

Accreditation Council of the
Eurasian Centre for Accreditation
and Quality Assurance in Education
and Healthcare
December 29, 2023

REPORT
OF THE EXTERNAL EXPERT COMMISSION ON THE RESULTS OF THE
EVALUATION OF EDUCATIONAL PROGRAM 7R01118
“OTORHINOLARYNGOLOGY FOR ADULTS, CHILDREN” OF THE
CORPORATE FOUNDATION “UNIVERSITY MEDICAL CENTER” FOR
COMPLIANCE WITH THE ACCREDITATION STANDARDS OF
POSTGRADUATE EDUCATION PROGRAMS (RESIDENCE SPECIALTIES)
OF MEDICAL EDUCATIONAL ORGANIZATIONS

External expert evaluation period: November 27-29, 2023

Astana, 2023

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LIST OF SYMBOLS AND ABBREVIATIONS

Abbreviation	Designation
SCES	State Compulsory Educational Standard
DET	Distance educational technologies
DES	Department of Science and Education
End-of-course assessment	End-of-course assessment
RW	Research work
IEP	Individual education plan
CF "UMC"	corporate foundation "University Medical Centre"
CED	catalog of elective disciplines
MOH RK	Ministry of Health of the Republic of Kazakhstan
MES RK	Ministry of Education and Science of the Republic of Kazakhstan
NSCMC	National Scientific Centre for Motherhood and Childhood
NSCOT	National Scientific Centre for Oncology and Transplant ology
NCIE	National Centre for Independent Examination
NCRC	National Children's Rehabilitation Centre
EP	Educational programs
CDP	Continuous professional development
RDC	Republican Diagnostic Center
WC	working curriculum
QMS	Quality Management System
IWR	Independent work of a resident-trainee
IWRT	work of a resident-trainee under the supervision of a clinical mentor during the period of clinical activity of the resident-trainee
EMCD	educational and methodological complexes of disciplines
EMC	educational and methodological council
GPA	Grade Point Average
JCI	Joint Commission International
NUS	Nazarbayev University School

1. Composition of the External Expert Commission

In accordance with ECAQA Order No. 26 of November 8, 2023, an External Expert Commission (hereinafter referred to as the EEC) was formed to conduct an external evaluation of the residency educational program in the specialty 7R01118 "Otorhinolaryngology for adults, children" during the period November 27-29, 2023, with the following composition:

№	Status as part of the EEC	Full name	Academic degree/title, position, place of work/place of study, course, specialty
1	Chairman	Turgunov Yermek Meiramovich	Doctor of Medical Sciences, Professor, Vice-Rector for Scientific and Clinical Work of NJSC "Medical University of Karaganda"
2	International expert	Ziganshina Liliya Yevgenevna	Doctor of Medical Sciences, Professor of the Department of Epidemiology of the Federal State Budgetary Educational Institution of Further Education "Russian Medical Academy of Continuing Professional Education"
3	International expert	Saatova Guli Mirakhmatovna	Doctor of Medical Sciences, Professor, Head of the Department of Cardio-Rheumatology at the National Centre for Maternal and Child Health of the Ministry of Health of the Kyrgyz Republic (MOH KR). Chief rheumatologist of the Ministry of Health of the Republic of Kazakhstan
4	Academic expert	Zhanteliyeva Lyazzat Asanovna	Doctor of Medical Sciences, Deputy Chairman of the Board for Research Work of JSC Scientific Centre of Urology named after. B.U. Dzharbusynov"
5	Academic expert	Madyarov Valentin Manarbekovich	Doctor of Medical Sciences, Head of the Department of Surgery with a course of anaesthesiology and resuscitation of the National Educational Institution "Kazakhstan-Russian University"
6	Academic expert	Idrisov Alisher Saugabaevich	Doctor of Medical Sciences, Associate Professor, Department of Family Medicine No. 2 NJSC "Astana Medical University"
7	Academic expert	Ramazanova Sholpan Khamzaevna	Candidate of Medical Sciences, Associate Professor of the Department of Childhood Diseases named after N.A. Barlybaeva NJSC "Kazakh National Medical University named after S.D.Asfendiyarov"
8	Academic expert	Dolmatova Irina Anatolyevna	Doctor of Medical Sciences, Acting Professor of the Department of Ophthalmology of the National

			Educational Institution “Kazakhstan-Russian University”
9	Academic expert	Arinova Saule Pasevnoevna	Candidate of Medical Sciences, Professor of the Department of Surgical Diseases of NJSC "Medical University of Karaganda"
10	Academic expert	Karibaeva Dina Orynbasarovna	Candidate of Medical Sciences, Associate Professor of the Department of Fundamental Medicine of the Kazakh National University named after Al-Farabi
11	Academic expert	Apbasova Saulesh Akhatovna	Candidate of Medical Sciences, Assistant at the Department of Pathological Anatomy and Forensic Medicine of NJSC “Semey Medical University”
12	Academic expert	Menchisheva Yulia Alexandrovna	Ph in medicine, Head of the Department of Surgical Dentistry of the NJSC “Kazakh National Medical University named after S.D. Asfendiyarov”
13	Resident expert	Yerkinov Bolat	Resident of the 1st year of study in the specialty "Angiosurgery, including children's" of LLP “National Scientific Oncology Centre” NJSC "Astana Medical University"
14	Resident expert	Orynbay Aizere Sauletkyzy	Resident 2 years of study in the specialty “General Surgery” of the NJSC “Astana Medical University”

The EEC report includes a description of the results and conclusion of an external evaluation of the educational program **7R01118 “Otorhinolaryngology for adults, children”** for compliance with the Accreditation Standards for postgraduate education programs (residency specialties) of medical educational institutions, and conclusions (hereinafter referred to as the Accreditation Standards), recommendations of the EEC for further improvement of approaches and conditions implementation of the above educational program and recommendations for accreditation for the ECAQA Accreditation Council.

2. General part of the final report

2.1 Presentation of the residency educational program in specialty 7R01118 “Otorhinolaryngology for adults, children”

Name of organization, legal form of ownership, BIN	Corporate Foundation "University Medical Centre"
Management body	JSC "Nazarbayev University"
Full name of the first manager	Pya Yuri Vladimirovich Chairman of the Board Doctor of Medical Sciences Tel.: +7 (7172) 69 24 50, E-mail: umc@umc.org.kz
Date of creation	September 20, 2015
Location and contact details	Republic of Kazakhstan, 010000 "Yesil" district, Astana

	st. Kerey, Zhanibek khandar, 5/1 Tel.: +7 (7172) 69 24 50 E-mail: umc@umc.org.kz . www.umc.org.kz
State license for educational activities in residency (date, number)	Law of the Republic of Kazakhstan dated January 19, 2011 No. 394-IV “On the status of Nazarbayev University, Nazarbayev Intellectual Schools and Nazarbayev Foundation.”
Year of commencement of the accredited educational program (EP)	2023
Duration of training	3 years
Total number of graduates since the beginning of the EP implementation	None
Number of residents in the EP since the beginning of the current academic year	3
Full-time teachers/part-time teachers involved in the implementation of the educational program	The total number of teachers is 3, including full-time teachers – 3; Academic degree holders rate,% - 33 Academic Staff categories, % - 67
Website Instagram Facebook with active pages	Official website: https://umc.org.kz/ https://instagram.com/umc.clinics?igshid=MmVlMjlkMTBhMg== https://umc.org.kz/?fbclid=PAAaaBI6t7UbvdiMK3dHqrm-yrVOFUAGzvwotr10hhHO1cR-C_PkBapIJSY6A_aem_AdTko6S0BwGvDcvqONBzOSdjvOm3cAlXkojSX5duFVmGPIZMCUE9FwO4M8_LLDn9N_U

The Corporate Foundation "University Medical Center" (hereinafter - CF "UMC") was created in accordance with the decision of the Board of Trustees of the Autonomous Educational Organization "Nazarbayev University" (hereinafter - Nazarbayev University) dated September 20, 2015 No. 20 on the basis of subsidiaries of the joint stock company "National medical holding" <https://umc.org.kz/about-umc/>.

The goal of the CF "UMC" is to provide safe, effective and high-quality medical care, development, implementation and dissemination of modern technologies in the field of medical science, education and practice.

Today, CF "UMC" unites 2 leading medical centers, including the National Scientific Center for Maternity and Childhood (NSCMC), the Republican Diagnostic Center (RDC) and a branch in Kyzylorda. Two centers of the CF "UMC" (NSCMC, RDC) have passed international accreditation by Joint Commission International, which is a guarantee of the safety of the services provided and confirmation of the provision of medical services in accordance with the level of the international standard.

As part of the integrated academic health care system of Nazarbayev University, CF "UMC" attracts foreign specialists "mentors" and organizes master classes with the participation of international experts on the basis of its centers to create a competitive generation of medical personnel, develop and adapt modern protocols for the diagnosis and treatment of diseases, as well as improving the quality of medical care.

In accordance with the Charter of the CF "UMC", approved by the decision of the Governing Board of Nazarbayev University dated October 16, 2015 No. 16.10.15 (with amendments and additions approved by the decision of the Governing Board of Nazarbayev University dated February 6, 2018 No. 06.02.18), one of the main types of activity of the CF "UMC" is educational <https://umc.org.kz/documents/>.

The organizational, functional and staffing structures of the organization are built taking into account the mission, goals, objectives and policies in the field of quality assurance.

The organizational structure of CF "UMC" was developed on the basis of strategic directions approved by the governing body of CF "UMC", the vertical subordination of the relevant structural divisions to the Deputy Chairman of the Board, Medical and Executive Directors in the areas supervised. The basis for constructing the organizational system of the centres of the CF "UMC" is the main process blocks: medical, strategic, nursing and service and economic.

The Department of Science and Education (hereinafter referred to as the Department) is a structural subdivision of the CF "UMC".

Residency training at CF "UMC" has been carried out since 2016. CF "UMC" operates on the basis of the Law of the Republic of Kazakhstan dated January 19, 2011 No. 394-IV "On the status of Nazarbayev University, Nazarbayev Intellectual Schools and the Nazarbayev Foundation." According to Article 8 of the Law "On the status of "Nazarbayev University", "Nazarbayev Intellectual Schools" and "Nazarbayev Foundation", Nazarbayev University, Intellectual Schools, and their organizations carry out educational activities without a license, without state certification.

Residency programs are implemented in accordance with the Rules for organizing the educational process in the residency of the CF "UMC", approved by the decision of the Board of the CF "UMC" dated March 29, 2021 No. 6 in 20 clinical specialties

The total number of students in the 2022-2023 academic years was 132 resident doctors. In 2023, 39 people graduated, the number of students admitted to residency for the 2023-2024 academic year was 87 people. The total number of teachers involved in the educational process of residency and additional professional training is 206 people, of which there are 27 Doctor of Medical Sciences, Ph.D. – 60. Otorhinolaryngology for adults, children-3

The educational program (EP) in the specialty 7R01118 "Otorhinolaryngology for adults, children" was first developed and implemented at the University Medical Centre since 2023 in accordance with the Rules for organizing the educational process in the residency of the CF "UMC" dated March 29, 2021 No. 6.

In 2023, the first enrolment was made for the specialty 7R01118 “Otorhinolaryngology for adults, children”. 3 residents were enrolled on the basis of a state grant. The procedure for admission, selection of applicants and enrolment in residency are carried out in accordance with the Rules for admission to residency of the CF "UMC" approved by the decision of the Board of the CF "UMC" dated March 1, 2018 No. 5. Changes and additions: June 26, 2019 No. 14; March 05, 2021 No. 5; April 20, 2022 No. 5; April 28, 2023 No. 7. The Rules contain the requirements for applicants to the residency, which can be found on the website of the CF “UMC” (<http://umc.org.kz/about/science/rezidentura/applicants-to-the-residency/index.php>). The duration of training is 3 years.

In accordance with the State Compulsory Educational Standard of 2022, and in the developed educational program, Work Curricula (WC) in the specialty 7R01118 “Otorhinolaryngology for adults, children” (Approved by the Educational and Methodological Council on September 15, 2023 Minutes No. 15); the volume of classroom work is 10% of the volume of each discipline, independent clinical work under the guidance of a clinical mentor - 75%, IWS - 15%.

Residents have access to work at the Centre for Simulation and Educational Technologies of the Nazarbayev University School of Medicine to consolidate acquired clinical skills while maintaining patient safety as a priority.

