

**To Accreditation Council
of the Eurasian Center for Accreditation
and Quality Assurance in Higher Education and Health Care
25.05.2022**

**FINAL REPORT
OF THE EXTERNAL EXPERT COMMISSION ON THE RESULTS OF THE
EVALUATION OF THE EDUCATIONAL PROGRAMME IN THE SPECIALTY
OF RESIDENCY 7R01138 - "FAMILY MEDICINE" OF THE NON-PROFIT
JOINT-STOCK COMPANY "SEMEY MEDICAL UNIVERSITY"
FOR COMPLIANCE WITH THE ACCREDITATION STANDARDS OF
ECAQA**

period of external expert evaluation: 23-25.05.2022

Semey, 2022

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1. Composition of the external expert commission

In accordance with the ECAQA Order No. 17 dated 05.05.2022, an External Expert Commission (hereinafter referred to as the EEC) was formed for the period of _23.05.- 25.05.2022 external evaluation of the educational programme 7R01138 "Family Medicine" in the following composition:

order №	Status as part of EEC	Full name	Regalia, position, place of work/place of study, course, specialty
1	chairperson	Zhanalieva Bakhyt Serkebayevna	Doctor of Medical Sciences, Professor, Department of Surgical and Pediatric Dentistry, NJSC WKMU named after M.Ospanov
2	Foreign Expert	Ripp Evgeny Hermonovich	Candidate of Medical Sciences, Head of the Accreditation and Simulation Center of the Federal State Budgetary Institution named after V.A. Almazov of the Ministry of Health of the Russian Federation.
3	Kazakh Academic Expert	Chingaeva Gulnar Nurtasovna,	doctor of Medical Sciences, Professor of the Department of Clinical Disciplines of the Higher School of Medicine of NJSC "Kazakh National University named after Al-Farabi.
	Kazakh Academic Expert	Ligai Zoya Nikolaevna	Doctor of Medical Sciences, Professor, Head of Department GMP of NEI Kazakh-Russian Medical University
4	Employers' representative	Tuleutaea Gulnara Yesenzhanovna	Doctor, organizer, social hygienist of the highest category, deputy chief physician of the PSE on the REM Polyclinic No.1, Semey EKR HCD
5	Resident Representative	Amina Timurovna Izmaeva	Resident of the 2nd year of study in the specialty "Ophthalmology" of "Medical University of Astana" NJSC

The observer for ECAQA is Umarova Makpal Aldibekovna, Head of Accreditation and Monitoring Department.

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

The EEC report contains an assessment of the educational programme "7R01138 **Family Medicine**" for compliance with the Standards of accreditation of postgraduate programmes (specialty residency) of medical organizations of education and conclusions (hereinafter referred to as the Accreditation Standards), recommendations of the ECAQA on further improvement of approaches and conditions for the implementation of the above educational programme and recommendations for the ECAQA Accreditation Council.

2. General part of the final report

2.1 Presentation of NJSC "Semey Medical University" and the educational programme "Family Medicine"

Organization name, legal form of ownership, BIN	Non-profit joint-stock company "Semey Medical University" "Семей медицина университеті" коммерциялық емес акционерлік қоғамы:
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	Non-profit joint-stock company "Semey Medical University"
Management body	Ministry of Health of the Republic of Kazakhstan
Full name of the chief executive officer	Full name of the head: Dyusupov Altai Akhmetkalievich Position: Chairperson of the Management Board - Rector Academic degree: Doctor of Medical Sciences Academic title: Professor Phone: +7(7222)522251 Fax: +7(7222)56-97-55 E-mail: smu@nao-SMU.kz
Created in	The educational programme 7R01138 "Family Medicine" was developed in 2019. Specialized accreditation for the assessment of the EP residency in NJSC "SMU" was held in 2019.
Location and contact details	Country: Republic of Kazakhstan Region/region: East Kazakhstan region Postal code: 071400 City: Semey Street: Abaya Kunanbayev, 103 Tel.: +7(7222)52-22-51 Fax: +7(7222)56-97-55 E-mail: smu@nao-SMU.kz University website: http://www.semeymedicaluniversity.kz
State license for educational activities in the residency (date, number)	
Information on branches, subsidiaries (if any)	NJSC "SMU" of Semey, in the branches of the university of Pavlodar and Ust-Kamenogorsk.
Year of implementation of the accredited educational programme (EP)	2022
Duration of training	2 years
Total number of graduates since the beginning of EP implementation	53
Number of residents on EP since the beginning of the current year	15
Full-time trainers/ Combiners involved in the implementation of EP, incl. % of degree	Head of the Department M.S. Kazymova, MD PhD, associate professor Shalgumbayeva G.M., associate professor of Candidate of Medical Sciences Kurumbayev R.R., acting associate professor Dr. Apsalikov B.A.; assistants: Candidate of Medical Sciences Temirtasova Zh.O., Candidate of Medical Sciences Professor RAE Adilgozhina S.M., Nurzhanova A.E. Degree of the Department 66%

Having analyzed the work and educational process in the discipline "Family Medicine", it was established that the residences of the 1st and 2nd years of study are fully involved in the therapeutic and diagnostic process: patients are dynamically admitted to polyclinics in PMHC, call and patronage at home are serviced, diagnostic and therapeutic manipulations are carried out. They have full access to patients of clinical bases in Semey (PSE on the REM "Polyclinic No.1", PSE on the REM "Polyclinic No.4", MI of PMT No.6 of HCD of East Kazakhstan region, PSE on the REM "Polyclinic

No.7", MI "Polyclinic No.8", PSE on the REM "Polyclinic No.3", PSE on the REM "Polyclinic No.2", FMOC No.19, LLP "Jean-er", as well as Pavlodar and Ust-Kamenogorsk. Residents of the second year of study are actively preparing for the upcoming annual certification in the NCIE system and are already in demand among employers in our region.

To implement the educational programme "Family Medicine", there is an opportunity for students of the residency to access international databases: Cochrane, Pubmed, RINC, UptoDate, Medline.

Each resident in the specialty "Family Medicine" is assigned to clinical mentors: experienced doctors of the highest category of PMHC and TS. Under the guidance of the assistant Candidate of Medical Sciences Adilgozhina S.M., the students of the residency Salimbekova M.O. and Temirkanova U.A. conducted a study of the frequency of congenital malformations of newborns in Semey for 2014-2018 and spoke at the International Scientific Conference "Residence on Medicine: Achievements, Challenges and Prospects" on May 18-20, 2021 in Aktobe.

2.2. Information on previous accreditation

The accreditation of the educational programme 7R01138 "Family Medicine" was carried out by the Independent Agency for Quality Assurance in Education (IQAA) in 2019.

2.3 Conclusion on the results of the review of the report on the self-assessment of the educational programme 7R01138 "Family Medicine" for compliance with the Standards of accreditation of postgraduate programmes (specialty of residency) of medical organizations of education and conclusions

The report on the self-assessment of the educational programme in the specialty 7R01138 - Family Medicine of the Semey Medical University, JSC for compliance with the accreditation standards is presented on __118__ pages and contains __7__ annexes according to the relevant standards. A list of members of the working group on self-assessment and preparation for accreditation is attached to the institutional self-assessment report. The self-assessment of the educational programme "Family Medicine" of the Non-Profit Joint Stock Company "Medical University Semey" was carried out on the basis of Order No. 41 dated February 9, 2022 "On approval of the composition of the Working Group for self-assessment and preparation for accreditation of educational programmes of the residence for compliance with the standards of specialized accreditation of educational programmes of the Eurasian Center for Accreditation and Quality Assurance in Higher Education and Health Care (ECAQA)", indicating the responsibility of each member of the internal commission; information about the person responsible for conducting self-assessment for compliance with the Standards for accreditation of educational programmes of ECAQA.

The content of the Self-Assessment Report is structured in accordance with the ECAQA Accreditation Standards and includes 9 standards. Each standard describes and includes strengths and areas for improvement for each standard. (https://online.zakon.kz/document/?doc_id=30118747#sub_id=0)

The report on the self-assessment of the educational programme 7R01138- "Family Medicine" is presented on 119 pages of the main text. located at the link (<https://semeymedicaluniversity.kz/obratnaya-svyaz/obratnaya-svyaz>, (<https://adilet.zan.kz/rus/docs/P1900000988>)

The report is characterized by the completeness of responses to all 9 main accreditation standards and criteria, structured taking into account the recommendations of the Guidelines for the self-assessment of the educational programme provided to the organization of education by the accreditation center - ECAQA, as well as the internal unity of information. The report is accompanied by a cover letter signed by the head of the company: Zhunusova Aigul Bitimbayevna, Director of the Department of Academic Work, Candidate of Medical Sciences, which confirms the reliability of quantitative information and information included in the self-assessment report.

The self-assessment of the educational programme "Family Medicine" was carried out on the basis of the order of the head No. 41 of February 2022 "On the creation of a working group for conducting a specialized self-assessment and writing a report" of the Non-Profit Joint Stock Company "Medical University Semey".

The report was reviewed by Z.N. Ligay, an accreditation expert, and the review noted strengths and areas for improvement, as well as recommendations for additions and changes. Thus, in the process of feedback from the representative of the educational organization, experts received answers to the questions that arose and the self-assessment report was amended accordingly and additions were made to the recommendations of the reviewers.

In all standards, the real practice of the Non-Profit Joint Stock Company "Medical University Semey" is given, for the training of residents in the specialty "Family Medicine", taking into account the beginning of admission of students in 2022, reasoned data, examples of the implementation of the tasks of the educational programme, national and international events, methodological support, confirming compliance with the requirements of accreditation standards. The description in the self-assessment report is sufficiently complete and updated in terms of the number of residents, teachers, administration, information on selection and admission, learning outcomes, results of knowledge and skills assessment, material and technical base of the university and clinical bases, contractual obligations with partners (universities, associations, bases), financial information, plans for development and improvement, etc.

The report is submitted to ECAQA in a completed form, with correction of the data on the above recommendations, written in a competent language, the wording for each standard is clear and understandable and described in accordance with the criterion of standards, tables and contain references in the text and have end-to-end numbering.

The quality of the self-assessment report served as the basis for moving to the next stage of the accreditation procedure, the external assessment. The experts plan to validate the report data, compare the information from the report with the information that will be obtained during the visit to the educational institution, i.e. verification of quantitative and qualitative indicators.

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3. External expert evaluation assessment

External expert work within the framework of the evaluation of the educational programme "Family Medicine" was organized in accordance with the Guidelines for the external evaluation of educational organizations and educational programmes of ECAQA (approved by the order of the Director General of the "Eurasian Center for Accreditation and Quality Assurance in Higher Education and Health Care" No.5 dated February 17, 2017) and in accordance with the programme approved in accordance with the order of ECAQA No. 17 dated May 5, 2022, the External Expert Group was formed by the Director General of ECAQA Sarsenbayeva S.S. and agreed with the Rector Professor Dyusupov A.A.

The external evaluation is aimed at validating the data of the self-assessment report and verifying the indicators indicating the degree of compliance with the criteria of accreditation standards.

The sequence of the visit within 3 days is presented in detail in the Visit Programme (hereinafter referred to as the Programme), which is contained in the documentation of the accreditation center and in Attachment 3 to this report. The programme is evidence of the implementation of all planned activities within the framework of an external expert evaluation.

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

- interview with management and administrative staff – 18 SMU staff
- interviews with residents - 8 people,
- website study <https://adilet.zan.kz/eng/docs/V2000021802>
(<https://semymedicaluniversity.kz/wp-content/uploads/2019/06/Ob-utverzhdennii-Polozheniya-o-rezidenture.pdf>)
- interviewing 18 employees, 20 teachers;
- questionnaires of teachers and residents - 18-20, respectively;
- observation of residents' training: attendance at practical classes. Topic: "Emergency care in the presentation of the placenta and premature detachment of the normally located placenta". Teacher: Zhanart Tyulutayevna Baibusinova. The open class was attended by 6 residents.
- To fulfil the resources in the context of meeting the accreditation standards, a visit was made where educational programmes are conducted with the participation of full-time teachers/ part-time employees;
- study of educational and methodological documents in the amount of 10 units both before the visit to the organization and during the visit to the units. Classes and document check ", the number of hours – 360/12 credits in the discipline "Emergency Medicine".

