

**REPORT OF THE EXTERNAL EXPERT COMMISSION
FOLLOWING THE ASSEMENT OF COMPLAIANCE WITH
THE STANDARDS FOR PROGRAMME ACCREDITATION
OF THE BACHELOR’S DEGREE PROGRAMME
IN GENERAL MEDICINE OF THE KAZAKH MEDICAL UNIVERSITY
OF CONTINUING EDUCATION**

1. Composition of the External Expert Commission

According to the ECAQA Order No. 18 dated January 21, 2018, an External Expert Commission (EEC) was formed to conduct the accreditation of the Bachelor’s degree programme in “General Medicine” of Kazakh Medical University of Continuing Education with the following membership:



Chairperson -

Eralieva Lyazzat Tasbulatovna,

Doctor of Medicine, Professor,
Deputy Director of the National Scientific Center of Phthisiopulmonology of the Ministry of Health of the Republic of Kazakhstan, Corresponding Member of the Russian Academy of Natural History (RANH) in the section "Medical Sciences", Member of the European Society of Clinical Microbiology and Infectious Diseases



International expert -

Grigoryan Artem Sergeevich,

Candidate of Medicine, Assistant Professor of the Department of Pathophysiology, Head of the Department of Quality Assurance of Education of Yerevan State Medical University named after Mkhitar Heratsi, Member of the Armenian Association of Biochemists,
Member of the Armenian Medical Association



National expert -

Salingereeva Bagdat Zhanabaevna,

Doctor of Medicine, Professor,
Head of the Department of Anatomy with a course of histology and physiology of the NSEI “Kazakh-Russian Medical University”



National expert -

Ermukhanova Lyudmila Sergeevna,

Candidate of Medicine, Assistant Professor of the Department of Public Health of West Kazakhstan Medical University named after Marat Ospanov



National expert -

Myrzagulova Asel Oryntaevna,

Candidate of Medicine, Head of clinical research centre Kazakhstan's Medical University "KSPH"



National expert -

Zhakypbekov Kayrat Saparkhanovich,

PhD, Assistant Professor, Head of the Department of Organization, Management and Economics of Pharmacy and Clinical Pharmacy, National Medical University JSC



National expert -

Aldabergenova Taurzhan Kalibekovna,

Candidate of Medicine, Assistant Professor of the Department of Orthopedic and paediatric dentistry Astana Medical University JSC



Expert – Representative of practical healthcare –
Aytzhanova Ayzhan Adilovna,
Ultrasonographer of Radiodiagnosis Department
Center of Pediatric Emergency First Aid in Almaty



Expert-student -
Dzhangarasheva Dariya Erzhanovna
Second-year student of
Department of General Medicine
NSEI “Kazakh-Russian Medical University”



Expert-student -
Doschanova Roza Serikovna,
Fifth-year student of Department “Dentistry”
National Medical University JSC



ECAQA observer-
Sarsenbayeva Saule Sergazievna
Doctor of Medicine, Professor, MBA
Eurasian Center for Accreditation and Quality
Assurance in Higher Education and Health Care,
Director General

The assessment of the compliance of the Bachelor's degree programme in "General Medicine" of KazMUCE JSC with the ECAQA specialized accreditation standards was carried out from 06.02 till 07.02 2019.

The EEC report contains an assessment of the Bachelor's degree programme in "General Medicine" for compliance with the ECAQA's Accreditation Standards and the EEC recommendations on further improvement of the educational programme implementation.

2. General part of the EEC final report

Joint-stock company "Kazakh Medical University of Continuing Education" has a State license No.KZ52LAA00006249, issued on December 3, 2015 to participate in educational activities. KazMUCE received an Attachment to the license for the specialty "General Medicine".

The mission of KazMUCE: To ensure the implementation of the policy of training of competitive professional and academic staff, based on the principles of continuous development and the trinity of science, practice and education.

The goal is to prepare professional and academic staff in accordance with the principles of the Bologna process through the provision of quality continuous education.

