



«АККРЕДИТТЕУ ЖӘНЕ РЕЙТИНГТІҢ
ТӘУЕЛСІЗ АГЕНТТІГІ» КЕМ

НУ «НЕЗАВИСИМОЕ АГЕНТСТВО
АККРЕДИТАЦИИ И РЕЙТИНГА»

INDEPENDENT AGENCY FOR
ACCREDITATION AND RATING

REPORT

on the results of the work of the external expert commission to assess the compliance with the requirements of the Standards for International Initial Accreditation of Master's Programs in Health (based on WFME/AMSE/ESG) of the educational program "7M10101 Management in Healthcare" (scientific-pedagogical direction) of the NJSC "Asfendiyarov Kazakh National Medical University"
from April 16 to April 18, 2024

*Independent Agency for Accreditation and Rating
External Expert Commission*

*Addressed to the
Accreditation Council IAAR*



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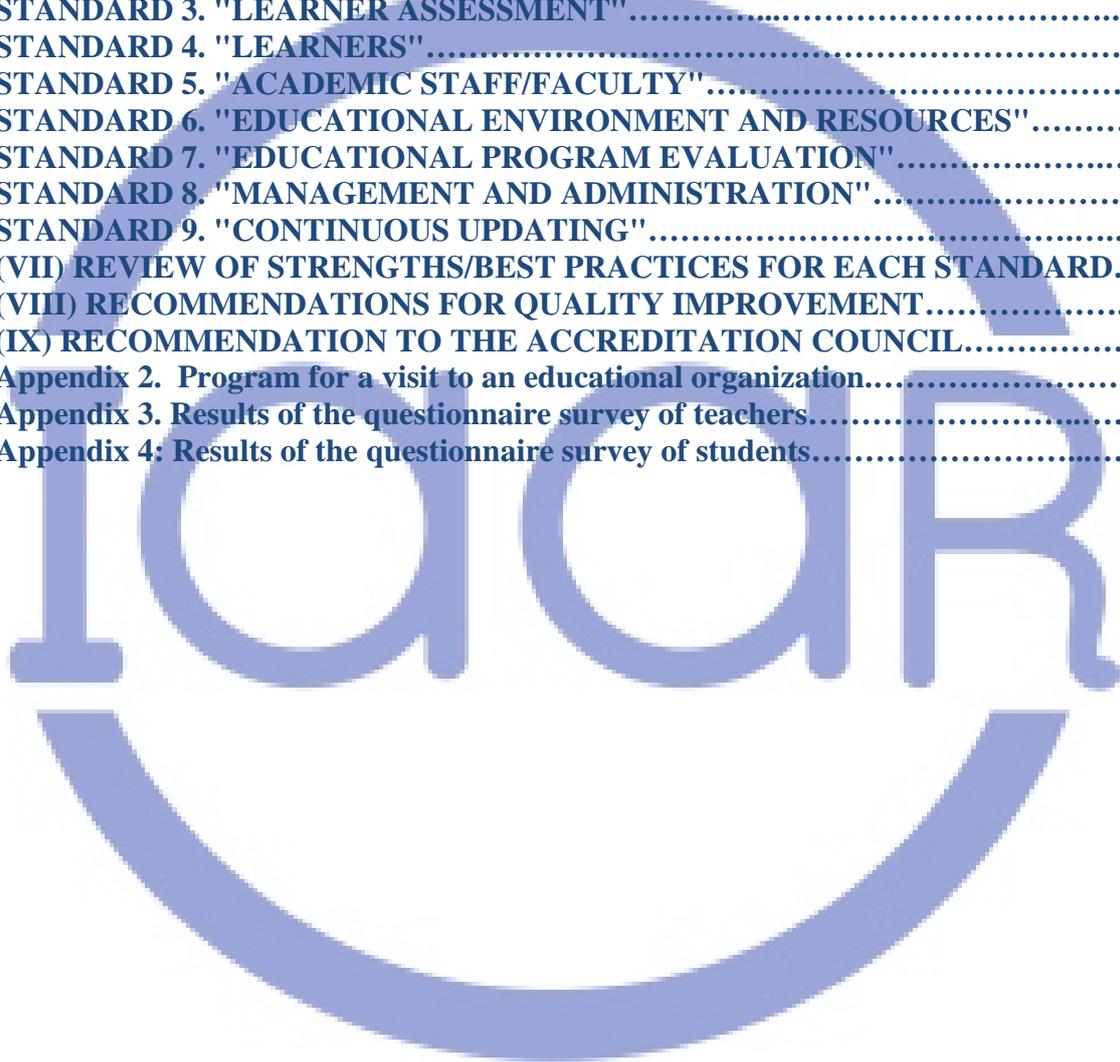
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Almaty

April 18, 2024

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(I) LIST OF NOTATIONS AND ABBREVIATIONS