In the implementation of the EP, attention is paid to the research work of residents, the development of academic mobility of residents between universities within the country, and the invitation of visiting professors from near and far abroad.

Teachers in the specialty of residency improve their competencies by studying in advanced training cycles. (Testimony PC: Bekpan A.Zh., Mukhambetov S.M., Autilipov D.Kh., “Methodology and educational technologies in residency” dated October 9, 2023 CF “UMC”). To master the clinical skills of Academic staff in advanced medical technologies, master classes are held and mentoring programs are implemented at the clinics of the CF “UMC” with the involvement of qualified specialists from leading foreign organizations.

Academic staff and clinical mentors have specialist certificates of the highest, first qualification category in the specialty “Otorhinolaryngology for adults, children.” The responsibilities and duties of teaching staff are reflected in job descriptions. For the current period, the degree of teaching staff and clinical mentors is 33%; categorized - 66.7%.

2.2 Information about previous accreditation

To date, accreditation of the educational program 7R01118 “Otorhinolaryngology for adults, children” has not been carried out.

2.3 Brief description of the results of the analysis of the report on self-assessment of the residency educational program in specialty 7R01118 “Otorhinolaryngology for adults, children”

The report on self-assessment of the residency educational program in specialty 7R01118 “Otorhinolaryngology for adults, children” (hereinafter referred to as the report) is presented on 144 pages of main text, 14-page appendices, copies or electronic versions of documents located via an electronic *link to Google Drive* https://drive.google.com/drive/folders/1VnNmI-pZJkoP16pgiHjoggnslA_kePco.

The report is characterized by completeness of answers to all 9 main accreditation standards and criteria, structured taking into account the recommendations of the Guidelines for self-assessment of the educational program provided to the educational organization by the accreditation centre - ECAQA, as well as internal consistency of information. The report is accompanied by a covering letter signed by the Deputy Chairman of the Management Board N. Khamzina, which confirms the accuracy of the quantitative information and information included in the self-assessment report.

The report contains a list of 25 members of the internal self-assessment commission, indicating the responsibilities of each employee, information about the representative of the organization responsible for conducting the self-assessment of the educational program - Bekpan A.Zh., Ph.D., head of the Head and Neck program of the Department of Paediatric Surgery.

Self-assessment of the educational program 7R01118 “Otorhinolaryngology for adults, children” was carried out on the basis of the order of the university rector No. 08-n/k dated June 01, 2023 “On approval of the composition of the working group for preparation for specialized accreditation of the corporate foundation “University Medical Centre”.

The report was reviewed by an accreditation expert: Arinova S.P. and the reviews noted strengths and areas for improvement, as well as recommendations for additions and changes, which were taken into account during the feedback process with the university representative and appropriate changes and additions were made to the self-assessment report.

All standards contain the actual practice of the University in training residents in the specialty 7R01118 “Otorhinolaryngology for adults, children”, taking into account the start of admission of students in 2023, reasoned data, examples of the implementation of the objectives of the educational program, national and international events, methodological support, confirming compliance with the requirements of accreditation standards. The description in the self-assessment report is quite complete and updated regarding the number of residents, teachers, administration, information on selection and admission, training results, results of evaluation of knowledge and skills, material and technical base of the university and clinical sites, contractual obligations with partners (universities, associations, database), financial information, plans for development and improvement.

The report is presented to ECAQA in complete form, with data adjusted according to the above recommendations, written in competent language, the wording for each standard is clear and understandable and described in accordance with the criteria of the standards, tables and figures (diagrams, photographs) contain links in the text and are continuously numbered.

3. Description of external expert evaluation

External expert work as part of the evaluation of the educational program 7R01118 “Otorhinolaryngology for adults, children” was organized in accordance with the Guidelines for conducting external evaluation of educational organizations and educational programs of the ECAQA. Dates of the visit to the organization: November 27-29, 2023. The sequence of the visit within 3 days is presented in detail in Appendix 3 to this report

To obtain objective information, members of the EEC used the following methods and their results:

- interviews with management and administrative employees – 9 people;
- interviews with residents – 46 people;
- studying the website <https://umc.org.kz/>
- interviewing 10 employees, 17 teachers;
- survey of teachers and residents - 17 and 96, respectively;
- observation of resident training: visit -1 practical lesson
- Acute and chronic sinusitis, 11/27/23. Bekpan A.Zh, residents-2, NSCMC, training room;
- review of resources in the context of meeting accreditation standards: 2 practice/clinical training bases were visited, including the National Scientific Centre for Maternity and Childhood, NUS, where training in the educational program and SC is conducted with the participation of full-time teachers/part-time teachers;
- study of educational and methodological documents in the amount of 24 units both before the visit to the organization and during the visit to the departments (the list of documents studied is in **Annex 2**).

The team of the accredited organization ensured the presence of all persons indicated in the visit program and according to the lists of interview sites (Table 1).

Table 1 - Information on the number and category of participants in meetings, interviews, talks with members of the EEC

№	Position	Quantity
1	Pyu Yu. V., Chairman of the Board	1
3	Khamzina N.K., Deputy Chairman of the Board	1

4	Syzdykova A.A., Director of the Department of Science of Education (DES)	1
5	Olkhovik S.V., manager of additional education	1
6	Shintaeva S., manager of additional education	1
7	Kapasova B.B., technology transfer manager	1
8	Dzhenalaev D.B., Director of the Department of Surgery	1
9	Director of the Department of Surgery Bikhanov N.A.	1
10	Ibraev T.E., Director of the Department of Anaesthesiology and Resuscitation	1
11	Employees of the Department of Anaesthesiology and Reanimation, Surgery	4
12	Representatives of support services (HR, financial sector)	5
13	Residents of 2-3 years of study	46
14	Residents of 1st year of study	50
15	Academic staff	17

On the last day of the visit to the organization, a meeting of EEC members was held based on the results of the external evaluation. A final discussion was held on the results of the external evaluation of the educational program, study of documents, results of interviews, talks, and questionnaires. Members of the EEC began drafting the final report of the EEC. Generalizations of the results of the external evaluation are made. The experts individually completed the “Quality Profile and criteria for external evaluation of the educational program 7R01118 “Otorhinolaryngology for adults, children” for compliance with the ECAQA Accreditation Standards” No comments were made by the EEC members. Recommendations for improving the educational program were discussed and Chairman E.M. Turgunov held a final open vote on the recommendations for the ECAQA Accreditation Council.

Comfortable conditions were created for the work of the EEC, and access to all necessary information and material resources was organized. The Commission notes the high level of corporate culture of the University, the high degree of openness of the team in providing information to members of the EEC.

When conducting a survey of residents, the work of the External Expert Commission on Accreditation was assessed as positive - 73.4%; 3.75% as satisfactory. The majority of respondents believe that it is necessary to accredit educational organizations or educational programs.

According to 93.8% of teachers, the survey conducted by ECAQA is useful for developing recommendations for improving key areas of activity of an accredited educational organization.

At the end of the visit, the chairman of the EEC announced recommendations based on the results of the external evaluation as part of specialized accreditation to the management and employees of the educational organization.

4. Analysis of compliance with accreditation standards based on the results of an external evaluation of the residency educational program in specialty 7R01118 “Otorhinolaryngology for adults, children”

Standard 1: MISSION AND OUTCOMES

1.1 Mission statement

The mission of the residency educational program in specialty 7R01118 “Otorhinolaryngology for adults, children” is based on the mission of the CF “UMC”. The educational program in the specialty “Otorhinolaryngology for adults, children” is implemented on the basis of the UMC mission and is aimed at improving the medical care provided by preparing a highly qualified specialist otolaryngologist who has an extensive amount of theoretical and practical knowledge and skills, is able to successfully solve professional problems, and is able to carry out differential diagnostic search; provide full medical otorhinolaryngological care; carry out all necessary preventive and rehabilitation measures to preserve the life and health of patients, including those with diseases of the ENT organs and hearing impairment.

When implementing program activities, namely, based on the results of an interview with the first head of the organization, members of the advisory body of the EMC, in interviews with residents and teachers, compliance with the criteria of **standard 1** was established.

All participants in the educational process know the mission of the educational program, took part in the formation of proposals for formulating the mission, and the mission is brought to the attention of potential residents through the website, social networks, and information letters to medical organizations. The organization's strategic plan for a period of 5 years was reviewed, including such areas as research, educational, clinical, which confirms the implementation of the accreditation standard and demonstrates the goals, objectives and prospects of the organization.

From interviews with residents, it was established that before the start of classes, teachers inform about the mission, work plans of the educational organization, and tell where to get the necessary information about the educational program, teachers, and training bases. The mission and vision of CF "UMC" were developed taking into account the objectives of CF "UMC" within the integrated academic health care system of Nazarbayev University and are reflected in the Development Strategy of CF "UMC" for 2019-2023, approved by the decision of the Board of Trustees of CF "UMC" dated May 25, 2019 year No. 25.05.19 <https://umc.org.kz/mission-and-vision/> All structural divisions of CF "UMC" took part in the development of the strategy and mission, the discussion also took place at the level of consultative and advisory bodies, at the educational and methodological Council dated May 8, 2019 No. 3.

During the visit to the divisions of the CF "UMC", experts noted the strengths of the educational organization in relation to the accredited educational program, including: CF "UMC" uses experience in providing highly qualified medical care to patients; cooperation with leading medical schools around the world.

The educational organization has departments that are directly related to the educational program 7R01118 "Otorhinolaryngology for adults, children: the Department of Science and Education and the CAD, there are procedures for the development and adoption of legal acts and their management; conditions have been created for mastering the necessary competencies; The EP is developed on the basis of a competency-oriented model of a residency graduate in accordance with the needs of the labour market; qualified staff of teachers and mentors; sufficient material and technical base.

CF "UMC" has the resources necessary to develop professional qualities and achieve the final results stated in the mission of the educational program in accordance with national and international requirements and needs of the healthcare sector.

CF "UMC", being part of the integrated academic system of Nazarbayev University, provides residents with participation in scientific projects of CF "UMC" or Nazarbayev University.

Residents noted that, under the guidance of teachers and mentors, they have the opportunity to participate in research work, publications, and make presentations at scientific, practical and clinical conferences.

The results of studying the documentation demonstrate that the mission of the organization and the mission of the educational program 7R01118 "Otorhinolaryngology for adults, children" and the educational process is structured in accordance with the State Compulsory Educational Standard and the Laws and Statutory Instruments (LSI) in postgraduate education and healthcare.

The educational organization conducts training for residents in the following clinical bases of medical centres and departments: NSCMC, RDC, where it provides a patient-oriented approach. The educational organization pays due attention to the safety and autonomy of patients. Clinics of the CF "UMC" are accredited in accordance with JCI (Joint Commission International) standards, which involve the provision of high-quality patient-centred medical care, in compliance with the requirements of JCI international standards of quality and safety of medical care. All requirements of JCI standards are subject to compliance by residents as part of the clinical team of the CF "UMC". Training is provided on a contractual basis at City Hospital No. 2. Agreement on the provision of paid services for conducting educational events under the "Residency" program of the corporate foundation "University Medical Centre". Agreement with CH No.2 is DES-DES-129 dated 01/19/2023

Experts have established that residents have appropriate working conditions to support their own health - workplaces located in resident rooms, training and computer classes for working with documentation and databases. Students can receive medical care at the medical centres of the CF "UMC", which include outpatient services at the RDC, consultative and diagnostic services at the National Scientific Centre for Medical Care, and are provided with personal protective equipment at the expense of the organization in accordance with the standards of the Chief Sanitary Doctor of the Ministry of Health of the Republic of Kazakhstan. CF "UMC" has public catering points for students and employees located in the main building.

The educational organization encourages residents to participate in research in their chosen specialty, ensures that residents participate in academic events such as journal clubs, participate in conferences, write publications independently or jointly with doctors, and participate in scientific projects of the EMC Faculty or Nazarbayev University.

On February 22, 2018, by decision of the Board of the CF "UMC" No. 4, the Regulations on scientific and innovative activities were approved, which reflect the procedure for planning, organizing and implementing scientific and innovative activities in the CF "UMC". The decision of the EMC approved the "Requirements for the content, design and defence of research work under the residency program." It was revised by EMC dated April 28, 2018 No. 2.

The mission and vision of the CF "UMC" are available for review by employees, resident doctors, students, patients and other interested parties by posting on the CF "UMC" website (www.umc.org.kz – Home page - About the Foundation - About us).