Strategic orientations:

1. To strengthen strategic management, to improve the efficiency of the management system.
2. To enlarge the staff training area (multitasking and a full cycle of staff training).
3. To ensure the quality of KazMUCE educational programmes and to bring them to conformity with international standards.
4. To develop human resources.
5. To form a successful learner.
6. To develop research activities.
7. To improve clinical activities.
8. To develop infrastructure based on the formation of a sustainable financial model.

Long-term vision: KazMUCE is a leader in the field of staff training, providing high-quality and modern education for professionals of a new breed who are capable of practical implementation of the knowledge gained.

The mission of the educational programme in "General Medicine" (Bachelor's degree) is to solve problems and current issues of public health at the national and international levels, corresponding to the growing need in training of professionals in the sphere of disease prevention and health promotion; leaders of new generation who are able to provide effective management in institutes and services responsible for public health protection.

On October 22, 2018, ECAQA organized a Pre-site visit of an expert commission consisting of: Chair Sarsenbayeva Saule, ECAQA Director General, expert on accreditation of basic, postgraduate and continuous medical education of

ECAQA, members: Nurmanbetova Faridana, ECAQA science advisor, WFME top advisor; Ramazanova Sholpan, Head of the Department of Children's Diseases No. 3 of NMU JSC, an expert in accreditation of basic, postgraduate and continuous medical education of ECAQA; Zhumagaliyev Aday, student of KRMU, KAZMSA local director.

Recommendations on the entire process of self-assessment of the Bachelor's degree programme were made during the preliminary visit.

The accreditation of the Bachelor's degree programme in "General Medicine" has not been carried out until the present because of obtaining a state license in 2018.

3. Analysis of the report on the self-assessment of the Bachelor's degree programme in "General Medicine" for compliance with the ECAQA's Standards for Programme Accreditation

The report on the self-assessment of the Bachelor's degree programme in "General Medicine" is presented on 121 pages, excluding applications. It is characterized by the completeness, structuredness and internal unity of information provided by KazMUCE on this educational programme. The report is gone with a cover letter signed by the vice rector for academic activities, a member of the KazMUCE board, professor Doskozhaeva Saule, confirming the adequacy of the information and data contained in the report.

The report was drawn up in accordance with the Self-Evaluation Manual for Specialized Accreditation and fully complies with the ECAQA Accreditation Standards for the Bachelor's degree programme in "General Medicine".

The self-assessment of the Bachelor's degree programme in "General Medicine" was carried out on the basis of the order No. 80 - OD dated 10.09.2018 "On approval of the working group participants to prepare for the accreditation of the Bachelor's degree programme in "General Medicine".

4. The level and quality of self-assessment of the Bachelor's degree programme in "General Medicine"

Based on the analysis of the self-assessment report, experts found that the content of the self-assessment report is structured in accordance with the accreditation standard for the Bachelor's degree programme in "General Medicine" of medical education organizations.

The report is written skillfully, the wording for each standard is clear and understandable, the tables contain references in the text and have continuous numbering. There are references to normative legal acts, model rules and documents of KazMUCE.

The self-assessment and description were carried out in accordance with the ECAQA's Standards for Programme Accreditation criteria and the answers to the questions formulated in the Self-Evaluation Manual were got. All the standards of the Bachelor's degree programme in "General Medicine" indicate a real practice, facts and examples confirming compliance with the requirements of

accreditation standards. Following the accreditation standards the description of the Bachelor's degree programme in "General Medicine" is complete, updated (according to the number of students, data on acceptance, the results of intermediate control, monitoring based on feedback, financial information, etc.).

The conclusion on each of the accreditation standards of the Bachelor's degree programme in "General Medicine" includes a description of the strengths and areas for improvement. In accordance with the requirements of the ECAQA Self-Evaluation Manual, copies of documents which supplement the description of the accreditation standards are attached to the report.

So, the Self-Assessment Report of the Bachelor's degree programme in "General Medicine" contains reliable, detailed, structured information on all activities in accordance with the ECAQA's Standards for Programme Accreditation.