- PRS - Point-Rating System
- SFA State Final Attestation
- APE - Additional Professional Education
- USIMS - Unified State Information Monitoring System
- C.S - Credit Units
- LRA - Local Regulatory Acts
- persons with disabilities - Persons with Disabilities
- MTS - Material and Technical Support
- MoH RK - Ministry of Health of the Republic of Kazakhstan
- persons with disabilities - Persons with Disabilities
- EP - Educational Program
- MPEP - Main Professional Educational Program
- IA - Intermediate Attestation
- FTS - Faculty and Teaching Staff
- PEAP - Financial and Economic Activity Plan
- WP - Working Program
- WPD - Working Program of the Discipline
- PP - Practice Program
- WEP - Working Educational Plan
- EMM - Educational and Methodological Management
- ATF - Assessment Tools Fund
- FRMO - Federal Register of Medical Organizations
- CSMC - Coordinating Scientific and Methodological Council
- CMC - Cycle Methodological Commission
- EIEE- Electronic Information and Educational Environment

(II) INTRODUCTION

In accordance with Order No. 48-24-OD dated February 2, 2024, the Independent Agency for Accreditation and Rating (IAAR) conducted an assessment of compliance with the Standards for International Initial Accreditation of Master's Programs in Health (based on WFME/AMSE/ESG) for the educational program "7M10101 Management in Healthcare" (scientific-pedagogical direction) of the NJSC "Asfendiyarov Kazakh National Medical University" (hereinafter – KazNMU, Order No. 150-22-OD dated December 21, 2022, third edition) in a hybrid format from April 16 to April 18, 2024.

The report of the external expert commission (EEC) contains an assessment of the educational program according to IAAR criteria, recommendations of the EEC for further improvement of the educational program, and parameters of the educational program profile.

EEC Composition:

IAAR Expert, EEC Chair - Elena Sergeevna Bogomolova, MD, Privolzhsky Research Medical University, Ministry of Health of Russia (Russian Federation, Nizhny Novgorod), *offline participation*;

IAAR Expert - Saltanat Esengaliyevna Uzbekova, Candidate of Medical Sciences, NJSC "Semey Medical University" (Republic of Kazakhstan, Semey), *offline participation*;

IAAR Expert - Aigul Maratovna Nugmanova, MD, NPO "Kazakh-Russian Medical University" (Republic of Kazakhstan, Almaty), *offline participation*;

IAAR Expert - Aigul Amanzholovna Ismailova, MD, Professor, Academician of the International Academy of Sciences, NJSC "Astana Medical University" (Republic of Kazakhstan, Astana), *offline participation*;

IAAR Expert - Gulnar Dostanovna Sultanova, Candidate of Medical Sciences, NJSC "West Kazakhstan Medical University" (Republic of Kazakhstan, Aktobe), *offline participation*;

IAAR Expert - Aizhat Ashimkhanovna Seydakhmetova, Candidate of Medical Sciences, JSC "South Kazakhstan Medical Academy" (Republic of Kazakhstan, Shymkent), *offline participation*;

IAAR Expert- Zhanara Kuanyshbekovna Buribayeva, MD, Associate Professor, Kazakh Medical University "Higher School of Public Health" (Republic of Kazakhstan, Almaty), *offline participation*;

IAAR Expert - Zhenisbek Zharilkasinovich Zharilkasin, Candidate of Medical Sciences, Associate Professor, NJSC "Karaganda Medical University" (Republic of Kazakhstan, Karaganda), *offline participation*;

IAAR Expert, EEC Employer - Aigul Asenkyzy Asen, PhD, Director of the State Enterprise "City Polyclinic No. 7" (Republic of Kazakhstan, Almaty), *offline participation*;

IAAR Expert, EEC Employer- Ernar Erkinbekovich Koishyman, Deputy Chief Physician of LLP "Neurorehabilitation Center 'Luch'" (Republic of Kazakhstan, Karaganda), *online participation*;

IAAR Expert, EEC Student- Radana Olegovna Karbayeva, 4th-year student of the "General Medicine" program, Kazakh National University (Republic of Kazakhstan, Almaty), *offline participation*;

IAAR Expert, EEC Student - Aizhan Nurzhanovna Baytuganova, Master of Medical Sciences, 2nd-year doctoral student of the "Nursing Science" program, NJSC "Astana Medical University" (Republic of Kazakhstan, Astana), *online participation*;

IAAR Expert, EEC Student- Nurzhan Nurtasuly Nurakhimov, 2nd-year master's student of the "Management in Healthcare" program, NJSC "Semey Medical University" (Republic of Kazakhstan, Semey), *online participation*;

IAAR Expert, EEC Student- Aigerim Serikpaikyzy Makulbek, 1st-year master's student of the "Public Health" program, NJSC "Karaganda Medical University" (Republic of Kazakhstan, Karaganda), *online participation*.

Coordinator from the Agency - Alisa Satbekovna Dzhekenova, Candidate of Medical Sciences, Head of Medical Projects at the Agency for Institutional and Specialized Accreditation of Medical Educational Organizations (Astana), *offline participation*.

(III) GENERAL INFORMATION ABOUT THE EDUCATIONAL ORGANIZATION

Non-profit joint stock company "Asfendiyarov Kazakh National Medical University" (hereinafter - KazNMU or the University) is the largest medical university of the country, provides quality training of specialists at all levels of higher and postgraduate education in all areas of health care.

Asfendiyarov KazNMU was opened by the Decree of the Council of people's commissars Russian Soviet Federative Socialist Republic "Network, structure and contingent of admission to higher educational institutions of bodies under the jurisdiction of the RSFSR for the year 1930/1931" dated December 2, 1930.

