

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

**REPORT
OF AN EXTERNAL EXPERT COMMISSION ON THE RESULTS OF
EDUCATIONAL PROGRAM EVALUATION
"UROLOGY AND ANDROLOGY 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

- AMP – Administrative and management personnel
SCES – State Compulsory Educational Standard
Department – Department of Science and Education of the Corporate Foundation “University Medical Centre”
End-of-course assessment – end-of-course assessment
IEP - individual education plan
RW - research work
CF "UMC" - corporate foundation "University Medical Centre"
CED – catalogue of elective disciplines
MOH RK – Ministry of Health of the Republic of Kazakhstan
MEO – Medical Educational Organization
MHES RK – Ministry of Higher Education and Science of the Republic of Kazakhstan
MTB – material and technical base
R&D – scientific research work
NSCMC – National Scientific Centre for Motherhood and Childhood
PE – postgraduate education
CDP – continuous professional development
RT – retraining
Academic staff - academic staff
EP – educational programs
RDC – Republican Diagnostic Centre
WC - working curriculum
NCIE - national centre for independent examination
QMS – quality management system
IWRT – work of a resident doctor under the supervision of a clinical mentor during the period of clinical activity of the resident doctor
IWR – independent work of a resident doctor
EMC - educational and methodological council
EMCD – educational and methodological complexes of disciplines
GPA – Grade Point Average - the arithmetic average of the grades received for all completed courses, taking into account the time spent on them
JCI – Joint Commission International
UPMC – University of Pittsburgh Medical Centre
NUSM – School of Medicine of Nazarbayev University

1. Composition of the External Expert Commission

In accordance with ECAQA Order No. 26 dated October 26, 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 “Urology and Andrology for Adults, Children” in the period 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", President of NGO "Surgical Association of the Karaganda Region", member of the International Society of Surgeons (International Surgery Society), member of the “Astana Association of Independent Experts” and the “Union of Independent Experts of KSMU”
2	International expert	ZIGANSHINA LILIYA YEVGENIEVNA	Doctor of Medical Sciences, Professor of the Department of Epidemiology of the Russian Medical Academy of Continuing Professional Education, Director of Cochrane Russia Member of the WHO Committee on the Selection and Use of Essential Medicines. Laureate of the State Prize of the Republic of Tatarstan in the field of science and technology for the work “Development and introduction into healthcare practice of the Republic of Tatarstan of a new technology for the selection and rational use of drugs - the formulary system”
3	International expert	SAATOVA GULI MIRAKHMATOVNA	Doctor of Medical Sciences, Professor, Head of the Department of Cardio Rheumatology of the Institution “National Center for Maternal and Child Health” of the Ministry of Health of the Kyrgyz Republic (MHKR), Chief Rheumatologist of the Ministry of Health of the Kyrgyz Republic, Vice-President of the Association of Rheumatologists of Central Asia and Kazakhstan
4	Academic expert	ZHANTELIEVA 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	MADIAROV 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 Medical University"
6	Academic expert	IDRISOV ALISHER SAUGABAEVICH	Doctor of Medical Sciences, Associate Professor of the 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 Medical 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 Department of Pathological Anatomy and Forensic Medicine named after Professor Yu.V. Pruglo NJSC "Semey Medical University"
12	Academic expert	MENCHISHEVA YULIA ALEKSANDROVNA	PhD in Medicine, Head of the Department of Surgical Dentistry of the "Kazakh National Medical University named after S.D. Asfendiyarov"
13	Resident expert	YERKINOV YERBOLAT	Resident of the first year of study in the specialty "Angiosurgery, including children's" of the LLP "National Scientific Oncology Centre". Resident of the surgical community "Veritas" NJSC "Astana Medical University"
14	Resident expert	ORYNBAY AYZERE SOULETKYZY	2nd year resident in 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 "Urology and andrology 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 the specialty “Urology and andrology for adults, children”

Name of organization, legal form of ownership, BIN	corporate foundation "University Medical Centre"
Management Body	<i>Supervisory Board</i>
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
Location and contact details	010000 Astana, st. Kerey, Zhanibek khandar, 5/1
State license for educational activities in residency (date, number)	Residency training at CF “UMC” has been carried out since 2016. 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.
Information about branches, subsidiaries (if any)	The Corporate Foundation "University Medical Centre" (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/ . CF "UMC" unites two leading medical centres, including the National Scientific Centre for Maternity and Childhood (NSCMC), the Republican Diagnostic Centre (RDC), and a branch in Kyzylorda. Also, on the basis of Decree of the Government of the Republic of Kazakhstan No. 822 dated September 21, 2023, the non-profit joint stock company “Shymkent Heart Centre” was transferred from the municipal property of the city of Shymkent to the property of Nazarbayev University
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	No
Number of residents in the EP since the beginning of the current academic year	5
Full-time teachers/part-time workers involved in the implementation of the educational program	The total number of teachers is 3, including 3 full-time teachers, no part-time teachers. Sedateness,% - 100 Categorization, % - 100
Website Instagram Facebook with active pages	https://umc.org.kz/?residency=post https://instagram.com/umc.clinics?igshid=MmVlMjlkMTBhMg== https://umc.org.kz/?fbclid=PAAaaBI6t7UbvdiMK3dHqr

<i>m-yrVOFUAGzywotrl0hhHO1cR- C_PkBapIJSY6A_aem_AdTko6S0BwGvDcvqONBzOSdj vOm3cAlXkojSX5duFVmGPIZMCUE9FwO4M8_LLDn 9N_U</i>

2.2 Information about previous accreditation

2.3 Brief description of the results of the analysis of the report on self-assessment of the residency educational program in the specialty “Urology and andrology for adults, children”

The corporate foundation "University Medical Centre" for the 2023 - 2-24 academic years has the first admission to the educational program "Urology and andrology for adults, children."

The report on the self-assessment of the educational residency program in the specialty “Urology and andrology for adults, children” (hereinafter referred to as the report) is presented on 173 pages of main text, 20-page appendices, copies or electronic versions of 16 documents located at 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 Board of the Corporate Foundation "University Medical Centre" Khamzina Nurgul Kalievna, 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 committee.

Self-assessment of the educational program “Urology and andrology for adults, children” was carried out on the basis of order No. 08-n/k dated June 1, 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 studied by an accreditation expert: Zhanteliyeva L.A.

All standards contain the actual practice of the CF “UMC” in training residents in the specialty “Urology and Andrology 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 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 assessment 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.

3. Description of external expert evaluation

External expert work as part of the evaluation of the educational program “Urology and andrology 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 are November 27-29, 2023. The sequence of the visit within 3 days is presented in detail in Annex 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 of 46 people, including foreign ones studying the website <https://umc.org.kz/?residency=post>;
- interviewing employees, 17 teachers and mentors;
- survey of teachers and residents - 17 and 46, respectively;
- observation of the training of residents: attending one practical lesson in the simulation room; paediatric surgeon - Damir Bulatovich Jenaliev conducted an introductory course on laparoscopic surgery; review of resources in the context of meeting accreditation standards: surgical department of the National

Scientific Centre for Maternity and Childhood, Republican Diagnostic Centre and Nazarbayev School of Medicine University of Practice/Clinical Engagement Bases were visited, where training is provided in 9 educational programs with the participation of 117 full-time/part-time teachers;

- study of educational and methodological documents in the amount of 16 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	Master's degree	1
2	Candidate of Medical Sciences	4
3	Doctor of Medical Sciences	1
	Total	6 (35,3%)

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 “Urology and andrology 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 CF “UMC”, the high degree of openness of the team in providing information to members of the EEC.

When conducting a survey of residents, 80% rated the work of the External Expert Commission on Accreditation as positive, 73.75%, 3.75% as satisfactory. The majority of respondents (73.75%) believe that it is necessary to accredit educational organizations or educational programs.

According to 78.13% of teachers, the survey conducted by the 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 the specialty “Urology and andrology for adults, children”

Standard 1: MISSION AND OUTCOMES

1.1 Mission statement

When implementing program activities, namely, based on the results of an interview with the first head of the organization, members of the Board of Trustees of the CF "UMC" dated May 25, 2019 No. 25.05.19.), in interviews with residents and teachers, compliance with the criteria of **standard 1** was established. All participants in the educational process, they know the mission of the educational program, took part in the formation of proposals for formulating the mission, while the mission is brought to the attention of potential residents through the website, social networks, and information letters to medical organizations. Reviewed the organization's 5-year strategic plan for the period 2019-2023, which includes

such areas as outstanding quality and innovation in the provision of patient-centred and family-oriented medical care; financial stability; outstanding quality in the field of medical science, education and practical training of healthcare professionals; integration of medical care, research and educational activities; an effective corporate management system that confirms compliance with 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.

