

To Accreditation Council
Of The Eurasian Center for Accreditation
And Quality Assurance
In Higher Education and Health Care

**REPORT
OF THE EXTERNAL EXPERT COMMISSION
ON THE RESULTS OF EVALUATION OF EDUCATIONAL MASTERS'
PROGRAMMES
7M10111 AND 7M10112 "MANAGEMENT IN HEALTH CARE" OF NON-PROFIT
JOINT STOCK COMPANY "SEMEY MEDICAL UNIVERSITY" ON
COMPLIANCE WITH ACCREDITATION STANDARDS FOR MASTER'S
EDUCATIONAL PROGRAMMES (PRIMARY ACCREDITATION) IN
HEALTH CARE OF THE EURASIAN CENTER FOR ACCREDITATION AND
QUALITY ASSURANCE IN HIGHER EDUCATION AND HEALTH CARE
(ECAQA)**

period of external expert commission: May 18 - 20, 2021

Almaty, 2021

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LIST OF SYMBOLS AND ABBREVIATIONS

NJSC “SMU”	Non-profit joint-stock association "Semey Medical University"
PB	Pavlodar branch
EP	Educational programme
AC	Academic Committee
RSCI	Russian Science Citation Index
QCDME	Quality control department of medical education
DAW	Department of Academic Work
IWMST	Independent work of a master student under the guidance of a teacher
IWMS	Independent work of a master student
CBL	Case based leaning
ASS	Analysis of specific situations
TBL	Team based leaning
QED	Catalog of elective disciplines
SCES	State general education standard of education
SAC	State Accreditation Commission
UC	University component
COC	Component of choice
ACS	Automated control systems KEYPS
CME	Control and measuring equipment
PBL	Problem based leaning
PRS	Point-rating system
IDM	Interdepartmental meeting
WC	Working curriculum
DLT	Distance learning technologies
SOM	School of Medicine

1. Composition of the External Expert Commission

In accordance with ECAQA order on the creation of an external expert commission No. 18 dated April 26, 2021 An External Expert Commission was formed to conduct an external assessment within the framework of specialized accreditation Non-profit joint stock company "Semey Medical University" in the period May 18-20, 2021.



Chairperson of the External Expert Commission

KUZGIBEKOVA ALMA BOLATOVNA,
Candidate of Medical Sciences, Professor of the
Department of Childhood Diseases, Karaganda
Medical University,
Honorary Worker of Education of the Republic
of Kazakhstan, Accredited independent expert
in assessing the quality of medical services.



Foreign expert

RIPP EVGENY GERMANOVICH
Candidate of Medical Sciences, Associate
Professor, Head of the Accreditation and
Simulation Center of the Institute of Medical
Education of the Federal State Budgetary
Institution "National Medical Research Center
named after V. A. Almazov " of the Ministry
of Health of the Russian Federation,
Member of the Board of the Russian Society
for Simulation Education in Medicine
(ROSOMED), Member of the ROSOMED
Programme Committee, Instructor of the
European Resuscitation Council (ERC)



National academic expert

**ALMAGUL AMANGELDINOVNA
KAUYSHEVA**,
Candidate of Medical Sciences,
Vice-rector for educational and scientific
activities of the Kazakhstan Medical
University "HSPH",
Accredited independent expert in assessing the
quality of medical services, Deputy
Chairperson of the Board
RPO "Kazakhstan Alliance of Medical
Organizations".



National academic expert
SHUKIRBEKOVA ALMA
BORANBEKOVNA,
Doctor of Pharmaceutical Sciences, Professor,
Dean of the Faculty of Pharmacy
NJSC "Astana Medical University"



National academic expert (online)
ISENOVA SAULE SHAIKENOVNA,
Doctor of Medical Sciences,
Professor of the Department of Obstetrics and
Gynecology
NJSC "Asfendiyarov KazNMU"



National academic expert
ESENKULOVA SAULE ASKEROVNA,
Doctor of Medical Sciences, Associate
Professor of the Department of Oncology
NJSC "Asfendiyarov KazNMU "
Member of the Association of Oncologists of
the Republic of Kazakhstan



National academic expert

KUDABAEVA KHATIMIA ILYASOVNA,
Candidate of Medical Sciences, Professor
Department of Internal Medicine №1
NJSC "West Kazakhstan Medical University
named after Marat Ospanov "



National academic expert

KENZHEGULOVA RAUSHAN
BAZARGALIEVNA,
Candidate of Medical Sciences,
neurology residency instructor of
Corporate Fund "University Medical Center"



National academic expert

RINAT MUZAFAROV,
Head of the Department of International
Cooperation and Public Relations of the
Republican State Enterprise "Republican
scientific and practical center of psychiatry,
psychotherapy and narcology " of MoH RK



National academic expert

SADIEVA ZHANAR ZAMANKHANOVNA,
anesthesiologist-resuscitator,
Head of Postgraduate Education Department of
JSC "South Kazakhstan Medical Academy"



National academic expert

RAKHMANOV ELTAI UTEMURATOVICH,
PhD
Deputy Director of Master's Degree in
Sports Medicine and Rehabilitation of
Nazarbayev University School of Medicine



National academic expert

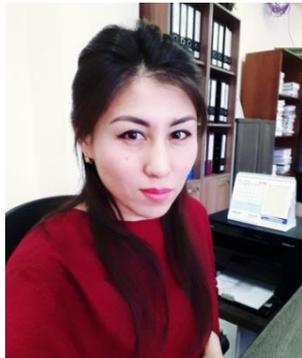
RAMAZANOVA MANSHUK ANEROVNA,
Senior Lecturer of the Department public
health and Health care of
NJSC "Asfendiyarov KazNMU"



Expert - employers' representative
SARSENBINA LYAZZAT KYRYKBAEVNA,
Candidate of Medical Sciences,
highest qualification category
in the specialty: "Public health",
Chief physician of the MSOPE "CPMSP No.
12, Semey



Expert - representative of undergraduates
MAZANBEKOVA MERUERT
YERZHANOVNA,
2nd year undergraduate student in the specialty
"Pedagogy and Psychology" of the Kazakh
Humanitarian - Legal Innovative University in
Semey.