The development strategy of the university is aimed at the realization of the state policy in the field of health care and medical education, providing the industry with highly qualified medical personnel, improving the quality and accessibility of medical care for all segments of the population.

Educational activity in KazNMU is carried out in accordance with the Constitution of the Republic of Kazakhstan, the Law of the Republic of Kazakhstan "On Education", the State Program of Education Development of the Republic of Kazakhstan for 2011-2020 years and the National Project "Quality and affordable health care for every citizen Healthy Nation" (Resolution of the Government of the Republic of Kazakhstan from October 12, 2021 № 725).

Since 2006 KazNMU started training bachelors, masters, PhD doctors based on the principles of trinity (education, science, practice). Being a signatory of the Great Charter of Universities, in 2011, in accordance with the principles of the Bologna Process, carried out the transition to credit technology of undergraduate education, supported by the Ministry of Health of the Republic of Kazakhstan and the Ministry of Education and Science of the Republic of Kazakhstan.

In Asfendiyarov KazNMU famous scientists-teachers of Kazakhstan, academicians of the National Academy of Sciences of RK, Russian Academy of Medical Sciences, Academy of Preventive Medicine of RK, International Academies, honored workers of science and education, honored doctors and pharmacists work.

The status of a research university creates conditions for integration of scientific activity, educational process and clinical activity.

Asfendiyarov KazNMU has cooperation agreements with universities of far and near abroad, among which are: Nagasaki University (Nagasaki, Japan), Asia-Pacific University (Beppo, Japan), Parkway College (Singapore); University of Perugia (Perugia, Italy), Zadunai University (Krems, Austria); Kyrgyz State Medical Academy (Bishkek, Kyrgyz Republic), National Medical University named after A. Bogomolets (Bishkek, Kyrgyz Republic), National Medical University named after A. Bogomolets (Bishkek, Kyrgyz Republic), National Medical University named after A. Bogomolets (Bishkek, Kyrgyz Republic). A. Bogomolets National Medical University (Kiev, Ukraine), National Pharmaceutical University (Kharkov, Ukraine), Sechenov Moscow Medical Academy (Moscow, Russia). I. Sechenov Moscow Medical Academy (Moscow, Russia) and others. University staff actively participate in the implementation of research works under international programs and grants.

The accredited educational program is developed and implemented to meet the new needs for professionally trained specialists in Management in Healthcare in the conditions of transformation of the healthcare system. The educational program follows in line with the implementation of the University mission and reflects the educational strategy by the Concept of Health Care Development of the Republic of Kazakhstan until 2026. EP is a consistently structured document, developed by the real and prospective requirements of the educational market to the training of managers in the field of health care.

The planned results of mastering the educational program are presented, including basic and professional competencies of the graduate in the relevant blocks of training. The levels of formation of these competencies are given by the working programs of disciplines, practice, scientific research work, evaluation and methodological materials, final certification.

The following are indicated in the EP characteristic: purpose, term of EP mastering, level of higher education; types of professional activity for which graduates are prepared; planned results of EP mastering, etc.

The implementation of the EP is carried out in Russian and Kazakh languages. The characteristics of qualification and training profile with a sufficient degree of detail are correctly presented in the EP. The disciplines included in the plan reveal the essence of the current tasks in the field of health care.

In the educational process of the program it is assumed to use active and interactive forms of conducting classes. The program is provided with a sufficiently experienced teaching staff. Evaluation of the educational program allows to conclude about the sufficient level of methodological support. The content of disciplines corresponds to the competence model of the graduate. Resource support of the educational program, presented in the sections on personnel, information and library, methodological, material and technical support corresponds to the norms. The evaluation system within the educational program is clearly defined and defined for each discipline of current, intermediate and final control.

(IV) DESCRIPTION OF THE PREVIOUS ACCREDITATION PROCEDURE

The primary specialized accreditation of the educational program "7M10101 Management in Healthcare" (SPD) was conducted in 2021 by NU "Independent Accreditation and Rating Agency"

(V) DESCRIPTION OF THE EEC VISIT

The work of EEC was carried out based on the approved Program of hybrid visit of the expert commission on international accreditation of programs of basic medical and pharmaceutical education NSJC "Asfendiyarov Kazakh National Medical University" (Almaty) in the period from April 16 to 18, 2024 (Annex 1).

In order to coordinate the work of the EEC, an introductory meeting was held on April 16, 24, during which the powers were distributed among the members of the Commission, the schedule of the visit was clarified, agreement was reached on the choice of methods of examination.

To obtain objective information about the quality of educational programs and the entire infrastructure of the university, to clarify the content of self-assessment reports, meetings with the rector, vice-rectors of the university in the areas of activity, heads of structural units, heads of departments, teachers, students, graduates, employers were held. A total of 293 representatives took part in the meetings (Table 1).

Table 1 - Information about employees and students who participated in meetings with the EEC IAAR:

Category of participants	Number
Rector	1
Vice-Rector	3
Heads of structural subdivisions	27
Acting Deans	6
Heads of departments	51
Teachers	103
Students, masters, doctoral candidates	95
Graduates	5
Employers	2

Total	293
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During the meetings of the EEC IAAR with the university target groups the mechanisms of university policy implementation were clarified and individual data presented in the university self-assessment report were specified.