1.2 Professionalism and professional autonomy

The formation and development of professionalism among residents is guaranteed by a 5-component model of resident competencies. Experts have determined that the development of professionalism includes the resident's ability to demonstrate standards of ethical behaviour, compassion, responsiveness to the needs of patients, personal interest, integrity and respect for others, acceptance and recognition of personal mistakes. The organization of education promotes the professional autonomy of residents by allowing them to determine the content of the elective component disciplines, as well as additional types of training and the organization of educational activities.

Responsible employees showed the experts a document defining the requirements for teachers of the residency program in accordance with the "Rules for organizing the educational process in the residency of the CF "UMC", approved by decision of the Board of the CF "UMC" dated March 29, 2021 No. 6.

Employment of residents according to data on the employment of graduates of MDMC programs is 100% (for all specialties).

When conducting a survey of 96 residents (on the resource <https://webanketa.com/>), out of 22 questions, a number were devoted to the quality of the educational process and educational program. It was found that 78.75% of residents would recommend studying at this educational organization to their acquaintances, friends, and relatives. And 67.5% of respondents believe that educational program leaders and teachers are aware of students' problems related to learning. To the question "Do you think this educational organization allows you to acquire the necessary knowledge and skills in your chosen specialty?", 85% of residents answered positively, 2.5% were not sure about this, 6.25% could not yet answer this question and 6.25% would like to believe this.

The 32 teachers surveyed (21 survey questions) also answered that 81.25% were satisfied with the organization of work and workplace in this educational organization, and 15.63% partially agreed with this statement. Experts determined that the organization has a healthy microclimate, since the manager is quite accessible to both residents and employees and responds promptly to requests and requests. According to 84.3%, in an educational organization, a teacher has the opportunity to realize himself as a professional in his specialty. For your information, a total of 32 people responded (206 in total), with 21.88% having teaching experience of up to 5 years, 9.38% of up to 10 years, and 68.75% of more than 10 years.

1.3 Final learning outcomes

The final learning outcomes are defined and included in the document Educational program and syllabuses of disciplines, which were developed in accordance with State Compulsory Educational Standard – 2022 and approved by the Educational and Methodological Council dated 04/27/2023

Protocol No. 5. Informing interested parties about the final results of training of residents in the specialty 7R01118 “Otorhinolaryngology for adults, children” is carried out by posting on the official website of the CF “UMC”. The experts were convinced that the professional behaviours and communication skills of residents are formed by achieving final results and are reflected in the relevant document - Code of Business Ethics of the CF “UMC” No. 17 dated December 26, 2022. Faculty and residents are informed about the code of ethics. You can familiarize yourself with the contents of the code of ethics on the website, which serves as the basis for the formation of proper morality in the team, respectful attitude among themselves and towards patients.

When determining the final learning outcomes, employees of the Department of Education took into account previous learning outcomes in undergraduate and internship programs, and also took into account the goals and objectives of subsequent continuous professional development in the chosen specialty.

The surveyed teachers responded that 68.75% were completely satisfied with the level of previous training of residents, and 28.13% were partially satisfied.

Experts have established a clear continuity between the final results of previous resident training (prerequisites) and residency training, and subsequent continuing professional development programs. The organization has developed 21 additional education programs, including for the specialty “7R01118 “Otorhinolaryngology for adults, children.” Residents are informed about this.

1.4 Participation in the formulation of mission and final results

Residents, administrative and managerial staff, and teachers take part in developing the mission and final learning outcomes. Representatives from residents are members of the collegial advisory bodies of CF "UMC"

During a conversation with residents and experts, we received an answer to the question «*Do you participate in formulating the mission and goals of the organization, educational program?*», «*What is the personal contribution of residents to improving the educational program?*» The residents responded that they were members of the collegial advisory bodies of the CF “UMC” - EMC. Residents: Tobyl A.S., resident doctor 3 years of study in the specialty “Paediatric Surgery”, Mukhamedzhan G.B. “Obstetrics and gynaecology for adults, children” are included in the EMC of the CF “UMC”, which is the main consultative and advisory body on education issues

Conclusions of the EEC on the criteria. Comply with 14 standards (including 9 basic, 5 improvement standards): fully - 14.

Recommendations for improvement: none

Standard 2: EDUCATIONAL PROGRAMME

2.1 Framework parameters of the postgraduate medical education program

The model of the educational program in the specialty 7R01118 “Otorhinolaryngology for adults, children” is determined on the basis of the final results of training for residents, and therefore includes the following: patient supervision; communication and collaboration; safety and quality; public health; research and training and development.

Duration of training is 3 years. The consistency and transparency of training is guaranteed by the fact that the CF “UMC” operates on the basis of the Law of the Republic of Kazakhstan dated January 19, 2011 No. 394-IV “On the status of Nazarbayev University, Nazarbayev Intellectual Schools and the Nazarbayev Foundation.”

To implement the educational program in the specialty 7R01118 “Otorhinolaryngology for adults, children,” the organization’s documents contain an EP, which defines the goal, takes into account the integration of practical and theoretical components, and independent work. Compliance with State Compulsory Educational Standards and standard requirements has been established, however, the syllabuses do not contain a thematic plan of lectures, IWS, list of references (p4,5,7), according to the Instructions for the development of educational and methodological documentation and a system for evaluating the educational achievements of resident doctors. Approved by the decision of the Board of the Corporate Foundation "University" Medical Centre" May 13, 2021

Protocol No. 2 (as amended from September 15, 2023, Protocol No. 15) of the corporate foundation "university medical center".

The organization ensures compliance with ethical aspects in the implementation of the educational program, since experts studied the Code of Ethics approved by the protocol of the Board of the CF "UMC" No. 17 dated December 26, 2022, and during the interview, residents responded that they were informed about the contents of this document.

An analysis of educational activities showed that the scientific basis and all the achievements of science in the disciplines were taken into account, additions were made to the teaching materials and syllabuses, and teachers used them in the classroom.

The mentoring system, which is described in the document Rules for organizing the educational process, in the residency of the CF "UMC", approved by the decision of the Board of the CF "UMC" dated March 29, 2021 No. 6, was evaluated. There are 2 mentors in total, whose tasks are the systematic individual work of an experienced doctor on the development the student has the necessary skills and abilities for professional activities. Mentors provide support in the professional and personal formation and development of the resident, share experience, knowledge and support residents.

The procedure for informing residents about their rights and responsibilities is reflected in the documents: Job description of a resident doctor in the specialty "Otorhinolaryngology for adults, children." It was approved by the EMC on September 15, 2023. Protocol No. 15; reference guide from 2022, (<https://umc.org.kz/wp-content/uploads/2023/10/spravochnik-putivoditel-2023-4.pdf>)

A resident doctor who has completed training in the residency educational program is awarded the qualification of a doctor in the relevant specialty in accordance with the nomenclature of specialties and specializations in the field of healthcare, the nomenclature and qualification characteristics of positions of healthcare workers, approved by the Minister of Health of the Republic of Kazakhstan dated December 21, 2020 No. KR MOH-305/ 2020, and a state document is issued - a certificate of completion of residency.

The qualification obtained as a result of mastering the educational program in the specialty 7R01118 "Otorhinolaryngology for adults, children" corresponds to level 8 of the national framework in medical education and the Qualifications Framework in the European Higher Education Area (ESG1.2) and has the code 7R01118.

Faculty can provide resident supervision of approximately 5 case studies per day. Residents of the educational program in the specialty 7R01118 "Otorhinolaryngology for adults, children" upon completion of training can carry out manipulations that are reflected in the Syllabus (Practical skills, manipulations, procedures).

Experts have found that the principles of academic integrity are fully implemented in educational organizations. This is reflected in the document Code of Business Ethics of the CF "UMC" approved by the minutes of the Board of the CF "UMC" No. 17 dated December 26, 2022. The resident, working in a single team with doctors, is the first point of contact for the patients assigned to him. To ensure a patient-oriented approach, primarily patient safety, a list of privileges is compiled for each resident, depending on the year of study and the level of theoretical and practical knowledge, in accordance with the requirements of JCI international accreditation standards. A privilege sheet is a document-permission from a resident doctor who has access to patients of the CF "UMC". This document contains a list of medical services/manipulations/operations and the degree of independence of each resident doctor studying at the CF "UMC". The completed Privilege Sheet is checked and signed by the resident doctor, the resident doctor's supervisor, agreed upon by the head of the centers' departments and approved by the head of the corresponding center of the CF "UMC", on the basis of which the training takes place.

In addition, to obtain the right to participate in the treatment process, the resident doctor is required to read and sign an informed consent about the non-disclosure of confidential information about patients.

Residents are trained to promptly collect informed consent from patients for any diagnostic and therapeutic procedures. The experts noted that the medical records contain a corresponding document signed by the patient.

The experts did not establish any violations with respect to the principle of equality in postgraduate education and continuous professional development, since the educational organization complies with the Constitution of the Republic of Kazakhstan, the Law on the Languages of the Peoples of the Republic of Kazakhstan and other LSI in the field of education and healthcare. For example, an educational organization employs 117 people, of which 63% are women and 37% are men.

In the educational organization, there is a mechanism for regularly adapting teaching and learning methods to the requirements of modern science and education, as well as to the current needs of practical healthcare.

This demonstrates compliance with Standard 2 in terms of tailoring training to the needs of residents.

2.2 Scientific method

CF "UMC" is accredited as a subject of scientific and scientific-technical activities for 5 years (Certificate series MK-000058 dated 03/09/2021). Employees of the CF "UMC" participate in the implementation of scientific and technical projects, involving resident doctors in scientific activities. The list of security documents received by employees of the CF "UMC" for 2023 is posted on the CF "UMC" website: http://umc.org.kz/?science=post#science_results.

List of scientific projects of the CF "UMC" for 2019-2023. posted on the website of the CF "UMC": <http://umc.org.kz/?science=post#projects>. The list of publications by CF "UMC" employees for 2019-2022 is posted on the website: <http://umc.org.kz/?publications=post>.

In the educational program for the specialty 7R01118 "Otorhinolaryngology for adults, children," the optional component "Research work" is 4 credits (120 hours), includes the scientific foundations and methodology of medical research, clinical research and clinical epidemiology. When talking with residents, experts learned that they use scientific evidence in their training and know the basics of evidence-based medicine. The teachers said that they teach residents methods of critical evaluation of literature, articles and scientific data, and the application of scientific developments. The form of training is organized in the form of a "Journal Club" (Regulations on the Journal Club. Approved by the decision of the EMC dated April 28, 2018, No. 2), which is held 2 times a month. Journal Club protocols are presented according to the schedule.

Research work on the declared OP is carried out on an initiative basis. Research topics for residents of the 1st year of study in the declared specialty: Baymurzaeva N.S. - "Comparative results of using autotilage and temporal fascia in tympanoplasty"; Kadylova E.Zh. - "Laryngeal papillomatosis"; Nurmagambetova A.A. - "Angiofibroma of the nasopharynx" Scientific work is carried out according to plan.

When surveying residents, it was established that the educational organization has access to students' participation in research work. Residents should engage in research, and in response to the questionnaire, 62.5% wrote that they are already engaged in research, 18.75% are planning to start, 12.5% are looking for a research topic, 15% are not engaged.

2.3 Structure, content and duration of the residency program

There are documents containing requirements for the structure and content of educational programs, including State Compulsory Educational Standard and Instructions for the development of educational and methodological documentation and a system for evaluating the educational achievements of resident doctors of the corporate foundation "university medical center". It was approved by the decision of the Board of the Corporate Foundation "University Medical Centre" on May 13, 2021 Minutes No. 2 (as amended on September 15, 2023, Minutes No. 15). The Department of Science and Education is responsible for the selection and implementation of innovations in the educational process.

Modern achievements of science and practice are reflected in QED (optional components), focused on the needs of healthcare, the specifics of research and scientific achievements of teachers, as

well as individual educational trajectories: “Congenital anomalies of development and acquired defects of ENT organs in children and adults”, “Paediatric laryngology”, “ENT surgery of the skull base”.

For the successful implementation of the educational program in the specialty “7R01118 “Otorhinolaryngology for adults, children”, the organization has resources for organizing the evaluation of practical skills of residents (simulation centre, inpatient and inpatient beds in the surgery departments of the NSCMC, RCC, outpatient reception of the RDC).