The staff of the accredited organization ensures the presence of all persons indicated in the visiting programme and according to the lists of interviews and interviews (Table 1).

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

№	Full name	Job Title
1	Altai Akhmetkalievich Dyusupov	Chairperson of the Management Board - Rector
2	Tanatarova Gulnaz Nursoltanovna	Acting Deputy Chairperson of the Management Board for Academic and Educational Work
3	Omarov Nazarbek Bakhytbekovich	Deputy Chairperson of the Board for Science and Strategic Development
4	Turarova Elmira Merkhatovna	Head of Graduate and MF Employment (Residency)
5	Manatova Almira Manatkyzy	Dean of the School of Postgraduate Education (residency)
6	Kusainova Gulnara Zhomartovna	Head of Training Department
7	Bekbolatova Mariya Adletkyzy	Deputy Dean of SPE
8	Dzhobalayeva Bagym Sasanovna	residency methodologist
9	Krykpayeva Saltanat Sayatovna	Head of Research Institute
10	Dzhametdinova Ulzhan Slamovna	Head of the Department of Epidemiology and Biostatistics
11	Baybusinova Assel	Head of the Department of Epidemiology and Biostatistics

	Zhanartasovna	
12	Yerkezhan Sayatovna Tursinkanbetova	Deputy Chairperson of the Management Board for Organizational and Economic Work
13	Kadirova Elmira Asylbekovna	Head of Human Resources Department
14	Balashkevich Natalia Aleksandrovna	Acting Head of the Department of Medical Education
15	Gulnara Tursyngazyevna Nurgaliyeva	Head of Clinic Department
16	Malchenko Victoria Valerievna	Specialist of the Clinic Department
17	Masabaeva Meruert Ravilievna	Chief Researcher, JESL
	CEP Members	
1	Zhanaspaev M.A.	chairperson of the CEP residency
2	A.K. Akhmetova	head of the Department of Dermatovenerology and Cosmetology
3	Semenova Yu.M.	head of the Department of Neurology, Ophthalmology and Otorhinolaryngology
4	G.A. Berekenova	head of the Department of Maxillofacial and Plastic Surgery
5	F.F. Yagofarov	associate Professor of the Department of Infectious Diseases and Immunology of NJSC "SMU"

Thus, when implementing the activities of the programme, namely, based on the results of the interview with the first head of the organization, members of the advisory body of NJSC "SMU", in interviews with residents and teachers, compliance with the criteria of **Standard 1** was established. All participants in the educational process know the mission of the organization, took part in the formation of proposals for the formulation of the mission, while the mission was brought to the attention of potential residents through the website, social networks, information letters to medical organizations. The strategic plan of the organization for the period of 5 years was reviewed - "Development programme of the Semey Medical University for 2020-2024".

The organization's documents contain work programmes, EMCD, which define the goal, take into account the integration of practical and theoretical components, independent work. Compliance with the SCES and standard requirements has been established. Attending practical training is carried out according to the plan, before the beginning of the lesson, residents answer the tests, receive feedback from the teacher, have the opportunity to improve the skills of a family medicine doctor.

The organization ensures compliance with ethical aspects in the implementation of the educational programme, since experts have studied the code of ethics. According to the Code of Business Ethics, all persons in the labor collective and partners of NJSC "SMU" have the right to fair and just treatment, regardless of race, language, political and religious beliefs, gender, national and cultural affiliation. Regulatory acts are posted on the intranet "Public" and on the website of the University (<https://semeymedicaluniversity.kz/obuchenie/normativno-pravovye-akty/>) and during the interview the residents replied that they were informed about the content of this document. The process of informing residents about their rights and obligations is prescribed in the regulations, which are posted on the website of the NJSC "SMU" (<https://semeymedicaluniversity.kz/obuchenie/normativno-pravovye-akty/>).

A practical lesson on the topic: "Emergency care in the presentation of the placenta and premature detachment of the normally located placenta" (teacher Baybusinova Zhanart Tyulutayevna) was attended by 6 residents with a volume of 360__hours and conversations with residents, experts saw that the organization contributes to the development of practical competencies of residents, including simulation equipment. At the same time, residents deepen their theoretical knowledge, develop communication skills.

The analysis of educational activities showed that the scientific basis and all the achievements of science in advisory disciplines are taken into account, additions are made to the bibliography of the EMCD and syllabuses, and teachers apply them in classes.

A study of the control and measuring tools of 100__tests, _50__tasks, showed that the organization has introduced an appropriate evaluation policy that allows a comprehensive assessment of the educational achievements of residents. During the interview, the residents spoke about the forms of assessment. Information about EP 7R01138 "Family Medicine", which includes a description of the policy in the field of ensuring the quality of training of future specialists (a list of competencies and practical skills, assessment methods, exam deadlines, checklists), was approved at the meeting of the CEP and the Academic Committee, is available on the university website (<https://semeymedicaluniversity.kz/>) for students, employers, parents that they are satisfied with everything. They also receive regular feedback from teachers. The assessment results appeal system is reflected in the Assessment Results Appeal document based on the principles of fairness and compliance with legal requirements: regulated by__the Academic Policy (https://drive.google.com/file/d/1Y_4eHz1eZnoM4hTbHg7jYuQVj-J2Qpp2/view?usp=sharing) and the Residency Statement (<https://drive.google.com/file/d/1FKZZ-0YKyJ7qIquPxd6cPDhfVGz8sSay/view?usp=sharing>). Residents have the right to file an appeal on the day of passing the exam in the name of the chief specialist of the registrar's office (<https://drive.google.com/file/d/1B62S30Jh0cFXp3WcV6UJ4lv4NeQ0Bre8/view?usp=sharing>). The decision of the appeal commission is made collegially on the basis of the analysis of the video recording of the examination process. External experts are involved in the examination on a voluntary basis, and during the period of work of the organization of education there were no precedents for appeal.

Thus, compliance with standard 3 has been established.

During the visit to the organization and when interviewing employees_headofthe department. Family medicine Musabekov Zh.A., assistants – Yesenbayeva A.A., Nurzhanova A.E., the commission made sure that there is a documentation system that is transparent and accessible to all teachers and employees, and includes such documents as annual operating plans, annual reports, regulations of divisions, contracts with teachers and residents, educational and methodological documentation (work programme, work curricula, syllabuses, journals), evaluation tools (checklists, sheets), certificates. A review of the website showed that its pages contained resident-specific documents and information that was regularly updated. This information was obtained during an interview with family medicine officers: head of the department. Kazymov M.S., responsible for residency, Candidate of Medical Sciences Adilgozhina S.M.

During the conversation with teachers of Candidate of Medical Sciences Temirtasova Zh.O., assistant of the department Nurzhanova A.E., the following questions were voiced by experts: "What innovative methods have been introduced to improve the educational process"? "The role of clinical mentors in the organization of the educational process". Whether there is feedback for final results." The conversation allowed the experts to learn about approaches to attracting the staff of clinical bases for teaching about the strategy and tactics of recruitment of residents, the information security of the educational programme, as well as to identify problems in the management and development of human resources, since part-time teachers fully know the teaching methodology.

Interviews with teachers showed that there are both successes and problems in educational management, depending on the specific base (admission of residents to the equipment, sufficient

number of thematic patients, time for maintaining medical records, independent work). Experts received answers about the programme of professional development of teachers, financing of this training, availability at teachers of certification on methods of teaching.

On the same day, experts studied materials on the admission of residents and the selection of teachers and established compliance with standard 4.

In order to verify the data of Standard 5, external experts received an opinion on personnel policy and approaches to the development of teachers' pedagogical competence, motivation to work with residents, and mentoring. Experts have found that teachers initiate research topics for residents, stimulate the need for additional training and independent work with literature, medical documentation. At NJSC "SMU", the employment of teaching staff is carried out in accordance with the Regulations on the University's personnel policy of 2019.

The purpose of the personnel policy is to develop the creative and professional potential of the workforce, create conditions for personal self-realization, as well as compliance with the standards of social protection of employees.

Information about the competition to fill vacant positions of teaching staff and administrative and managerial personnel is displayed on the university's website, on official pages in messengers (facebook.com, Instagram) and in republican publications.

During visits to clinical bases, where experts conducted a survey of resources, their compliance with training programmes, accessibility for teachers and students, as far as this equipment is modern and meets the needs of students and practical health care. Experts obtained evidence of compliance with **Standard 6**, as well as validation of the information in the self-assessment report.

In order to validate the implementation of the self-assessment report and to obtain evidence on the quality of the programmes, interviews were conducted with residents in the specialty. The experts asked questions about satisfaction with the training, enough time for patient supervision, work in DAMUMED with medical documentation, satisfaction with teaching methods and qualifications of teachers, social and moral support for residents in need, participation in "Journal Clubs", accessibility of international databases of professional literature, scientific works. In general, students are satisfied with the training, assessment methods, and purposefully entered this organization, since they believe that the organization of education has good resources, image and international relations, at the same time, students would like more independence in patient management, the holding of international events.

Residents showed their commitment to the organization of education, were active in answering the questions of external experts, demonstrated their judgment on the organization of training, assessment of their skills, advisory support, opportunities to participate in research, funding, demonstrated proficiency in English when answering the questions of foreign expert Kipp E.G. Experts studied the documents of residents (portfolio, results of assessment of residents checklists, results of questionnaire of residents).

Interviews with employers were conducted online and included such questions as: knowledge of the university's mission, participation in the development of the mission and proposals to the strategic plan, participation in the work of advisory bodies, satisfaction with the basic knowledge and skills of residents, participation in the training of residents through mentoring, providing the department and residents with the necessary resources for practical training and formation clinical thinking, about the problems of interaction with departments and universities in general, more than 90% of employed residency graduates, etc.

The review of resources showed that they correspond to the goals and objectives of educational activities, for example, the clinical units of the organisation with a total bed capacity of 340 were visited, and the employees of the organization of education provide a collegial and ethical relationship with medical personnel, the management of the clinical base to achieve the final results of residents. A sufficient number of thematic patients, modern equipment and demonstrates accessibility to students are provided, and employees who simultaneously perform the roles of teachers and mentors (mentors)

provide high-quality training in compliance with ethics and deontology. Before starting the relevant discipline of the educational programme, the resident receives a syllabus from the teacher and knows what skills he must acquire and develop during the training.

On the last day of the visit to the organization, a meeting of EEC members was held on the results of the external evaluation. The final discussion of the results of the external evaluation of the educational programme, the study of documents, the results of the interview, questionnaires was held. EEC members started designing the final EEC report. The results of the external evaluation are summarized. The experts individually completed the "Quality Profile and Criteria for External Evaluation of the Educational Programme "General Surgery" for Compliance with the ECAQA Accreditation Standards". No comments were made by the members of the ECAQA Discussed the recommendations for improving the educational programme and Chairperson Zhanalina B.S. held a final open vote on the recommendations for the ECAQA Accreditation Council.

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

At the end of the programme of the visit, the chairperson of the EEC for the management and employees of the organization of education announced recommendations on the results of an external assessment within the framework of specialized accreditation.

Results of the survey

An observer from the ECAQA conducted an online survey on the resource in the period 23-25.05.2022 <https://webanketa.com/>.

The resident survey includes 22 questions.

In total 124 people (in total 124 residents for the current year) answered.

This university will be recommended as an organization of education – 87.9% fully agree, partially - 8.87%. 83.06% of respondents fully agree and 15.32% partially agree that programme managers and teaching staff are aware of their learning problems. Fully (75%) and partially (18.55%) satisfied with the conditions and equipment of the teaching rooms, classrooms of the university. According to 83.6% (fully) and 12.1% (partially) of office equipment is available for use on the basis of practice. Teachers provide residents with methodological and didactic materials, additional literature to prepare for classes - fully agree 83.6%, partially – 14.52%. Fully (86.29%) and partially (8.87%) satisfied with the library collection and resources. 91.94% of respondents have access to e-learning resources and 6.45% believe that this is a partial access.