EEC members visited the practice bases of the accredited educational program and during the visual inspection EEC members got acquainted with the state of material and technical practical bases of clinical and theoretical departments:

1. Technological park, 94 Tolebi str.
2. Simulation center of Asfendiyarov KazNMU, 100 Shevchenko str.
3. scientific genomic laboratory, 94 Tolebi str.
4. Municipal Clinical Hospital No.4, 220, Papanina str.
5. Municipal Clinical Hospital No.5, 220 Dostyk Ave.
6. GP #10, Zhudyz mkr. 5B
7. Children's City Infectious Diseases Hospital, 229a Baizakov str.
8. Emergency Medical Aid Center, 40, Manas str.
9. Department of EEC, Zhibek Zholy avenue, 3 a.
10. National Center of Expertise, Zhibek Zholy Avenue, 3 a 10.
11. National Center of Expertise, 3, Zhibek Zholy Ave.
12. Academy of nutrition, 66, Klochkova str.
13. Medicus" Keruet, Bukhar Zhyrau Boulevard, 45/1.

Clinical bases are represented by multidisciplinary, well-equipped, highly specialized medical equipment to provide the population with highly qualified specialized inpatient and consultative medical care.

Practical bases are represented by accredited laboratories in the National Center of expertise of Sanitary and Epidemiological Control Committee of the MoH RK on conducting complex sanitary-bacteriological, parasitological, radiological, hygienic, epidemiological and research in the sphere of sanitary-epidemiological well-being of the population.

To confirm the information presented in the Self-Assessment Report, external experts requested and analyzed the working documentation of the University. At the same time, the experts studied the internet positioning of the university through the official website of the university <https://www.kaznu.kz/>.

During the visit the EEC studied normative and educational-methodical documents on accredited educational programs of the university, educational-methodical materials of disciplines, methodical documents, visited the structural subdivisions and departments declared in the program, providing the implementation of the educational process, as well as checked the work of information systems used by KazNMU for online classes.

All materials requested by the commission were provided by the representatives of the university in a timely manner. In order to obtain objective information on the assessment of KazNMU activity, the members of the EEC carried out: visual inspection of classrooms, laboratories, library, clinical bases and own clinics and other premises that provide training sessions; observation, interviewing of employees of various structural units, teachers, employers, questioning of teaching staff and students.

On the part of KazNMU the presence of all employees and persons specified in the Visit Program was ensured. The three-day Program on conducting EEC of program accreditation was implemented in full, in accordance with the distribution of activities by days.

On the first day, April 16, 2024, a preliminary meeting of the IAAR EEC Chair and members was held, during which the objectives, program, responsibilities of the VEC members were announced.

EEC members discussed key issues, determined additional information to be requested from structural units of KazNMU for validation and confirmation of reliability of information/data during accreditation.

The meeting with the Rector of KazNMU M.E. Shoranov was held according to the program, an oral presentation on current activities of KazNMU was given. Meeting with pro-rectors of KazNMU was held (Kalmataeva Zh.A. - pro-rector on academic work; Datkhaev U.M. - pro-rector on social work and digitalization; Sultangazieva S.E. - pro-rector on clinical work; Fakhradiev I.R. - pro-rector on scientific work and head of Scientific and Technological Park of KazNMU).

A meeting with the deans of KazNMU was held (Izmailova S.H. - Acting Dean of the School of General Medicine-1; Shopaeva G.A. - Acting Dean of the School of General Medicine-2; Jardemalieva N.J. - Acting Dean of the International Faculty; Altynbekov K.D. - Acting Dean of the School of Dentistry; Aipov R.R. - Dean of the School of Pediatrics; Karibaev K.B. - Dean of the School of Public Health; Ivanchenko N.N. - Head of the Department of Master's and Doctoral Studies).

A meeting was held with the heads of structural divisions of KazNMU (Tashetova A.B. - head of the Department of Academic Work (DAR); Kodekova G.S. - deputy head of DAR; Stepkina E.L. - head of the Department of Strategic Development and International Cooperation; Zhakupova M.B. - acting. M.B. Zhumadilov - Managing Director; A.H. Utebalieva - Acting Head of the Scientific Library; A.B. Alchimbaev - Head of the Department of Digitalization; S.S. Iskakova - Head of the Department of Student Admission; Z.B. Abdrakhmanova - Head of the Department of Social and Educational Work; M. Turgynbaev - Head of the Administrative Department; M.B. Kovalova - Head of the Department of Social and Educational Work. B. - Head of Administrative Department; Beisenova S.A. - Head of State Procurement Department; Akhmet A. - Acting Head of Legal Department; Kubeeva J.U. - Chief Accountant; Shamsutdinova A.G. - Head of Science Department; Nagasbekova A.G. - Head of Human Resources Development Department; Kogasbekova A.G. - Head of Human Resources Development Department. - Head of Human Resources Development Department; Kosaliev A.E. - Head of Career and Alumni Center; Zhangirbaev M.T. - Head of Quality Management System Department; Kutysheva A.T. - Head of Educational and Methodological Department; Tumanbaeva A.E. - Head of Educational and Methodological Process Organization Department; Iskakova Zh. - Acting Head of the Testing Center; Sagatbekova M.S. - Acting Head of the Office of the Registrar; Abdresheva A.A. - Head of the Student Office; Abylgazina A.E. - Head of the Academic Quality Department; Dzhalilobaev K.K. - Head of the Department of Operational Works; Abydkerova M.T. - Acting Head of the Department of Clinical Work; Ibrayeva A.Sh. - Deputy Head of the Scientific and Technological Park; Tyan M.A. - Head of the Press Service).