The organization has its own clinical base: National Scientific Centre for Maternity and Childhood - 500 beds, National Cardiac Surgery Centre - 200 and RCD - 500 outpatient visits, and has also concluded 8 agreements with third-party medical organizations, including in the specialty 7R01118 “Otorhinolaryngology for adults, children” . (*Agreement on the provision of paid services for conducting educational events under the “Residency” program of the CF “UMC”. Agreement with CH No.2 DES-DES-129 dated 01/19/2023*

Agreement on the provision of paid services for conducting educational events under the “Residency” program of the corporate foundation “University Medical Centre” (CCH No. 3 from DES-180 dated January 24, 2023).

Agreement on the provision of paid services for conducting educational events under the “Residency” program of the corporate foundation “University Medical Centre” (“MSI at the REM city centre of phthisiopulmonology” No. 994 dated 04/26/2023).

Agreement on the provision of paid services for conducting educational events under the “Residency” program of the corporate foundation “University Medical Centre” (NCC No. DO-730 dated 08/30/2023).

Agreement on the provision of paid services for conducting educational events under the “Residency” program of the corporate foundation “University Medical Centre” (NSMC No. DO-2100 dated 10/20/2023).

Agreement on the provision of paid services for conducting educational events under the “Residency” program of the corporate foundation “University Medical Centre” (NSOC No. DO-2060 dated November 8, 2023).

The development of clinical skills and professional attitude to work is facilitated by the participation of residents in the actual activities of a doctor: supervision of patients at the inpatient level, outpatient appointments, preparation of medical documentation, work in medical information systems, work with regulations, duty, work in preventive departments, functional diagnostics, preparation of reports, presentations, creation of a portfolio, providing a clear example of a professional attitude to work in a medical organization and inter professional communications of specialists of various profiles and levels.

The basis for achieving the objectives of training in the specialty is the acquisition by residents of the necessary knowledge and key competencies of the major (MDMC) disciplines of the main component and the elective component (EC). EP for training residents in the specialty 7R01118 “Otorhinolaryngology for adults, children” is designed for 70 credits: core disciplines - 62 credits, elective component - 4 credits, research work - 2 credits, final certification - 2 credits.

The theoretical component of the educational program is 186 hours, including 7 disciplines. The practical component of the educational program consists of 1395 hours of IWST and 279 hours of IWS.

The organization of education ensures that the structure, content and duration of the educational program are adjusted in the event of any changes in different sciences, demographics, as well as in response to the needs of the health care system.

Teachers provide residents with methodological and didactic materials, additional literature to prepare for classes, with which 72.5% are completely satisfied, 16.25% are partially satisfied, 10% are not satisfied.

And to the survey question “Is there sufficient time for practical training (supervision of patients, etc.)”, 90% of residents responded with complete agreement, 5% partially agreed, 2.5% disagreed. At the same time, 73.5% of residents claim that after completing classes the teacher provides feedback (listens to your opinion, conducts a mini-questionnaire, works on mistakes).

At the same time, to the question “Do resident representatives participate in the development of educational programs?”, the experts received the following answer. Representatives are members of

the collegial advisory body of the CF "UMC" - EMC. *The surveyed residents are fully satisfied with the schedule of training sessions (67.5%).*

2.4 Organization of training and the relationship between postgraduate medical education and the provision of medical care

Management of the educational process, reflected in the self-assessment report (**standard 2**) and general approaches to management were confirmed during a visit to the educational institution and conversations with the head and employees. At the same time, verification of **standard 2** showed that innovative teaching methods should be more actively used.

Of the 80 residents surveyed, 70% responded that teachers in the classroom use active and interactive teaching methods quite often, 13.75% believed that they rarely or sometimes.

The experts got acquainted with the work of the departments, including the clinical bases of the CF "UMC" library, simulation room and centre at the NU School of Medicine, a total of 14 meetings were held and during cross-interviews it was established that the EP "Otorhinolaryngology for adults, children" complies with regulatory requirements for content and learning trajectories.

Residency programs are implemented on the basis of centres of the CF "UMC" accredited by the international commission JCI.

The training of residents in the specialty "7R01118 Otorhinolaryngology for adults, children" is aimed at meeting the needs of practical healthcare. To master clinical skills, students have the opportunity to undergo training in specialized departments in accordance with the topics of practical classes and those competencies that are defined in the educational programs of specialties.

Responsibility for choosing the basis for clinical training and practice of a resident in the specialty "7R01118 Otorhinolaryngology for adults, children" is assigned to the department of education and the criterion is the profile and number of patients necessary for residents to acquire the appropriate skills. Experts analysed information about the availability of accreditation of clinical sites and concluded that the resident training sites were compliant.

By studying at clinical bases, resident doctors have the opportunity to gain knowledge about the organization and scope of medical care at all levels, from primary health care to highly specialize. CF "UMC" provides opportunities and conditions for qualified training of otorhinolaryngologists. Thus, during a conversation with the management of the organization, experts received information that the EP "Otorhinolaryngology for adults, children" complies with regulatory requirements for the content and trajectory of training; Innovative teaching methods are being introduced, opportunities to improve the material and technical base are expanding, and teachers have confirmed that the training of residents is carried out directly in the clinical departments of paediatric surgery of the NSCMC, the otolaryngology department of city hospital 2. Residents of the declared specialty can supervise patients with diseases of the ENT organs, such as sinusitis, tonsillitis, otitis, laryngitis, benign laryngeal tumours, and chronic laryngeal stenosis. This is facilitated by mentoring, which is carried out at the CF "UMC".

When attending a practical lesson and talking with residents, experts saw that the organization promotes the development of practical competencies of residents, including on simulation equipment. At the same time, residents deepen their theoretical knowledge and develop communication skills. Thus, during a visit to CF "UMC" experts established that the EP specialty "Otorhinolaryngology for adults, children" is provided with appropriate methodological documentation and documents accompanying residents. Teachers use various teaching methods, mainly of a practical nature, and promote the involvement of residents in research work, which helps the formation and development of competencies in the specialty.

Training is conducted in accordance with clinical protocols.

The following employees took part in the planning, discussion, approval and review of the educational program in the specialty 7R01118 "Otorhinolaryngology for adults, children": Bekpan A.Zh., Mukhambetov S.M., Autilipov D.Kh

Conclusions of the EEC on the criteria. Complies with 22 standards (including 19 basic, 3 improvement standards): fully - 22.

Recommendations for improvement, identified during the external visit:

1. The syllabus is supplemented with the following data: thematic plan of lectures, IWS, list of basic and additional literature (clauses 5,6,8), according to the Instructions for the development of educational and methodological documentation and the system for evaluating the educational achievements of resident doctors, approved by the decision of the Board of the Corporate Foundation "University Medical Centre" May 13, 2021 Protocol No. 2.

Standard 3: ASSESSMENT OF TRAINEES

3.1 Evaluation methods

A comprehensive evaluation of the educational achievements of residents is regulated by the "Rules for organizing the educational process in the residency of the corporate foundation "University Medical Centre", approved by the decision of the Board of the CF "UMC" dated March 29, 2021 No. 6), and the reference guide document, compliance with which is mandatory for all students and structural units - participants in the educational process.

In order to determine the degree to which residents of the EP "7R01118 Otorhinolaryngology for adults, children" achieve the final learning outcomes and mastered competencies, ongoing progress monitoring, intermediate and end-of-course assessment are carried out. End-of-course assessment and intermediate certification of residents is carried out in accordance with the academic calendar, WC and syllabuses. To monitor and evaluate the current performance of resident doctors, CF "UMC" uses criteria-based evaluation, including formative evaluation, summative evaluation, and a list of practical skills. Documentation reflecting the educational achievements of a resident physician includes: a portfolio of a resident physician, an attendance log, and discipline records. In the progress log, it is necessary to record the grades of the current, intermediate and end-of-course assessment in alphanumeric format, according to the "Instructions for the development of educational and methodological documentation and a system for evaluating the educational achievements of a resident physician." It is according to the rules for organizing the educational process in the residency of the CF "UMC" 03/29/21.

The study of control and measurement tools (30 tests, 20 written tasks) showed that the organization has implemented an appropriate evaluation policy that allows for a comprehensive evaluation of the educational achievements of residents, for example, such as tests and tasks, exam papers and that they are satisfied with everything. They also receive regular feedback from teachers. However, the control and measuring equipment does not have a review. Test tasks do not meet the qualification requirements of residency students. It is necessary to implement an automated system for determining the validity and reliability of test items. The head of the DES (Syzykova A.A.) responded that it is planned to make additions and updates to the control and measuring equipment.

The criteria for admission to the end-of-course assessment are the results of intermediate certification. This is documented in the Rules for the Organization of Postgraduate Education in the Corporate Foundation "University Medical Centre", approved by decision of the Board of the Corporate Foundation "University Medical Centre" No. 6 dated March 29, 2021.

The admission of resident doctors to the IA is issued by order of the supervising head of the CF "UMC" according to the list no later than two weeks before the start of the end-of-course assessment and is submitted to the certification commission.

Validation and evaluation of the reliability of resident evaluation methods (tests, tasks, cases) is carried out as follows: recording and monitoring of evaluation forms is carried out by the Department of Science and Education together with the science and education sector of the CF "UMC" throughout the entire training. Reviewed evaluation forms are kept in the resident physician's portfolio.

In the organization of education, there is a practice of involving external examiners in evaluating residents, which is documented in the Rules for organizing the educational process in the residency of the CF "UMC", approved by the decision of the Board of the CF "UMC" on March 29, 2021 No. 6 according to paragraph 45, a comprehensive exam in the specialty is carried out in the form of testing and evaluation of practical medical skills. This ensures the independence and objectivity of the evaluation results.

To date, there have been no appeals from residents.

During a visit to the clinical site and during an interview with the head departments, the commission made sure that there is a documentation system that is transparent and accessible to all

teachers and staff, and includes documents such as annual plans, annual reports, department regulations, agreements with teachers and residents, and full educational and methodological documentation (EP, working curricula, syllabuses, journals), evaluation tools (checklists, statements), evidence, certificates and verifications. A review of the website showed that its pages contain the necessary information for EMCD residents and contain information that is regularly updated.

The survey showed that 81.25% of residents were completely satisfied with the methods of evaluating knowledge and skills, and 8.75% were partially satisfied.

3.2 Relationship between evaluation and learning

The results of the resident evaluation are documented as follows: the results of the final control, intermediate and end-of-course assessment are discussed at the meetings of the Board of Directors. In connection with the achieved results, the department annually reviews technologies in training and assessment of residents, syllabuses, QED, taking into account the wishes of stakeholders.

At the same time, it is ensured by compliance with the order of the Ministry of Health of the Republic of Kazakhstan dated December 11, 2020 No KR MOH-249/2020 “On approval of the rules for evaluating the knowledge and skills of students, evaluating the professional preparedness of graduates. The CF “UMC” evaluates the reliability of assessing the knowledge of residents in all forms of control of residency students, educational programs in the field of health care and health care professionals, as well as internal regulatory documents. The experts received answers about the teacher training program, funding for this training, and whether teachers are certified in teaching methods.

Residents shared their opinions on the timeliness of providing tests, counselling before exams, the clarity of the entire evaluation procedure and its fairness. *For example, residents said that they were generally satisfied with the training, evaluation methods, and purposefully entered this university because they believe that the university has excellent clinical facilities and experience in training residents, at the same time, residents would like more independent work with patients, and more interactive teaching methods when analysing complex cases.*

The university management was asked the question: “Are external examiners involved in order to improve the fairness, quality and transparency of the evaluation process?” An answer was received: to conduct the end-of-course assessment in the 2019 academic year, by order dated June 28, 2019 No. 03-k, the chief physician of the MSI at the REM “Perinatal Centre No. 2”, Ph.D. Urazbaeva G.G., was appointed by the chairman of the State Attestation Commission. The experts examined the resources for organizing the evaluation of knowledge and practical skills.

Conclusions of the EEC on the criteria comply with 9 standards (including 6 basic, 3 improvement standards): fully - 8, partially - 1, do not comply - 0.