ECAQA Observer
UMAROVA MAKPAL ALDIBEKOVNA,
Head of Accreditation and Monitoring
Department
Of "Eurasian Center for Accreditation and
Quality Assurance in Higher Education and
Health Care"

tel .: +7 747 5609212, e-mail: info@ecaqa.org

The work of the EEC was carried out in accordance with the Regulations on the EEC (Order of the ECAQA Director general No. 4 dated February 13, 2017).

The EEC report contains an assessment of the educational programme of the Master M10111 and 7M10112 "Health management" of the SMU for compliance with the Accreditation Standards

educational master's programmes in health care in ECAQA, recommendations of the EEC for further improving the educational activities of the university in the field of postgraduate education.

2. The general part of the final report of the EEC Master M10111 and 7M10112 - "Health care Management"

2.1 Presentation of SMU and educational Master's programme M10111 and 7M10112 - "Health care Management"

Non-profit Joint Stock Company "Semey Medical University" (071400, East Kazakhstan region, Semey city, Abay Kunanbaev st., 103. Website <https://semeymedicaluniversity.kz/>) is one of the oldest largest educational institutions of the Republic of Kazakhstan with 65 -years history, formed by the Decree of the Council of Ministers of the USSR of September 2, 1952 No. 226 P-R and the order of the USSR Ministry of Health No. 913 - on October 13, 1952. The University has its own University Hospital, branches in the cities of Pavlodar and Ust-Kamenogorsk. Pavlodar faculty of advanced training for doctors was opened in 1984. In 2002, the medical faculty of the SSMA was opened, in 2009 it was transformed into the Pavlodar branch.

NJSC "SMU" implements educational programmes of higher professional education, master's programmes, residency - and doctoral studies. Training is conducted in the state, Russian and English languages. The form of study is full-time, full-time.

The total number of students studying at the university is 4882 thousand of people, of which 3340 people are in undergraduate studies, 922 people are in internship, 510 people are in residency, in magistracy (profile direction - 17, scientific and pedagogical - 21 people) and 68 people are studying in doctoral studies. The share of foreign students in the total number of students is 13.7%.

The number of teaching staff - 427 employees, of which the share of teaching staff with academic degrees and titles - 48% (doctors of science - 24 people / 5.6% - PhD - 40 people / 9.3%; candidates of science - 141 / 33%; masters - 88 / 20.6%).

The educational programme of the magistracy 7M10111 - "Management in health care" was developed by the Department of Public Health Care of the Pavlodar branch of the NJSC "SMU". The University received a license No. KZ50LAA00016373 dated 06/20/2019, the date of registration in the ESUVO of the Ministry of Education and Science is 04/14/2020.

The Department of Public Health Care was organized on September 2, 2019 at the initiative of the Chairperson of the Board - Rector. The faculty of the department meets all the requirements for high-quality training of scientific and scientific-pedagogical personnel for universities and scientific organizations with in-depth scientific, pedagogical and research training in the field of Health care management. Participating in the annual ranking of research activities, the department wins in the category "Best theoretical department of 2019" - 1st place and "Best theoretical department of 2020" - 1st place.

According to the mission of NJSC "SMU": assistance to improve the health of the population of Kazakhstan through high-quality training of competitive specialists, by integrating the world practice of education, science and clinics - the Department of Public Health Care of the Pavlodar branch of the NJSC "SMU", together with representatives of practical health care, developed the mission of the educational programme 7M10111 - "Management in health care": the training of qualified competent specialists who are ready to carry out professional activities in the field of health care system management, capable of applying scientific and pedagogical approaches in practical activities.

2.2 Information on previous accreditation

In May 2014, the university successfully passed the institutional accreditation procedure at the National Agency for Accreditation and Rating. Specialized national accreditation of 5 educational programmes for bachelor's degree, 7 - residency, 4 - magistracy, 2 - doctoral studies in the Independent Kazakhstani Agency for Quality Assurance in Higher Education (IQAA). Accreditation of Master's degree programmes in the specialty "Health Management" is being held for the first time.

2.3 Analysis of the self-assessment report of the master's degree programme in the specialty "Health care Management "

Self-assessment reports of the master's degree programme (initial accreditation) NJSC «Semey Medical University» in the specialty 7M10111 and 7M10112 - "Health care Management" presented is 103 pages long and contains Appendices according to the relevant standards. Attached to the self-assessment report list members of working group on self-assessment and preparation for accreditation of master's degree with an indication of the responsibility of each member of the internal commission; information about the person responsible for the self-assessment for compliance with Accreditation Standards educational programmes ECAQA.

