sports and training simulators).
6. To update and replenish the college library fund in the specialty.
7. To improve the assessment of educational programmes taking into account the requirements of employers.
8. To advance the mechanisms for employing graduates.
9. To strengthen the provision of the educational process with modern information resources (interactive whiteboards, computer programmes in the specialty).

Рекомендация Аккредитационному совету ЕЦА

Члены ВЭК пришли к единогласному мнению рекомендовать Аккредитационному совету аккредитовать образовательную программу по специальности **0302000 «Сестринское дело», квалификация 0302033 «Медицинская сестра общей практики»** 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



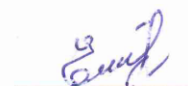
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Аманкуловна



Национальный академический эксперт Кумарова Алтынай Балтабаевна



Национальный академический эксперт Естемесова Карлыгаш
Амангельдиевна



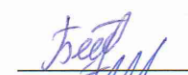
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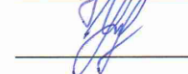
Эксперт – работодатель Шукургалиева Загира
Алипбаевна



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 **0302000 "Nursing", qualification in 0302033 "General Practice Nurse"**, 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	/signature/
Foreign Expert	Tamara Sultanovna Saktaganova	/signature/
National academic expert	Irina Vladimirovna Kadysheva	/signature/
National academic expert	Elmira Amankulovna Kozhabayeva	/signature/
National academic expert	Altynai Baltabayevna Kumarova	/signature/
National academic expert	Karlygash Amangeldiyevna Yestemesova	/signature/
National academic expert	Tatyana Kadyrovna Amanzholova	/signature/
Expert-Employer	Zagira Alipbayevna Shukurgaliyeva	/signature/
Expert-Trainee	Diana Sergeyevna Bryuzgina	/signature/
ECAQA Observer	Makpal Aldibekovna Umarova	/signature/

Quality profile and external evaluation criteria according to the Standards for accreditation of educational programmes in 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 0302000 "Nursing"

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	5	0	0
4.	Students	12	0	0
5.	Academic Staff/Faculty	4	0	0
6.	Educational resources	9	2	0
7.	Programme Evaluation	9	0	0
8.	Governance and administration	9	0	0
9.	Continuous renewal	7	0	0
	Total	76	4	0