According to 81.45%, the organization of clinical training fully satisfies them, and 16.13% partially. Satisfied completely (88.71%) and partially (10.48%) with the methods of teaching. There is sufficient time for practical training (patient supervision, etc.) – 94.35% fully agree, 5.65% partially. Satisfied with the methods of assessing my knowledge and skills – 92.74% completely agree, partially 7.26%. According to 84.71% of teachers in the classroom use active and interactive teaching methods regularly, and according to 0.81% - rarely.

According to 91.94% of respondents, teachers constantly provide feedback after completing classes, but according to 4.03% - sometimes and 1.61% - rarely. Fully satisfied that they study at the university 91.13%, partially 8.06%, disappointed-0.81% of respondents. The university allows you to improve or acquire the necessary knowledge and skills in the chosen specialty confidently 94.35%, not sure 0.81%, can not give an answer 3.23%, would like to believe in this 0.81%, began to doubt this – 0.81%. Completely (94.5 per cent) and partially (93.55 per cent) satisfied with the organization of teaching at the NJSC "SMU".

According to 85.48% of respondents, accreditation is a necessary mechanism for improving educational programmes, but 8.06% believe that it is not necessary to conduct and 5.65% doubt the answer. The work of the EEC was assessed as positive – 92.74%, satisfactory -4.84%.

The teacher survey included 21 questionnaire questions. A total of 26 people responded. The total number of respondents was 26, including 15.38% with up to 5 years of experience, 7.69% with up to 10 years of experience, and 76.92% with over 10 years of experience. Satisfied with the organization of the educational process completely 88.46%, partially –11.54%. The university observes ethics and subordination completely agree 88.46%, partially – 11.54%. The organization of work and workplace is fully satisfied with 73.08% of respondents, partially 23.08%. In the organization there is an opportunity for career growth and competence development to teachers-88,46% completely agree, partially –11,54%.

In this educational institution, teachers have the opportunity to engage in scientific work and publish the results of research – fully agree 80.77%, partly 19.23%. 88,46% of respondents are completely satisfied with work of personnel service, partially –7,69%. The majority of those surveyed have undergone refresher training over the past 5 years. Only 92.31% fully agree that they can be implemented as professionals, and 7.69% - partially. Unfortunately, 7.69% did not answer the question whether the university supports the teacher in participating in international and republican events, and 30.77% did not address this to the management or relevant administrative employees of the university. The majority of respondents (96.15%) completely agree, and 3.85% partially agree that students have free access to patients on the clinical bases of the university and to the resources of the practice bases. 26.92% are unaware of the implementation of social programmes to support teacher and 3.85% of respondents are doubtful about their availability. The management and administration systematically listen to the opinion of teachers-76.92%, sometimes -0% of respondents. Various methods of teaching are used in the teaching of students, but more often work - analysis of situational problems (88.46%), work in small groups (61.54%), oral surveys and analysis of the topic (50%), also problem-oriented teaching (34.62%), solution of tests (73.08%), cases are solved (88.46%), less often written performance of tasks (7.69%). Completely according to 73.08% that this questionnaire will be useful for the development of recommendations for improving the university and educational programmes of the residency, 19.23% partially agree with this.

The results of the survey in general demonstrate satisfaction with the educational process, the resources of the clinical base, the competencies of teachers, and also indicate the existence of centralized management of educational programmes.

5. Analysis for compliance with accreditation standards based on the results of an external evaluation of the educational programme 7R01138 "Family Medicine"

Standard 1: MISSION AND END OUTCOMES

Evidence of compliance:

1.1 Mission statement and deliverables

The basis of the educational programme of the residency (REP) 7R01138 - "Family Medicine" is the state mandatory standard. The programme was developed by the teachers of the Department of Family Medicine and reflects the procedure for training medical personnel in the residency. The formation of the necessary competencies of a family doctor meets the requirements of the Ministry of Health of the Republic of Kazakhstan and meets the needs of students.

Educational programme 7R01138 - "Family Medicine" in the field of quality assurance complies with the general policy of the university, is brought to the attention of the competent authorities in the field of medical education and health, the academic community, students and other stakeholders by posting information on the website of the NJSC "SMU"; regular meetings of the head of the department and the responsible for residency with employers, representatives of the management of PMHC organizations of East Kazakhstan region; mentors' conversations with students of the residency.

In the development of the EP for quality assurance, not only teachers, but also representatives of practical healthcare took part: chief physician of the PSE on REM "Polyclinic No.1" Turdunov M.S., director of the MC LLP "Zhaner Clinic" Buleukhanova R.T., chief physician of the PSE on REM "Polyclinic No.4" Bekbayev M.K., general practitioners Akhtayev T.K., Kalykulova A.T., Abisheva L.N., Ayazbekova A.R., Beisembayeva Zh.Zh., Imakhanova M.A., Zhumagazinova G.T., as well as residents Karimova Zh.N., Temirkhanov U.E., Murzakhmetova E.M., Kanafina T.A.

The mission, purpose, tasks and content of the EP must be discussed and approved at the meetings of the collegial bodies of the university. The mission of the educational programme 7R01138 - "Family Medicine" is "Training of competitive and highly qualified family doctors with a high level of professional competence, based on the principles of continuous development and trinity of education, practice and science". It reflects the need of practical health care of the Republic of Kazakhstan in providing doctors with a broad profile (GP), especially in rural areas. The principles of continuous development and the trinity of education, practice and science are reflected in the six key competencies that a graduate of the residency must master.

In the development of the EP "Family Medicine", the faculty of the Department "Family Medicine" took part, which is reflected in the minutes of the meeting of the Department (Minutes No.1 of August 31, 2021). The opinion of representatives of practical health care and students was taken into account in the preparation of the EP. The results of feedback from both employers and residents are analyzed.

1.2 Professionalism and professional autonomy

Targeted training in accordance with the "Regulations on Residency" will form a competent family doctor, whose activities will be aimed at prevention and provision of medical care to the population. Residents are actively involved in the scientific activities of the department.

NJSC "SMU" adheres to the policy of trinity, which is reflected in the EP "Family Medicine". Teaching of disciplines is carried out taking into account modern approaches in diagnosis and treatment of diseases, great attention is paid to achievements of the world medical practice and science. Residents master the scientific component of the "Family Medicine" programme at the cycles of basic disciplines: "Biostatistics", "Management of scientific research".

In accordance with the Law on Education, the Code on Health and the Healthcare System of the Republic of Kazakhstan, the NJSC "SMU" has autonomy in decision-making in such key areas as the development of the educational programme, assessment, selection and admission of residents, selection/selection of teachers, employment conditions and allocation of resources.

The University has developed job descriptions for all levels of the workforce, which reflect the functional responsibilities of the participants in the educational process.

Annual reports are provided by the Chairperson of the Management Board, department directors and heads of departments on the implementation of the development plan of NJSC "SMU".

1.3 Learning outcomes

In the process of training, an electronic portfolio of the resident was introduced, where they reflect their diverse activities: the number of patients admitted, participation in consultations, filling in documents (divergence of diagnoses, CSD, MAC, MLEC); participation in scientific and practical conferences: (speech by Salimbekova M.O., Temirkhanova U.E., Karimova Zh.N. at the RNPC with international participation "Compulsory social health insurance – improving the efficiency of the health care system" on 25.09.2020 in the section of young scientists with the topic "Assessment of the structure of the birth rate of children with IDP from 2014-2018 in the city of Semey"); the number of practical skills learned.

Residency in the specialty "Family Medicine" was first introduced in the 2019-2020 academic year. The effectiveness of the programme is assessed by the indicators of the final certification of graduates in 2021. Thus, the average score of the practical part of the exam for all 53 students of the residency in the specialty "Family Medicine" was 3.67 (91.8%) and testing – 3.33 (87.86%). Thus, the final score was 89.83% (3.33 points), which indicates the compliance of the goal and objectives of the

EP with the final learning outcomes. On July 12, 2021, independent testing of students was carried out online through the NCIE website. Adjustment of the programme is carried out on the recommendations of the State Attestation Commission, analysis of feedback from students and employers. According to the results of the state certification, there were no comments from the commission. SAC proposal: in order to improve the competencies of residents and develop academic mobility, expand cooperation with a strategic partner of the university, research institutes and other educational institutions.

As a result of the training, the student of the residency must not only be able to make a correct diagnosis, prescribe adequate treatment, but also approach each patient individually, taking into account the peculiarities of his body. This is facilitated by regular reviews of the clinical case together with the mentor, a critical analysis of the medical literature.

Professional autonomy of the doctor is formed due to the development of clinical thinking in students, readiness to make independent decisions in a particular situation, which is one of the tasks of education.

Cooperation with the Government is ensured through the active participation of the Department's employees in the development of draft amendments to the State Standards (SRS of the Republic of Kazakhstan) and standard curricula, regulatory documents of the Ministry of Education and Science of the Republic of Kazakhstan (M.S. Kazymov, PhD, Associate Professor G.M. Shalgumbayeva, S.M. Adilgozhina, Candidate of Medical Sciences). The working group of the Committee of Family Medicine of the Republic of Kazakhstan includes Ph.D. Adilgozhin S.M.

The University has academic freedom in the development of the content of educational programmes. The faculty members of the department develop the content of the disciplines, teaching and evaluation methods, were the authors of the test tasks for the NCIE.

With the introduction of new regulations in the field of educational process in higher educational institutions, academic freedom has appeared in many positions. The academic policy of NJSC "SMU", which defines the requirements for the organization of the educational process, has been revised. The faculty took an active part in the formation of the content of the EP, solving issues of the organization of the educational process. Blueprints were formed with the participation of a strategic partner of Bashkent University in order to achieve the final learning results. Approaches to assessing students' educational achievements have been revised, which is reflected in academic policy.

Competencies, expected results of training are formed in residents during training in relevant disciplines on clinical bases. The level of knowledge, skills, attitude and behavior is assessed during the independent work of residents in PHC organizations.

Lifelong learning skills are provided by instilling interest in finding and analysing information using evidence-based medicine practices.

1.4 Participation in the formulation of the mission and final results

The NJSC SMU formulates the mission and final learning outcomes of the programme, taking into account suggestions from other stakeholders. For example, the feedback from employers noted the compliance of the competencies specified in the EP, the list of practical skills, medical equipment used in the training process. There are recommendations to focus on some issues of training topics (compulsory health insurance, infection control). The results of feedback from students are posted on the website of the NJSC "SMU". According to a survey conducted in 2020, 10 people (46%) were completely satisfied with their training in the Residence in the specialty "Family Medicine", 10 (46%) were satisfied, -1 (4%) were partially satisfied, -1 (4%) were not satisfied

Conclusions of the EEC on the criteria. Compliant with 17 standards: fully – 16, partially – 1, non-compliant – 0

Standard 1: Implemented

Recommendations for improvement identified during the external visit:

- 1) To intensify the participation of residency students in scientific projects with foreign

partners;

2) Expand academic mobility of residency students both within the Republic of Kazakhstan and in foreign medical organizations.

Standard 2: EDUCATIONAL PROGRAMME

Evidence of compliance:

2.1 Postgraduate programme framework

The educational programme (EP) of the residency 7R01138 "Family Medicine" was developed in accordance with the order of the Acting Minister of Health and Social Development of the Republic of Kazakhstan dated July 31, 2015 No. 647 "On approval of state mandatory standards and standard professional curricula for medical and pharmaceutical specialties" with additions and amendments dated February 21, 2020, the National Qualifications Framework, Professional Standard, Standard (TEPI) and Working Educational plan (WEPI) of the residency in the specialty "Family Medicine", with Article 36 of the Law of the Republic of Kazakhstan "On Education" dated July 27, 2007, Order of the Ministry of Health of the Republic of Kazakhstan dated December 15, 2020. No. KR DSM-270/2020 "On approval of the rules for training medical personnel in internship and residency.

EP 7R01138 - "Family medicine" is implemented taking into account the needs of the medical services market in the population of Kazakhstan in the medical personnel of the relevant profile of East Kazakhstan and Pavlodar regions. The content, scope and sequence of the development of EP, corresponds to the standard of education in the residency, changes can be allowed only within the university component. All procedures for approving EP are carried out in accordance with the regulatory documents of the Ministry of Education and Science and the Ministry of Health of the Republic of Kazakhstan, as well as the internal regulations of the university.