During a visit to the departments of the educational organization of the CF “UMC”, experts noted the strengths of the educational organization in relation to the accredited educational program, including: the presence of an independent education department, clinical bases.

The educational organization has departments that are directly related to the educational program “Urology and andrology for adults, children,” which can be noted as the best practice in education, namely, the department of paediatric urology. This conclusion was made due to the fact that kidney transplants in children are performed in this department.

The results of studying the documentation demonstrate that the mission of the organization and the mission of the educational program “Urology and andrology for adults, children”, and the educational process is built in accordance with the State Standards of Education and the current Laws and Statutory Instruments (LSI) in postgraduate education and healthcare.

The educational organization provides training to residents in the following clinical sites and departments:

JSC “National Scientific Cardiac Surgery Centre”;

JSC "Research Centre of Neurosurgery";

MSI on the REM “City Multidisciplinary Hospital No. 2” of the Akimat of Astana;

MSI on the REM “City Centre for Phthisiopulmonology” of the Akimat of Astana;

MSI on the REM “City Multidisciplinary Hospital No. 3” of the Akimat of Astana;

MSI on the REM "City Centre for Phthisiopulmonology" of the Akimat of Astana, where a patient-oriented approach is provided.

The educational organization pays due attention to the safety and autonomy of patients through the document List of Privileges - permission of the resident doctor who has access to patients of the CF “UMC”, the journal club (JC), which is a mandatory part of the program, instills in residents a patient-oriented approach in their daily activities, educational events such as “grand round” provide an opportunity to identify and discuss errors not only of a medical nature, but also of an organizational and managerial nature in a particular complex clinical case, to develop proposals for improving the medical care system and to ensure patient safety.

Experts have established that residents have appropriate working conditions to support their own health, since in the educational organization residents have workplaces located in resident rooms, training and computer classes for working with documentation and databases. Residents assigned to the Family Health Center of the RDC or in clinics at their place of residence are provided with personal protective equipment at the expense of the organization.

Basic competencies of residents in an accredited specialty, such as the resident's ability to demonstrate high standards of ethical behavior, demonstrate compassion, responsiveness to the needs of patients beyond self-interest, integrity and respect for others, acceptance of personal mistakes and admitting them, as well as special competencies, help educational organizations use innovative forms of teaching. This will allow residents to develop such skills and qualities and develop professionalism.

The educational organization encourages residents to strive to participate in research in their chosen specialty through the Regulations on scientific and innovative activities, which reflect the procedure for planning, organizing and implementing scientific and innovative activities at the CF "UMC" on February 22, 2018, by decision of the Board of the CF "UMC" No. 4 is approved, and also ensures the participation of residents in such academic activities as research activities in the form of participation in conferences, writing publications independently or jointly with doctors, participation in scientific projects of the CF “UMC” or Nazarbayev University. The total number of publications for

2020-2022 in journals of the Republic of Kazakhstan and abroad, including journals with a non-zero impact factor, is 100. In addition, for 2020-2023. 26 resident doctors took part in domestic and foreign international conferences.

1.2 Professionalism and professional autonomy

Experts have determined that the development of professionalism includes the resident's ability to demonstrate high standards of ethical behaviour, demonstrate compassion, responsiveness to the needs of patients beyond self-interest, integrity and respect for others, and acceptance and recognition of personal mistakes. The educational organization promotes the professional autonomy of residents by allowing them to determine the content of the component disciplines of their choice, as well as additional types of training and the organization of educational activities,

Experts have established that the organization of education fully exercises autonomy in relation to the selection of residents for the accredited specialty “Urology and Andrology for Adults, Children”, the development of an educational program, the determination of approaches to the evaluation of residents, key competencies, since the resident’s ability to demonstrate high standards of ethical behaviour, Demonstrate compassion, responsiveness to the needs of patients beyond self-interest, integrity and respect for others, and acceptance and acknowledgment of personal mistakes. 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 program of the CF “UMC”, approved by the decision of the Board of the CF “UMC” dated March 29, 2021 no. Employment of residents according to the data in Annex C. Information on the employment of graduates of PE programs is 100% (for all specialties).

To verify **standard 1**, a meeting was held with the head of the organization.

During the answers, the director of the organization confirmed that CF “UMC” is a non-profit organization in the organizational and legal form of a foundation, established by Nazarbayev University. The activities of CF "UMC" are based on the principles of autonomy, self-government, collegial decision-making, social responsibility and transparency.

80 residents participated in the survey. Of these, 43.75% are residents of the first year of study, 43.75% are residents of the 2nd year of study, 12.5% are residents of the 3rd year of study. According to the results of the survey (on the resource <https://webanketa.com/>), 78.75% of respondents completely agree that they would recommend studying at this educational organization to their acquaintances, friends, relatives, 16.25% partially agree, and completely disagree 1.25% with this statement, 3.75% doubt the answer. 67.5% of residents strongly agreed with the statement that program directors and teachers are aware of residents' problems related to training, 23.75% partially agreed, and 7.5% completely disagreed with this statement.

According to the survey results, 66.25% of respondents believe that program directors and teachers constantly involve students in the work of advisory bodies (methodological council, academic council, educational program committees), 6.25% answered that no, they do not involve, while 17.5% do not know about this, 7.5% are unsure about the answer, and 2.5% expressed the opinion that they are sometimes involved in this work.

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

32 teachers surveyed, including those with up to 5 years of experience - 21.88%, from 5 to 10 years - 9.38%, over 10 years - 68.75%. Among teaching staff, residencies accounted for 78.13%.

96.88% were completely satisfied with the organization of the educational process, 3.13% were partially satisfied. 81.25% of respondents are completely satisfied with the organization of work and the workplace, 15.63% are partially satisfied. The organization has opportunities for career growth and development of competence for teachers: 81.25% completely agree, 18.75% partially agree.

1.3 Final learning outcomes

The final learning outcomes are defined and included in the document Educational program and discipline syllabuses, which was developed in accordance with the 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 “Urology and andrology for adults, children” is carried out by posting on the official website of the CF “UMC”. The experts were convinced that the professional behaviour 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 educational organization provides training in additional and non-formal education (continuous professional development), including programs in the specialty of an accredited educational program.

To improve activities in paediatric oncology, teleconferences were held between UPMC and NSCMC with analysis of clinical cases. Video conferences were held with the participation of doctors from the CF "UMC" and UPMC for the radiology department, for the laboratory and pathomorphology department.

CF "UMC" worked to become the official representative of the European Resuscitation Centre (ERC) in the Central Asian region. A Centre of Excellence in the field of training, research and innovation in the field of emergency situations has been created on the basis of the CF “UMC”. The Centre will train citizens and healthcare professionals in critical technical skills and knowledge in critical care through ERC-accredited programs. A total of 19 certified instructors were trained.

During 2019 -2023, teachers of the CF “UMC” trained more than 4,500 students in advanced training cycles from the regions. Within the framework of the 005 republican budget program, 340 specialists from healthcare organizations of the Republic of Kazakhstan were trained.

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 40.63 additional education programs, including for the specialty “Urology and andrology for adults, children.” Residents are informed about this.

73.75% of teacher respondents believe that students of this educational organization have a high level of knowledge and practical skills after completing the training program, and 15% partially agree with this.

1.4 Participation in the formulation of mission and final results

In developing the goals and objectives of the educational program “Urology and andrology for adults, children,” all structural divisions of the CF “UMC” took part, which is confirmed by document approved by the educational and methodological council dated May 8, 2019 No. 3. The mission of the CF “UMC” is reflected in the strategic plan of CF "UMC", approved by the decision of the Board of Trustees of CF "UMC" dated May 25, 2019 No. 25.05.19.

At CF "UMC", the formulation of a statement of mission and goals is necessarily based on the opinions and suggestions of employees, students, academic staff, based on the results of a systematic survey and participation in round tables. Such events allow CF "UMC" to identify existing advantages and problems of all types of activities of the organization and thereby promptly develop action plans to eliminate shortcomings and improve.