Self-assessment of educational programmes in the specialty 7M10111 and 7M10112 - "Health care management" of the Non-profit Joint Stock Company "Semey Medical University" was carried out on the basis of order No. 32 dated 01.18.2021. "On the creation of the composition of the Working Group on the writing of the" Self-assessment Report "of specialized and primary accreditation for 18 educational programmes of the NJSC" Semey Medical University ".

Composition of the internal commission for self-assessment according to the criteria of specialized accreditation, indicating the responsibility of each member of the internal commission.

The content of the Self-Assessment Report is structured in accordance with the ECAQA Accreditation Standards and includes a description of the strengths, areas for improvement for each standard.

The report is characterized by the completeness of answers to all 8 accreditation standards, structuredness, taking into account the recommendations of the ECAQA Self-Assessment Guidelines, as well as the internal unity of the information provided by the accredited educational programme. Attached to the report statement confirming the reliability of the self-assessment report of the educational programme, signed by the head of the educational organization - Chairperson of the Board - Rector Zhunusov Ersin Tursynkhanovich.

The report contains information about the representative of the SMU responsible for the self-assessment of educational programmes in this specialty - Zhunusova Aigul Bitimbaevna. Director of DAR, Ph.D.

Self-assessment of SMU educational programmes carried out on the basis of an order «On the creation of the composition of the Working group for writing the" Self-assessment report "of specialized and primary accreditation for 18 educational programmes of the NJSC" Semey Medical University ", on the additional inclusion of representatives from practical health care and students in the working group dated 01.18.2021 # 32

The working group on the preparation of the self-assessment report did a certain amount of work: the content of the accredited educational programme, the conditions for its implementation, staffing, educational resources were analyzed, the necessary information was collected in accordance with the Standards for accreditation of programmes of higher and postgraduate education of medical educational organizations (hereinafter referred to as standards accreditation); a thorough analysis, updating and addition of methodological and educational materials was carried out, their content is reflected in the report. The content of the Self-Assessment Report is structured in accordance with the ECAQA Accreditation Standards and includes a description of the strengths, areas for improvement for each of the 8 standards.

It should be noted that, in general, the report was written at a sufficiently high methodological level, according to the report, areas for improvement were formulated, for example. For some standards, weaknesses and threats were not described; in the SWOT analysis of standard 5, the weak side is reflected - staff turnover. Have the reasons been analyzed and what measures are being taken. It was necessary to imagine how the process of updating the expected final learning outcomes is carried out, how often, on the basis of what indicators and who implements and controls this process. Give specific examples of the participation of undergraduates in various kinds of scientific events initiated by the scientific supervisor. Reflect what mechanisms of support for students' publications exist in the university. Indicate, how is the process of receiving and analyzing feedback from potential employers

for the implementation of the modification of the educational programme. How is the quality control of the EP and others carried out. However, these and other questions were fully answered during the visit to the organization and during the interview.

3. Description of external expert commission

External expert work on the assessment of the Master's degree programme in the specialty "Public Health Care" of the SMU was organized in accordance with the Guidelines for the external assessment of educational organizations and educational programmes of ECAQA (approved by order of the Director General of the NU "Eurasian Center for Accreditation and Quality Assurance in Higher Education and Health care" No. 5 of 17.02.2017) and according to the programme and schedule approved on 06.05.2021 by the Director general of ECAQA Sarsenbayeva S.S. and agreed with the chairperson of the board-rector E.T. Zhunusov...

To obtain objective information on the expert assessment of the accredited educational programme, the members of the EEC used the following methods: interviews with management and administrative staff, interviews with students, observation, study of the website, interviewing employees of various structural units, teachers, questioning teachers and students, review of resources in the context of fulfilling accreditation standards, studying methodological documents both before the visit to the university and during the visit. Access to documents via google drive and other information channels (<https://semeymedicaluniversity.kz/o-nas/>; Educational programmes, WC (working curricula), catalog of elective disciplines, class schedule, etc. University website <https://semeymedicaluniversity.kz/o-nas/>; the university has developed and operates the Regulation "On Academic Honesty" <https://semeymedicaluniversity.kz/obuchenie/akademicheskij-komitet-ak/>, licensed access to the programme "Antiplagiat" to check the written work of students (<http://ssmu-kz.antiplagiat.ru/>; Information and didactic block for teachers is available on the university website, in the section "For teachers" <https://semeymedicaluniversity.kz/prepodavatelyam/>; information on all educational programmes implemented in NJSC "SMU" is presented on the university website www.smu@NJSC-SMU.kz; <https://semeymedicaluniversity.kz/obuchenie/obrazovatelnyeprogrammy/magistratura/>; ...<https://semeymedicaluniversity.kz/o-nas/>; work in departments. The SMU staff ensured the presence of all persons indicated in the visit programme and according to the lists of interview sites.

The sequence of the visit within 3 days is detailed in the Visit Programme and the lists of interview participants, which are located in the documentation of the Eurasian Accreditation Center and EQEH and in the annexes to this report.

The first day of the visit is 05/18/2021. An interview with the management - the rector and key employees of the SMU made it possible to determine the fulfillment of most of the criteria for accreditation standards 1, 2, 5, 7, 8, 9, namely, to identify approaches to the development of the mission of the educational programme and its compliance with the strategic goals of the university, the role and place of higher education and postgraduate education in the strategy of the university (plan), mechanisms in determining the appropriate specialty, clinical bases and qualified teachers, guaranteeing the adequacy of educational resources through planning public procurements and concluding agreements with country and international partners.