Recommendations for improvement, identified during the external visit:

1. To ensure that grades are given according to the developed evaluation system in accordance with the “Instructions for the development of educational and methodological documentation and the system for evaluating the educational achievements of a resident physician” and the rules for organizing the educational process in the residency of the CF “UMC” dated 03/29/2021. The grades of current, intermediate and end-of-course assessment must be displayed in the progress log in alphanumeric format (Standard 3.1.4).
2. Test tasks should be reviewed in accordance with the qualification requirements for residents (Standard 3.1.4).
3. To implement an automated system for determining the validity and reliability of test items (Standard 3.1.4).
4. To introduce a unified electronic journal for recording the progress of residents and students of CDP (Standard 3.2.4)

Standard 4: TRAINEES

4.1 Admissions policy and selection

The organization has a policy for the admission of residents - Rules for admission to residency of the corporate foundation "University Medical Centre" Approved by the decision of the Board of the corporate foundation "University Medical Centre" on March 1, 2018 No. 5 Changes and additions: June 26, 2019 No. 14; March 05, 2021 year No. 5; April 20, 2022 No. 5; April 28, 2023 No. 7. The Rules contain the requirements for applicants to residency, which can be found on the website (<http://umc.org.kz/about/science/rezidentura/applicants-to-the-residency/index.php>). Admission to residency, indicating specialties, is announced through the media and on the website of the CF "UMC" (www.umc.org.kz, section "Science and Education - Residency"). According to the internal Rules for admission to the residency of the CF "UMC", persons who have a grade for the final certification of the internship of at least 3.33 points and a grade point average (GPA) of at least 3.0 are allowed to take the entrance exams to the residency of the CF "UMC".

Persons who have certificates of passing the English language test, according to the criteria of the evaluation sheet, are added an additional 25 points to the final results of the entrance exams.

The Admissions Policy includes the criteria and process for selecting residency applicants, including the admission of residents with disabilities. The admission policy complies with national legislation and takes into account the safety of residents. The educational organization has created a barrier-free learning environment, including the presence of ramps, call buttons, elevators, and toilets for the disabled.

Transfer of residents from other national or international programs is carried out in accordance with the legislation of the Republic of Kazakhstan. In accordance with the Rules for organizing the educational process in the residency of the CF "UMC", transfers are carried out during the holidays.

In accordance with the "Model Rules for Admission to Study in Educational Organizations Implementing Educational Programs of Higher and Postgraduate Education", approved by Order of the Minister of Education and Science of the Republic of Kazakhstan dated October 31, 2018 No. 600 and in accordance with the Rules for Admission to Residency of the CF "UMC", approved by decision of the Board of the CF "UMC" on March 1, 2018 No. 5, an appeal commission is created for the period of entrance examinations to the residency of the CF "UMC". To date, the appeal precedents for 2020-2023 have been submitted to the appeal commission by those entering the residency program of the CF "UMC": in 2023, in the specialty "Ophthalmology".

Student representatives are not included in the process of developing the resident admissions and selection policy.

Thus, experts validated the data according to **standard 4**. In general, all criteria are met, at the same time, some shortcomings were identified: *residents are not involved in the process of developing a policy for the admission and selection of residents.*

4.2 Number of residents

The number of admitted residents is regulated by the State Order of the Ministry of Health of the Republic of Kazakhstan, as well as by paying citizens' own funds and other sources for the training of medical personnel, and taking into account the possibilities of clinical, practical training, the maximum permissible load on curators, the provision of educational, educational, methodological and scientific literature, throughput capacity of clinical bases, as well as material and technical resources of CF "UMC".

For the period 2019-2023 274 residents were admitted to all educational programs, including for the first time in 2023 in the specialty "Otorhinolaryngology for adults, children"-3, the admission of residents was under a grant from the Ministry of Health of the Republic of Kazakhstan. The total graduation of residents on the dates of the start of admission to residency in all specialties was 159 people; there were none in the accredited educational program. According to the regulations on residency, the number of residents in each specialty per teacher is 1:3. If we take this ratio into account, the CF "UMC" can accept up to 6-9 residents for the specialty "Otorhinolaryngology for adults, children". This indicator corresponds to resource capabilities.

4.3 Support and counselling for residents

To implement the competency-oriented model of medical education of the CF "UMC", there is a system of academic counselling for residents. For this purpose, a teacher/clinical mentor is assigned to

the resident, who provides the functions of an academic mentor, participates in the formation and implementation of an individual curriculum, manages the educational and scientific activities of the student, and also directs the resident to master the practical skills and competencies necessary for the resident in the process of training.

The composition of the EMC CF "UMC", which is the main advisory and advisory body on educational issues, includes residents: Tobyl A.S., resident doctor for 3 years of study in the specialty "Paediatric Surgery", Mukhamedzhan G.B. "Obstetrics and gynaecology for adults and children." During the conversation between EEC experts and residents, it was established that CF "UMC" has created and provides safe learning conditions for residents. To protect the interests of residents, provide assistance in educational, scientific, and extracurricular activities, services are provided for organizing advisory, psychological, social, and medical support for students.

The employment rate of graduates of all residency programs in 2022 was 100%.

4.4 Representation of residents

The quality of implementation of the educational program is ensured by the participation of residents in the discussion of the mission of the CF "UMC" and the EP, along with managers and teachers, access to which is available through posting on the CF "UMC" website. Residents are included to participate in the consideration of issues related to the educational process and approval of educational materials for residency, the development of an individual working curriculum and elective disciplines. This fact was confirmed by residents during their interviews. *According to the survey results, 66.25% of respondents believe that program directors and teachers constantly involve students in the work of advisory bodies; 6.25% answered that no, they do not involve, while 17.5% do not know about it, 7.5% doubt the answer, sometimes - 2.5%.* When visiting the EEC experts, it was confirmed that feedback from residents is collected at the stage of mastering the taught discipline (at the end of studying the discipline), as well as on issues related to learning/working conditions and problem situations. It is necessary to consider the issue of creating an informal Association of Students to solve problem situations.

4.5 Working conditions

According to the Order of the Minister of Health of the Republic of Kazakhstan dated December 15, 2020 No KR MOH-270/2020 "On approval of the rules for placing a state order, admission to training and training of medical personnel in residency," resident doctors studying under the state educational order are provided with a state scholarship according to established order.

According to the Decree of the Government of the Republic of Kazakhstan dated October 10, 2022 No. 799 "On amendments to the Decree of the Government of the Republic of Kazakhstan dated February 7, 2008 No. 116 "On approval of the Rules for the appointment, payment and amount of state scholarships for students studying in educational organizations", currently doctors -residents are paid a stipend in the amount of 100,036 (one hundred thousand thirty-six) tenge.

Resident doctors are annually granted vacations during the academic year of at least 7 weeks (State Compulsory Educational Standard 2022), with the retention of their stipend, with the exception of the final year. For a resident doctor transferred from other universities, reinstated, remaining for a second year of study, returning from academic leave (according to the order), an individual plan is drawn up, based on the WC, approved for the corresponding academic year, taking into account the difference in the curriculum or academic debt.

During forced breaks in training, the CF "UMC" has all the conditions to provide distance learning, primarily theoretical materials. Thus, electronic professional platforms (ZOOM, etc.) are available to residency programs.

According to the standards of international accreditation JCI, internal regulatory documents of the CF "UMC", given that the CF "UMC" is a university clinic, upon admission for treatment, each patient signs an informed consent that resident doctors take part in the diagnostic and treatment procedures.

Resident doctors undergo training at clinical sites, according to a schedule of disciplines. Depending on the year of study and the level of theoretical and practical knowledge, a list of privileges is drawn up for each resident doctor in accordance with the requirements of JCI international

accreditation standards. A privilege sheet is a document-permission from a resident doctor who has access to patients of the CF "UMC". This document contains a list of medical services/manipulations/operations and the degree of independence of each resident doctor studying at the CF "UMC". The completed Privilege Sheet is checked and signed by the resident doctor, the resident doctor's supervisor, agreed upon by the head of the centres' departments and approved by the head of the corresponding centre of the CF "UMC", on the basis of which the training takes place. Residents maintain the necessary documentation, which reflects all the work done for the entire period of study in the specialty.

75% of residents responded that they personally have access to equipment (educational and real) in order to master practical skills in their specialty; 12.5% partially agreed. There are rooms for conducting theoretical classes with residents; there is a separate room for rest, changing clothes, eating, etc.

71.25% of residents are completely satisfied with the conditions and equipment of the training rooms and classrooms of this educational organization, 23.75% are partially satisfied, 1.25% are completely dissatisfied.

The teaching load of residents is planned in accordance with the Law of the Republic of Kazakhstan "On Education". The class schedule from 08.00 to 17.00 is regulated by educational programs developed on the basis of State Compulsory Educational Standard 2022, sanitary and epidemiological rules and regulations, curricula and recommendations of health and education authorities. Residents, according to the schedule drawn up by the department, are part of the duty team at the clinical bases of the department, and upon completion, report at morning conferences.

Conclusions of the EEC on the criteria. Comply with 20 standards (including 14 basic, 6 improvement standards): fully - 18, partially - 2.

Recommendations for improvement:

1. To modify the residency admissions policy. To improve the effectiveness of training and the transparency of the process, include representatives of the Residents Association in the process of developing a policy for the admission and selection of residents (Standard 4.1.6).
2. To consider the issue of creating an informal Association of students to solve problem situations (Standard 4.3.4)

Standard 5: TRAINERS

5.1 Recruitment and selection policy

During the visit to CF "UMC", experts were familiarized with the personnel policy. In accordance with Article 51, Chapter 7 of the Law of the Republic of Kazakhstan "On Education," persons with special pedagogical or professional education in the relevant profile are allowed to engage in teaching activities. A clinical mentor is appointed from among qualified practical healthcare specialists working at residency bases with at least 5 years of experience in the relevant specialty. The composition of teachers and curators of the CF "UMC" is agreed upon by the heads of clinical departments, reviewed by the EMC, and approved by order of the head of the EMC. In the specialty 7R01118 "Otorhinolaryngology for adults, children" there are a total of 3 full-time teachers, no part-time teachers.

Sedateness is 33%; 1 person (33%) has the highest category, 1 (33%) have the first category, and 1 (33%) have no category. The training of residents is carried out by the following employees: Bekpan A.Zh., Mukhambetov S.M., Autalipov D.Kh. on the basis of the Department of Pediatric Surgery of the National Scientific Centre for Maternity and Childhood (NSCMC); Republican Diagnostic Centre (RDC); city hospital 2 (Agreement on the provision of paid services for conducting educational events under the "Residency" program of the corporate foundation "University Medical Centre". There is agreement with City Hospital 2 No. DES-DES-129 dated 01/19/2023)

In order to verify the data of standard 5, external experts obtained the opinion of teachers on personnel policy, which includes the policy of recruiting and hiring teachers and clinical mentors, stimulation and motivation of practical healthcare specialists. *When surveying teachers, it was found that the majority (81.25%) were completely satisfied with the organization of work and the workplace in this educational organization, but 15.63% were partially satisfied. In this educational organization,*

teachers have the opportunity to engage in scientific work and publish the results of research - 87.5% completely agree, 12.5% partially agree. Satisfied with the work of the HR (personnel) service - 87.5% completely agree, 9.38% partially agree. Satisfied with wages - 40.63% completely agree, 21.88% partially agree.

5.2 Faculty Commitment and Development

Planning of educational and supervisory work of academic staff is carried out in accordance with standard educational programs. Every year, in accordance with the Rules for the Organization of the Educational Process, in the residency of the CF "UMC", approved by decision of the Board of March 29, 2021 No. 6, the work of the teacher and curator is regulated, based on the order of the head of the CF "UMC", a list of teaching staff and curators is approved

In order to verify the data of standard 5, during a meeting with the head of the HR department and during interviews with teachers, experts received an opinion on approaches to developing the pedagogical competence of teachers, motivation to work with residents, mentoring, which includes lectures and practical classes, participation in consultations, conferences, preparation for a journal club, grand round, discussion of a clinical case.

Experts determined that faculty and residents have adequate time for teaching, mentoring, and learning. The work schedule of teachers is established in accordance with the Rules for the organization of the educational process, in the residency of the CF "UMC", approved by decision of the Board of March 29, 2021 No. 6. Working time is 7.5 hours. Teachers conduct seminars lasting 2 hours. Time for clinical reviews, clinical rounds are according to the internal regulations of the Centre.

The experts received answers about the teacher training program, which is conducted annually and 3 teachers participating in the implementation of the educational program were trained in 2021-2023, including teachers of the accredited educational program in the specialty "Otorhinolaryngology for adults, children" - 3 people on topics: "Autocartilaginous tympanoplasty for total and subtotal defects of the tympanic membrane in children" from August 16 to August 27, 2021; from September 26 to September 30, 2022 Federal State Budgetary Institution "St. Petersburg Research Institute of ENT" of the Ministry of Health of Russia, St. Petersburg, Russia; "New methods for the treatment of benign diseases of the larynx in paediatric patients" from August 12 to 18, 2023, Yesong Voice Centre, Seoul, Republic of Korea-1. These events are financed by the educational organization.