A meeting was held with the heads of profile departments (head of EP 7M10101 "Management in Healthcare" - Kosherbaeva L.K. - head of the department "Health Policy and Management"; Maukenova A.A. - associate professor of the department "Health Policy and Management"; Kumar A.B. - Professor of the department "Health Policy and Management"; Aimakhanova A.Sh. - Head of the department "Biostatistics and Basics of Scientific Research"; Kozhekenova J.A. - Head of the department "Public Health"; Tumanbaeva A.E. - Head of the department "Communication Skills". During the meeting with VEC experts representatives of profile departments took an active part and highlighted the main directions of their activities in terms of organization of educational process, development, implementation and management of educational programs, work with students and faculty, interaction with the rectorate and other structures of KazNMU.

During the interview with them the information about realization of educational process at the departments, conditions which the university provides for their activity, answers to questions about motivation and stimulation of faculty members, admission and career growth, financial support of faculty members and other aspects were received.

When meeting with faculty members of KazNMU departments, the EEC experts asked questions about the implementation of educational, scientific and clinical processes in KazNMU, career development opportunities, incentives for faculty members, provision of the educational

process with necessary resources (material and technical, information, etc.), interaction with administrative and management structures. Then the faculty members took part in the questionnaire.

During the visual inspection of material and technical equipment of KazNMU the EEC experts visited lecture halls and classrooms of KazNMU, as well as Simulation Center, Scientific Genomic Laboratory, Scientific Library, Testing Center, Concordia (Congress Hall), Hall of Academicians, Technopark of KazNMU and Museum of KazNMU. During the visual inspection members of the EEC familiarized with the state of material and technical bases of the basic departments.

During the visual inspection of the departments of the educational program "7M10101 Management in Healthcare" members of the EEC visited practical classes at the department "Health Policy and Management" and got acquainted with the working programs of individual disciplines and maps of provision. There were studied methodical materials for students, lesson plan, control tools, literature for independent study.

Members of the EEC visited the practice base of the accredited program on the EP "Management in Healthcare ": Medical Center "Keruen-Medicus" was founded in 2000. The clinic is one of the largest private medical organizations in Kazakhstan. The multidisciplinary medical center "Keruen-Medicus" is located in the central part of Almaty city, occupies 8 floors. The medical center provides the following types of services:

Adult polyclinic: consultations of specialists (therapist, cardiologist with ECG recording, ophthalmologist, urologist, dermatologist, surgeon, neurologist, otolaryngologist, mammologist, gastroenterologist), pregnancy patronage. The Center has a Children's Health Center, which monitors children from 0 to 1 year of life (the "Malyutka" program) and receives children's doctors (pediatrician, neurologist, orthopedist, ophthalmologist, LOR). The Center has a children's hospital, a private maternity hospital, as well as consulting and diagnostic services, including ultrasound diagnostics, fetal cartiotocography, video endoscopy, and an X-ray room. The Center has a surgical department, a 24-hour hospital, a 24-hour procedure room, a laboratory and a physiotherapy department.

On 17.04.2024, EEC experts met with KazNMU students. The meeting was held in the form of an interview, the issues of student support at the University, functioning of student representation, participation of students in the activities of the University, in the development of educational programs and other issues were disclosed. Students expressed their positive opinion about the activities of departments, administration and auxiliary units of the University, as well as the educational process.

By the accreditation procedure, a questionnaire survey was conducted among 27 teachers, 30 students, including junior and senior students.

A meeting with employers was held. The data were obtained that the University closely cooperates with clinical bases, implements clinical training at clinical bases, graduates work in these organizations, through such events as job fairs there is a selection and invitation of young specialists to work, employers participate in the formation of the educational program partly by introducing them.

(VI) COMPLIANCE WITH SPECIALIZED ACCREDITATION STANDARDS

STANDARD 1. MISSION AND RESULTS

Evidence-based part

The mission of the educational program (EP) "7M10101 - Management in Healthcare" of scientific and pedagogical direction (SPD), is to train a new generation of managers, capable of comprehensively solving the problems of management and economics of healthcare, to develop a strategy for the development of medical business, to form a team of professionals and effectively use the latest business and IT solutions.

In order to ensure the connection between EP and health care problems, the University maintains constant and effective communication with practical health care organizations. At the University there is a Research Institute of Fundamental Medicine named after B.A. Atchabarov, which coordinates the main directions, forms and content of scientific work of the University.

Research work of the University, which is an important component of the EP, is based on fundamental and applied research, corresponds to the priorities of national policy in the field of education, science and innovation development, mission and strategy of the University, is carried out through grants, state funding and on a contractual basis.

Within the framework of the implementation of the EP "Management in Healthcare" the University has sufficient material and technical base, providing all types of disciplinary and interdisciplinary training, practical and research work of undergraduates, provided by the curriculum of the University, classrooms and laboratories, equipped with modern devices, computers and appropriate software for teaching.