Conversations with **employees of departments** made it possible to clarify information about the dynamics of the student population, to find out approaches to admission and selection. approaches to attracting employees of clinical bases for teaching students, doctoral students and undergraduates, information security of the educational process, as well as to identify problems in the management and development of human resources.

Interview **with employees of departments responsible for organizing the educational process** made it possible to determine that the management of the programmes is carried out at a quality level, the employees are aware of all the problems and successes of the students, maintains regular communication with them, especially in the context of distance learning during the pandemic, 100% of master's students defend their dissertations. The vice-rector and employees of the

Department of Health care were asked questions about the relationship with employers, university graduates and the employment of graduates.

The meetings with the heads of departments in accordance with the programme of the EEC visit contributed to the verification of the data of the self-assessment report of the educational programme, since the heads of the relevant departments gave specific and clear explanations to the experts' questions.

The survey of the resources of the SMU - visiting the Department of Health care, the library of the department, the laboratory - was aimed at verifying the data of the educational resources of the self-assessment report. The library has a large collection of literature in three languages. Undergraduates are provided with a sufficient amount of educational literature, there is access to databases of professional and scientific literature. Since 2009, in order to improve the quality of service to readers, the library has been working in the automated system "IRBIS-64". The electronic catalog contains 82065 bibliographic descriptions.

A unified electronic catalog for remote access (Web-gateway) is open for users, providing real-time work, the availability of an electronic catalog for the reader around the clock from any workstation connected to the Internet.

An installation for the use of radio frequency identification (RFID) technologies, a system for controlling the movement of documents in the library, has been introduced in the library of the university.

In 2015-16, the library had licensed access to the Cochrane Library, the Paragraph database. Currently, the library has access to the national subscription of the Ministry of Education and Science of the Republic of Kazakhstan to the Scopus and Science direct databases of the Elsevier publishing house. Users successfully work with the open platform Web of Science.

In 2018, test access to electronic resources of the publishing houses Book-Up, Epigraph, Aknur-press, University Electronic Library were provided.

For the 2019-2020 academic year, the university acquired two International electronic resources: the Up-to-Date clinical database and the Cochrane.org evidence-based medicine database.

The monthly monitoring of the use of electronic resources and the capabilities of foreign databases is carried out. There is a room for students to discuss, the interior is being updated.

The interview with the chairperson of the CEP included questions about the mechanisms for reviewing and approving educational programmes (the first stage at the department level), approving teaching aids, about the responsibility of the CEP for the quality of programmes, monitoring the educational process - carried out in conjunction with working groups. During the interview, it was found that the CEP includes employers who are involved in discussing the compliance of the EP with the labor market requirements.

The experts studied the documentation, working curricula, syllables, control and measuring instruments, examination sheets.

The experts found that the university strictly adheres to the requirements of regulatory legal acts and SES in the implementation of educational programmes, and the management systematically monitors this process during internal audits (QMS, mutual control, control of the vice-rector for academic work, reporting, etc.).

The foundation of good governance is the SMU's Quality Assurance Policy.

At the SMU, the educational programme for the preparation of a master's degree student in terms of research activities is implemented in accordance with the strategic development plan of the SMU, taking into account the priority areas of modern science. In the EP, developed within the framework of the State Educational Standard (Order No. 647, revised in 2020), the main final results of the master's student's training are taken into account. The requirements for the level of preparation of the master's student are determined on the basis of the Dublin descriptors and reflect the acquired competencies, expressed in the achieved learning outcomes. The areas of professional competence have been developed for the Master's degree programme taking into account the requirements of

employers and society's social demands. Research practice is carried out at the place of the dissertation according to the academic calendar.

The second day of the visit 05/19/2021

This day was dedicated to visiting the bases of training of undergraduates, interviews with teachers of the magistracy and teachers.

At clinical sites, experts surveyed the resources of the accredited educational programme, their compliance with disciplines and level of education, accessibility for teachers and students, how modern this equipment is and meets the needs of students and practical health care.

Dissertation research work of undergraduates, in which people, animals and biomaterials participate, are subject to ethical examination by LEC. All conditions have been created for carrying out research (laboratory).

For the implementation of the EPM in the specialty of management in health care in NJSC "SMU" there are all the necessary resources for the professional training of undergraduates. All departments of the university are equipped with sufficient material and technical means. At the university, at the departments, mini-libraries were opened, equipped with educational and methodological materials, as well as computer support with Internet access, which are actively used by undergraduates. The University constantly monitors the availability of resources for the successful implementation of the educational programme. To replenish and update educational and information resources, applications are annually submitted to the commission to provide educational literature, dummies and dummies to improve practical skills.

All annual applications and proposals from the AMP and the department are considered 2 times a year by a commission and all equipment and materials necessary for the university are purchased according to the decision of the commission. The university's budget is formed from budgetary and extra-budgetary funds. According to financial policy of the university, the procedure for purchasing the necessary resources is built on the principles of transparency and collegial decision-making.

To provide students with operational access to modern literature, on the initiative of the Rector, mini-libraries were created at the departments, equipped with educational and methodological materials, Internet resources, with access to UpToDate, Cohranlibrary.

For students there is a Handbook - a guide, which contains information on all structural divisions, their addresses, contacts.

Information and didactic block for teachers is available on the university website, in the section "For teachers".