The expert verified teacher certificates on the following topics: "Methodology and educational technologies in residency" dated October 9, 2023. CF "UMC" (PC certificate: Bekpan A.Zh., Mukhambetov S.M., Autalipov D.Kh.).

The salary fund of teachers consists of government orders and paid services. *During the survey, 40.63% of academic staff were satisfied with the salary, 21.88% were not satisfied, 9.8% did not answer.*

Regarding support for participation in conferences (international, republican), 25% of teachers paid for travel, travel expenses, registration fees, 15.63% did not pay expenses, 21.88% did not contact management about this, 25% did not answer.

Experts have found that teachers initiate research topics for residents stimulate the need for additional training and independent work with literature and medical documentation. Confirmation of this fact was obtained during a conversation with residents.

*There is an opportunity for career growth and development of teacher competencies in the organization - 81.25% of surveyed teachers responded, and 18.75% partially agreed with this. According to the results of the survey, 43.75% of teachers attended professional development courses during a given year, from 1 to 5 years ago - 34.38%; 15.63% * over 5 years ago, 3.13% - does not remember, when it was.*

The organization implements social support programs for teachers - 40.63% answered that "yes, there are such programs", 0% "I have already taken advantage of this", 6.25% of respondents answered that there are no such programs, and 34.38% of respondents don't know about it.

At the same time, 85% of the surveyed residents are satisfied with the activities of mentors, curators and scientific supervisors, 6.25% are partially satisfied

Conclusions of the EEC on the criteria. Comply with 8 standards (including 7 basic, 1 Standard improvement): fully - 6, partially - 1, do not comply - 0.

Recommendations for improvement, identified during the external visit:

1. To optimize the ratio of teaching and clinical workload of teachers and clinical mentors (Standard 5.2.1).

Standard 6: EDUCATIONAL RESOURCES

6.1 Logistics and equipment

CF "UMC" has a modern material and technical base for training students. Training of residents, including residents of an accredited educational program in the specialty 7R01118 "Otorhinolaryngology for adults, children" is carried out on the basis of the NSCMC, RDC, with the involvement of third-party organizations (Agreement on the provision of paid services for conducting educational events under the "Residency" program of the corporate foundation "University Medical Centre". There is an agreement with CH No.2 DES-DES-129 dated 01/19/2023). There are a total of 700 inpatient beds and 500 outpatient visits, including those based at NSCMC-11 with ENT pathology.

At the NSCMC base there are 3 training rooms for 10-20 people, a conference room with a capacity of more than 200 people, a second conference room for 50 people and a small conference room for 20 people; The RDC has a large conference room with a capacity of more than 100 people and a small conference room with 20 seats, which are equipped with the necessary technical support - stationary multimedia projectors, video and audio equipment for conducting scientific and practical conferences, master classes, training sessions, organization teleconferences.

The classrooms are equipped with the necessary cabinet furniture, teaching and methodological equipment, computers/laptops, stationary multimedia projectors for conducting seminars/practical classes. To master practical skills, there is a simulation class at the NSCMC and a training and simulation centre at the NUS.

The experts visited the scientific library located at the NSCMC. The reading room at the NSCMC has 34 seats. The library fund for 2023 is 1736 units, including monographs on otorhinolaryngology; there is direct access to the Republican Scientific and Technical Medical Library, JSC "National Centre for Scientific and Technical Information", and the Nazarbayev University School of Medicine, which provides information resources in English, Russian and Kazakh. There is access to international databases - PubMed, Up to Date, Medline Complete, Clinical Key, Access medicine, Clinical trials, Cochrane Library. Resources and services are designed to support the teaching and research process of resident physicians, faculty and staff. Residents are aware of this. Before starting the corresponding discipline of the educational program, the resident receives a syllabus from the teacher and knows what skills he must acquire and develop during his training. The material and technical base, including the library collection, is updated annually. The number of new arrivals over 5 years amounted to 480 pieces. A computer testing centre for 11 places has been created on the basis of the NSCMC.

6.2 Clinical sites

A review of resources showed that they correspond to the goals and objectives of educational activities, so the clinical bases of the CF "UMC" were visited, with a total capacity of 500 inpatient beds and 500 outpatient visits per shift, which combines two innovative medical centres: NSCMC, RDC, and employees of the educational organization ensure collegial and ethical relationships with medical staff and the management of the clinical site to achieve the final results of residents.

During a visit to the clinical bases of the NSCMC, experts examined the resources, their compliance with training programs, and accessibility for teachers and residents, to what extent this equipment is modern and meet the needs of students and practical healthcare. There is a simulation room and a simulation centre at NUS, equipped with equipment where residents of the educational program in the specialty "Otorhinolaryngology for adults and children" practice practical skills: conicotomy, tracheostomy, emergency care skills, CPR. At the same time, it is necessary to provide simulation equipment to train residents in the skills of ENT surgery of the temporal bone and paranasal sinuses.

In order to validate the implementation of the self-assessment report data and obtain evidence about the quality of the programs, interviews were conducted with residents. The experts asked questions about satisfaction with training, sufficient time for supervising patients, working with medical documentation, satisfaction with teaching methods and qualifications of teachers, social and moral support for residents in need, participation in “Journal Clubs,” and the availability of international databases of professional literature. In general, residents are satisfied with the training, assessment methods, and purposefully entered this organization, because they believe that the educational organization has good resources, image and international connections, at the same time, residents would like more independence in managing patients and conducting international events.

Residents showed their commitment to organizing education, were active in answering questions from external experts, demonstrated their judgment in organizing training, assessing their skills, advisory support, the opportunity to participate in research work, and financing, demonstrated competence in answering questions from foreign experts Ziganshina L.E., Saatova G.M.

The experts received evidence of compliance with standard 6, as well as validation of the self-assessment report information. Experts examined residents’ documents (portfolios, resident evaluation results, checklists, residents’ survey results).

6.3 Information technology

Experts evaluated the access of residents and teachers to the necessary web resources. There is a computer lab with an area of 22.0 m² for 14 computers with Internet access and access to foreign databases of scientific and educational literature such as Elsevier, Web of Knowledge (THOMSON REUTERS), SPRINGER (SpringerLink), Clarivate Analytics, EBSCO: Medline Complete and DynaMed Plus, Wiley Online Library; BMJ, which provides resident doctors and students with the latest data on the achievements of medical science and practice, including in preparation for classes.

During self-study, residents use a wide base of information resources, which is reflected when visiting the library: Cochrane Library, CBS eBooks, EBSCO, BMJ Learning, BMJ Learning, “Doctor's Consultant”, “Student's Consultant”, “Epigraph”, “Aknurpress”, there are also corporate subscriptions Web of Science (Clarivate), Scopus Elsevier, Science Direct.

Access to patient data and the healthcare information system is provided through the AKGYUN Medical Information System - a system that includes automation of clinic business processes from patient registration and hospitalization to discharge, examinations and appointments for patients, and generation of reporting forms. The system also includes a PACS module for archiving and transmitting diagnostic images. There is integration of the MIS with the information systems of the Ministry of Health of the Republic of Kazakhstan (Register of the attached population of the Republic of Kazakhstan, Hospitalization Bureau, Unified payment system, Electronic register of inpatients), as well as with the 1C and LIS “Ariadna” systems used in clinics. There is access to the Register of Pregnant and Women of Fertile Age, Cancer Registry and other information systems.

For faster communication between workers within centres, portable communications equipment (Dect) is used. The resident supervises 5 patients per day, including filling out the necessary documentation under the supervision of a teacher

Such elements of distance methods for implementing advanced training programs using distance educational technologies (DET), since 2016, CF “UMC” has implemented an e-learning management system based on the Moodle platform: <http://umc.org.kz/moodle/>

At the time of the visit, all residents were at clinical sites, and videos of previously conducted distance learning sessions were watched. When preparing for classes, teachers use educational resources of the library (electronic textbooks, electronic manuals, and scanned educational literature), the Internet, as well as the results of their own scientific and research activities.

During the survey, 72.5% of residents responded that they completely agreed with the provision of methodological and didactic materials and additional literature for students to prepare for classes.

6.4 Clinical teams

In order to develop the experience of working in a team among residents, the organization of education includes direct work together with clinical workers of the centres of the CF “UMC” in all areas of activity: discussion of management tactics, treatment of patients in the department,

participation in clinical conferences, in educational events (magazine club , educational and clinical commission), scientific and practical conferences.

In the departments, resident doctors manage patients under the guidance of a clinical mentor, participate in operations, perform various manipulations according to the Privileges List, and practice their skills on simulation equipment.

The development of teamwork skills is formed during the provision of care to patients in emergency situations (for example: anaphylactic shock, haemorrhagic shock), when effectiveness depends precisely on the correct organization of teamwork. In such situations, work is performed within the limits of one's competence. In addition, senior resident doctors are involved in coordinating the work of junior resident doctors.

In the questionnaire, residents noted that they have free access to patients at clinical sites and all the conditions for improving their practical skills - 93.75% of teachers completely agree with this, 6.25% partially agree, 0% found it difficult to answer.

6.5 Medical research and advances

CF "UMC" has an official website (www.umc.org.kz), which provides all the information about research bases and priority areas of ongoing scientific research. Since 2022, CF "UMC", by decision of the Research Council, Nazarbyev University, has been included in the list of organizations eligible to submit documents for grant funding under the CRP program. 4 applications were submitted for the CRP competition together with teaching staff and NU researchers. Physician's application is "Determining the role of the CTHRC1 protein in the invasiveness of synoviocytes in rheumatoid arthritis." PI - J. Kunz. Researchers Aitzhanova R.M., Tabenova A.A. received funding through the Nazarbayev University School of Medicine. In 2022, a grant was received from Pfizer for the educational project "Removing the burden of migraine in Kazakhstan." On the basis of CF "UMC", 12 projects are being implemented in 2022 alone. In 2023, two projects of the CF "UMC" were funded by the Ministry of Education and Science of the Republic of Kazakhstan.

In 2022, 42 articles were published in foreign journals, 38.1% of them in Q1 journals.

Employees of the Department of Science and Education inform employees and residents of the CF "UMC" about scientific research competitions, conferences and other events in the field of science both in the Republic of Kazakhstan and foreign events. Residents are published in scientific republican publications; participate in conferences and mentoring programs. All information about scientific work is included in the resident's portfolio. If residents carry out scientific and practical research, they are provided with access to instrumental and laboratory equipment. CF "UMC" is accredited as a subject of scientific and scientific-technical activities for 5 years (Certificate series MK-000058 dated 03/09/2021). Employees of the CF "UMC" participate in the implementation of scientific and technical projects, involving resident doctors in scientific activities. The list of security documents received by employees of the UMC CF for 2023 is posted on the CF "UMC" website: http://umc.org.kz/?science=post#science_results.

List of scientific projects of the CF "UMC" for 2019-2023 posted on the website of the CF "UMC": <http://umc.org.kz/?science=post#projects>. The list of publications by CF "UMC" employees for 2019-2022 is posted on the website: <http://umc.org.kz/?publications=post>.

In the educational program for the specialty 7R01118 "Otorhinolaryngology for adults, children" the optional component "Research work" is 4 credits (120 hours), includes the scientific foundations and methodology of medical research, clinical research and clinical epidemiology. While talking with residents, experts learned that they use scientific evidence in their training and know the basics of evidence-based medicine. The teachers said that they teach residents methods of critical evaluation of literature, articles and scientific data, and the application of scientific developments. The form of training is organized in the form of a "Journal Club" (Regulations on the Journal Club. It was approved by the decision of the EMC dated April 28, 2018, No. 2), which is held 2 times a month. The protocols of the journal club are presented.

Research work on the declared EP is carried out on an initiative basis. Research topics for residents of the 1st year of study in the declared specialty: Baymurzaeva N.S. - Comparative results of using autocalilage and temporal fascia in tympanoplasty; Kadylova E.Zh. - Laryngeal papillomatosis;

Nurmagambetova A.A. - Angiofibroma of the nasopharynx. Scientific work is carried out according to plan.

During a conversation with residents, it was found that they take an active part in the implementation of scientific work at clinical sites. 62.5% of residents confirmed that they are currently engaged in scientific work under the guidance of their teacher or mentor, 3.75% are not engaged, 18.75% have begun planning research work, 12.5% are searching for a research topic, 15.9% of residents do not want to do research.