5. Analysis for compliance with the specialized accreditation standards based on the results of an external evaluation of the Bachelor's degree programme in "General Medicine" and a review of the each standard strong points

Standard 1: Mission and outcomes

KazMUCE has developed and informed relevant stakeholders about the university's and the educational programme's missions, with that the administrative and managerial staff, a number of teachers and student active group were involved in formulating the mission. As an education organization with a private form of ownership (sole founder), the university has autonomy while developing strategies, planning various types of activities (education, science, clinic), at the same time sticking to the goals and objectives of government programmatic documents and orders of departmental institutions (MES RK, MH RK). The goals of the Bachelor's programme in "General Medicine" are aimed at achieving the outcomes directly related to the mission.

Strong points:

- Educational training programmes are practice oriented.
- Introduction of credit technology and innovative methods of education into the educational process.
- Integration of educational, diagnostic and treatment, and research areas in the educational programme.

EEC conclusions on the criteria: fulfilled - 11, partially fulfilled - 0, not fulfilled - 0.

Standard 1: accomplished.

Recommendation:

- *More fully bring the mission of the university and the educational programme to stakeholders.*

Standard 2: Educational programme

The Bachelor's programme in "General Medicine" according which students began to learn in the 2018-2019 academic year, is characterized by compliance with the SOES and a unique university component of choice provided by qualified teaching staff, integration of education and practice, flexible approach to the implementation of individual training and different methodological approaches to teaching. The programme content and the training conditions provided by KazMUCE grounded the recruitment of students for all courses including internship training. At the same time, recourses and methodological support of the basic medical disciplines need to be improved.

Strong points:

- High level of university teachers' competence, ensuring the quality of training of Bachelor's degree students.
- Integration of training and medical care.
- Students can choose an individual learning path.

EEC conclusions on the criteria: fulfilled - 24, partially fulfilled - 1, not fulfilled - 0.

Standard 2: accomplished.

Recommendations:

- *Active integrating the scientific component into the educational process;*
- *Expanding of students and teachers academic mobility.*

Standard 3: Assessment of students

The policy of students' achievements assessment, developed in KazMUCE, is characterized by objectivity and individual approach. Taking into account that it is the first academic year of Bachelor's degree programme implementation, continuous assessment and midterm examination was analyzed. Competent teachers are involved in the assessment of students. Students gave feedbacks to improve the assessment methods. However, the results of it are not fully analyzed and taken into account when developing recommendations for improvement. There is a registrar office and a test center. An electronic system for recording students' achievements is at the implementation stage. At the same time, it is necessary to review the test control validation mechanisms.

Strong points:

- Evaluation of students' educational achievements is carried out on the basis of assessment of their knowledge and skills.
- Individual approach to teaching.
- Training is conducted on clinical bases, allowing to fully master all sections of the educational programme.

EEC conclusions on the criteria: fulfilled - 15, partially fulfilled - 0, not fulfilled - 0.

Standard 3: accomplished.

Recommendations: no.

Standard 4: Students

According to the Bachelor's programme in "General Medicine" training is conducted at all Bachelor's degree and internship courses. The policy of student recruitment and selection is notable for its flexible and attractive conditions for applicants, including a passing grade, which is lower than in other medical universities, a vast network of clinics and research centers with which KazMUCE has signed contracts, as well as provision of a room in a dormitory. There is a student republic "Nur", at the same time not enough juniors are involved in its activities, an insufficient number of student organizations of interest, which is explained by the first year of the implementation of pre-graduate education.

Strong points:

- Department teaching hospitals allow students to develop all the necessary competencies.
- Student-oriented education.
- Student support programmes.

EEC conclusions on the criteria: fulfilled - 15, partially fulfilled - 0, not fulfilled - 0.

Standard 4: accomplished.