By their personal login and password, the trainees have access to the KEYPS platform, where a thematic plan, blueprints, files for preparing for classes are placed for each discipline. The plan of educational - methodical literature (EML) is drawn up in accordance with the monitoring of the fund. Interviews with undergraduates included issues of interaction with supervisors, the choice of a scientific supervisor, the complexity of recruiting material for research work, internships, academic mobility, and the features of the distance learning format.

The interview with (on-line) included the following questions: material and moral incentives.

The experts received answers about the teacher training programme, the financing of this training, the availability of certification in teaching methods for teachers.

In interviews with employers (online), experts asked the following questions: participation in the development of the mission of the educational programme, what proposals were made to improve educational programmes, participation in the work of advisory bodies, satisfaction with the basic knowledge and skills of SMU students and graduates, participation in teaching through mentoring, about problems interaction with departments and universities in general, employment of graduates, etc.

Interviews with graduate students (on-line) included questions: difficulties in distance learning; feedback channels with the university; availability of curators, dean's office, administration. Organization of academic mobility and scientific training. Help of the university in the organization of scientific publications. Employment of graduates, etc.

The third day of the visit 05/20/2021

The experts examined the documentation on an accredited educational programme, both in electronic form using the links provided, and at the request of experts during a visit to the SMU, which confirmed the conformity of standards accreditation (nomenclature of affairs of the department, plan for 5 years, annual plan for 2019-2020 academic year and report for 2019, progress journal, EMCD, feedback questionnaires with students, teachers, reports on the results of questionnaires and measures taken, code ethics, etc., control and measuring means), including documentation for the EP magistracy - upon request (protocol of the CEP; information on quality policy, reviews of employers; information about the degree of teaching staff, healthy universities project, teaching methods, work plan of the department, strategic plan. Analysis of DOT feedback, quality assurance strategy, etc.).

Then a meeting of the EEC members took place following the results of the external evaluation. A final discussion of the results of external assessment, study of documents, results of interviews, interviews, questionnaires was held. The members of the EEC started to design the final report of the EEC.

A meeting of the EEC members was held. EEC members made generalizations of the results of the external evaluation. Experts have individually completed the "Quality Profile and External Evaluation Criteria of the Doctoral Education Programme for Compliance with the ECAQA Accreditation Standards". No comments were made by the EEC members. Recommendations for improving the accredited educational programme were discussed. A draft report with recommendations was prepared.

Chairperson of the EEC prof. Kuzgibekova Almagul Bolatovna held a final open vote on recommendations for the SMU and a final vote on recommendations for the ECAQA Accreditation Council. Then the Chairperson of the EEC for the management and employees of the educational organization announced recommendations based on the results of an external assessment as part of the accreditation of the educational programme of doctoral studies in the specialty "Public Health Care".

Results of the survey. An observer from ECAQA on May 18-20, 2021 conducted an online survey of SMU students and teachers on the resource <https://webanketa.com/...>

In total received answers - 15 undergraduates; teachers - 67.

The results of the survey are presented in the Attachment and, in general, demonstrate satisfactory management of educational programmes, the positive aspects of the organization of training, at the same time, almost all respondents show a level of complete satisfaction of 88.5% in key areas related to educational programmes: organization of the educational process, schedule, methods assessments, fairness of assessment of students, equipment of classrooms, availability of resources of clinical bases, library fund, communication with teachers and university management. The results of the questionnaire made it possible to identify areas for improvement (programmes of material and social support for teachers, the availability of leadership and administration for teachers and students, clinical work).

The analysis of the conducted questionnaire survey of students of the Master's Degree Programme showed a high commitment of students to this university and, in general, general satisfaction with the quality and organization of the educational process, such as the answers "YES": I like studying in this educational organization -90.5%; this educational organization allows you to acquire the necessary knowledge and skills in your chosen specialty-97.5%; Satisfied with the organization of teaching -

94.5%; Involved leaders and / or teachers in activities to prepare for institutional or specialized (programme) accreditation-88.5; There are printed works published during training in this educational organization (articles, abstracts, reviews, at least one publication -55.5%; Are you currently engaged in research work-74.5%; Availability of the leadership of the organization of education for students - 99%; Have you personally experienced a negative attitude of teachers (answers "NO") - 91.5%; After the end of classes, does the teacher give you feedback (listens to your opinion, conducts a mini-questionnaire, work on mistakes) -92%; Teachers in the classroom use active and interactive teaching methods-88.5%; The content of the educational programme (list of disciplines) in the chosen specialty meets my expectations - 92.5%; I am satisfied with the schedule of studies in the disciplines of the educational programme - 93.5%; In the organization of education, a system of self-study of students, residents, undergraduates, doctoral students and listeners has been established - 93.5%; In the organization of education, there are social programmes to support students - 94.5%; Satisfaction with the activities of mentors, curators, scientific leaders - 91.5%; Access to electronic educational resources - 97%; The organization of education has access to the participation of students in research work - 93%; I am satisfied (satisfied) with the conditions and equipment of classrooms, auditoriums of this educational organization - 88.5%; Programme managers and teachers involve students in the work of advisory bodies (methodological council, academic council, committees of educational programmes) -86.5%; I will recommend to study in this educational organization to my acquaintances, friends, relatives -86%; etc. I am satisfied (satisfied) with the conditions and equipment of classrooms, auditoriums of this educational organization - 88.5%; Programme managers and teachers involve students in the work of advisory bodies (methodological council, academic council, committees of educational programmes) -86.5%; I will recommend to study in this educational organization to my acquaintances, friends, relatives -86%; etc. I am satisfied (satisfied) with the conditions and equipment of classrooms, auditoriums of this educational organization - 88.5%; Programme managers and teachers involve students in the work of advisory bodies (methodological council, academic council, committees of educational programmes) -86.5%; I will recommend to study in this educational organization to my acquaintances, friends, relatives -86%; etc.