An interview with teachers showed that there are no problems in managing education, but everything depends on the specific base (admission of residents to equipment, a sufficient number of case patients, surgical procedures, time to maintain medical records, independent work).

6.6 Educational expertise

In order to ensure the quality of educational programs at CF "UMC", an educational and methodological council has been created, which includes representatives of students, teachers, leading clinical workers, administrative and managerial staff, and management. In addition, CF "UMC" has a quality management system service to monitor clinical performance indicators and minimize medical errors, including those of students, which in turn improves the quality of training for resident doctors. Evaluation and approval of educational programs and modules is carried out at the EMC. Control over the quality of implementation of educational programs is carried out in accordance with the internal audit plan and orders of the Deputy Chairman of the Board of the CF "UMC" supervising the educational process of the department of science and education.

The examination is carried out in the form of an analysis of the needs for specialists, an analysis of resident training methods, and the results allow us to draw conclusions about the quality of innovative changes in postgraduate education. *According to the survey results, 73.75% of respondents were completely satisfied with the organization of teaching, 15% were partially satisfied.*

6.7 Training in other institutions

The opportunity to train residents in other medical organizations is ensured by concluded agreements between the University and the Health Departments of 4 regions of the Republic of Kazakhstan and 52 agreements/memorandums with foreign universities and research centres in 83 countries.

The Institute cooperates within the framework of strategic partnerships with international clinical centres and universities near and far abroad. As part of the 024 budget program, 50 employees were sent to UPMC in 2023 on the training topic "Management of the Academic Medical Centre of the Nazarbayev University Integrated Academic Health System."

As part of maintaining international cooperation, exchange of resident doctors; exchange of experience in the field of medical education, including training, seminars for specialists and resident doctors; memoranda were concluded with foreign clinics in Ghana, Turkey, Israel, Italy, Slovenia, Lithuania, and Korea.

The academic policy for resident training includes the possibility of training at alternative organizations if existing clinical sites do not cover all topics of the educational program. Thus, residents participated in academic mobility (University of Ljubljana, Faculty of Medicine), Ljubljana, Slovenia; Medical Park Florya, Istanbul, Turkey; Giannina Gaslini Institute, Via Gerolamo Gaslini, Genoa, Italy; State budgetary healthcare institution "Children's City Clinical Hospital named after N.F. Filatov" of the Department of Health, Moscow, Russian Federation; Rabin Medical Centre of the Beilinson and Hasharon Hospital, Tel Aviv, Israel. Such participation allows the use of the received information in the educational process.

In order to internationalize education and integrate into the global educational space, which corresponds to the policy of the CF "UMC", cooperation is developing with partner universities in the near and far abroad on issues of advanced training of academic staff.

Over the period of 5 years, under the budget program 024 "Targeted contribution to the Nazarbayev University" AEO, 17 employees of the CF "UMC" were trained abroad in 2021, 9 in 2022, 10 master classes on various clinical courses were conducted in 2020-2023 directions, including the declared specialty.

Conclusions of the EEC on the criteria. Comply with 18 standards (including 11 basic, 7 improvement standards): fully - 17, partially - 1, do not comply - 0

Recommendations for improvement:

1. To equip the simulation room with equipment for teaching ENT surgery skills of the temporal bone and paranasal sinuses (Standard 6.2.2).

Standard 7: PROGRAMME EVALUATION

7.1 Monitoring and evaluation mechanisms

Monitoring of the educational program includes discussion among academic staff, residents, employers, mentors and other stakeholders, which ensures transparency of the process and results.

Evaluation of educational residency programs at CF "UMC" is carried out at all levels of training, including CAD, DES and EMC. There is external level through accreditation of educational programs by accreditation agencies. Evaluation of the program begins with an analysis of its structure, where the mission, goal and final results of the program are analysed to evaluate their compliance with the needs of practical healthcare, modern trends in science and education, the goals and mission of the CF "UMC", the requirements of the State Standard of Education and other regulatory documents. Program evaluation is carried out on the basis of collective solidarity of all stakeholders. Analysis of the audit results is discussed at meetings of the DES and the EMC. An annual analysis of the educational program will allow the educational organization to make adjustments and improve the content. The educational program in the specialty "Otorhinolaryngology for adults and children" was approved at a meeting of the EMC and the Board of the CF "UMC" on September 27, 2023.

Regular evaluation of the quality of the educational program is carried out by the Department of Education. When evaluating the program, the goals and objectives of training and the final results of training are taken into account (through evaluation of residents, independent examination). The process of implementing the educational program is evaluated through feedback from residents and teachers and the achievements of graduates. The specialty is accredited for the first time, and therefore there is no data on the evaluation of EP in the declared specialty.

The selection and matching of teachers and teaching methods are carried out through feedback from residents. There is no data for the specialty "Otorhinolaryngology for adults, children" due to primary accreditation.

Evaluation of methods for evaluating residents' knowledge and skills demonstrates the level of skills and abilities acquired.

The evaluation of the sufficiency and quality of educational resources is carried out by the EMC.

7.2 Feedback from faculty and residents

Educational organizations regularly collect feedback from teachers, residents, and employers and use the results of feedback analysis to improve educational programs. Work on providing feedback to students is carried out through questionnaires. The survey is carried out (once a year) in accordance with the work plan for monitoring the quality of the educational process for the current academic year. Not conducted in the declared specialty. The basic principles of surveying consumers of educational services provided by CF "UMC" are:

1. Compliance of the content of the questionnaires with the strategic goals and objectives of the Centre.

2. Anonymity of participation.

3. Systematicity and consistency of survey procedures.

4. Use of standardized survey procedures and criteria

5. Continuity

6. Information content.

The survey is carried out according to the following types: "Teacher through the eyes of students", "Student satisfaction with the conditions and results of training", "Satisfaction with the infrastructure", "Graduate satisfaction with the quality of education", "freshman questionnaire". The report data is analysed, compared with real facts, cause-and-effect relationships are clarified, after which a decision is made to make changes to the organization of the educational process, EP. For the purpose of feedback, a survey is conducted annually among employers. Thus, the degree of satisfaction of employers with the

Centre's graduates is evaluated to identify the compliance of the educational program with the real requirements of the labour market, opportunities for its improvement, as well as the degree of compliance of the competencies of graduates with positions in the workplace.

7.3 Resident and Graduate Outcomes

An important role in the evaluation of the educational program is played by the results of the final certification of residents, conducted at the testing stage by the National Centre for Independent Examination, as well as the results of certification exams conducted by the Committee for Control of Medical and Pharmaceutical Activities of the Ministry of Health and Social Development of the Republic of Kazakhstan.

In the specialty "Otorhinolaryngology for adults and children," the final state certification is planned to be carried out in 2 stages: determining the level of theoretical training in the disciplines in the form of testing; certification of practical skills with a standardized patient.

The share of employed persons who completed a residency at the EMC Faculty of Sciences in all specialties for 2019-2013 consistently amounted to 100%.

7.4 Stakeholder engagement

The involvement of stakeholders in the program of monitoring and evaluation of educational programs in the CF "UMC" is ensured by authorized bodies in the field of education and healthcare (Ministry of Health of the Republic of Kazakhstan), professional organizations, representatives of the public, as well as persons and structures responsible for postgraduate education: NCIE - an independent evaluation of knowledge is carried out residents; employers, which include medical institutions of regional health departments of the Republic, are responsible for creating an effective system for promoting employment and adaptation of graduates to the labour market, compiling reviews from doctors on the results of resident internships; representatives of the committee for the control of medical and pharmaceutical services and representatives of practical healthcare are involved as members and examiners of the state certification commission for the final certification of graduates, and participate in their distribution.

All stakeholders (academic staff, residents, employers) are involved in the program evaluation process through representation in the relevant structures. The work of all structures ensuring the implementation and evaluation of the educational program is regulated by the strategic development plan of the CF "UMC". The results of the evaluation are heard at meetings of the Board of Directors. Educational organizations have approaches to involving teachers and residents in evaluating the educational program and monitoring its implementation.

7.5 Procedure for approval of educational programs

The educational program in the specialty "Otorhinolaryngology for adults and children" was developed in accordance with the State Compulsory Educational Standard and the Typical Curriculum for this specialty.

CF "UMC" has developed mechanisms for approving educational programs, which provide for the evaluation of programs at the stages of planning, implementation, analysis of results and implementation of changes, which allows monitoring the process of implementation of EP and the progress of residents, and ensures the identification and timely resolution of emerging problems. The examination is carried out according to the approved SOP "Formation and discussion of educational programs (EP). Discussion, approval and documentation of educational programs takes place at meetings of the EMC, where mechanisms for updating the organizational structure, the management structure of educational programs are discussed and developed, and the composition of examination commissions is approved.

Conclusions of the EEC on the criteria. Compliant out of 10 standards (including 7 basic, 3 improvement standards): fully - 9, partially - 1, do not comply - 0

Recommendations for improvement:

1. To improve monitoring of the educational program (Standard 7.1.1)

Standard 8: GOVERNANCE AND ADMINISTRATION

8.1 Governance

The management of the educational program is carried out in accordance with the current legislation of the Republic of Kazakhstan, and is also established by internal regulatory documents Rules for organizing the educational process in the residency of the corporate foundation “University Medical Centre” (approved by the decision of the Board of the corporate foundation “University Medical Centre” dated March 29, 2021 No. 6)

Academic policy is the main management tool at the CF “UMC”, which guides all structural units implementing residency programs. Coordination of implementation, control, and monitoring of program implementation is carried out by the DES. The DES supervises residents and maintains relations with the practical healthcare sector and residency graduates. Ensuring the quality of the educational process in residency is determined by fulfilling the mandatory requirements for the level of training (State Compulsory Educational Standard 2022) of the EP and the creation of a system for monitoring the effectiveness of the teaching staff and the implementation of the resident’s individual plan. Monitoring the quality of the educational process is carried out by the DES, members of the EMC, and independent experts. Every year, CF “UMC” conducts an end- of-course assessment to evaluate residents. The main results of the implementation of educational programs of the CF "UMC" residency are the results of the end-of-course assessment and the employment of residents.

Residency graduates who have successfully completed the educational program and passed the end-of-course assessment are issued, by decision of the State Attestation Committee, a State-issued Residency Completion Certificate with an appendix that reflects the results of mastering all disciplines in WC, GPA, number of training hours and credits. Responsibility and authority for managing the residency program budget is assigned to the Chairman of the Board, the planning and economic analysis department, and the accounting and reporting department. According to an interview with the managers of the CF “UMC”, it has a stable financial condition, which is aimed at strengthening the material and technical base and increasing income. All information of the CF “UMC” on the website www.umc.org.kz is systematically updated in accordance with ongoing changes.

8.2 Academic leadership

The responsibility and liability of the management and employees for postgraduate medical education has been determined, which are assigned to the Deputy Chairman of the Board of the CF “UMC” Nurgul Kalieвна Khamzina (order No. 04-n/k dated 02/07/2023 “On the distribution of duties, areas of authority and responsibility between members of the Board and other officials of the corporate foundation "University Medical Centre"). Transparency of management and decision-making in the educational process is ensured by discussion of educational and methodological documentation for the residency program at meetings of the EMC and, after receiving a positive conclusion, it is approved by the supervising head of the CF “UMC”. Based on the order of the Deputy Chairman of the Board of the CF "UMC" dated June 14, 2023 No. 09 -n/k, the composition of the EMC includes the Chairman represented by the Deputy Chairman of the Board, the Deputy Chairman of the EMC represented by the Director of the Department, 18 members from among the administrative and managerial staff of the CF "UMC" and representatives of practical health care of 4 centres, as well as the secretary of the EMC.

The educational organization evaluates the leadership of the educational process and employees in relation to the achievement of the mission of the residency program, the expected final learning outcomes through feedback from residents and teachers (see section 7.2 of the report), certification based on the document, audits on issues of pedagogy, communication skills, teaching methods, knowledge of regulatory legal acts.

To the survey question “Do the leaders of the organization listen to your opinion regarding issues related to the educational process, research work, and clinical work,” 84.38% of teachers answered that systematically, 9.38% answered “sometimes.”

8.3 Training budget and resource allocation

The university budget is formed from several sources: the republican budget (state order for training personnel in university and postgraduate education, advanced training of medical workers, development of scientific research, transfers); local budget; provision of paid educational and other services.