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

Recommendations for improvement: No

Standard 2: EDUCATIONAL PROGRAMME

2.1 Framework parameters of the postgraduate medical education program

The model of the educational program in the specialty “Urology and andrology for adults, children” is determined on the basis of the final results of resident training, and therefore includes the following: patient supervision, communication and collaboration, safety and quality, research, 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 “Urology and andrology for adults, children,” the organization’s documents contain EP, which defines the goal, takes into account the integration of practical and theoretical components, and independent work. Compliance with state standards and standard requirements has been established.

While attending the practical lesson, the experts received convincing evidence that the training is carried out according to plan, before the start of the lesson, residents answer tests, receive feedback from the teacher, and have the opportunity to improve their skills in the discipline of paediatric urology. The organization ensures compliance with ethical aspects in the implementation of the educational program, since experts have studied the code of ethics, which in CF "UMC" by decision of the Board of CF "UMC" No. 17 dated December 26, 2022, the Code of Business Ethics of CF "UMC" was approved, which serves as the basis for formation of proper morality in the team, respectful attitude among themselves and towards patients, 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 advising disciplines were taken into account, additions were made to the bibliography of the educational program 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. A total of 3 mentors in the specialty "Urology and andrology for adults, children", tasks of whose are the systematic individual work of an experienced doctor to develop the student’s necessary skills and abilities for professional activities.

The procedure for informing residents about their rights and responsibilities is reflected in the document “Privilege List” - this is the permission of the resident physician to access patients of the CF “UMC”, journal clubs (JC), where they instil in residents a patient-oriented approach in their daily activities, “grand round” » makes it possible to identify and discuss errors not only of a medical nature, but also of an organizational and managerial nature in a particular complex clinical case, to develop proposals for improving the medical care system and to ensure patient safety.

The qualification obtained as a result of mastering the educational program in the specialty “Urology and andrology for adults, children” corresponds to level 8 of the national qualification framework (ESG1.2).

The list of teaching methods is described in the Instructions for the development of educational and methodological documentation and a system for evaluating the educational achievements of resident doctors of the CF "UMC". Thanks to this method, residents can take part in the provision of medical care to patients. Faculty can provide a resident with supervision of approximately 5 case studies per day and approximately 25 per month. For example, residents of an educational program in the specialty “Urology and andrology for adults, children” upon completion of training can carry out such manipulations as interpretation of clinical, laboratory and instrumental research data. Making a diagnosis according to ICD-10 and working with clinical protocols.

Experts have found that the principles of academic honesty and anti-plagiarism are fully implemented in educational organizations. This is reflected in a sufficient number of publications by teachers and residents of CF “UMS”. Academic integrity is applicable at such stages of resident training as access to patients, commitment to the profession, scientific knowledge, the principle of confidentiality of information, relationships with patients, their relatives, teachers, colleagues in accordance with medical ethics, using the example of clinical mentors, between residents on the basis mutual support. Anti-plagiarism is applicable when residents are engaged in research work. 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.

Thus, by the end of the 3-year training, residents will acquire basic skills in the profession and are 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 for healthcare workers, approved by the Minister of Health of the Republic of Kazakhstan on December 21, 2020 No. KR MOH-305/2020, and a state-issued document is issued - a certificate of completion of residency, which will allow you to work in institutions such as the Qualifications Framework in the European Higher Education Area (ESG 1.2).

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. As of 2023, the number of academic staff is 117 specialists, including 63% women. 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. At the same time, along with the principles of quality and academic integrity, the organization does not have an anti-plagiarism system.

2.2 Scientific method

The educational program includes the scientific foundations and methodology of medical research. 1 credit is allocated for 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. This form of training is organized in the form of a “journal club”, which is conducted in accordance with the Regulations on the Journal Club, which were approved at the EMC meeting on April 28, 2018 by protocol No. 2.

Within the framework of the republican budget program 024 “Targeted contribution to the Autonomous Organization of Education “Nazarbayev University” under the subprogram “Transfer of Management Technologies” in June 2022, at a meeting of the EMC, 14 research works of residency graduates of 2022 were approved (Minutes of the EMC dated 06/09/2022 No. 6). The results of 39 research works of graduates of 2023 were heard at the EMC from 06/01/2023 No. 9, from 06/08/2023 No. 12, from 06/06/2023 No. 10, from 06/07/2023 No. 11. List of security documents received by employees of the CF “UMC” for 2023, posted on the website of the CF “UMC”: http://umc.org.kz/?science=post#science_results. List of scientific projects of the CF “UMC” for 2019-2023 is 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>.

When surveying residents, it was found that the educational organization has access to students’ participation in research work and 62.5% of people are completely satisfied with this, 18.75% are partially satisfied, 1.25% are dissatisfied. Residents should do research and in response to the questionnaire, 18.75% wrote that they are already doing research, 12.5% are planning to start, 3.75% are not doing it.

2.3 Structure, content and duration of the residency program

There are documents containing requirements for the structure and content of educational programs, including the Residency Program, which 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. Responsibility for the choice and the introduction of innovations in the educational process is borne by the Department of Education of the CF “UMC” and the implementation of residency programs in 20 clinical specialties is carried out:

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 lecturers are highly qualified specialists, doctors and candidates of medical sciences, doctors of the highest category with experience in clinical work and teaching, trained in the best centres and clinics in the world. The total number of teachers involved in the educational process of residency and additional professional training is 206 people, of which 27 are Doctor of Medical Sciences, 60 are Ph.D.

To master practical skills 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.

The content of residency educational programs is established in accordance with the State Compulsory Educational Standard (hereinafter referred to as the SCES), a standard professional curriculum and standard curricula for residency specialties and is implemented through working curricula (hereinafter referred to as WC) and individual educational plan (hereinafter referred to as IEP). The list of working curricula is available on the official website of the CF "UMC": <https://umc.org.kz/?residency=training-programs-and-plans>.

Experts have established that the educational program takes into account the requirements of the law; in accordance with the 2022 State Compulsory Educational Standards, the full academic load of one academic year is at least 70 academic credits (2100 academic hours). One academic credit is equal to 30 academic hours. The academic year includes one academic period, ending with an intermediate assessment. Vacations are provided to students for at least 7 weeks, with the exception of the final year.

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.

The organization has its own clinical base: the Centre of CF "UMC" National Scientific Centre for Maternity and Childhood - a multidisciplinary hospital with 500 beds, the Centre of CF "UMC" National Cardiac Surgery Centre - a cardiac surgery centre with 200 beds, and the Centre of CF "UMC" Republican Diagnostic Centre with a capacity of 800 visits per shift.

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, and 2.5% are not satisfied.

And to the question of the questionnaire "Is there enough time for practical training (supervision of patients, etc.)", 100% of residents responded with complete agreement, 0% partially agreed, 0% disagreed. At the same time, 100% 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 "Are resident representatives involved in the development of educational programs?", the experts received the following answer: 67.5% of the surveyed residents were completely satisfied with the schedule of training sessions in EP disciplines, partially satisfied by 20%, and not satisfied by 12.5% .

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 education department and conversations with the manager and employees. At the same time, verification of standard 2 showed that it unites three healthcare facilities located in Astana.

The experts got acquainted with the work of the departments, including 1-3 year residents, academic staff, a total of 5 meetings were held and during cross-interviews it was established that the work of the department was structured.

Thus, responsibility for choosing the base of clinical training and practice of a resident in the specialty "Urology and andrology 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 relevant skills. Experts analyzed information about the availability of accreditation of clinical sites and made a conclusion about the compliance of resident training sites.

The training of residents in the specialty “Urology and andrology for adults, children” is aimed at meeting the needs of practical healthcare, taking into account the analysis of the shortage of specialists for 2023. Therefore, this organization is specialized in the field of pediatric urology, and provides a lot of opportunities and conditions for qualified training of specialists in residency.

Thus, during a conversation with the management of the organization, experts received information that residents have access to the resources necessary for training, and teachers confirmed that the training of residents is carried out directly in the clinical departments of the Center of CF "UMC" National Scientific Center for Maternity and Childhood - a multidisciplinary hospital for 500 beds. Residents of this specialty can supervise patients with diseases such as congenital and acquired diseases of the genitourinary system in children.

This is facilitated by the mentoring that is carried out in the organization.

While attending a practical training session in a simulation class on the topic: “Introduction to laparoscopic surgery” and while talking with residents, experts saw that the organization promotes the development of practical competencies of residents, including using simulation equipment. At the same time, residents deepen their theoretical knowledge and develop communication skills.