Implementation of the mission of the Master's degree program is provided by the access of each master student to databases, library funds and electronic libraries formed for the full list of disciplines of the main educational program, the Internet. All disciplines are provided with educational and methodical documentation, including syllabuses of academic disciplines, syllabuses, list of control and individual tasks, programs of current and final control, scientific and educational and methodical literature for all types of classes in the amounts necessary for the implementation of the educational process.

Master's students are provided with the possibility of operational information exchange with domestic universities, enterprises and organizations, access to the sets of the library fund of the main domestic and foreign academic and industry journals on the profile of training.

The Mission is undergoing a process of step-by-step approval with the participation of all stakeholders in the composition of the Department, Academic Council, Academic Council, University Board, confirmations are the minutes of meetings presented in Annex 1.3 and internal regulatory documents (Regulations on Educational Programs Asfendiyarov KazNMU, Regulations on the Council of Employers of Schools / Faculties NSJC KazNMU, Standards of internal quality assurance of educational activities of Asfendiyarov KazNMU).

To implement the Mission and Vision, policy and objectives in the field of quality, the University has developed strategic directions for the development of KazNMU, which planned to improve the quality of graduate programs, agreed with the senior management and staff of the University, directly involved in the process of their development, in the main areas of activity.

KazNMU guarantees academic freedom to its employees, Master students: in relation to the current EP, in which will be allowed to rely on different points of view in the description and analysis of issues of management, economics and business; in the possibility of using the results of new research to improve the study of specific disciplines/issues without expanding the educational program, improving disciplines, topics of disciplines taught, as well as topics of scientific research.

The heads of Master's programs and Master's students are free to choose and participate in research (creative) projects, in the choice of places of publication of research results in domestic scientific journals and/or foreign peer-reviewed journals, proceedings of national and international conferences, symposia on the profile.

The use of new research results within the educational program has led to the improvement of the educational process organization: from the transfer of knowledge to the formation of professional competencies, to the revision of the teaching methods used. In order to form a certain competence of master's students, the teachers used innovative teaching methods, which are practice-oriented: the method of group discussion, portfolio, combined survey, method of training in small groups, presentations.

Methods of innovative teaching are characterized by maximum approximation to the real professional situation and allow the most effective formation of professional competences of the future specialist and responsibility of undergraduates for the result of the learning process.

Multimedia technologies are widely used at the departments to visualize the lecture material. All lecture halls are equipped with the necessary multimedia equipment.

The final results of training, which master's students will have to show after the completion of EP "Management in Healthcare " SPD are evaluated in the context of competence approach, which forms the master's students' ability to solve problems of professional nature, skills of professional activity. To acquire a set of professional, intercultural, communicative competencies, a graduate student must master the knowledge of a set of basic and specialized disciplines, as their mandatory component, and the component of choice in full. The graduate should be able to make managerial decisions in accordance with the changing conditions of the health care market, to analyze the state of the studied object, to determine priorities, to plan in time, to organize, manage and control the production process; to be able to take into account economic and geographical aspects; to be able to adapt socially, morally and psychologically to changing conditions and to different types of professional activities.

Upon completion of the Master's program on the educational program "Management in Healthcare" profile direction graduates can continue their career outside the medical organization and apply the competencies formed during the Master's program: the ability to critical, analytical thinking, to innovative activity; ability to independently set actual and prospective problems of scientific research and solve them with the help of modern methodologies, methods of information technology; possession of skills of independent research and development; the ability to use the following skills.

Analytical part

The mission and purpose of the EP correspond to the mission and purpose of KazNMU and are reflected in the Academic Policy of KazNMU. The mission of the University reflects the educational strategy in accordance with the KazNMU Development Program for 2024-2028, approved by the Government of the Republic of Kazakhstan from August 16, 2023 № 682.

In order to provide conditions for the development of medical science, the system of training, advanced training and retraining of personnel in the field of health care, the Concept of development of integrated academic medical centers in strategic partnership with leading international universities and medical organizations is being developed. The mission of the EP promotes the development of medicine and healthcare in Kazakhstan through accelerated practical realization of breakthrough scientific discoveries, introduction of innovative diagnostic and treatment technologies, training of future leaders of science and practice, promotion and use of evidence-based, personal and proactive medicine to improve health, quality of life and longevity.

KazNMU demonstrates the ability of the university to respond dynamically to rapid changes in the external environment and lead people, so one example is our commitment to implement the principles of the Bologna process, to meet international ISO standards, accreditation standards, criteria of national and international ratings.

The mission of the EP "Management in Healthcare" is formulated in accordance with the requirements of the state standards of education, the needs of the state and the market, the strategy of the university, the demands of employers and the wishes of students, based on the study of problematic issues of theoretical and practical healthcare.

The EP is based on the possibility of realization of individual educational trajectories, strengthening of interdisciplinary learning within the framework of tasks of realization of the corresponding priority directions of development with the possibility of transformation of separate blocks in accordance with the structure of employers' requests for the formation of specific professional competencies. This approach is designed to ensure effective integration of master's students into the modern scientific and professional community.

In order to discuss with all stakeholders, the EP annually, including the mission, is discussed with stakeholders. In order to correct and update the mission of educational programs it is planned to systematically collect information about the needs of the state and the market, employers' requests and wishes of students.