Funding for the residency program depends on the formation of an annual government order. Every year, the Decree of the Government of the Republic of Kazakhstan approves the state educational order for the training of specialists with higher and postgraduate education, in accordance with which the funding of bachelor's, master's, doctoral and residency programs is determined by type of educational institution.

The department responsible for planning and distribution of finances in residency programs is the responsibility of the first head of the CF “UMC” - the Chairman of the Board. The financial and economic department under the leadership of the Managing Director for Finance is responsible for managing financial issues at CF “UMC” in accordance with Order No. 48-n/k dated May 24, 2018. The terms of reference, responsibility and authority are reflected in the job descriptions.

A financial plan is drawn up annually, including a target budget for training. The financial plan is consistent with the strategic plan. The share of funding for residency programs, taking into account the expansion of residency specialties, increased from 46,439,940.7 in 2021 to 109,963,106.39 in 2023. The most funds are spent on the purchase of books, the purchase of simulation equipment, resident doctors are sent to conferences, internships.

A financial report is provided annually, which is approved and demonstrates, among other things, the distribution of educational resources in accordance with needs and the covering of all types of expenses in 2023 (6 months) - 46,547,356.47 tenge for the implementation and development of the residency program.

8.4 Administration and management

Changes and additions are made to the organizational structure every year. The staffing schedule of departments/modules providing residency educational programs is approved annually, taking into account changes in the number of residents. According to Article 52 of the Law of the Republic of Kazakhstan “On Education” dated July 27, 2007. No. 319-SH, the total number of academic staff is formed based on the average ratio of teachers and residents - 1:3. There are administrative (9 people) and teaching (206 people) staff, including management. To effectively manage the educational process, employees of the Education Department have undergone advanced training.

An evaluation of the administration and management of the educational process in general and the educational residency program in the specialty “7R01118 “Otorhinolaryngology for adults, children” is carried out, and the results demonstrate such achievements as the acquisition of competencies by residents and employment upon graduation and good feedback from the employer.

8.5 Requirements and regulations

CF “UMC” implements educational services on the basis of the Law of the Republic of Kazakhstan dated January 19, 2011 No. 394-IV “On the status of Nazarbayev University, Nazarbayev Intellectual Schools and Nazarbayev Foundation.” According to Article 8 of the Law “On the status of “Nazarbayev University”, “Nazarbayev Intellectual Schools” and “Nazarbayev Foundation”, Nazarbayev University, Intellectual Schools, organizations carry out educational activities without a license.

The documents regulating the educational activities of the CF “UMC” are the Rules for organizing the educational process in the residency of the CF “UMC”, approved by the decision of the Board of the CF “UMC” dated March 29, 2021 No. 6; Regulations on the Department of Education Annex No. 7 to the minutes of the Board of the Corporate Foundation “University Medical Centre” August 01, 2023 No. 11. Approved by the decision of the Board of the Corporate Foundation “University Medical Centre” August 01, 2023 No. 11; Instructions for the development of educational and methodological documentation and a system for evaluating the educational achievements of resident doctors of the corporate foundation "university medical centre" Approved by the decision of the Board of the corporate foundation "University Medical Centre" on May 13, 2021 Protocol No. 2 (as amended on September 15, 2023) and corresponding standard operating procedures.

Conclusions of the EEC on the criteria. Complies with 11 standards (including 8 basic, 3 improvement standards): fully - 11.

Recommendations for improvement: none

Standard 9: CONTINUOUS RENEWAL

In 2023, educational programs for residency at the CF “UMC” were included in the register, which is maintained in electronic format in the information system “Unified Platform for Higher Education” (UPHE) (<https://epvo.kz/>). The CAD and DES are responsible for the process of continuous improvement of the educational program. As part of the continuous improvement of the work of the DES, a departmental report containing an analysis of activities is heard annually at the EMC meeting.

Experts noted the transparency of the management system and decisions made at the level of postgraduate education. The responsibility of academic management (DES and CAD) in relation to the development and management of EP has been determined. The stable financial position of CF “UMC” was noted.

The residency specialty program 7R01118 “Otorhinolaryngology for adults and children” is undergoing initial accreditation, so there has been no update of the program.

At the same time, the DES exercises control over the processes included in educational activities, the updating of teaching materials, information and library resources. CF “UMC” plans to annually improve the qualifications of employees and teachers in the field of educational technologies.

Conclusions of the EEC on the criteria. Complies with 2 standards (including 1 basic, 1 improvement standard): completely - 2.

Recommendations for improvement: none

CONCLUSION:


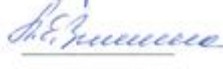



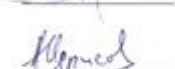
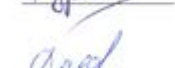
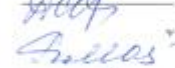

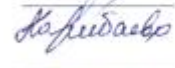




When conducting an external evaluation of the educational program, it was found that out of 114 standards (including 81 basic standards and 33 improvement standards), 108 accreditation standards demonstrate full compliance, including 77 basic standards and 31 improvement standards. It was partially met 4 basic standards and 2 improvement standards. No non-compliance with standards has been identified

5. Recommendations for improving the educational program 7R01118 “Otorhinolaryngology for adults, children” of the Corporate Foundation “UMC”:

1. To ensure that grades are given according to the developed evaluation system in accordance with the “Instructions for the development of educational and methodological documentation and the system for evaluating the educational achievements of a resident physician” and the rules for organizing the educational process in the residency of the CF “UMC” dated 03/29/2021. The grades of current, intermediate and end-of-course assessment must be displayed in the progress log in alphanumeric format (Standard 3.1.4).
2. Test tasks should be reviewed in accordance with the qualification requirements for residents.
3. To introduce an automated system for determining the validity and reliability of test items (Standard 3.1.4).
4. To introduce a unified electronic journal for recording the progress of residents and students of CDP (Standard 3.2.4).
5. To modify the residency admissions policy. To improve the effectiveness of training and the transparency of the process, include representatives of the Residents Association in the process of developing a policy for the admission and selection of residents (4.1.6).
6. To consider the issue of creating an informal Association of Students to solve problem situations (4.3.4).
7. To optimize the ratio of teaching and clinical workload of teachers and clinical mentors (5.2.1).
8. To equip the simulation room with equipment for training in ENT surgery skills of the temporal bone and paranasal sinuses (6.2.2).
9. To improve monitoring of the educational program (7.1.1).

6. Recommendation to the ECAQA Accreditation Council

Members of the EEC established the compliance of the residency educational program in specialty 7R01118 “Otorhinolaryngology for adults, children” with the Accreditation Standards and came to a unanimous opinion to recommend that the ECAQA Accreditation Council accredit this program for a period of 3 years.

	Full name	Signature
Chairperson of EEC	Turgunov Yermek Meiramovich	
Foreign Expert	Ziganshina Liliya Yevgenevna	
Foreign Expert	Saatova Guli Mirakhmatovna	
Academic Expert	Zhanteliyeva Lyazzat Asanovna	
Academic Expert	Madyarov Valentin Manarbekovich	
Academic Expert	Idrisov Alisher Saugabaevich	
Academic Expert	Ramazanova Sholpan Khamzaevna	
Academic Expert	Dolmatova Irina Anatolyevna	
Academic Expert	Arinova Saule Pasevnoevna	
Academic Expert	Karibaeva Dina Orynbasarovna	
Academic Expert	Apbasova Saulesh Akhatovna	
Academic Expert	Menchisheva Yulia Alexandrovna	
Resident Expert	Yerkinov Yerbolat	
Resident Expert	Orynbay Aizere Sauletkyzy	

Quality profile and criteria for external evaluation of an educational program (summarization)

Standard	Criteria for evaluation	Number of standards	BS*/SI	Grade		
				Totally coincides	Partially comply	Does not comply
1.	MISSION AND OUTCOMES	14	9/5	9/5		
2.	EDUCATIONAL PROGRAMME	22	19/3	19/3		
3.	ASSESSMENT OF TRAINEES	9	5/4	4/4	1/0	
4.	TRAINEES	20	14/6	14/4	0/2	
5.	TRAINERS	8	7/1	6/1	1/0	
6.	EDUCATIONAL RESOURCES	18	11/7	10/7	1/0	
7.	PROGRAMME EVALUATION	10	7/3	6/3	1/0	
8.	GOVERNANCE AND ADMINISTRATION	11	8/3	8/3		
9.	CONTINIOUS RENEWAL	2	1/1	1/1		
	Total	114	81/33	108	6	
				114		

List of documents studied by members of the EEC as part of an external evaluation of the residency educational program

№	Names of documents	Quantity
1.	The educational program in the specialty “Otorhinolaryngology for adults, children” was approved at a meeting of the EMC and the Board of the CF “UMC” on September 27, 2023.	1
2.	Syllabus. Approved by the Educational and Methodological Council on September 15, 2023. Protocol No. 15	1
3.	Working curriculum, approved by the Educational and Methodological Council on September 15, 2023. Protocol No. 15	1
4.	Academic calendar plan, approved at a meeting of the EMC and the Deputy Chairman of the Board of the CF “UMC” (09.15.2023, minutes No. 5).	1
5.	Job description of a resident doctor in the specialty “Otorhinolaryngology for adults, children” Approved by the Educational and Methodological Council on September 15, 2023. Protocol No. 15	1
6.	Sheets of privileges for residents of the 1st year of study Baymurzaeva M.K., Nurmagambetova A.A, specialty “Otorhinolaryngology for adults, children.” Approved by the Educational and Methodological Council on September 15, 2023. Protocol No. 15	2
7.	Catalog of elective disciplines for the 2023-2024 academic year Approved by the Educational and Methodological Council on September 15, 2023. Protocol No. 15	1
8.	Rules for organizations of the educational process in the residency of the corporate foundation “University Medical Centre”. Approved by the decision of the Board of the corporate fund "University Medical Centre" dated March 29, 2021 No. 6	1
9.	Rules for admission to the residency program of the corporate foundation "University Medical Centre" Approved by the decision of the Board of the corporate foundation "University Medical Centre" on March 1, 2018 No. 5 Changes and additions: June 26, 2019 No. 14; March 05, 2021 No. 5; April 20, 2022 No. 5; April 28, 2023 No. 7	1
10.	Agreement on the provision of paid services for conducting educational events under the “Residency” program of the corporate foundation “University Medical Centre”. Agreement with CH No.2 DES-DES-129 dated 01/19/2023	1
11.	Instructions for the development of educational and methodological documentation and a system for evaluating the educational achievements of resident doctors of the corporate foundation "university medical centre" Approved by the decision of the Board of the corporate foundation "University Medical Centre" on May 13, 2021. Minutes No. 2 (as amended from 09.15.2023 Protocol No. 15)	1
12.	Regulations on the Educational and Methodological Council of the Corporate Foundation “University Medical Centre” Annex to the decision of the Board of the Corporate Foundation “University Medical Centre” dated November 21, 2019 No. 26	1
13.	Order on approval of academic staff and clinical mentors in the residency specialty of the corporate foundation “University Medical Centre” Order	1

	No. 29 z/k dated 09/22/2023	
14.	REGULATIONS on the Department of Education Annex No. 7 to the minutes of the Board of the Corporate Foundation “University Medical Centre” August 01, 2023 No. 11. Approved by the decision of the Board of the Corporate Foundation “University Medical Centre” August 01, 2023 No. 11	1
15.	The procedure for selecting and sending resident doctors of the corporate foundation “university medical centre” for internship. Approved by the Educational and Methodological Council on September 15, 2023. Protocol No. 15	1
16.	Code of Business Ethics of CF “UMC” approved by the minutes of the Board of CF “UMC” No. 17 dated December 26, 2022	1
17.	Residents' portfolio	3
18.	Record of resident physicians' class attendance	1
19.	Journal Club Protocols	3
20.	Certificate from PC Bekpan A.Zh., Mukhambetov S.M., Autalipov D.H., “Methodology and educational technologies in residency” dated October 9, 2023. CF “UMC”	3
21.	List of scientific publications of teacher Bekpan A.Zh	2
22.	Strategic plan of CF “UMC” for 2019-23 Approved by the decision of the Board of Trustees dated May 25, 2019	1
23.	Academic Staff. Annex 7, Decision of the Board of the CF “UMC” dated 04/21/2023 No. 6	1
24.	Regulations on the Journal Club. Approved by the decision of the EMC dated April 28, 2018, No. 2	1