Integration between teaching and clinical care (on-the-job training), residency program faculty are trained in educational technology. This is how UPMC experts trained them as part of the “Master in Clinical Teaching” master class, June 3-7, 2019 with NSCMC - 15 employees, with RDC - 3 employees. In addition, employees of the CF "UMC" (Order 21 - n/k dated June 21, 2019, order 29 n/k dated November 7, 2019) are trained in methodology in medical education. Training is conducted in accordance with clinical protocols.

Of the 56 residents surveyed, 70% responded that teachers in the classroom use active and interactive teaching methods quite often, 10% believed that they rarely or sometimes. The following employees of the Department of Paediatric Urology took part in the planning, discussion, approval and review of the educational program in the specialty “Urology and andrology for adults, children”.

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

Conclusions of the EEC on the criteria.

Recommendations for improvement identified during the external visit: No

Standard 3: ASSESSMENT OF TRAINEES

3.1 Evaluation methods

The study of control and measurement tools (50 tests, 50 tasks) showed that the organization has implemented an appropriate evaluation policy that allows for a comprehensive evaluation of the educational achievements of residents, including the following: portfolio of a resident physician; attendance log; discipline reports and that they are satisfied with everything. They also receive regular feedback from teachers. There was no appeal in the specialty “Urology and andrology for adults, children”. The evaluation covers not only knowledge and skills, but also professional behaviour and communication skills.

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 end-of-course assessment 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.

In the practice of educational organizations, residents (including other specialties) pass an independent examination in 100% of cases.

Validation and assessment of the reliability of resident assessment methods (tests, tasks, cases) is carried out as follows: The Department of Science and Education together with the Science and Education

Sector of the CF "UMC" carries out recording and monitoring of evaluation forms 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 assessment results.

Thus, to verify the data of **standard 3**, the experts asked questions to the head of the Department of Education and checked the documents and methods for evaluating residents.

The organization has control and measurement tools for each specialty, which are compiled in accordance with the requirements of the residency level and approved at a meeting of the Educational and Methodological Council dated April 27, 2023, Minutes No. 5. Testing and measurement tools are not peer-reviewed. The head of the education department responded that it is planned to make additions and updates to the control and measurement tools.

The results of the evaluation of residents are documented in accordance with the "Rules for organizing the educational process in the residency of the corporate foundation "University Medical Centre", approved by decision of the Board of the CF "UMC" dated March 29, 2021 No. 6.

There was no graduation in the specialty "Urology and andrology for adults, children"

There is a document on appealing the evaluation results - The procedure for the work of the appeal commission during entrance examinations to residency is described in section 4 of the Rules for admission to residency of the CF "UMC", approved by the decision of the Board of CF "UMC" on March 1, 2018 No. 5. To date, there have been no appeals from residents.

During a visit to the organization and during an interview with employee Syzdykova A.A. Director of the Department of Education, the commission verified that there is a documentation system in place that is transparent and accessible to all faculty and staff, and includes documents such as annual operating plans, annual reports, department regulations, faculty and resident agreements, and instructional documentation (work program, work curricula, syllabuses, journals), assessment tools (checklists, statements), awards, certificates and verifications. A review of the website showed that its pages contain documents necessary for residents and contain information that is regularly updated.

During the visit to the organization, management was asked the question: "Are external examiners involved in order to improve the fairness, quality and transparency of the assessment process?" And the answer was received. Thus, in 2019, by order dated June 28, 2019 No. 03-k, the chief physician of the MSI at the REM "Perinatal Centre No. 2", candidate of MD Urazbaeva G.G., was appointed chairman of the State Attestation Commission. Since 2020, the State Certification Commission has been called the Final Certification Commission (FCC). Since 2020, the head of the Centre for Molecular Medicine, obstetrician-gynaecologist, Ph.D., Turakbaeva B.A. was appointed as a chairman of the FCC. In 2021, T.B. Dautov, Director of the Department of Radiology and Nuclear Medicine, was appointed as a Chairman of the FCC. In 2022-2023, D.B. Jenalaev, Director of the Clinical Academic Department of Paediatric Surgery is a Chairman of the FCC.

3.2 Relationship between assessment and learning

While conducting interviews with 2 teachers regarding evaluation methods, the experts received convincing information that they work in accordance with the Rules for the organization of postgraduate education in the corporate foundation "University Medical Centre", which was approved by decision of the Board of the corporate foundation "University Medical Centre" No. 6 dated March 29, 2021. Residents also shared their opinions on the timeliness of providing tests, counselling before exams, the clarity of the entire assessment procedure and its fairness.

The experts examined the resources for organizing the evaluation of knowledge and practical skills, namely, in the Simulation Room, practicing a practical skill - applying a laparoscopic suture.

Experts determined that the choice of methods for evaluating residents is based on the key competencies of the residency graduate and the final results, since the practical part of training is the main one that contributes to inter-professional learning. And a method such as rotation at clinical sites demonstrates the integration of training and an emphasis on clinical skills. Established evaluation

methods ensure that the resident has mastered all sections of the educational program and acquired the necessary practical skills.

Feedback from residents based on the results of their evaluation is collected in the form of a 360-degree survey: “Evaluation of a resident by a patient of the department”, evaluation of a resident doctor by a supervising doctor, evaluation of a resident doctor by a curator, evaluation of a resident doctor by a resident, self-assessment of a resident. The summative evaluation based on the results of the discipline/rotation according to the criterion “interpersonal relationships and communication skills” is published on the CF “UMC” website. In interviews, residents confirmed that they receive feedback after completing their training.

Conclusions of the EEC on the criteria comply with 9 standards (including 6 basic, 3 improvement standards): fully – 4/3, partially – 2/0, do not comply – 0.

Recommendations for improvement:

1. To ensure that grades are given according to the developed assessment 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. To monitor the trajectory of students’ educational achievements, introduce an electronic gradebook “Platonus” (Standard 3.1.4).
3. Test tasks for the specialty “Urology and andrology for adults, children” should be reviewed in accordance with the qualification requirements for residents (Standard 3.1.4).
4. To assess the knowledge of residents, passing tests on a computer to determine the validity and reliability of test tasks.

Standard 4: TRAINEES

4.1 Admissions policy and selection

The educational organization has a policy for the admission of residents. Rules for admission to the residency program of the CF “UMC”, approved by decision of the Board of the CF “UMC” dated March 1, 2018 No. 5.

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 01, 2018 No. 5. The Rules contain the requirements for applicants to the residency, which can be found at website (<http://umc.org.kz/about/science/rezidentura/applicants-to-the-residency/index.php>).

Persons who have completed educational programs of higher education are accepted into residency. 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 01, 2018 No. 5. The Rules contain the requirements for applicants to the residency, which can be found at website of the CF “UMC” (<http://umc.org.kz/about/science/rezidentura/applicants-to-the-residency/index.php>). The admission rules of the CF “UMC” do not limit the rights of low-income families and national minorities.

The admission of students with disabilities is regulated in the Order of the Minister of Education and Science of the Republic of Kazakhstan dated October 30, 2018 No. 595 “On approval of the Model Rules for the activities of organizations of higher and postgraduate education.” In the CF “UMC” for the period 2016-2023, there were no persons with disabilities among those entering residency.

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”). Every year, on the website of the CF “UMC”, in the “Residency” sections, questions on specialties for those entering residency are posted.

Representatives of students, namely residents, are included in the process of developing a policy for the admission and selection of residents. Feedback is provided to residents on this issue.

The review of the admission and selection policy and the number of residents is carried out annually, and the Department of Education is responsible for this.

Thus, the experts validated the data according to **standard 4**. In general, all criteria are met, the experts have read the documentation for the admission of residents, and the documents comply with the residency admission policy.

4.2 Number of residents

For the period 2019-2023 193 residents were admitted to all educational programs, including the program in the specialty “Urology and andrology for adults, children”; first admission was in 2023. The educational organization analysed the need in practical healthcare for specialists and determined that the annual admission to the educational program in the specialty “Urology and andrology for adults, children” will be 5 people. This indicator corresponds to resource capabilities. Sources of information about the needs for specialists are the Ministry of Health of the Republic of Kazakhstan

4.3 Support and counselling for residents

The practice of academic advising, personal support of residents and the development of not only professional skills were evaluated by experts through interviews. When conducting interviews with residents and graduates, the following information was obtained; clinical mentors conduct educational work with the resident doctors assigned to them on the issues of improving their academic performance, discipline and class attendance, and involving them in participating in the public life of CF "UMC". The clinical mentor is appointed from among the academic staff of the CF “UMC”.