Recommendations:

- *expansion of students' academic mobility;*
- *strengthening the work of curators.*

Standard 5: Academic staff/Faculty

The Bachelor's degree programme is supported by a strong faculty whose average age is about 50 years and the proportion of degrees is more than 60% and categories - 100%. Personnel policy is based on the Labor Code of the Republic of Kazakhstan and the internal regulations of the university on attracting, selecting and retaining of teachers, including through material (bonuses, differential payment for labor, compensation for publications in journals with high impact factor, participation in international events) and non-material factors (trade union, career growth). High corporate culture and a healthy microclimate of the university are one of the strengths of the organization. Teachers are able to use modern teaching methods.

Strong points:

- "General Medicine" departments were formed.
- Enrollment of students for "General Medicine" for all courses of study and internship.
- All departments in "General Medicine" were provided with academic staff.
- High level of medical knowledge and pedagogical competencies of academic staff.
- High clinical qualifications of faculty (mandatory highest or first medical category).

EEC conclusions on the criteria: fulfilled - 11, partially fulfilled - 1, not fulfilled - 0.

Standard 5: accomplished.

Recommendations:

- *Improving the pedagogical qualifications of academic staff;*
- *Adjustment of time balance between different types of faculty activities.*
- *Development of academic staff academic mobility.*

Standard 6: Educational resources

The implementation of the Bachelor's programme in "General Medicine" is ensured by diverse and sustainable educational resources (classrooms, computer labs, information and communication resources, library, clinical fund, practice bases with early access to patients). The strategic plan of KazMUCE includes activities for the development of the classroom, computer and library funds, as currently there are not enough educational materials for a number of disciplines, including in the state and English languages. It is necessary to update the literature on clinical and pharmaceutical disciplines. The University has acquired 500 tablets for use in the educational process and to provide access to the Internet. At the same time, there is no information on cooperation with other universities of Kazakhstan in the sphere of implementation of the Bachelor's degree programme in "General Medicine".

Strong points:

- The University and teaching hospitals have a developed material and technical base for the implementation of student training and provide a safe learning environment.
- Teachers and students have access to all educational resources, both in teaching and methodical and in scientific terms.

EEC conclusions on the criteria: fulfilled - 19, partially fulfilled - 0, not fulfilled - 0.

Standard 6: accomplished.

Recommendations:

- *Further strengthening of the resource base of the anatomical disciplines departments*

Standard 7: Programme evaluation

The system of monitoring of the educational programme implementation includes documents developed by the university. This process is carried out and regulated by the Department of Higher Education and Departments, provides for getting feedback from stakeholders (students, teachers, representatives of practical public health), resource analysis (IT, library, classroom fund, the number and quality of teachers).

Strong points:

- Organization of the learning process and the content of the educational programme in accordance with the requirements of regulatory documents
- Formation of elective disciplines catalogs.
- Stimulating score-rating system for evaluating educational activities

EEC conclusions on the criteria: fulfilled - 17, partially fulfilled - 0, not fulfilled - 0.

Standard 7: accomplished.

Recommendations:

- *Active use of the feedback system from students and teachers, its analysis for the development of the Bachelor's degree programme.*

Standard 8: Governance and administration

The university has a strong management system and quality management, which is supported by the effective functioning of the University Board, the introduction of an advisory and consultative educational management system, whose work complies with the regulatory and legal requirements of the country. The university academic leadership in the educational environment is strengthened by expanding of the education levels - from Bachelor's degree to additional education (CPD), with the intention to introduce VET programmes in the future, as well as recruitment in management and teaching of the best professionals in medical education and clinical practice. The university activities are aimed at the implementation of the mission and the drive to sustainable development as a competitive and promising educational organization with a full cycle of training of health professionals.

The principles of corporate management are in the process of implementation.

Strong points:

- Transparency of the management and decisions made system.
- University sustainable financial condition.
- Broad cooperation with health sector partners

EEC conclusions on the criteria: fulfilled - 13, partially fulfilled - 0, not fulfilled - 0.

Standard 8: accomplished.