The process of training of residents is implemented in accordance with the regulations of the Ministry of Education and Science of the Republic of Kazakhstan and the Ministry of Health of the Republic of Kazakhstan.

The NJSC "SMU" has: "Regulations on the procedure for the development, approval and examination of educational programmes", as well as "Regulations on the development of modular educational programmes". These documents are posted on the website of the university, in the section "Training".

The implementation of OP 7R01138 – "Family Medicine" is carried out on the basis of the educational and methodological complex of the specialty (EMCS), which includes:

1. Modular educational programme;
2. Syllabus;
3. Control and measuring instruments

The model of the "Family Medicine" residency with a programme duration of 2 years is represented by: a cycle of profile disciplines (PD) in the amount of 4,080 academic hours/136 academic credits, which consists of a mandatory component (MC) in the amount of 3,960 academic hours/132 academic credits and a component of choice (CC) in the amount of 120 academic hours/4 academic credits; an midterm (MT) in the amount of 60 academic hours/2 academic credits and a final attestation (FA) in the amount of 60 academic hours/2 academic credits. The total workload is 4200 academic hours/140 academic credits.

Mandatory and optional components of the EP are reflected in the TEPI, WEPI. The obligatory components of EP are the following modules: family medicine, internal diseases, women's and children's health, comprehensive practice of a family doctor, surgery. An optional component of EP is research in medicine.

The stages of the implementation of the educational programme 7R01138 "Family Medicine" include the mastering by residents of the cycles of basic, related and profile disciplines; as well as intermediate (exams at the end of the study of the discipline) and final certification.

The strategic direction "Modernization of EP" is part of the strategic management of the university, which must comply with the internal rules for the development and approval of EP.

At the University, the development, approval of educational programmes is carried out in accordance with the internal regulation "On the procedure for the development, approval and examination of educational programmes at the NJSC " Semey Medical University ", located in the public local network.

The training department of NJSC "SMU" on the basis of the TEPL, in coordination with the SPE, annually draws up a Work Curriculum, a schedule (with the indication of the full name of the teacher) and an academic calendar for the specialty 7R01138 – "Family Medicine", which are provided at the meeting of the scientific council of NJSC "SMU". Based on the decision of the Academic Council, submit the Working Educational plan (WEPL) for approval to the Rector.

The working curriculum (WEPL) for the specialty 7R01138 – "Family Medicine" was drawn up for the entire period of study in accordance with the State Standard of Education and Science and the TEPI by the faculty of the Department of Family Medicine.

To ensure effective educational and methodological support, the University has an Automated Control System for the KEYPS educational process, which provides for the "EMCD" module. Materials on educational and methodological work are available on the Public local network, where unified samples are placed in the "Quality Forms Bank" folder, as well as on the university's website (<https://semeymedicaluniversity.kz>).

The schedule of classes, based on the RUPI, in specialties 7R01138 – "Family Medicine", postgraduate education levels is included in the ASM "Keyps", which reflects the daily attendance of students, formative and summative assessments.

The Scientific Council is the supreme governing body of NJSC "SMU". The Academic Committee makes a decision on educational and methodological work. Management of the residency educational programme is provided in the relevant Regulations (Regulations on the CEP, Regulations on the Academic/Academic Council, Regulations on the Department, Regulations on the PGE School), as well as job descriptions of employees of structural units (SU) and departments.

The EP is developed taking into account the opinion of students, employers, teachers and graduates. Performance evaluation and monitoring of EP is carried out at the end of the 1st and 2nd year of training.

In order to guarantee the compliance of the final learning outcomes with the teaching and assessment methods and methods, all Syllabuses of the main and related disciplines are subject to a review procedure followed by discussion at the CEP meeting of postgraduate education.

The CEP carries out regular monitoring of the formation, implementation, evaluation of the efficiency and quality of the EP. The implementation of the EP passes through the RUPL, which is approved on the basis of the decision of the AC of the university.

Teachers of NJSC "SMU" are responsible for the high-quality preparation of the EP, and the management of the university is responsible for the distribution of resources necessary for its implementation. In the process of growth of skills, knowledge and experience, the resident independently provides medical care: outpatient reception of patients, participation in the work of the MSEC, participation in the work of the IWEC (conducting an examination of temporary and permanent disability, medical and social examination, determining indications for employment, transfer to easier working conditions, sanatorium and resort treatment), work with medical documentation, including electronic, provided by the legislation of the Republic of Kazakhstan, supervision of patients in a day hospital, visiting patients at home, participation in measures to form a healthy lifestyle.

In the process of practical activities, residents, along with clinical skills, students implement the skills of communication and medical ethics, manager, defender of the interests and health of the patient. The development of these skills is implemented through the discipline "Fundamentals of PMHC management". In this discipline, residents study the fundamentals of management, the

principles of financing PMHC and medical and economic analysis, health information systems, GVFMC, MSHI.

The training week in the NJSC "SMU" residency consists of 5 days. One training day for residents is 9 hours, of which 3 practical (classroom), 3 hours are allocated for independent work under the guidance of a teacher (advisory), 3 hours - for independent work of the resident.

All activities of the resident in the clinic are planned at the expense of the IWRT or IWR hours. The duty of residents on a clinical basis is one of the types of independent work and is aimed at mastering the tasks of training. One academic hour of classroom work equals 50 minutes.

Training sessions in the residency in the specialty 7R01138 – "Family Medicine" are conducted using innovative technologies and interactive teaching methods.

2.2 Scientific method

The content of the EP is adapted to scientific developments. The discipline "Management of scientific research" is elective. The CED for the next academic year is formed taking into account the recommendations from employers and the opinions of students themselves. Each resident has chosen a scientific topic, recruits patients, conducts a literary review on the selected topic, plans to write a research protocol and publish an article in the journal.

The classroom hours of the EP include training in critical evaluation of literature and scientific data. To form critical thinking skills of residents, discussions of scientific articles in the journal-club format are held. Databases such as Cochrane, PubMed, UpToDate, Epigraph are widely used to search for scientific articles.

Each resident has chosen a scientific topic, recruits patients, conducts a literary review on the selected topic, plans to write a research protocol and publish an article in the journal.

2.3 Content of the residency programme

The industry qualifications framework was used in the development of the EP. The qualification levels of the QMR are used in the development of a professional standard as a source of qualification requirements.

For the entire period of study in the residency in the specialty "Family Medicine" there is a cross-cutting WEPI. Individual curricula of residents are based on TEPL, combining theoretical and practical training. Residents are assigned clinical mentors who monitor the daily work of residents, provide them with advice. Residents work independently at the site, thereby sharing responsibility for the results of services provided to patients within the framework of the legislation.

When studying all relevant disciplines, the residents of the "Family Medicine" EP must have the knowledge, skills, personal qualities described in the SCES, according to the compiled Matrix of the distribution of disciplines by key competencies. To implement the competence of the "Health Defender", residents carry out preventive work among the population of the city, participate in actions conducted by polyclinics, in the development of thematic seminars, lectures, speeches in the media in accordance with the plan of healthy lifestyle.

The EP provides for a policy in the field of public health, medical jurisprudence and forensic medicine, management disciplines, patient safety, responsibility for one's own health. Different approaches to non-standard methods of treatment, including complementary and alternative medicine, are considered in the course of discussion of clinical cases and outpatient admission.

2.4 Programme structure, content and duration

REP 7R01138 – Family Medicine is based on credit modular technology. The content of the modules ensures continuity and re-counting of learning outcomes and credits. One academic credit corresponds to 30 academic hours. The EP is aimed at acquiring competencies and is focused on the final results of training. The competence approach, learning outcomes and credits are interrelated and based on the Dublin descriptors, taking into account the ECTS and the EHEA qualification framework. The descriptors reflect the learning outcomes and are expressed in the abilities of the learners.

The structure and content of the REPL corresponds to the TEPL and CED. The discipline "Management of scientific research" is elective. The CED for the next academic year is formed taking into account the recommendations from employers and the opinions of students themselves.

The EP includes basic disciplines (BD) and profiling disciplines (PD). The BD and PD form the disciplines of the university component (UC) or the elective component (CC) and are developed by the university independently, taking into account the needs of the labor market.

The EP is provided with educational and methodological support: syllabuses in disciplines, CIS, a catalog of elective disciplines, clinical protocols in nosology.

Information about elective disciplines, including their brief description, is contained in the catalogue of elective disciplines (modules), which is published on the university's website in the relevant section. Selection of disciplines (modules) should be carried out with mandatory consideration of the sequence of study of disciplines. The student of the residency cannot be registered for the discipline, if in the previous semester he has not mastered the prerequisites for this discipline. Registration for elective disciplines is carried out through the registrar's office.

Working groups from the composition of the CEP are created for the examination of the content of the EP. Work training programmes are reviewed as new ones are developed.

Effective management of the programme includes collecting feedback from residents through questionnaires and working in focus groups on the content of the EP with their subsequent analysis, discussion and approval at collegial bodies.

Students' performance is regularly analyzed based on the results of intermediate (at the end of the semester) and final (annually) certification, monitored and discussed at meetings of collegial bodies.

EP 7R01138 – "Family Medicine" includes innovative forms of learning. With the introduction of compulsory social health insurance in Kazakhstan, the university introduced a new discipline "Compulsory social health insurance" with distance learning. Elements of distance learning are used when performing IWR tasks.

The duration of training is determined by the amount of academic credits disbursed. The educational process takes into account the interests of various categories of students and includes inclusive education.

NJSC "SMU" in the compilation of EP takes into account its duration, the results of basic medical education associated with the chosen field of medicine. The majority of residents entered after completing their internship in general medical practice. Possible alternatives have been used by individual residents who have completed internships in paediatrics, therapy, obstetrics and gynaecology.

Responsibility for the organization, coordination, management and evaluation of the individual educational environment is distributed among all teachers, a teacher responsible for residency is appointed.

2.5 Organization of training

Residents of the specialty "Family Medicine" carry out clinical activities in all polyclinics of the cities of Semey, Ust-Kamenogorsk, Pavlodar. Polyclinics are equipped with all the necessary and modern equipment, computer equipment. Residents supplement their knowledge with scientific information according to the pathology detected at the site and at the reception. The use of clinical protocols based on the principles of evidence-based medicine in daily practice, the daily work of residents in the clinic already provides for the needs of health care and the labor market.

Residents use all the possibilities of electronic health systems in the process of training, use all available medical equipment, equipment. During the clinical rotation, they work in hospitals and take an active part in the professor's rounds, instrumental and laboratory examinations and patient treatment. The effectiveness of training in the residency is assessed by the results of an independent examination with the participation of leading practitioners of health care.

In order to professionally develop residents of the specialty "Family Medicine", the programme provides for the study of the discipline aimed at forming the skills of scientific research, conducted by the Journal Club. The consolidation of mentors and their constant counseling contributes to the growth of residents and the acquisition of clinical competencies.

In order to guarantee the compliance of the final learning outcomes with the teaching and assessment methods and methods, all Syllabuses of the main and related disciplines are subject to a review procedure followed by discussion at the CEP meeting of postgraduate education.

2.6 Relationship between postgraduate medical education and health care

Clinical work of residents during training is carried out under the guidance of a clinical mentor. Requirements for resident clinical mentors are reflected in the Regulations on the clinical mentor. Clinical mentors are attracted from among medical practitioners with at least 3 years of experience, as well as trained at the school of the clinical mentor of NJSC "SMU". The functions of the clinical mentor include the development and coordination of the acquired competencies.

Under the supervision of a clinical mentor, residents work on clinical bases and receive knowledge directly during the practice, gradually and consistently increasing their competencies.

Conclusions of the EEC on the criteria. Compliant with 30 standards: fully - 29, partially – 1.