The educational organization has a program for the development of residents, for example, for the purpose of social support for residents, it has been organized: for personal growth and development of employees and students at the CF “UMC” there is a sufficient resource base (Internet, library, computer classes, and simulation class). The implementation of educational programs of postgraduate and additional education is ensured by every student's free access to information resources and library funds, the availability of teaching aids and syllabuses in all specialties.

To develop the intellectual level of students and expand knowledge in various scientific fields, they take an active part in master classes, conferences at the republican and international level held by the CF “UMC”. Financial support for residents is provided through the issuance of a scholarship in the amount of 107 tenge and additional financial support for residents, enshrined in the document on the rules for the appointment, payment and amount of state scholarships for students studying in educational organizations, approved by Decree of the Government of the Republic of Kazakhstan dated February 7, 2008 No. 116. Psychological support for residents is provided by CF “UMC” in obtaining foreign educational/research grants to resident doctors based on their interests, which are carried out confidentially.

To plan the career of residency graduates, the CF “UMC” allocates appropriate resources for social and personal support of resident doctors. The employment rate of graduates of all residency programs in 2022 was 100%.

4.4 Representation of residents

Planning educational conditions, evaluation methods, and improving the educational process are based not only on regulatory documents, management decisions and suggestions from teachers, but also take into account the opinion of resident doctors. For this purpose, the CF “UMC” has introduced sociological surveys, the questionnaires of which consist of questions regarding the schedule, teaching and evaluation methods, teaching conditions in clinics, the provision of methodological and information and communication materials, and relationships with teachers. The Department of Science and Education conducts surveys of resident doctors and teachers of residency programs.

4.5 Working conditions

Residents receive a monthly stipend in accordance with the document 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 organizations

Education" currently, resident doctors are paid a stipend in the amount of 100,036 (one hundred thousand thirty-six) tenge.

Residents are given the opportunity to work outside of school hours, which is reflected in the document - List of Privileges - this is a document-permission from a resident doctor who has access to patients of the CF "UMC". In total, the educational organization has 3 clinical sites for training residents and at each site various events are held in which residents participate. Typically, residents supervise 5 patients per day. Residents make topical reports in the Journal Club. Participate in sanitary educational work, including in all medical events of the centres of the CF "UMC" related to the training program: rounds in the department; morning medical conferences; providing assistance in departments according to the specialty being trained; night/day duty as part of the duty team; consultations and conversations with patients and/or their relatives; meeting of doctors to review clinical cases; consultations; incident reviews in accordance with JCI international standards. The educational organization has introduced elements of distance learning for residents, for example, 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.

Conclusions of the EEC on the criteria. Compliant out of 20 standards (including 14 basic, 6 improvement standards): fully -19, partially - 1, do not comply – 0.

Recommendations for improvement:

1. To involve active residents in the work of collegial bodies, including participation in the development of residency admission policies (Standard 4.1.6).
2. To consider the possibility of creating an informal association of students to solve problem situations (Standard 4.3.4).

Standard 5: TRAINERS

5.1 Recruitment and selection policy

In total, CF "UMC" employs 117 full-time employees, including 3 teachers in the urology and andrology program. The requirements for teachers of the residency program take into account the qualifications of practical healthcare specialists working at residency bases who have at least 5 years of experience in the relevant specialty.

The level of sophistication is 50 (43%), 76 people (65%) have the highest category, the first - 4 (%), the second - 2 (%). Training of residents in the specialty "Urology and andrology for adults, children" is carried out by employees of the NSCMC, City Clinical Hospital No. 2 on the basis of the Urology Department.

The experts familiarized themselves with the job descriptions and regulations. The work of a teacher and clinical mentor is regulated by the Rules for organizing the educational process in the residency of the CF "UMC", approved by decision of the Board of March 29, 2021 No. 6.

The ratio of teachers and residents is 1:3

The motivation system for teachers and clinical mentors includes the following for the development of the potential of academic staff of the CF "UMC" provided by budget program 024 "Targeted contribution to Nazarbayev University" subprogram "Technology Transfer". Every year, through funding within the framework of this program, more than 50 employees improve their skills in the best foreign centres, and mentoring programs and master classes are organized with the involvement of international experts.

The principles of ethics and academic integrity of teachers and compliance by employees of the CF "UMC" with the worthy performance of their professional activities are 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. When talking with teachers, they confirmed their awareness of this issue 100%.

In order to verify the data of standard 5, external experts obtained the opinion of teachers on personnel policy, which allowed the experts to learn about approaches to attracting employees of clinical sites for teaching, about the strategy and tactics of recruiting residents, the information security of the

educational program, and also to identify problems in management and development human resources, since most part-time workers do not know teaching methods.

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 work - 87.5% completely agree, 12.5% partially agree. Satisfied with the work of the HR (personnel) service - 81.25% completely agree, 18.75% 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 academic 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, joint management of patients, rounds with a resident doctor, participation in consultations, conferences, training on simulation equipment, 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 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 3 hours. Time for clinical reviews, clinical rounds is occurred 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 2022, including teachers of the accredited educational program in the specialty "Urology and andrology for adults, children" - 3 people. These events are financed by the educational organization. The expert checked teachers' certificates on such topics as from October 9-20, 2023; a seminar was held for medical teachers "Methodology and educational technologies in residency" - 41 hours, Order No 105-kb from 09.10.23

The salary fund of teachers consists of government orders and paid services. *During the survey, 40.63% of teaching 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 respond. Experts have found that teachers initiate research topics for residents, stimulate the need for additional training and independent work with literature and medical documentation*

*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 survey results, 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% - don't remember when it was.*

The organization implements social support programs for teachers - 40.63% answered that "yes, such programs exist," 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:

1. To optimize the ratio of teaching and clinical workload (teacher/mentor) (5.2.1).

Standard 6: EDUCATIONAL RESOURCES

6.1 Logistics and equipment

Resident training is carried out on the basis of the CF "UMC", with a total capacity of 475 inpatient beds and 500 outpatient visits per shift, which combines two innovative medical centres: Diagnostic Centre, Centre for Maternity and Childhood, Republican Diagnostic Centre (RDC), among others residents of an accredited educational program in the specialty "Urology and andrology for adults, children" on the basis of the NSCMC. There are a total of 475 inpatient beds and 500 outpatient visits per shift. There are 3 classrooms, 2 conference rooms for seminars and journal clubs, 5 laboratories (clinical, biochemical, bacteriological, enzyme immunoassay, PCR), a library with 34 seats, a computer class and a test centre with 11 seats.

The experts visited the library, which has access for residents and employees. Total literature on paper is 1736 pieces. Monographs on the specialty "Urology and andrology for adults, children" are available in the library.

There is access to international databases: PubMed, Up to Date, Medline Complete, Clinical Key, Access medicine, Clinical trials, Cochrane Library and access to the Republican Scientific and Technical Medical Library, JSC National Centre for Scientific and Technical Information. 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 updating of the material and technical base, including the library background, is carried out annually. The number of new arrivals over 5 years amounted to 480 units.

6.2 Clinical sites

A review of resources showed that they correspond to the goals and objectives of educational activities, for example, the clinical bases of the CF "UMC" were visited, with a total capacity of 475 inpatient beds and 500 outpatient visits per shift, which combines two innovative medical centres: Diagnostic Centre, Centre motherhood and childhood, and employees of the educational organization ensure collegial and ethical relationships with medical staff and the management of the clinical base to achieve the final results of residents. A sufficient number of thematic patients is provided (for example, patients with Chronic Renal Failure who need a kidney transplant), modern equipment and demonstrates accessibility to students, teachers provide quality training in compliance with ethics and deontology.

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.

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, evaluation 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.

There is a simulation classroom with an area of 62.0 m², located at the NSCMC base. The simulation class is equipped with a laparoscopy and hysteroscopy simulator from Karl Storz, as well as resuscitation, obstetric, neonatal and paediatric equipment. The main objective of the simulation class is to provide an appropriate educational environment for students to acquire practical skills while maintaining patient safety as a priority.

Residents showed their commitment to the organization of education, were active in answering questions from external experts, demonstrated their judgment in organizing training, evaluating their skills, advisory support, the opportunity to participate in research and development, financing, demonstrated proficiency in English when answering questions from foreign experts Ziganshina L. E,

Saatova G.M. Experts examined residents' documents (portfolios, resident assessment 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.