According to the first standard satisfactory parties are: orientation of educational program "Management in Healthcare" SPD on the expectations of the employer and labor market; availability of necessary conditions for realization of intellectual and creative abilities of masters of educational programs; implementation of training in the state, Russian and English languages; State obligatory standards of education; constant qualitative updating of material and technical base.

At the same time, standard 1.3.3 needs to be improved in terms of more specific definition of learning outcomes of the EP.

Strengths/best practices:

No strengths have been identified for this standard.

EEC Recommendations:

The university management is recommended to improve the EP: the learning outcomes should be formulated more clearly and measurably, building a system of achievement of learning outcomes by disciplines and at the final certification. Review deadline: April 2025.

EEC Criteria Conclusions:

- strong positions - 0
- satisfactory - 11
- suggest improvements - 1
- unsatisfactory – 0

STANDARD 2. "EDUCATIONAL PROGRAM"

Evidence-based part

Upon completion of EP "Management in Healthcare" SPD graduates can continue their career in the management of the health sector, including in medical organizations and apply the competencies formed during the master's program: the ability to critical, analytical thinking, to innovative activity; ability to independently set relevant and promising problems of scientific research and solve them with the help of modern methodologies, the use of information technology, the skills of independent research and development.

Bases of research practice on EP "Management in healthcare" are management structures of health care organizations (personnel services, statistical departments, etc.), National Scientific Center for Health Development, WHO European Centre for Primary Health Care, Health Department of cities and regions of the Republic of Kazakhstan, research institutes as part of NSJC KazNMU (KazNII Oncology and Radiology, Research Institute of Eye Diseases, etc.), medical organizations. Material and technical capabilities of clinical bases are constantly expanding, they can also be used in the educational process to train health care managers. Thus, the base of practice in the 2022-2023 academic year was Individual entrepreneur Eshimbetova.

To analyze the results and develop measures to improve the educational process, internal commissions are formed (commissions on awards, tariff commissions, expert commissions, etc.). The results of the work of the commissions are heard at the Academic Council meeting and are the basis for measuring and improving the effectiveness of the University as a whole.

Formation of competencies related directly to strategic planning will be acquired and consolidated by master students during the study of hospital management, strategic planning as one of the functions of management within the disciplines "Strategic management", "Policy and organization of medical organization", and "Management in healthcare". These competencies are even more relevant for healthcare managers, who have a record of managerial activity, at the level of structural units in practice participate in the development and analysis of the implementation of the strategic plan of the organization.

The University has created a favorable environment for the use and wide application of practical activities in the organizations of the educational process at all levels of education.

KazNMU implements:

- Project of the Ministry of Health of the Republic of Kazakhstan "Strategic Management of Human Resources";
- Concept of Health Care Development of the Republic of Kazakhstan until 2026;
- The concept of development of higher education and science in the Republic of Kazakhstan for 2023 - 2029;
- Development Program of the non-profit joint stock company "Asfendiyarov Kazakh National Medical University" for 2024 - 2028 years
- Personnel policy of KazNMU.

Research environment of master's students is represented by the Research Institute of Fundamental and Applied Medicine named after B.A. Atchabarov, established in 2010, which provides for research scientific and educational and clinical-experimental laboratory, department for implementation of scientific technologies in the practice of health care and fundraising.

Teaching and training of critical evaluation of literature, articles and scientific data, application of scientific developments on EP "Management in healthcare" is reflected in the classes on the methods of case-oriented learning, solving management cases and other tasks. Thus, on the disciplines with the use of interactive technologies, the formation of scientific thinking and determination of cause-and-effect relations based on evidence and application in practice of scientifically substantiated evidence, as well as the conduct of appropriate literature search and critical evaluation of published medical literature is carried out".

EP "7M10101 - Management in Healthcare" of SPD assumes complex approaches for the development of professional and personal qualities. This implies mastering the knowledge necessary for effective professional activity; mastering a set of specific practical skills and skills of a health care manager, critical thinking skills, the basics of scientific research, the ability to implement effective management activities; the ability to effectively build communication with medical staff and patients; knowledge of the regulatory and legal framework in the field of health care; building their educational trajectory throughout life.

Analytical part

The approach in Master's students' education is fully in line with the market requirements, as the learning outcomes of the EP "Management in Healthcare" SPD and elective disciplines are regularly discussed with representatives of practical healthcare, members of professional associations and other stakeholders interested in improving learning outcomes.

To ensure the linkage of EP and health care issues, the University maintains constant and effective communication with practical health care organizations.

The use of innovative technologies in the educational process of the University relies on a strong material and technical base, the improvement of which in accordance with the requirements of the time is constantly carried out.

The inclusion of such disciplines as management psychology, research methodology, quality assurance in the health care system in the curriculum is a guarantee of appropriate attention to the safety of patients and their relatives. In addition, the consolidation of knowledge in the process of training in practice and theory occurs during practical training under the guidance of practice supervisors, where professional, intercultural and communicative competencies are practiced and improved. Communicative competence of the student is provided for in the assessment of knowledge and skills in special disciplines.