Standard 2: Implemented

Recommendations for improvement identified during the external visit:

- 1) For practical training of residents, it is more active to use not only clinical bases, but also educational resources of the simulation center in order to safely master medical manipulations by students, diagnostic studies with high variability of signs, algorithms for emergency and emergency medical care, actions in critical situations and teamwork before contact with patients.
- 2) To provide residents with the choice of alternative disciplines in the specialty of the residency educational programme;
- 3) Develop modules of practical manipulation skills and clinical scenarios to practice clinical thinking, critical communication skills, resource mobilization in a crisis situation and team interaction, including during interdisciplinary trainings.

Standard 3: ASSESSMENT OF STUDENTS

Evidence of compliance:

3.1 Methods of evaluation

NJSC "SMU" conducts training and teaching for residents. In this regard, the hours are distributed as follows: reducing the contact hours of work with the teaching staff, the recommended volume – once a week in the format of lectures, thematic discussions. Daily work in PMHC with the opportunity to work in a professional community. Performing the functions of a family doctor under the supervision of a mentor. Rotation within the discipline between different clinical bases with a frequency of every 2 months and interdisciplinary rotation according to the TEPL in the specialty 7R01138 "Family Medicine". Drawing up an individual work plan, a resident's portfolio. Practice of holding meetings of the Journal Club. Participation in a student research group, participation in project activities, speaking at scientific and practical conferences, clinical conferences and debriefings. The model of training at NJSC "SMU" assumes a cumulative system of knowledge and skills, which contributes to the formation of competencies for admission to PhD doctoral studies. The procedure for conducting examinations is reflected in the "Regulations on the residency of NJSC "SMU" of 2019. It is planned to conduct interim and final certification of residents. Since the beginning of the 2019-2020 academic year, the KEYPS system was tested for 3 months, and from January 2020, the KEYPS system was officially introduced on the recommendation of Bashkent University, a strategic partner of NJSC SMU. The university has moved away from the practice of daily assessment. The Discipline Policy prescribes the forms of assessment of students at NJSC "SMU": formative (FA) and summary

(SA) assessment. Interim certification is carried out after the completion of the discipline in the format of a summary assessment. The score of the final control is calculated according to the following formula: $FA*0.30+SA*0.70$. The examination (SA) is conducted in 2 stages: test control (35%) and practical skills in the form of OSCE and OSPE (35%) on checklists.

The final state certification is carried out at the end of the second year of training on the basis of the Order of the Ministry of Health of the Republic of Kazakhstan dated December 15, 2020 No. KR DSM-270/2020 "On approval of the rules for placing a state order, admission to training and training of medical personnel in the residency" (<https://adilet.zan.kz/rus/docs/V2000021802>) (Appendix 2).

Admitted to the examination are residents who do not have passes or have completed their passes in full, if any. If 50% or more of classes are missed, the resident is not allowed to the intermediate certification and is obliged to pass a paid semester. A resident who has received an "unsatisfactory" grade for the comprehensive examination is expelled from the university with a certificate of incomplete education, retaking the final certification is not allowed in this period of time.

In case of failure to attend the examination for a valid reason, the resident is entitled to take the examination according to an individual schedule by order of the PGE school. Extenuating circumstances are set out in the Discipline Policy and must be supported by an official document. In the absence of a supporting document, the reason is considered disrespectful (<https://semeymedicaluniversity.kz/obuchenie/normativno-pravovye-akty/>).

According to the standard professional curriculum of postgraduate education in medical and pharmaceutical specialties, the cycle of profile disciplines includes a mandatory component (MC) and a component of choice (CC).

TEPL in the specialty "Family Medicine" provides 132 credits for MC, 4 credits for CC and 4 credits for exams, a total of 140 credits, the study of which is distributed for 2 academic years (<https://adilet.zan.kz/rus/docs/V1500012007>).

3.2 Relationship between evaluation and training

Various forms of assessment are used to control theoretical knowledge and practical skills (according to Bloom's taxonomy) and are constantly reviewed based on the results of the analysis of the performance of residents. The main methods of assessing the cognitive domain are MCQ, EMQ and CbD, the psychomotor domain – MiniCEX and dops, and the affective domain – "360 degree assessment". The practical part is evaluated using OSCE, standardized patient, cases. The examinations are attended by independent examiners, represented by representatives of the Anti-Corruption Council, the PGE School and clinical mentors. Observations and recommendations received during the examination are discussed at the departmental meetings and are immediately eliminated.

For each discipline, a database of CIS was created to assess the knowledge and skills of residents: test tasks and checklists, which are constantly updated and selected randomly in the keys system for each subsequent control. Evaluation of test tasks is carried out automatically in the system with mandatory subsequent psychometric analysis. At least 2 examiners participate in filling in the checklists.

Evaluation methods go through several stages of verification. The drafted CIS are discussed by the faculty at the meeting of the department. Reviewed and approved by the CEP. Experts of the Evaluation Committee check assignments for compliance with the content of the discipline and reconcile them methodologically. Only approved assessment tools are added to the task bank and used for performance monitoring.

To appeal the results of the assessment, there is an appeal procedure set out in the Residence Policy and the SMU Discipline Policy (<https://drive.google.com/file/d/1FKZZ-0YKyJ7qIquPxd6cPDhfVGz8sSay/view>).

Also, the experts of the Higher Educational Institution confirmed that there is a permanent Student Assessment Committee at the university, the main tasks of which are the examination of the

examination material of the FA and SA, the analysis and approval of tests uploaded to the KEYPS platform, as well as the analysis and approval of the format and number of stations during the practical skills examination.

Residents pass testing on the KEYPS electronic platform, while at the stage of formative testing at least 20 test questions of MCQ, MSQ format are issued, at the stage of summary testing at least 30 questions of MCQ, MSQ format are issued. All tests before the start of testing undergo a review procedure, after evaluating the test results in the keyps programme, the tests are tested for validity and reliability. The procedure of this inspection was demonstrated by the registrar's office during the visit of the ECC members to this subdivision.

The results of students' academic achievements are recorded in the electronic educational journal through the office-recorder system and the AIS Platonus programme, which automatically generates examination sheets, which is confirmed by experts when viewing 3 electronic journals.

3.2 Relationship between evaluation and training

During the visit to the university, the EEC members confirmed that the methods of assessing residents are comparable with the methods of teaching and learning and cover the assessment of all the competencies of students both during practical classes and during examinations.

Differentiated assessment methods are used to assess different learning outcomes, so theoretical knowledge is mainly assessed by testing, and practical skills are assessed using assessment sheets for each section of the practical work.

During the conversation with residents in the specialty 7R01131 " Neonatology" it was established that the achievement of the results of training stated in the EP is carried out due to a significant number of thematic patients in the maternity unit, in the "Mother and Child" department, in the neonatal intensive care unit and in the neonatal pathology department, as well as constant advice from a clinical mentor or teacher. Residents are provided with the necessary access to both the management of patients and participation in operations, manipulations, all types of medical documentation, participation in consultations and clinical debriefings with colleagues of related specialties, work in a multidisciplinary team.

The conclusions of the EEC meet the criteria of 11 standards: 11 in full.

Standard 3: Implemented

Recommendations for improvement identified during the external visit:

- 1) Improve motivation of external examiners to conduct regular assessment of residents.

Standard 4: STUDENTS

Evidence of compliance:

4.1 Admission and Selection Policy

The policy of admission and selection of residents in the specialty "Family Medicine" corresponds to and is interrelated with the mission of the EP "Training of competitive and highly qualified family doctors with a high level of professional competence, based on the principles of continuous development and trinity of education, practice and science." The procedure for selecting students of residency in NJSC "SMU" for the educational programme 7R01138 - "Family Medicine" is carried out on the basis of the order of the Minister of Health of the Republic of Kazakhstan "On approval of the rules for placing a state order, admission to study and training medical personnel in the residency" dated December 15, 2020 No. MZ RK-270/2020 (registered with the Ministry of Justice of the Republic of Kazakhstan on December 15, 2020) (Order of the Minister of Health of the Republic of Kazakhstan dated December 15, 2020 No. MZ RK-270/2020 (<https://adilet.zan.kz/rus/docs/V2000021802/history>), "Model rules for admission to study in the organization of education, implementing educational programmes of postgraduate education", approved by Order of the Minister of Education and Science of the Republic of Kazakhstan dated

An important tool for overcoming the shortage of personnel in the region is training with a targeted grant in a medical organization in NJSC "SMU". Every year, the university holds an Employers' Congress, at which representatives of the university negotiate the placement of targeted grants for residency by medical organizations. Future employers can choose from the internship graduates the future specialists of their organization and conclude with them a tripartite agreement on tuition fees in the residency.

The procedure for the admission of residents with disabilities is not regulated by national laws and regulations. In Kazakhstan practice there are no applicants for admission to the residency of persons with disabilities.

4.3 Resident support and advice

Residents can receive advice from the Youth Committee throughout their residency studies. Residents receive information support from the PGE School. Clinical mentors with experienced practitioners also provide advice and support to residents.

The NJSC SMU has a system of academic consultation of residents, which includes monitoring of the progress in training, including unintentional incidents.

The Residence Counseling Service is represented by the school of the PGE, the manager and curators of the residents, the head of legal and passport and visa work, and a psychologist.

The staff of the school provides advice to residents on employment and the organization of the educational process: the schedule, the appointment of a curator, the choice of a clinical base, the formation of an individual curriculum, enrollment in elective disciplines, referral to a conference, participation in competitions, Olympiads.

Residents have the opportunity to receive legal advice from the head of legal and passport and visa work.

The resident can get psychological support from a regular teacher-psychologist.

Clinical mentors, together with the staff of the department, provide direct advice to residents on clinical practice, theory and science of medicine. Responsibility for unintentional incidents that caused harm to the patient through the fault of the resident is assigned to the clinical mentor.

4.4 Representation of residents

The staff of the department, based on the individual abilities of each resident, his personal characteristics, helps in the planning of employment, assisting in the employment of young specialists in conjunction with the Department of Employment of Graduates.

NJSC SMU provides support in the event of a professional crisis. Depending on the nature of the problem, the resident can seek help and advice from a staff psychologist (in case of emotional burnout, psychological problems, etc.). On interaction with teachers, employees of departments, other divisions, residents apply to the schools of PGE; on protection of the rights of the resident, he can find support from the resident manager; the resident can get legal advice from the head of passport and legal work.

According to the Academic Policy of NJSC "SMU", students have the full right to participate in the work of collegial bodies and be their permanent members (Academic Council of universities and faculties, Academic Committee, Committees of educational programmes, Council of young scientists, Anti-Corruption Council, etc.).

Residents are involved in the formulation of the mission and training outcomes, participation in the development of the training programme, planning of the working environment, evaluation of the training programme, management of the training programme.

Participation in the development and evaluation of the educational programme is carried out by residents by providing systematic feedback, representation in the CEP (Order No.460 of 07.10.2021 "On the composition of the CEP of the specialties of the residency"), the Academic Council.

Departments collect feedback from residents at the stage of mastering the taught discipline (at the end of studying the discipline).

The PGE school annually conducts a survey of residents, aimed at identifying the level of satisfaction with the organization of the educational process as a whole, the quality of teaching, receiving proposals from residents to optimize the educational process.

The participation of residency students in the development of the residency programme is also carried out through the choice of elective disciplines. Residents have the right to make a proposal, to include in the catalogue of new elective disciplines, in their opinion, necessary for study and contributing to the improvement of the educational programme as a whole. Proposals submitted orally or in writing from residents are necessarily taken into account and taken into account.

Important attention in the organization of training in the residency is paid to attracting residents to participate in decision-making on the processes, conditions and rules of education and training.

4.5 Working conditions

Residents studying on the basis of a state grant under the Order of the Minister of Health of the Republic of Kazakhstan dated December 15, 2020 No. KR DSM-270/2020, "Resident doctors studying on a state educational order are paid a scholarship, in accordance with the Rules for the appointment, payment and amount of state scholarships to students in educational institutions, approved by the Decree of the Government of the Republic of Kazakhstan dated February 7, 2008 No. 116". Residents studying on the basis of a state grant are provided with a scholarship in the amount of 88,494 tenge.