The results of the survey as a whole demonstrate a satisfactory attitude to the organization of management of educational programmes, the positive aspects of the organization of training, research and development; material and technical resources; availability of support services for students and scientific leaders. At the same time, the results of the survey made it possible to identify areas for improvement (publication of articles, research results in foreign journals, etc.).

Conclusion on the basis of the external evaluation:

Members of the EEC have carefully studied and assessed the main indicators of the accredited educational programme. The information received by external experts during the study of the self-assessment report, preparation of a written review with recommendations for improvement, implementation of the activities of the SMU visit programme was analyzed. All the information received was compared with the data of the self-assessment report, which made it possible to verify the accuracy of the information provided by the SMU and supporting documents for compliance with the ECAQA Accreditation Standards.

Despite the fact that in the self-assessment report of the EP, the university described its best practice in adhering to accreditation standards, during the external expert commission, the EEC members studied the main documents (mission, strategic plan until 2023, teaching materials of disciplines, syllabuses, control and measuring instruments, check -lists, an automated information platform (Capes with his tools for providing students with the necessary EM Block, test items (validity and reliability are assessed by the Capes system), formative and integrated assessment, etc.), publications of teachers, rules for admission to a magistracy, personnel policy, an internal system programme quality assurance.

The resources for training were viewed directly at the clinical bases of departments (classrooms, mini-libraries, patient documentation (KIIS), etc.), which made it possible to identify compliance of EP requirements, accessibility for teachers and students, to what extent this equipment is modern and meets the needs of students and practical health care.

Through interviews with teachers, their direct participation in the development and implementation of the EP, the mechanisms for its improvement through regular monitoring, and the study of feedback was determined.

In order to validate the implementation of the data of the self-assessment report and obtain evidence of the quality of the programmes, interviews were conducted with bachelors, residents, undergraduates. The experts asked questions about satisfaction with studying at the university, sufficient time for practical training, supervision of patients and work with medical records, as well as satisfaction with teaching methods and qualifications of teachers.

During the interview process and based on the results of the questionnaire, the trainees showed their commitment to the organization of education, were active in answering questions from external experts, demonstrated their judgments on the organization of training, assessment of their skills, advisory support, opportunities to participate in research and development, funding, etc.).

EP are primarily accredited and not graduated from students, nevertheless, experts have assessed the educational, methodological, personnel and resource base for compliance with accreditation standards.

Shows a high percentage of employment (> 90%) of EP graduates and their demand by medical organizations in all regions of Kazakhstan.

It is important to note the mechanisms of quality assurance in the conditions of distance learning: SCORM - lectures, Capes, additional consultations, video lectures by YPPS, etc.

The external assessment and the visit of the EEC members made it possible to verify and validate the data of the self-assessment report of the residency programme in full in accordance with the Regulation on the External Expert Commission, the Guidelines for the external assessment of the medical organization ECAQA education.

Recommendations for improving activities in the implementation of the master's degree programme in the specialty "Public Health Care" for compliance with the Accreditation Standards, developed by the EEC based on the results of the expert commission, were presented at a meeting with the management on May 20, 2021.

The programme of the 3-day visit of the external expert evaluation of the EEC has been fully completed. On the part of the SMU team, the participation of all persons indicated in the programme is ensured.

Thus, the external assessment and the visit of the EEC members made it possible to verify and validate the data of the self-assessment report of the educational programme in full in accordance with the Regulation on the External Expert Commission, the Guidelines for the external assessment of a medical organization ECAQA education.

For the work of the EEC, comfortable conditions were created, access to all necessary information and material resources of the accredited educational programme was organized. Experts note the high level of corporate culture and discipline of those responsible for the postgraduate education of the SMU staff, department, staff of clinical bases, a high degree of openness of the team in providing information to members of the EEC. We can note the prompt response to all requests; provision of all necessary documentation; a high degree of involvement of both teaching staff and students during interviews. A positive impression was made by the staff, teaching staff and a high degree of interest in the final learning outcomes, as well as scientific consultants and undergraduates. As a result of the visit, positive aspects and areas for improvement were noted:

4. Analysis for compliance with accreditation standards based on the results of an external assessment of the educational programme of the Master's programme in the specialty 7M10111

and 7M10112 - "Health Care Management" and an overview of the strengths for each standard.

Standard 1: " 1. MISSION AND END OUTCOMES"

Strengths:

- 1.The mission of the educational programme is defined in the university.
2. The expected end results of training of graduates of the master's programme have been determined.
3. Mission and end results discussed with stakeholders.
- 4.The mission of the University has been brought to the attention of the authorized bodies in the field of medical and pharmaceutical education and health care, the academic community, students and other interested parties by submitting the Development Programme of NJSC "SMU" for 2020-2024 to the authorized bodies in the field of education, Health care, the Republic of Kazakhstan

Conclusions of the EEC on the criteria. Out of 4 standards conform: completely - 4, significantly - 0, partially -0, do not correspond - 0.