Recommendations:

- *Further implementation of corporate governance principles;*
- *Improvement of mechanisms for financing students' academic mobility and participation in international events.*

Standard 9: Continuous renewal

KazMUCE has included all improvement measures in the Strategic Plan for the Development of the University until 2022. The organizational structure of the University is reviewed annually. The management conducts an annual analysis of the degree of achievement of the mission and goals of the university, the goals and plans of the units.

Strong points:

- Advanced training of academic staff every 5 years in advanced training cycles, through participation in master classes, conferences, specialized schools.

- Graduates can further enroll in residency, Master’s degree and PhD programmes.

EEC conclusions on the criteria: fulfilled - 14, partially fulfilled - 0, not fulfilled - 0.

Standard 9: *accomplished.*

Recommendations:

- *Enhance the participation of students in research programmes with further publication.*
- *Pay more attention to SWOT analysis as part of self-assessment.*

6. Recommendations for the improvement of the Bachelor’s degree programme in “General Medicine”:

- 1) More fully bring the mission of the university and the educational programme to stakeholders;
- 2) to continue strengthening the resource base of the anatomical disciplines departments;
- 3) to expand students and teachers academic mobility;
- 4) to intensify work on feedback from students and employers;
- 5) to introduce into the educational programme training through research;
- 6) to provide a wider range of Bachelor’s degree teachers who can use innovative teaching methods.

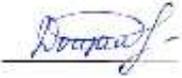
7. Recommendation to the Accreditation Council of ECAQA

Members of EEC reached common ground to recommend to the Accreditation Council to accredit the Bachelor's programme in "General Medicine" of KazMUCE for a period of 5 years.

EEC Chairperson	Eralieva Lyazzat Tasbulatovna	_____
EEC members:		
International expert	Grigoryan Artem Sergeevich	_____
National academic experts	Salingereeva Bagdat Zhanabaevna	_____
	Ermukhanova Lyudmila Sergeevna	_____
	Myrzagulova Asel Oryntaevna	_____
	Aldabergenova Taurzhan Kalibekovna	_____
	Zhakypbekov Kayrat Saparkhanovich	_____
Employer-expert	Aytzhanova Ayzhan Adilovna	_____
Expert-students	Doschanova Roza Serikovna	_____
	Dzhangarasheva Dariya Erzhanovna	_____
ECAQA observer	Sarsenbayeva Saule Sergazievna	_____

Рекомендация Аккредитационному совету ЕЦА

Члены ВЭК пришли к единогласному мнению рекомендовать Аккредитационному совету аккредитовать образовательную программу по специальности 5В130100 «Общая медицина» (бакалавриат) АО «КазМУНО» сроком на 5 лет.

Председатель ВЭК	Ералиева Ляззат Тасбулатовна	
Члены ВЭК:		
Зарубежный эксперт	Григорян Артем Сергеевич	
Национальные академические эксперты	Салимгереева Багдат Жапабасвна	
	Ермуханова Людмила Сергеевна	
	Мырзагулова Асель Орынтаевна	
	Аллабергенова Тауржан Калибековна	
	Жакипбеков Кайрат Сапарханович	
Работодатель-эксперт	Айтжанова Айжан Адилевна	
Студенты-эксперты	Доцанова Роза Сериковна	
	Джангарашева Дария Ержановна	
Наблюдатель от ЕЦА	Сарсенбаева Саулс Сергазиевна	

Quality profile and criteria for the external evaluation of the Bachelor's degree programme in "General Medicine" (integrated variant)

Standard No.	Accreditation standard Number of evaluation criteria	Evaluation		
		Fulfilled	Partially fulfilled	Not fulfilled
1.	Mission and outcomes	11	0	0
2.	Educational programme	24	1	0
3.	Assessment of students	15	0	0
4.	Students	15	0	0
5.	Academic staff/Faculty	11	1	0
6.	Educational resources	19	0	0
7.	Programme evaluation	17	0	0
8.	Governance and administration	13	0	0
9.	Continuous renewal	14	0	0
	Total	139	2	0