According to the Regulations on the Residence of NJSC "SMU", clause 13.1.5., the students of the residency have the opportunity to work in their free time for 0.5 hours as a doctor in healthcare organizations, a teacher of the UCC, a laboratory assistant, a teacher-trainee of the department. Residents with the corresponding specialist certificate have an opportunity to work part-time. Residents of the 1st and 2nd years of study work part-time for 0.5 hours in polyclinics in Semey, Ust-Kamenogorsk and Pavlodar.

Conclusions of the EEC on the criteria. Compliant with 30 standards: full – 30.

Standard 4: Implemented

There are no recommendations.

Standard 5: FACULTY

Evidence of compliance:

5.1 Recruitment and Selection Policy

At NJSC "SMU", the employment of teaching staff is carried out in accordance with the Regulations on the University's personnel policy of 2019.

Information about the competition to fill vacant positions of teaching staff and administrative and managerial personnel is displayed on the university's website, on official pages in messengers (facebook.com, instagram) and in republican publications.

In order to comply with the principles of transparency and objectivity of selection of applicants for vacancies in the university, a commission is created, the meetings of which are broadcast live on the official channel of the university on Facebook.

The composition of the commission is constantly changing, which also ensures the procedure of objectivity. Based on the results of the meeting, the members of the commission draw up minutes reflecting the assessment according to the established criteria.

The faculty of the departments implementing the family medicine programme consists of 90% of the staff and consists of employees with the degree of Doctor of Medical Sciences (1), Candidates of Medical Sciences (3), PhD – (2), doctors of the highest medical category (6), doctor of the first category (1), the second category (1), that is, they have the necessary qualifications that give the right to teach in the residency.

Recruitment to the NJSC "SMU" is carried out on the basis of a competitive commission. For the effective transfer of knowledge and clinical experience to residents, great attention is paid to the selection of teaching staff, the qualification of the candidate (the presence of an academic title, degree,

knowledge of English and Turkish, the first or higher category) and sufficient experience in the clinic in the field of specialty.

The Department of Family Medicine is the main component of the profiling disciplines, graduating the department of undergraduate studies of students of the Faculty of General Medicine. The Department of Family Medicine until the 2018 academic year was called the Department of General Medical Practice, and was created on the recommendation of the management of NJSC "SMU" in connection with the reform of the educational system.

No more than 3 residents are allowed per clinical mentor (1:3 ratio). The selection of residency teachers takes into account the mission of the educational programme, is based on the needs of the PGE system and practical health care.

All clinical mentors of residents in the specialty "Family Medicine" are general practitioners with the first or higher qualification category or academic degree. Teachers and clinical mentors in the specialty of the residency "Family Medicine" regularly improve their competencies, studying at advanced training cycles.

When forming a contingent of employees of the faculty of the residency in the specialty "Family Medicine", the needs of the system of postgraduate education and practical health care are taken into account, which allows you to successfully implement the mission of the educational programme.

The administration of NJSC "SMU" encourages representatives of practical health care to participate in the postgraduate training of specialists (head of departments, senior doctors, residents, doctors of the first and highest categories). The doctors involved have experience in working according to international standards.

Table 1 Staffing of the Department of Family Medicine.

order №	Full name	Job Title	length of service	category
1	Kazymov Maksut Sovetovich	head of Department, Doctor of Medical Sciences	More than 30	higher
2	Shalgumbaeva Gulnar Metallovna	phD, Associate Professor	More than 30	higher
3	Adilgozhina Saltanat Muratbekovna	Assistant, Candidate of Medical Sciences	More than 30	higher
4	Kurumbayev Ruslan Rashidovich	Assistant, Candidate of Medical Sciences associate Professor	More than 30	higher
5	Zhanna Omarkhanovna Temirtasova	Assistant, Candidate of Medical Sciences	More than 30	higher
6	Bakytbek Asylbekovich Apsalikov	assistant. PhD	More than 10	first
7	Adieva Madina Kuanganovna	assistant.	More than 10	higher
8	Nurzhanova Aida Ermekovna	assistant.	More than 10	higher
9	Saidualiev Dastan Nasyrzhanovich	assistant.	8	second
10	Esenbaeva Asiya Askhatovna	assistant.	More than 10	certificate

NJSC "SMU" employs a team of highly qualified teachers. The professional level of teaching staff corresponds to the requirements and level of training in accordance with the Standard Qualification Characteristics of Positions of Pedagogical Workers of the Republic of Kazakhstan.

Each employee of the department conducts a therapeutic load, working together with residents, while controlling practical and theoretical activities.

To ensure the optimal balance between the teaching, research and public work of the faculty of the Department of Family Medicine, he participates in the work of collegial bodies at the level of the university: the Academic Council is attended by M.S. Kazymov, M.S. Kazymov, Interdepartmental Meeting (IDM), public health care; G.M. Shalgumbayeva, PhD associate professor, member of the dissertation council in the specialty "Public Health care".

5.2 Teachers' obligations and development

The scope of work of teaching staff and clinical mentors is regulated by an individual employment contract. An employment contract is concluded with all clinical mentors for the duration of their provision of educational services. Pedagogical load of teaching staff is annually approved by the decision of the Academic Council of the University.

Every year, employees of NJSC "SMU" undergo advanced training in accordance with the provision on advanced training and development of employees. Training is carried out in the following areas: educational and methodological direction; clinical direction; scientific direction; advanced training; internship; participation in conferences, congresses, trainings, field schools; participation in seminars, trainings and master classes; distance learning, including online training.

All teachers of the Department of Family Medicine in 2020 – 2021 underwent advanced training in pedagogy and psychology of higher education.

The educational process is built for residents-family medicine in such a way that theoretical classes and independent work (under the guidance of a clinical mentor at the clinical bases of NJSC "SMU"). The Resident Theoretical Class Schedule, introduced into Keys, ensures that their work is structured in order to allocate sufficient time for independent work and work under the guidance of a mentor. This method of training, based on a patient-centered approach, with the envisaged study of theoretical content, allows you to fully form the knowledge and skills that allow you to achieve the final results of training.

Conclusions of the EEC on the criteria. Compliant with 7 standards: fully – 6, partially – 1, non-compliant – 0

Standard 5: Implemented

Recommendations for improvement identified during the external visit:

- 1) Expand the possibilities of innovative technologies at the university.
- 2) Facilitate the development of innovative simulation educational technologies by teachers by sending employees to trainings conducted by recognized international simulation training societies (RSSTM, SESAM, SSH, AMEE) and/or initiate training for employees in the workplace with the involvement of leading foreign specialists in the field of simulation training.

Standard 6: EDUCATIONAL RESOURCES

Evidence of compliance:

6.1 Logistics and equipment

The Department of Family Medicine is located on the basis of the educational building No.5 on Zhamakayev Street 77. There are 6 computers and a laptop for training residents at the Department of Family Medicine. In the study rooms, there is a corporate network with wired and wireless WI-FI, multimedia and sound systems, corporate e-mail @ nao-SMU.kz, the programme "keys", "PLTADUS", the corporate information portal of the university www.ssmu.kz, satellite

telecommunication equipment and a videoconferencing system, as well as a video surveillance and video control system for examinations by residents. Licensed software is installed on all computers. Residents and teachers have access to the following resources: Scopus, ScienceDirect by Elsevier in English; WEB of Knowledge by Tomson Reuters; Book-Up – Russian resource of electronic publications; PUBMED. The university has a unified system of information support for residents and teachers on the basis of the Web-site for all educational programmes.

In order to improve the practical training of residents, an educational and clinical center was created, equipped with modern educational equipment: educational simulators, simulators, laboratory and medical equipment. To assess the results of practical skills training, a questionnaire of residents is used, which has shown the effectiveness of simulation training to develop practical skills for any clinical scenarios.

The Department of "General Medical Practice" of the Ust-Kamenogorsk branch of NJSC "SMU" is located at Serikpayev 47. The department has a lecture hall equipped with multimedia equipment, as well as 5 study rooms equipped with 21 computers. In addition, the training rooms are equipped with multimedia stations. The department has a fully equipped simulation center. In December, 5 new computers for the educational process were received at the department in 2021. Modern electronic databases are available at the department: Scopus, Tompson Reuters, Cochrane Library, Medicine, Uptodate, Medscape, Medline, Pubmed, etc., which contain modern data on evidence-based medicine and healthcare organization. The department has wireless Wi-Fi, corporate e-mail @ nao-SMU.kz, programme «keyps», «PLTADUS», corporate information portal of the university www.ssmu.kz, website of the university «<https://semeymedicaluniversity.kz>» are available.

The priority area of work with students is the creation of a safe environment for all types of hazards: fire safety, anti-terrorist, electrical, safety related to the technical condition of the educational environment.

Continuous work is underway to improve IT technologies and infrastructure. Every year, the department provides information on the work carried out, the serviceability of equipment, an application for more modern computer equipment and equipment is submitted. The university has a commission to determine the expediency of planned repairs and purchases on the basis of the "Regulation on the formation of applications of NJSC "SMU ". Thus, the process of updating MTB is regulated.

The work of the university library, as well as mini-libraries, is based on the "Regulations on the library of the NJSC "SMU "," Regulations on the mini-library of the NJSC "SMU" developed at the university. The library of the university has the following departments: reference and bibliographic, scientific processing of literature and cataloguing, automation and electronic resources, subscriber department, completing and storage of literature. Residents and teachers have access to up-to-date medical and health databases. The University Library formulates a policy for the development of its own fund, taking into account the external macroenvironment, internal information needs and technical capabilities. The electronic catalogue allows you to search for the necessary literature and provides access to electronic versions of various publications. The library has 54 computers, a Wi-Fi zone, and places with sockets for working with your laptop or tablet. Six separate rooms are designed for individual and group classes, the premises have multimedia equipment with free access. The created conditions allow residents to study up-to-date information on a wide range of clinical and research problems. The department has its own mini-library named after Professor M.N. Musin, equipped with computers with high-speed Internet, a catalog of electronic resources and the availability of their use. All academic publications on the cycles of the discipline are purchased on the basis of the provision of each student, which increases the efficiency of the educational process.

6.2 Clinical Bases

To train residents in the specialty 7R01138 "Family Medicine", the department has the

following clinical bases: training rooms in the training building 5, 7 primary health care facilities, as well as clinical bases in Pavlodar and Ust-Kamenogorsk branches. Equipping the clinical bases with modern equipment contributes to the high-quality organization of the educational process and provides the opportunity to train residents on the principles of evidence-based medicine.

For the successful implementation of educational programmes 7R01138 "Family Medicine" Ust-Kamenogorsk branch has 22 educational facilities. Clinical mentors have the first or highest category, at least 5 years of work experience. Residents work under the guidance of mentors in both inpatient and outpatient clinical facilities, are on duty with mentors.

Residents have full access to patients at clinical sites and have access to patient databases in KMIS.

6.3 Information technology

The department provides free access for students and teachers to modern electronic databases: Scopus, Tompson Reuters, Cochrane Library, Medicine, Uptodate, Medscape, Medline, Pubmed, etc., which allow to get acquainted with the latest data of clinical medicine and healthcare organization. Connection to the global Internet through a high-speed fiber-optic channel from "Kazakh Telecom" JSC at a speed of 140 Mbit/s allows to effectively use not only the above electronic databases, but also gives access to electronic media. The uninterrupted operation of the Internet allows you to use electronic databases both during the period of study and during the preparation of residents for classes. The creation of discussion rooms on the basis of the "Regulations on the discussion rooms of the NJSC "SMU" developed at the university allows students to discuss medical topics of interest to them, to express their views, to hold thematic discussions, which contributes not only to deepening knowledge, but also to the development of communication skills. Free access to electronic databases, Damumed system and other electronic resources is available both in the department and in clinical databases. Remote forms of learning include the use of ZOOM software for clinical debriefing, discussion of theoretical topics. Distance learning also includes the participation of residents in various online webinars, lectures by leading specialists. In practical work, teachers, residents, mentors widely use the above electronic systems for constant self-education, communication among themselves in compliance with the rules of ethics. Mentors train residents in filling skills and work in the KMIS, and also acquaint them with the "Electronic Register of Dispensary Patients", "Register of the Attached Population", "Outpatient and Polyclinic Care", "Hospitalization Bureau", "Resource Management System", "Electronic Register of Cancer Patients", "Medical Equipment Management System", "Additional Component of the Per capita Standard", "Medical Services Quality Management System", "Register of Pregnant and Fertile Women".