Recommendations for improvement identified during the external visit:

No

Standard 1: completed

Standard 2: "EDUCATIONAL PROCESS"

Strengths:

- 1.Othe academic interconnection of disciplines, consistency in training, and, accordingly, continuity in the training of specialists is ensured.
2. To achieve the competencies of students in NJSC "SMU", active methods of teaching and assessment have been introduced within the framework of a pedagogical strategy.
3. **For the 2019-2020 academic year, the university acquired two International electronic resources: the Up-to-Date clinical database and the Cochrane.org evidence-based medicine database.**
4. Analysis of feedback is carried out by means of questionnaires.
- five. The university has a material and technical base and modern infrastructure that provides effective support for the educational process (KEYPS PLUS software, Orion, etc.).
6. Book availability at a sufficient level, at the department for the preparation of undergraduates there is a mini-library (more than 100 printed copies).
7. Systematic work is carried out to ensure the quality of EP by monitoring themand estimates. The Quality Assurance Strategy of the EP NJSC "SMU" was developed and approved.
- 8.Modules "Fundamentals of pedagogical activity in higher education" And " Management of scientific research " are aimed at obtaining knowledge and new information; modules "Health Policy" and "Health Management" - correspond to the critical method of thinking, and the research work of the undergraduate is critically reflective.
9. The EP received external internal reviews from stakeholders. In accordance with the recommendations, changes have been made to the EP.

Conclusions of the EEC on the criteria. Out of 8 standards conform: completely - 8, significantly - 0, partially -0, do not correspond - 0.

Recommendations for improvement identified during the external visit:

- 1.In order to improve the educational programmes of the magistracy in order to ensure the quality of education, include students and employers in the Committee of educational programmes for the magistracy (Order of the rector No. 216 of 04/16/2021).

STANDARD 3: ASSESSMENT OF STUDENT LEARNING

Strengths:

1. NJSC "SMU" provides external experts, the examination committee and other responsible persons with approved sources of documentation to assess the educational process.
2. A proctoring system has been introduced in NJSC "SMU".
3. The university monitors the quality of knowledge of undergraduates on an ongoing basis in the EP specialty 7M10111 / 7M10112 "Management in health care". The control is carried out in several directions, taking into account the taught cycles - teaching staff by departments, by the school of software - SWOT analysis based on the results of the winter and summer sessions.

Conclusions of the EEC on the criteria. Out of 2 standards conform: completely - 2, significantly - 0, partially - 0, do not correspond - 0.

Standard 3: completed

Recommendations for improvement identified during the external visit:

No

STANDARD 4: " STUDENTS "

Strengths:

1. The university employs a full-time psychologist. Students have the opportunity to turn to a psychologist for help, attend the necessary psychological training.
2. On the university website there are blogs for the Chairperson of the Board - Rector, Deputy Chairperson of the Board.
3. Academic mobility of students is being implemented.
4. International cooperation is carried out in the framework of joint scientific research with the involvement of students.
- five. In the Pavlodar branch, a vertical lift is provided for people with disabilities (in particular, with a violation of the musculoskeletal system).
6. Availability of a counseling service for graduate students as part of a postgraduate education school, teaching staff of specialized departments, scientific leaders, head of legal and passport-visa work, a psychologist.

Conclusions of the EEC on the criteria. Out of 4 standards conform: completely -4, significantly - 0, partially - 0, do not correspond - 0

Standard 4: completed

Recommendations for improvement identified during the external visit:

To improve the educational programmes of the magistracy in order to ensure the quality of education, include students in the Committee of educational programmes for the magistracy (Order of the rector No. 216 of 04/16/2021).

STANDARD 5: STAFFING

Strengths:

1. Given the heavy workload in calculating the hours of the department, by the Decision of the Academic Council, the head teacher of the department, directors of the Committee and course coordinators reduced the teaching load by 100 hours in the 2019-2020 academic year.
2. A systematic monitoring of professional achievements in the teaching, methodological, research and educational work of the teaching staff has been introduced.

3. Educational programmes are provided by highly qualified teaching staff.
4. Effective mechanisms of motivation and development of teaching staff have been developed (CPI system, personnel reserve "Nadezhda", School of a young teacher).
5. The academic mobility of the teaching staff is being implemented.
6. International cooperation is carried out in the framework of joint scientific research with the involvement of the teaching staff.

Conclusions of the EEC on the criteria. Out of 2 standards conform: completely -2, significantly - 0, partially - 0, do not correspond - 0.

Standard 5: completed

Recommendations for improvement identified during the external visit:

STANDARD 6: EDUCATIONAL RESOURCES, SETTINGS AND SCHOLARSHIP

Strengths:

1. The university has a material and technical base and modern infrastructure that provides effective support for the educational process (KEYPS PLUS software, Orion, etc.).
2. The availability of books is at a sufficient level, at the department for the preparation of undergraduates there is a mini-library (more than 100 copies of printed publications).
3. Mini-libraries at the departments, equipped with teaching materials, Internet resources, with access to UpToDate, Cochrane library. Internet resources are constantly being updated, the speed of the Internet is improving, there is Wi-Fi in all classrooms.
4. Undergraduates of the university have access to network or other electronic media, which include the following information resources of the library

Conclusions of the EEC on the criteria... Out of 6 standards conform: completely -6, significantly - 0, partially - 0, do not correspond - 0

Standard 6: completed

Recommendations for improvement identified during the external visit:

STANDARD 7: MONITORING AND EVALUATION OF THE EDUCATIONAL PROCESS

Strengths:

1. The organization of education monitors and the results of monitoring and evaluation affect the improvement of the educational programme.
2. The university regularly evaluates and revises programmes with the participation of undergraduates, staff and other stakeholders based on the systematic collection, analysis and management of information, as a result of which the programmes are adapted to ensure their relevance.
3. At the end of the annual exam, students are surveyed for satisfaction with the organization of preschool education, feedback from undergraduates is collected with an assessment of the quality of training, identification of positive and negative aspects for subsequent decision-making regarding the improvement of the education system.
4. Systematic work is carried out to ensure the quality of EP by monitoring themand estimates. The Quality Assurance Strategy of the EP NJSC "SMU" was developed and approved.