Information and communication technologies are presented as follows: access to scientific electronic full-text resources of the Clarivate Analytics (WoS) database is open, which includes 23,000 scientific journals, 23,000,000 patents, 110,000 materials from scientific conferences over the past 100 years; an electronic full-text resource from one of the world's leading interactive databases of journals, book series, books, reference materials and interactive archive collections, Springer Link, Nature Publishing Group. Archive depth is 1997; CF "UMC" provided each centre with Internet access. This guarantees access to new achievements of science and practice, new legislative acts, clinical protocols, through the specified addresses, sites, and links to necessary sources. Students are provided with the names of the websites of the Ministry of Health of the Republic of Kazakhstan, the Republican Centre for Health Development of the Ministry of Health of the Republic of Kazakhstan, where the necessary information is available. The resident supervises 5 patients per day, including completing the necessary documentation under the supervision of a faculty member.

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/>

6.4 Clinical teams

In order to develop the experience of working in a team among residents, the educational organization holds such events as visiting the Journal Club. Experts attended a journal club meeting, where the results of teamwork of residents in all specialties were presented. Inter-professional interaction is also carried out by signing an agreement between the resident doctor and the supervisor, which regulates the legal relationship between the resident physician and the scientific supervisor within the framework of mutual cooperation, and defines the fundamental conditions for joint activities. The collegiality of the work of residents is traced by participation in all areas of their activity, discussion of management tactics, treatment of patients in the department and participation in pathological and clinical conferences, in various educational events (journal club, educational and clinical commission), scientific and practical conferences. Residents can conduct health education activities among patients and educational activities among interns.

In the questionnaire, residents noted that this educational organization allows you to acquire the necessary knowledge and skills in your chosen specialty - 85% completely agree with this, 2.5% partially agree, 6.25% found it difficult to answer. 90% of residents answered the question that there is sufficient time for practical training, but 5% partially agree with this.

6.5 Medical research and advances

The educational organization carries out research work in all areas, according to Budget Program 024 "Targeted Contribution to Nazarbayev University", on the official website (www.umc.org.kz), all information about research bases and priority directions of ongoing scientific research.

Over the past 5 years, success has been achieved by the decision of the Research Council Nazarbayev University was 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 academic staff and NU researchers. Physician's application was "Determining the role of the CTHRC1 protein in the invasiveness of synoviocytes in rheumatoid arthritis." PI - J. Kunz. Researchers – Aitzhanova R.M., Tabanova A.A. received funding through the Nazarbayev University School of Medicine. Residents of 1-3 years are involved in the implementation of scientific work (or fragments) in 12 projects implemented during the year of study. They carry out such types of work as Registration

studies to record births in patients with endometriosis. PI: Professor Dr. Milan Terzic and Bapaeva G.B. (1 May 2022 - 30 April 2027). All information about scientific work is included in the resident's portfolio, the structure of which is based on the Regulations on the Journal Club (approved by the decision of the EMC dated April 28, 2018 No. 2).

The educational program includes topics where residents study research methods in medicine and the total amount of allocated hours is 4 credits.

If residents carry out scientific and practical research, they are provided with access to instrumental and laboratory equipment.

For example, in the specialty "Urology and andrology for adults, children" it is planned to conduct research work in the field of kidney transplantation. This information was obtained through interviews with teachers.

An interview with 3 teachers showed that there are both successes and problems in the management of education, depending on the specific base (admission of residents to equipment, a sufficient number of case patients, time to maintain medical records, independent work).

6.6 Educational expertise

Expertise in education includes the following areas: the educational and methodological council, which includes teachers from among the leading clinical workers of the centres of the CF "UMC", administrative and managerial staff, and the management of the CF "UMC", which are designed in the form of research. The educational organization participates in such educational projects.

Employees of the Education Department conduct annual monitoring of the quality of educational programs. By decision of the Board of the CF "UMC" No. 4 dated April 4, 2022, the Rules for planning, organizing and implementing scientific research were approved and implemented. The rules are aimed at supporting and regulating the scientific activities of employees of the CF "UMC".

Sociological surveys, including questions of the quality of education, could become one of the mechanisms for examining 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. *Mechanisms for motivating and developing the interest of staff and teachers in conducting research in the field of postgraduate education, according to the survey results, 73.75% of respondents were completely satisfied with the organization of teaching, 15% were partially satisfied.*

Clinical learning resources are updated annually.

6.7 Training in other institutions

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. At the same time, the training of residents in the specialty "Urology and andrology for adults, children" is carried out on the basis of the MSI at the REM "City Multidisciplinary Hospital No. 2" of the Akimat of Astana (k/f – 350); MSI at the REM "City Centre for Phthisiopulmonology" of the Akimat of Astana; MSI at the REM "City Multidisciplinary Hospital No. 3" of the Akimat of Astana; MSI at the REM "Oncology Centre" (k/f - 245), where there are adult departments, where they study such disciplines of the educational program as Urology, andrology, outpatient urology, phthisiourology and oncurology. The preparation of scientific publications is carried out under the guidance of a teacher and does not require additional training bases. However, residents can participate in academic mobility within the country, for example, an agreement was concluded for 2019-2023 on cooperation with foreign centres, including scientific ones, namely in 2019 - 6 memorandums, 2020 - 3 memorandums, 2021 - 2 memorandums, 2022 - 4 memorandums, 2023 - 4.

Teachers of educational organizations actively participate in republican and international events. As part of the 024 budget program, 50 employees were sent in 2023, incl. UMC doctors at UPMC on the topic of training "Management of the Academic Medical Centre of the Nazarbayev University Integrated Academic Health System." For example, in the specialty of the educational program "Urology and andrology for adults, children", such scientific and practical events as "Reconstructive and surgical correction of gender differentiation disorders in children" are held from August 14 to 18, 2023

Over the period of 5 years, under the budget program 024 “Targeted contribution to AEO “Nazarbayev University””, 17 employees of the CF “UMC” were trained abroad in 2021, 9 in 2022, for 2020-2023 10 master classes were held in various clinical areas.

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

Recommendations for improvement:

1. The simulation room should be equipped with an endourological stand for practicing practical skills (6.2.2).

Standard 7: PROGRAMME EVALUATION

7.1 Monitoring and evaluation mechanisms

Monitoring the educational program ensures transparency of the process and results. An annual analysis of the educational program will allow the educational organization to make adjustments and improve the content. Subsequently, the residency program was approved at a meeting of the Educational and Methodological Council on April 27, 2023, Minutes No. 5. When evaluating the program, the goals and objectives of training and the final learning outcomes 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. A survey of teachers conducted in 2023, an evaluation of a teacher (lecturer) in a specialized discipline by a resident physician showed that out of 42 teachers, 90.5% (38 people) were rated 9-10 points; “7-8” points - 7.2% (3 people); “5-6” points - 2.3% (1 person).

The rating of teachers excluding third-party organizations (29 people) was distributed as follows: “9-10” points - 86.3% (25 people); “7-8” points - 10.3% (3 people); “5-6” points - 3.4% (1 person).

The evaluation of approaches to the admission of residents is carried out through a 3600 questionnaire.

The selection and compliance of teachers and teaching methods is also carried out through feedback from residents.

Evaluation of methods for evaluating the knowledge and skills of residents is carried out using questionnaires. A survey of resident physicians was conducted to evaluate the residency program. A total of 39 resident doctors participated in the survey, 28% of whom did not answer all questions. 79% of respondents positively evaluate the level of support and assistance from doctors, and 21% consider it insufficient. It is also worth noting that 81.1% of resident doctors are considering the possibility of participating in scientific events and research at the CF “UMC”. To monitor the implementation of the educational program and as emerging problems are identified, the following documents have been approved and updated at the CF “UMC”: Rules for organizing the educational process in the residency of the CF “UMC”, approved by decision of the Board of the CF “UMC” No. 6 dated 03.29.2021. Admission rules to the residency of the corporate foundation "University Medical Centre", approved by decision of the Board of the CF "UMC" No. 5 of 03/01/2018. Requirements for the content, execution and protection of RW for the residency program, approved by the Department of Medical Sciences dated 04/28/2018, protocol No. 2. Regulations on the educational and methodological council, approved by order of the Deputy Chairman of the Board No. 26 dated 11/21/2019.