6.4 Clinical Teams

Residents of the specialty "Family Medicine", working on clinical bases, under the guidance of a mentor, develop skills in the organization of the work of structural units that provide medical care to the population at the outpatient and polyclinic, inpatient substitution levels, as well as the skills of leadership and training of nursing staff and interns by controlling the timeliness and correctness of the prescribed procedures for patients under supervision. Working at clinical sites under the guidance of a mentor, residents improve their communication skills by communicating with colleagues, patients and their relatives, thereby acquiring the skill of working in a team based on subordination, compliance with ethical standards and respect for team members. Fulfilling these requirements significantly improves the effectiveness of teamwork. At clinical bases, the team type of work is carried out not only between students, but also with other health care professionals. In cases of team failure, the clinical mentor analyzes the errors to prevent their recurrence in the future.

6.5 Medical Research and Advances

During the residency training, the students of the residency actively participate in the scientific research of the department, acquire knowledge and skills in the field of science, participate in the writing of articles, theses for republican, international conferences and seminars. The resident's individual plan provides for hours for scientific research. Residents can freely get advice on

conducting scientific research from a mentor or teachers of the department. In addition, residents get acquainted with the main scientific areas of the department, as well as the main projects and grants of the university. Residents have access to the necessary equipment for conducting scientific research, medical documentation, archival materials at clinical bases.

6.6 Education expertise

In assessing the educational programme and learning outcomes of residents, it is necessary to analyze the data obtained from the results of interim and final certification, questionnaires, feedback, SWOT analysis based on the results of the final examination. For the purpose of examination of the educational programme, it is necessary to receive feedback from the students of the residency, on the basis of the analysis of the received data, the programme is constantly improved and updated, if necessary.

Feedback is provided from practitioners in the Residence, i.e. feedback and comments are received from all health facilities. The staff of the department are engaged in research in the field of medical education and its improvement with a view to updating the curricula in accordance with the development of medical science and education.

The development of the residency's educational programme in the specialty "Family Medicine" was carried out on the basis of the requirements for the educational programmes of TUKMOS (Turkey), the strategic partner of NJSC "SMU" - the University of Bashkent. This made it possible to establish the final results of the training, on the one hand, close to international standards, on the other hand, taking into account the requirements of the SCES.

6.7 Training in other institutions

Residency students have the right to study within the framework of academic mobility in foreign universities. The university has developed the "Regulations on Academic Mobility", which is a guide for training residents in alternative organizations both within the country and abroad. Since 2015 The strategic partner of the University was St. Louis University, and from 2018-2021, the strategic partner of the NJSC "SMU" was Bashkent University. This strategic partnership provided an opportunity to develop the training of both teachers and students of the residency. In connection with the coronavirus pandemic, the academic mobility programme in remote format is becoming popular.

Conclusions of the EEC on the criteria. Compliant with 21 standards: fully -20, partially - 1.

Standard 6: Implemented

Recommendations for improvement identified during the external visit:

1) Improve the technological equipment of the department

Standard 7: PROGRAMME EVALUATION

Evidence of compliance:

7.1 Monitoring and evaluation mechanisms

In NJSC "SMU", the monitoring and evaluation of the implementation of the educational programme of the residency is carried out on the basis of the collective solidarity of all stakeholders and employees of the university. At the stage of planning the educational process in the specialty of residency, the responsibility for checking the working curricula for compliance with the requirements of state educational standards, drawing up a schedule is assigned to the departments. Responsibility for the selection of the composition of teachers meeting the qualification requirements, the profile of the specialty is assigned to the Human Resources Management Department. Checking the quality of the EMCD and monitoring the educational and methodological documentation of the departments of residency is carried out by the CEP of the PGE. The training and clinical center is a structural unit responsible for the provision and maintenance of simulators necessary to develop the practical skills of residents and at the stage of final certification. Provision of the residency's educational programme

with the necessary clinical bases is carried out by the research center, whose functions include monitoring and selection of clinics existing in the cities of Semey, Ust-Kamenogorsk for subsequent conclusion of contracts. The Registrar's office registers and stores examination records, which are documentary evidence of the recognition of academic achievements of residents. The peculiarity of the analysis of the formation of the competence of residents of NJSC "SMU" is a comprehensive assessment of the resident by the teacher through formal, summary control over the discipline, by the mentor - through portfolio management, control over the mastery of practical skills and research competencies, by the PGE school through the analysis of reports provided by residents, by practical health care (potential employer) through participation in an independent examination of residents. The competencies of the students of the residency of the "Family Medicine" of the NJSC "SMU" are assessed through current, midterm, intermediate control; control over the mastery of practical skills and research competencies; through the analysis of reports, individual plans for the development of residents (Assessment 3600). The 3600 Evaluation questionnaire reflects the professionalism, interpersonal and communication skills of the resident as a doctor.

The applied system of assessment of knowledge, skills, abilities and competencies in the specialty of the residency "Family Medicine" corresponds to the State Standard of Health and Safety of the Republic of Kazakhstan.

7.2 Feedback from teachers and residents

In order to ensure the transparency of the process and evaluation results for management and stakeholders, the process of collecting feedback from students is automated and carried out in keys, in order to avoid correction or distortion of feedback data. In addition, the results of the feedback are published on the university's website in the "Feedback" section in order for all interested parties to have an opportunity to read it. The School of Postgraduate Education collects feedback from residents to determine the level of satisfaction of residents with the content of the educational programme, the organization of the educational process in the form of questionnaires, focus groups, monitoring of appeals to the school's blog. Schools have a feedback box where residents can incognito leave their suggestions, wishes and complaints. An important role in the evaluation of the educational programme is played by monitoring the achievement by residents of the final learning goals. Therefore, the school collects feedback from residency graduates and their employers.

The basic departments collect feedback from residents, representatives of practical health care, teachers of related disciplines on the assessment and optimization of the content of the educational programme in the form of reviews, focus groups, questionnaires, etc.

The results of the study of feedback from stakeholders are voiced at the meetings of the departments, the Academic Council and the CEP of the PGE.

Feedback analysis is provided for discussion at meetings of departments, the Committee of educational programmes and the Academic Council, which include teachers, residents and members of the Employers' Council. During these meetings, plans are being developed to further improve the quality of graduate training. In 2020 and in 2021, feedback was received from employers on the Family Medicine educational programme.

7.3 Results of Residents and Graduates

An important role in the evaluation of the educational programme is played by the results of the final certification of residents carried out at the testing stage by the National Center for Independent Examination, as well as the results of certification examinations conducted by the Committee for Control of Medical and Pharmaceutical Activities of the Ministry of Health and Social Development of the Republic of Kazakhstan. The final state certification of residents in the 2020-2021 academic year was carried out in accordance with the standard of the State Standard of the Residence and was carried out in the following stages: determination of the level of theoretical training in the disciplines in the form of testing; certification of practical skills with a standardized patient. The results of these examinations are discussed annually at the meeting of the Academic Council.

In the 2020-2021 academic year, 53 residents passed the final certification in the specialty

"Family Medicine", the final assessment of residents was 89.83%.

The following employers took part in the interim certification of residents: M.S. Turdunov, Chief Physician of the State Enterprise on the Right to Health Care "Polyclinic No.1", R.T. Buleukhanova, Director of the MC of the Zhan-er Clinic LLP, M.K. Bekbayev, Chief Physician of the State Enterprise on the Right to Health Care "Polyclinic No.4".

7.4 Stakeholder Engagement

The following mechanisms for involving stakeholders in the monitoring and evaluation of the educational programme are provided for in the NJSC "SMU":

- 1) surveying residents for satisfaction with the results of training in the discipline;
- 2) questioning residents for satisfaction with the quality of the organization of the educational process;
- 3) questionnaire of independent experts to assess the training of residents, review of training programmes by representatives of practical health care;
- 4) surveying employers for satisfaction with the training of graduates of the residency of NJSC "SMU";
- 5) organization of focus groups with the participation of residents to optimize the process and content of training;
- 6) organization of focus groups with representatives of practical health care on the content of training and methods of assessment of residents;
- 7) discussion of the results of monitoring the performance of residents and feedback from interested parties at meetings of the CEP of the PGE, the Academic Council of the SPDO, the EMC, the Academic Council of the NJSC "SMU".

At NJSC SMU, due representation of stakeholders in the assessment of the processes and final results of resident training programmes is observed. For example, the CEP of postgraduate and additional education includes heads of department, professors, associate professors, teachers of departments that provide the educational process in the relevant specialty, leading specialists in practical health care, employers, and representatives of the student population. The composition of the EMC, the CEP is approved by the Rector of the University.

Representatives of practical health care, employers are obligatory members of the examination commission of the state certification of graduates. Representatives of practical health care, who have extensive experience, are part-time employees in the departments, which also makes it possible for other stakeholders to participate in the implementation of the educational programme 7R01138 "Family Medicine".

Stakeholders' access to the results of the evaluation of educational programmes is ensured by publishing relevant analytical references and feedback analysis on the website of NJSC "SMU". In addition, the discussion of the feedback results is carried out at the meetings of the Academic Council of the SPGE, the CEP of the PGE, which includes representatives of all interested parties, as well as at the meetings of the department.

7.5 Procedure for Approval of Educational Programmes

The EP in the specialty "Family Medicine" was approved at a meeting of the department and subcommittee of the AC residency through the voting procedure. After all the necessary conditions are met, it is entered in the register of educational programmes. The School of Postgraduate Education collects feedback from residents to determine the level of satisfaction of residents with the content of the educational programme, the organization of the educational process in the form of questionnaires, focus groups, monitoring of appeals to the school's blog. Schools have a feedback box where residents can incognito leave their suggestions, wishes and complaints. An important role in the evaluation of the educational programme is played by monitoring the achievement by residents of the final learning goals. Therefore, the school collects feedback from residency graduates and their employers.

Conclusions of the EEC on the criteria. Compliant from 15 standards: fully -14, partially -1,

non-compliant - 0

Standard 7: Implemented

Recommendations for improvement identified during the external visit:

- 1) Strengthen the role of clinical mentors for residents in PMHC settings.
- 2) Finalize the case programmes.

Standard 8: GOVERNANCE AND ADMINISTRATION

Evidence of compliance:

8.1 Management

The Family Medicine EP was drawn up in accordance with the requirements of the State Standard of the Ministry of Health of the Republic of Kazakhstan No.647 dated February 21, 2020 and the Standard Curriculum. The implementation of this programme is carried out in accordance with the requirements of the "Regulations on residency" dated 01.02.2021.

In groups in the specialties of residency, 2 to 5 residents study. Admission to the residency in the specialty "Family Medicine" is carried out depending on the number of grants allocated by the Ministry of Health of the Republic of Kazakhstan, according to the target programme and at the expense of local executive bodies. The procedures for admission and selection of residents are detailed in Standard 4 of this self-assessment report. NJSC "SMU" is responsible for the implementation of the quality assurance programme for postgraduate training, including residency programmes in all specialties.

The Rector's Order No.13 of January 13, 2022 appointed those responsible for educational programmes, whose role is the general coordination of the educational process.

8.2 Academic Leadership

According to the Regulations on Residency, adopted by the NJSC "SMU" on 01.02.2021, the general management of the residence and general control over the implementation of the residency programme in the specialty "family medicine" is provided by the Deputy Chairperson of the Board of the NJSC "SMU" for scientific and clinical work. SPE is responsible for the implementation and effectiveness of the residency's educational programmes.

Discussion and resolution of the main issues on the organization and implementation of residency programmes is carried out at the meetings of the subcommittee of the academic committee on residency programmes, which is a collegial body that includes all those responsible for the specialties of the residency, representatives of practical health care, as well as residents. Direct guidance on the training of residents in the residency programme in the specialty of "family medicine" is provided by the person responsible for the specialty of residency (Candidate of Medical Sciences Adilgozhin S.M.), practical training of residents – clinical mentors. The person in charge of the specialty of residency together with the SPE and the subcommittee of the AC on residency takes part in the development of the curriculum of the residency programme, educational trajectories, determines the main competencies of the graduate of the residency, the final results of training and solves other issues. Transparency of the management of the EP in the specialty of the residence "Family Medicine" is carried out through a number of structural units of the NJSC SMU, the work of which is based on the principles of transparency and informing all interested parties. All important decisions are made at the Academic Council of NJSC "SMU", which are also published on the website of the university.