Conclusions of the EEC on the criteria. Out of 7 standards conform: completely -7, significantly -0, partially - 0, do not correspond - 0

Standard 7: completed

Recommendations for improvement identified during the external visit:

1. To improve the educational programmes of the magistracy in order to ensure the quality of education, include students and employers in the Committee of educational programmes for magistracy (Order of the rector No. 216 of 04.16.2021).
2. In order to improve the quality of the EP, carry out a systematic analysis of feedback from employers with the subsequent implementation of corrective measures.

STANDARD 8: GOVERNANCE AND ADMINISTRATION

Strengths:

1. The main governing body of the PCO is the Academic Committee. The Academic Committee (AC) is the supreme governing body of educational and methodological activities of Semey Medical University. The activities of the AC are managed by the Vice-Rector for Academic Affairs, who is also the chairperson of this council.
2. The Committee of Educational Programmes (hereinafter CEP) is a collegial body of Semey Medical University, coordinating educational and methodological work
3. The University has adopted the practice of live broadcasts on the social network on corporate Facebook pages of meetings of collegial bodies when making managerial decisions and on all issues related to the master's programme.
4. NJSC "SMU" has no overdue receivables and payables, including wages.
- five. There are clinical bases within the framework of agreements concluded by the university with medical organizations in Semey, Pavlodar, Ust-Kamenogorsk

Conclusions of the EEC on the criteria. Out of 5 standards conform: fully - 5, significantly - 0, partially - 0, do not correspond - 0

Standard 5: completed

Recommendations for improvement identified during the external visit:

No

5. Recommendations for improving the educational programme of the Master's programme in the specialty "Health Management" of the SMU:

To improve the educational programmes of the magistracy in order to ensure the quality of education, include students and employers in the Committee of educational programmes for magistracy (Order of the rector No. 216 dated 04.16.2021).

-In order to improve the quality of the EP, conduct a systematic analysis of feedback from employers, followed by corrective measures.

6. Recommendation to the ECAQA Accreditation Council

The EEC members came to a unanimous opinion to recommend the Accreditation Council to accredit the Master's degree programme in the specialty "Health Management" for a period of 5 years.

Chairperson		KUZGIBEKOVA ALMAGUL BOLATOVNA
Foreign expert		RIPP EVGENY GERMANOVICH
Academic expert		ALMAGUL

		AMANGELDINOVNA KAUYSHEVA
Academic expert		SHUKIRBEKOVA ALMA BORANBEKOVNA,
Academic expert		ISENOVA SAULE SHAIKENOVNA,
Academic expert		ESENKULOVA SAULE ASKEROVNA,
Academic expert		KUDABAEVA KHATIMIA ILYASOVNA
Academic expert		KENZHEGULOVA RAUSHAN BAZARGALIEVNA
Academic expert		RINAT MUZAFAROV,
Academic expert		SADIEVA ZHANAR ZAMANKHANOVNA
Academic expert		RAKHMANOV ELTAI UTEMURATOVICH, PhD
Academic expert		RAMAZANOVA MANSHUK ANEROVNA
Expert - employers' representative		SARSENBINA LYAZZAT KYRYKBAEVNA
Representative of undergraduates		MAZANBEKOVA MERUERT YERZHANOVNA
ECAQA Observer		UMAROVA MAKPAL ALDIBEKOVNA

Attachment 1.

Quality profile and criteria for external assessment according to the accreditation standards of the Master's degree programme in the specialty "health management"

standard	Criteria for evaluation	Total Standards	Grade			
			Totally coincides	Significantly meets the requirements	Partially compliant	Does not meet the requirements

1	MISSION AND OUTCOMES	4	4	0	0	0
2	EDUCATIONAL PROCESS	8	8	0	0	0
3	ASSESSMENT OF STUDENT LEARNING	2	2	0	0	0
4	STUDENTS	4	4	0	0	0
5	STAFFING	2	2	0	0	0
6	EDUCATIONAL RESOURCES, SETTING, SCHOLARSHIP	6	6	0	0	0
7	MONITORING AND EVALUATION OF EDUCATIONAL PROCESS	4	4	0	0	0
8	GOVERNANCE AND ADMINISTRATION	5	5	0	0	0
	TOTAL	35				

Attachment 2.

List of documents requested by EEC members within the framework of accreditation

No.	Names of documents	Quantity	Date approved
1.	Information (google drive)	1	-
2.	mission, strategic plan until 2023, teaching materials of disciplines, syllabuses, control and measuring instruments, checklists, automated information platform (Capes with its tools for providing students with the necessary EM Block, test tasks (validity and reliability are assessed by the Capes system), formative and integrated assessment, etc.), publications of teachers, rules for admission to the magistracy, personnel policy, the programme of the internal quality assurance system.	over 100 different documents	-