Analysis of the results regarding the provision of resident doctors with access to educational resources shows that 81.1% of respondents have free access to modern literature and the library; 74% - have access to computer programs; 62.2% regularly have access to simulation equipment, but 24.3% of residents report no access to simulation equipment.

The level of interest of the teacher in teaching residents was assessed: 60.5% of respondents responded positively, 10.5% responded negatively. As a result, only 59.5% of respondents expressed their satisfaction with the residency program. 73.7% of respondents rate the level of support and direction from residency staff positively.

7.2 Feedback from faculty and residents

Educational organizations regularly collect feedback from teachers, residents, and employers. To obtain feedback and improve the educational program based on international practice, a “360 degree survey” was introduced, which includes 11 different questionnaires. The questionnaires were approved by the protocol of the Educational and Methodological Council (hereinafter referred to as the EMC) No. 5 dated October 10, 2016, and revised and approved by the EMC protocol No. 6 dated April 28, 2023.

Participants in this survey are resident doctors of all years of study, clinical mentors, supervising doctors, trainers, and patients of resident doctors. The survey is conducted once a year in the form of a survey on paper and/or online.

Results of a survey of teachers conducted in 2022 and 2023 showed that resident doctors generally have a positive evaluation of the training program, clinical mentors, and teachers. Clinical mentors and teachers positively evaluate medical knowledge, level of training, and professionalism of resident doctors.

The quality of residency educational programs is monitored annually using a 360-degree survey of resident doctors. Questionnaire forms are presented in the Qualtrics platform and are located at <https://umckaz.qualtrics.com/homepage/ui>. The system administrator has access to the system using a login and password.

The results of the survey, including student suggestions, are read out at the UMC meeting.

7.3 Resident and Graduate Outcomes

The results of residents and graduates are indicators of the quality of educational programs. The final results of the evaluation of residents in various specialties show the following: “good” ratings of the total number of graduates in 2020 were 62.52%, in 2021 - 60%, in 2022 - 87.5%, in 2023 - 74.19 %, and “excellent” in 2020 – 70.81%, 2021 – 65%, 2022 – 87.5%, 2023 – 64.41%.

During 2019-2023, CF “UMC” graduated 159 resident doctors. The share of residency graduates who passed the final certification procedure and received “good” and “excellent” grades from the total number of graduates in 2019-2022 was 100%, in 2023 – 80%. An exceptional case was noted in 2019: 1 resident doctor was expelled due to receiving an unsatisfactory evaluation based on the results of the 1st stage of the end-of-course assessment.

Thus, the results of an independent evaluation of residents in 2022 showed that residents are 87.5%. The highest rate is for residents in the specialty “Radiology, Paediatric Surgery”, and the lowest rate is for residents in the specialty “Obstetrics and Gynaecology”.

Faculty rated the level of clinical training among residents in 2021 and 2022: 28.6% of respondents find sufficient time and desire to effectively train residents. *The survey result shows that only 57.2% of residents are independent, 42.8% need supervision when communicating with patients and consulting.*

Experts noted the following successes in the clinical training of residents: strengthen educational and methodological work on the development of control and measurement tools. At the same time, experts also identified shortcomings in the clinical training of residents; it is necessary to strengthen the work of teaching staff in implementing classroom hours.

Monitoring of residency program graduates is carried out through employer surveys. The employment rate over 5 years was 100%.

Since the entire process of training and monitoring of residents is concentrated in the UMC Education Department, the results of evaluating the clinical practice of residents and graduates are immediately sent to the responsible persons. Responsible for residency programs is the Education Department of UMC. To improve the educational process, CF "UMC" provides maximum access to the results of evaluation of residency programs to all interested parties, coverage of the overall final learning outcomes, results of assessment forms, updating their content and discussion among EMC members, with the participation of all interested parties.

7.4 Stakeholder engagement

Educational organizations have approaches to involving teachers and residents in evaluating the educational program and monitoring its implementation. Thus, residents, employers (medical institutions of regional health departments of the Republic) – in order to create of an effective system for promoting employment and adaptation of graduates to the labour market, resident doctors are sent to practical training, at the end of which feedback from doctors on the results of practice is collected, they are included in the advisory body and participate in discussing all issues of the educational process.

CF "UMC" annually holds an open day for applicants wishing to enrol in the residency programs of CF "UMC". Representatives of public associations of doctors (associations of doctors) organize scientific and practical conferences on current issues of medical education and specialty.

The results of the evaluation of the educational program are announced at a meeting of the Educational and Methodological Council of the CF "UMC". Since 2018, the end-of-course assessment of residency graduates has been carried out in accordance with the approved plan of the National Centre for Independent Examination.

7.5 Procedure for approval of educational programs

The educational organization has established a system for documenting the educational process, including approval of the educational program, which includes the following: according to the State Compulsory Educational Standards, TC, educational programs, WC and IEP are approved. The CF "UMC" has developed mechanisms that 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 the educational program.

The educational program is approved by the Educational and Methodological Council dated 04/27/2023 Protocol No. 5 based on criteria such as examination of the patient, supervision of patients, maintaining records and reporting documentation; participation in rounds and clinical conferences, consultations. Participation of stakeholders in approved educational programs is not reflected.

A system for monitoring the quality and compliance of clinical sites, material and technical equipment and educational resources has been developed and 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.

Conclusions of the EEC on the criteria. Compliant out of 10 standards (including 7 basic, 3 improvement standards): fully - 6, partially - 1, do not comply - 0.

Recommendations for improvement:

1. To monitor the educational program with the involvement of stakeholders (resident, employer) (7.1.1).

Standard 8: GOVERNANCE AND ADMINISTRATION

8.1 Governance

Residency training is conducted in accordance with the requirements of the 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, amendments and additions were made on April 28, 2023 No. 7.) .

The evaluation of knowledge and skills is carried out on the basis of the "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 "UMC" on May 13, 2021, Protocol No. 2, as amended by 09.15.2023 protocol No. 15).

The organizational structure includes the educational sector - the Department of Education, operating on the basis of the presented Regulations (Annex No. 7 to the minutes of the Board of the Corporate Foundation "University Medical Centre" on August 01, 2023 No. 11, approved by the decision of the Board). The experts reviewed the documents on completion of resident training, including the results of the Final Certification. The certificate of completion of residency is issued to residents based on the results of the Final Certification and contains information on the volume of completed disciplines, credits and hours, reflecting grades according to the point-rating system.

The quality assurance program for postgraduate education is included in the "Rules for organizations of the educational process in the residency of the corporate foundation "University Medical Centre"" (approved by decision of the Board on March 29, 2021 No. 6). The program is known through the official website of the CF "UMC", the internal corporate mail of the CF "UMC", a WhatsApp group, on the Bitrix 24 intranet, which provides information on educational residency programs for applicants, a

class schedule, an academic calendar, a catalogue of elective disciplines, syllabuses, etc. This ensures accessibility and transparency of the educational process.

8.2 Academic leadership

The responsibilities and duties of the management and employees for postgraduate medical education are determined, which are assigned to the Deputy Chairman of the Board of the CF "UMC" Khamzina Nurgul Kalieвна (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 the discussion of educational and methodological documentation for the residency program at EMC meetings and, after receiving their 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 regarding the achievement of the mission of the residency program, the expected final learning outcomes by providing feedback to residents and teachers (see section 7.2 of the report), conducting.

To the question of the questionnaire "Do the heads of the organization listen to your opinion regarding issues related to the educational process, research work, clinical work," 84.38% of teachers answered that systematically, 9.38% answered "sometimes", 0% "quite rarely", 0% "never", no answer -6.25%

8.3 Training budget and resource allocation

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-н/к dated May 24, 2018. Financing of the residency program depends on the formation of an annual state order for the training of specialists with higher and postgraduate education.

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. Most funds are spent on the purchase of books, simulation equipment was purchased, and resident doctors were sent to conferences, internships. A financial report is provided annually, which demonstrates 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

There are an appropriate administrative (9 people) and academic (206 people) staff, including management. To effectively manage the educational process, employees of the Education Department have undergone CDP program.

The experts found that the quality management system (QMS) has not been implemented. Evaluation of the administration and management of the educational process in general and the educational residency program in the specialty "Urology and andrology for adults, children" is carried out through a questionnaire.