The official website of NJSC "SMU" (contains all the necessary information about the work of the SPE, the DQCME, the subcommittee of the AC residency, the registrar's office, the training department, the scientific department, the clinical department and directly the department of family medicine.

The educational programme in the specialty "Family Medicine" fully meets the health needs of the population of the Republic of Kazakhstan and the provision of medical services. The final results of training, which must be mastered by a graduate of residency in the specialty of residency "family

medicine" fully meet the qualification requirements for a general practitioner. The high level of mastery of resident GP clinical skills and clinical competencies fully guarantees that the graduate of the residency is able to independently perform the duties of a general practitioner of the polyclinic.

The transparency of the management of the residency programme in NJSC "SMU" is ensured by the functioning of a number of mechanisms, including:

- 1) Functioning of the quality management system;
- 2) Availability of the Educational Strategy in the specialty of residency;
- 3) Availability of internal regulations (academic policy) regulating the process of implementation of the residency programme;
- 4) The functioning of the system for collecting feedback from stakeholders, including the system for collecting anonymous feedback (blog of the vice-rector, rector);
- 5) Functioning of collegial management bodies, including university employees, residents, representatives of practical health care (CEP PGE, Academic Council of the School of PGE, Academic Council of NJSC "SMU", EMC, etc.).

One of the strategic directions of the University is to promote public health through the integration of education, science and clinical practice.

In order to develop health care in the region, the university organizes trips of multidisciplinary teams from among teachers and employees of the University Hospital. Thus, since 2017, multidisciplinary teams have visited 9 regions of East Kazakhstan region, where more than two and a half thousand patients were consulted, seminars for rural doctors were held.

In 2020, residents of 1 year of training worked in infectious and provisions hospitals in Semey and Ayaguz.

8.3 Training budget and resource allocation

Management of financial and economic policy and activities of NJSC "SMU" is the responsibility of the first head of the university – the rector. Financial issues are under the responsibility of the chief accountant of the university, whose duties and powers are established by the job description and the Regulations on the Financial and Economic Department.

In order to effectively manage the planning and financial activities of the university, a process map "Financial and Procurement Management" has been developed and is in operation.

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

The main sources of formation of financial resources of the educational process at the university are: funds of the republican budget; funds under contracts of study on a reimbursable basis; funds from the provision of educational and other paid services.

The financing of the residency programme depends on the formation of an annual state order. The applied norms for calculating the cost of training of one resident, adopted in the Republic of Kazakhstan, serve as a legal basis for the financial and economic calculation of the cost of training of a resident of NJSC "SMU" within the framework of the state educational order, as well as for the rational use of funds allocated from the national budget for the training of specialists with medical and pharmaceutical education.

Ensuring the implementation of residency programmes consists of the salaries of residency teachers, providing students with educational resources (educational and scientific literature, access to the Internet and international literature information databases, information and communication technologies), strengthening the programme through the participation of residents in master classes of invited foreign specialists, academic mobility programme and participation of residents in international and republican conferences, seminars.

The university operates the principle of centralized distribution of funds and the formation of tangible assets. The allocation of funds is carried out in accordance with the approved form of the FEA plan for the current year.

The NJSC "SMU" has created a sufficient infrastructure, which is a necessary condition for the successful implementation of educational programmes with the use of material and technical base, information resources and technologies, resources for clinical training of students. The activities of the University are aimed at constantly meeting the requirements of all consumers by ensuring the guaranteed high quality of educational services, research and development and effective feedback from consumers for further improvement of material and technical resources.

As the number of students, undergraduates, residents, doctoral students grows, the amount of funding allocated to the university from the republican and local budgets increases, as does the receipt of extrabudgetary funds for training and provision of services.

In order to ensure the efficiency of the use of financial resources (including distribution) in NJSC "SMU" on a systematic basis, the expediency, sufficiency, targeted use of available resources is monitored.

8.4 Administration and Management

Training of specialists in the residency in the specialty "Family Medicine" is carried out at the Department of Family Medicine by qualified personnel: Dr. med. Kazymov M.S., Candidate of Medical Sciences Temirtasova Zh.O., Candidate of Medical Sciences Adilgozhina S.M., PhD Shalgumbayeva G.M., PhD Apsalikov B.A.

The department is located on the basis of the educational building No.5 of the National Autonomous Okrug of the International Court of Justice on Zhamakayev Street 77, has 5 study rooms, a mini library named after Musin M.N., the office of the head of the department.

Clause 4 "Structure of Resident Training Management" of the Residency Regulation states that in NJSC "SMU", the general management of the Residence and the general control over the implementation of the Residence Programmes is carried out by the Deputy Chairperson of the Management Board for Scientific and Clinical Work.

Direct management of the training of residents in the specialty of "family medicine" is carried out by the responsible person in the specialty (Candidate of Medical Sciences Adilgozhin S.M.), an the practical training of residents - GP – by clinical mentors. The person responsible for the academi programme of the residency in the specialty "family medicine", together with the SHF and th subcommittee of the AC on residency, takes part in the development of the curriculum of the residenc programme, educational trajectories of residents, determines the key competencies of the graduate c the residency and the final results of training, and also carries out training of residents together wit other departments. Accordingly, NJSC "SMU" has all the necessary human resources and recruitmer system.

8.5 Requirements and regulations

NJSC "SMU" strictly follows the State Standard of Health of the Ministry of Health of the Republic of Kazakhstan No. 647 dated 21.02.2020, the Decree of the Government of the Republic of Kazakhstan No. 725 dated October 12, 2021 "On approval of the State Programme for the development of health care of the Republic of Kazakhstan for 2020 – 2025", the Decree of the Government of the Republic of Kazakhstan No. 726 dated October 12, 2021 "On approval of the State Programme for the development of education and science of the Republic of Kazakhstan for 2020 - 2025" and is consistent with the priority areas of the following national legislative and programme documents.

Conclusions of the EEC on the criteria. Compliant with 15 standards: fully – 15.

Standard 8: Implemented

Recommendations for improvement identified during the external visit:

Standard 9: CONTINUOUS RENEWAL

Evidence of compliance:

The educational programme of the residency 7R01138 "Family Medicine" is periodically updated, improved and aimed at ensuring the high quality of training of future specialists.

An analysis of the availability of equipment and educational and methodological literature is carried out, and the personnel potential is assessed. The educational and material base of the university, which is necessary to develop practical skills, is being strengthened and developed, the university library is equipped with educational and scientific literature.

The competence of teachers is regularly monitored through feedback. The university's teaching staff meet the qualification requirements, carry out scientific, educational and methodological activities, and doctors of practical health care are also involved.

The National Turkish Catalog of Competencies of Strategic Partners (Bashkent University, Turkey) was studied, on the basis of which additions were made to the educational programme. The test tasks are systematically reviewed, and clinical rotation is provided.

Informing stakeholders on all issues of continuous monitoring and periodic evaluation of educational programmes is carried out by sending documents to departments, posting on the website of the university, meetings of collegial bodies at all levels, meetings of management with residents, teaching staff, employers.

The University continuously participates in the procedures of external quality assurance of the educational programme (EP), ensures the quality of the services provided and meets the licensing requirements in accordance with European standards and guidelines. External quality assessment is ensured by the participation of our university in national and international ratings and in EP ratings. Based on the results of each external quality assurance procedure, a plan of measures is developed to improve compliance with the requirements of the external evaluation procedure.

In case of observations identified during the audit at any level, for example, by the Internal Audit Service or the Accreditation Agency, a plan is drawn up for the elimination of observations and the implementation of recommendations, which is monitored by the authorized bodies.

In order to monitor and evaluate the residency programmes at the university, sociological surveys (questionnaires) are carried out annually on the satisfaction with the working conditions of faculty departments and students. Based on the results of the questionnaire, after discussion at the meetings of the Quality Council, areas for further improvement are identified, measures are planned to increase satisfaction with the quality of teaching of the discipline and the quality of the organization of the educational process.

Conclusions of the EEC on the criteria. Compliant with 4 standards: fully - 4.

Standard 9: Implemented

Recommendations for improvement identified during the external visit:

6. Recommendations for improving the educational programme 7R01138 - "Family Medicine"

STANDARD 1.

- 4) To intensify the participation of residency students in scientific projects with foreign partners;
- 5) Expand academic mobility of residency students both within the Republic of Kazakhstan and in foreign medical organizations.

STANDARD 2.

- 6) For practical training of residents, it is more active to use not only clinical bases, but also educational resources of the simulation center in order to safely master medical manipulations by students, diagnostic studies with high variability of signs, algorithms for emergency and emergency medical care, actions in critical situations and teamwork before contact with patients.
- 7) To provide residents with the choice of alternative disciplines in the specialty of the residency educational programme;
- 8) Develop modules of practical manipulation skills and clinical scenarios to practice clinical thinking, critical communication skills, resource mobilization in a crisis situation and team interaction, including during interdisciplinary trainings.

STANDARD 3.

- 9) Improve motivation of external examiners to conduct regular assessment of residents.

Standard 4 – None

STANDARD 5.

- 10) Expand the possibilities of innovative technologies at the university. Facilitate the development of innovative simulation educational technologies by teachers by sending employees to trainings conducted by recognized international simulation training societies (RSSTM, SESAM, SSH, AMEE) and/or initiate training for employees in the workplace with the involvement of leading foreign specialists in the field of simulation training.

STANDARD 6.

- 11) Improve the technological equipment of the department

STANDARD 7.

- 12) Strengthen the role of clinical mentors for residents in PMHC settings.
- 13) Finalize the case programmes.

Standard 8 – None

Standard 9 – None

7. Recommendation to the ECAQA Accreditation Council

The members of the EEC came to a unanimous opinion to recommend to the Accreditation Council to accredit the educational programme "7R01138 - "Family Medicine" of the Non-profit Joint Stock Company "SEMEY MEDICAL UNIVERSITY", which meets the Standards of accreditation of educational programmes of the residency of medical educational organizations for the period of 5 years

Chairperson of the External Expert Commission

Zhanalina Bakhyt Sekerbekovna

Foreign expert (online)

Ripp Evgeny Germanovich

National Academic Expert

Zhumalina Akmaral Kanashevna

National Academic Expert

Turgunov Ermek Meiramovich

National Academic Expert

Dzhandaev Serik Zhakenovich

National Academic Expert

Urazova Saltanat Nurgozhayevna

National Academic Expert

Ligai Zoya Nikolaevna

National Academic Expert

Chingaeva Gulnar Nurtasovna

National Academic Expert

Bozhbanbayeva Nishangul Seitbekovna

National Academic Expert

Beisebayeva Ulzhan Tursunkulovna

National Academic Expert


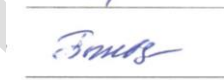
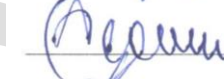

Doshakanova Asel Baidauletovna

Expert - representative of employers

Tuleutaeva Gulnara Yesenzhanovna

Resident representative Expert (online)

Izmayeva Amina Timurovna

**Quality profile and criteria for external evaluation of the educational programme
(generalization)**

Standard	Evaluation Criteria	Number of standards	Evaluation		
			Fully compliant	Partially compliant	Not compliant
1	MISSION AND END OUTCOMES	17	16	1	
2	EDUCATIONAL PROGRAMME	30	29	1	
3	ASSESSMENT OF STUDENTS	11	11		
4	STUDENTS	30	30		
5	FACULTY	7	6	1	
6	EDUCATIONAL RESOURCES	21	20	1	
7	PROGRAMME EVALUATION	15	14	1	
8	GOVERNANCE AND ADMINISTRATION	15	15		
9	CONTINUOUS RENEWAL	4	4		
	Subtotal:	150	145	6	
			150		