8.5 Requirements and regulations

The educational organization complies with the recommendations of national authorized bodies, including the Ministry of Science and Higher Education of the Republic of Kazakhstan and the Ministry of Health of the Republic of Kazakhstan. Thus, in accordance with the classifier of residency specialties (On approval of the Classifier of areas of training for personnel with higher and postgraduate education, Order of the Minister of Education and Science of the Republic of Kazakhstan dated October 13, 2018 No. 569), in the organization of education at the beginning of the 2023-2024 academic years training is

provided in 20 specialties every year. All educational programs are provided with relevant educational and methodological documents and trainers.

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

There are no recommendations for improvement.

Standard 9: CONTINUOUS RENEWAL

The procedure for updating the organizational structure is carried out annually and in 2023 the following changes were made, educational programs for the residency of 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/>).

To implement the resident training process, updates are constantly made by issuing newspapers and magazines, and NSCMC receives 20 magazines, 2 newspapers "Egemen Kazakhstan", "Kazakhstanskaya Pravda". Constant work is underway to improve IT technologies and infrastructure of the CF "UMC". Uninterrupted operation of the Internet is ensured. The percentage of access to the Internet is 100%. A local computer system Bitrix 24, a personal information manager Microsoft Outlook has been created; there is a video broadcast system in conference rooms, and a subscription to the professional ZOOM platform. There is free access to the Internet for visitors to the CF "UMC" centres. Visitors to the centres can access the Internet through personal mobile phones (Wi-Fi).

The fleet of computer equipment has been updated, a computer class has been created on the basis of the NSCMC with 11 computers, and the website of the CF "UMC" has been improved.

The educational organization allocates resources annually for continuous improvement in size. A unique opportunity to develop the potential of the academic staff of the CF "UMC" is provided by budget program 024 "Targeted contribution to Nazarbayev University" by the subprogram "Technology Transfer". Every year, through funding within the framework of this program, more than 50 employees improve their skills in the best foreign centres, and mentoring programs and master classes are organized with the involvement of international experts. At the same time, academic staff has the opportunity to improve their qualifications both in their clinical specialty and in developing competence in the field of research activities and methodology of medical education. Thus, in 2022, a mentoring program was carried out on the "Mentoring Program in the field of research in nursing", Autonomous educational organization "Nazarbayev University", Astana, Kazakhstan from June 16 to December 6, 2022, (21 specialists from the CF "UMC").

In 2022, 40 SMPs were trained in new educational technologies by employees of the Department of Education. In order to implement the educational programs "Doctor of Medicine", residency programs of the NU School of Medicine, on September 22-23, 2022, on the basis of the clinics of the CF "UMC", UPMC experts conducted a master class for clinical teachers.

To purposefully improve the educational process, sociological research is conducted and literature on postgraduate medical education is studied. For 2021-2023, under budget program 024 "Targeted contribution to Nazarbayev University", 30 people from the clinical staff of CF "UMC" were sent for training. In 2020-2023 10 master classes were conducted in clinical areas: maxillofacial surgery, urology and andrology, otolaryngology, ophthalmology, 8 educational events were organized in the form of on-site seminars. Mentors have been recruited in such areas as maxillofacial surgery, urology and andrology, and otolaryngology.

The total number of students in the 2022-2023 academic years was 132 residents. In 2023, 39 people graduated, the number of students admitted to residency for the 2023-2024 academic years was 87 people.

The lecturers are highly qualified specialists, doctors and candidates of medical sciences, doctors of the highest category with experience in clinical work and teaching, trained in the best centres and clinics in the world. The total number of teachers involved in the educational process of residency and additional professional training is 206 people, of which 27 are Doctor of Medical Sciences, Candidate of Medical Sciences. – 60.

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

No recommendations for improvement






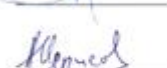
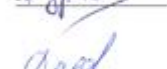
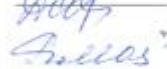
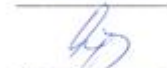
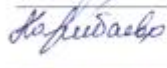




CONCLUSION: When conducting an external evaluation of the educational program, it was found that out of 114 standards (including 82 basic standards and 32 improvement standards), 108 accreditation standards demonstrate full compliance, including 77 basic standards and 31 improvement standards. There are partially met 5 basic standards and 1 improvement standard. No non-compliance with standards has been identified.

5. Recommendations for improving the educational program “Urology and andrology for adults, children”:

- 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) To monitor the trajectory of students’ educational achievements, introduce an electronic gradebook “Platonus” (Standard 3.1.4).
- 3) Test tasks for the specialty “Urology and andrology for adults, children” should be reviewed in accordance with the qualification requirements for residents (Standard 3.1.4).
- 4) To evaluate the knowledge of residents, passing tests on a computer to determine the validity and reliability of test tasks.
- 5) To involve active residents in the work of collegial bodies, including participation in the development of residency admission policies (Standard 4.1.6).
- 6) To consider the possibility of creating an informal association of students to solve problem situations (Standard 4.3.4).
- 7) To optimize the ratio of teaching and clinical workload (teacher/mentor) (5.2.1).
- 8) The simulation room should be equipped with an endourological stand for practicing practical skills (6.2.2).
- 9) To monitor the educational program with the involvement of stakeholders (resident, employer) (7.1.1).

6. Recommendation to the ECAQA Accreditation Council

The members of the EEC established the compliance of the residency educational program in the specialty “Urology and Andrology 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	Ramazanov 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	6/3	4/3	2/0	-
4.	TRAINEES	20	14/6	14/5	0/1	-
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	82/32	77/31	5/1	
				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.	INSTRUCTIONS FOR THE DEVELOPMENT OF EDUCATIONAL AND METHODOLOGICAL DOCUMENTATION AND A SYSTEM FOR EVALUATING THE ACADEMIC 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 by 09/15/2023 protocol No. 15)	1
2.	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 foundation "University Medical Centre" dated March 29, 2021 No. 6	1
3.	Syllabuses, Working Curricula, Schedule, Job Descriptions of Resident Physicians, Privilege Lists for all residency programs. Catalogue of elective disciplines for the 2023-2024 academic years. Academic calendar for 2023-2024. Approved by the Educational and Methodological Council on September 15, 2023. Protocol No. 15	1
4.	Educational program for all residency specialties. Approved by the Educational and Methodological Council on April 27, 2023 Protocol No. 5	1
5.	PROCEDURE FOR SELECTING AND SENDING RESIDENT DOCTORS OF THE CORPORATE FOUNDATION "UNIVERSITY MEDICAL CENTER" FOR INTERNSHIP. Approved by the Educational and Methodological Council on September 15, 2023. Protocol No. 15	1
6.	Regulations on the Educational and Methodological Council of the Corporate Foundation "University Medical Centre"	1
7.	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 Amendments and additions: June 26, 2019 No. 14, March 5, 2021 No. 5, April 20, 2022 No. 5, April 28, 2023 No. 7	1
8.	Order on approval of academic staff and clinical mentors in the residency specialty of the corporate foundation "University Medical Centre" Order No. 29 z/k dated 09/22/2023	1
9.	REGULATIONS on the Department of Education Annex No. 7 to the minutes of the Board of the Corporate Foundation "University Medical Centre" on August 01, 2023 No. 11 Approved by the decision of the Board of the Corporate Foundation "University Medical Centre" on August 01, 2023 No. 11	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 the NSOC No. DO-2060 dated 11/08/2023	1
11.	Agreement on the provision of paid services for conducting educational events under the "Residency" program of the corporate foundation "University Medical Centre" NSMC Agreement No. DO-2100 dated 10/20/2023	1
12.	Agreement on the provision of paid services for conducting educational events under the "Residency" program of the corporate foundation "University Medical Centre" Agreement NSCSC No. DO-730 dated 08/30/2023	1
13.	Agreement on the provision of paid services for conducting educational events under the "Residency" program of the corporate foundation "University Medical Centre" Agreement with the "MSI at the REM "City Phthisiopulmonology Centre"" No. 994 dated 04/26/2023	1

14.	Agreement on the provision of paid services for conducting educational events under the “Residency” program of the corporate foundation “University Medical Centre” Agreement with the State Children's Hospital No. 3 from DES-180 dated 01/24/2023	1
15.	Agreement on the provision of paid services for conducting educational events under the “Residency” program of the corporate foundation “University Medical Centre” Agreement with City Hospital No. 2 DES-DES-129 dated 01/19/2023	1
16.	REGULATIONS on the Department of Education Annex No. 7 to the minutes of the Board of the Corporate Foundation “University Medical Centre” on August 01, 2023 No. 11 Approved by the decision of the Board of the Corporate Foundation “University Medical Centre” on August 01, 2023 No. 11	1

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