The educational program reflects the sequence of objectives, structure and content, learning and teaching methods, quality, academic level of learning and achievements of Master students, as well as the sufficiency of resources for its support and improvement. The Master's program is structured and contains: (1) theoretical training, including the study of cycles of basic and profile disciplines; (2) practical training of Master's students - various types of practical training, professional

internships; (3) research work, including the performance of Master's thesis for scientific and pedagogical Master's degree; (4) experimental and research work, including the performance of Master's thesis for profile Master's degree; (5) interim and final attestations.

According to the second standard satisfactory parties are: professional level of resource support for the implementation of goals and objectives of the educational program; orientation of the EP on the expectations of employers and the labor market; structured and focus of the joint EP to obtain the necessary competencies for master's students; a wide range and in-depth study of economic, management disciplines of the professional module; the presence of state grants for the EP "Management in Healthcare" SPD; involvement in the teaching of a number of disciplines work in the field of health care; involvement in the teaching of a number of disciplines in the field of health care.

Strengths/best practices:

No strengths identified for this standard.

EEC recommendations: none

EEC Criteria Conclusions:

- ***strong - 0***
- ***satisfactory - 18***
- ***suggest improvements - 0***
- ***unsatisfactory - 0***

STANDARD 3. "LEARNER ASSESSMENT"

Evidence-based part

The system of control of students' academic achievements at the University includes: current and boundary control of academic progress, interim attestation and final state attestation. The academic achievements of students in all types of control are evaluated according to the evaluation sheets and transfer of evaluation to the point-rating letter system of evaluation of students' academic achievements and to the traditional scale of evaluation, presented in the form of a table. Verification of learning achievements of the student is carried out by types and forms of control, at the discretion of the department. In this case, the types and forms of control correspond to the methods of teaching and are reflected in the syllabus, the form of the final control is reflected in the working curricula. The list of compulsory disciplines for the final control during the period of interim certification is regulated by the passed disciplines, which are reflected in the RUPL. According to the number of credits passed by disciplines, a technical specification - a matrix of test tasks with the number of test questions is prepared.

Policies and methods of student evaluation are reviewed and approved at the meeting of the Educational Programs Committee (EPC) of the School of Public Health. The general policy, principles, methods of evaluation of master's students are reflected in the following internal regulatory documents: Academic Policy; Regulations on the current control of academic progress, interim and final attestation of students of NSJC "KazNMU"; SOP: Organization and conduct of written examination, including in distance mode; SOP: Development and approval of the system of evaluation of educational achievements; SOP: Rules of current control of students' progress.

Assessment of students' academic achievements is carried out on the basis of the competence level meters developed by the departments.

Assessment methods are fully comparable to learning and teaching methods and cover the assessment of all student competencies, both during practical classes and during examinations. In the assessment of learning achievements, control and measurement tools developed by the departments are used, in various types (control questions, situational tasks, etc.).

The methods used to assess students' competencies are defined in the syllabuses for disciplines, which are discussed at departmental meetings and student's independent work. The evaluation criteria are brought to the attention of the Master students at the first session of each discipline, which are presented in the syllabus, according to the SOP: Formation, Discussion, Approval of Syllabuses. The SOP defines the procedure for the formation, discussion, approval of syllabuses of disciplines/modules.

In order to implement the principles of academic integrity and transparency of the organization and control of the educational process at the University there is a system of appeal according to the Academic Policy of KazNMU.

Questionnaire "Feedback to students" is conducted in the system "Sirius" at the end of the study of discipline and at the end of the examination, through the personal account of the student twice a year after the end of the academic semester. The frequency, forms of receiving/providing feedback, analysis of results and corrective action plan are discussed at the meeting of the Academic Council, after which proposals for improvement are made.

Student evaluation policies and methods are reviewed and approved at the School of Public Health's Educational Program Committee (EPC) meeting. The general policy, principles, methods of evaluation of master students are reflected in a set of internal regulatory documents.

Since 2019-2020 academic year, in connection with distance learning in the pandemic, documents have been developed and implemented to conduct the exam in a distance mode.

Methods of assessment of current academic performance, boundary, intermediate and final control on the disciplines of the working curriculum are developed by the departments (oral questioning, written questioning, project assessment, portfolio assessment, etc.). Examination questions, the list of practical skills are also developed by the chairs of the University, discussed at the meetings of the chairs, reviewed and approved at the meetings of the student's independent work, Academic Council and Academic Council. The chairs annually update the tasks for the current, final and final control (up to 30%).

At the first session of each discipline, lecturers bring to the students' attention the criteria for assessing academic achievements in the relevant discipline. The policy of performance assessment is reflected in the discipline's syllabus. Since the 2017-2018 academic year, the University has switched to filling electronic journals on the Sirius platform, where students' grades for all types of control are recorded promptly (which promotes transparency in scoring) and automatic calculation of admission rating and final exam score is carried out. Since the current academic year, the University has started the transition to the new "Hero" platform.

Students' academic achievements are assessed based on the competence level meters developed by the departments. The system of control of educational achievements of students in KazNMU includes: current, boundary and final control of students' progress and final state attestation. Knowledge of students are checked through control questions (Appendix 3.1), tickets, situational tasks, and practical skills by solving problems, speeches, essays.

During the current progress control students' academic achievements are evaluated on a 100-point scale for each completed task (response in the classroom, performance of tasks for independent work of students, the implementation of practical skills, etc.). The order of grading (current, end-of-term, final control) is described in detail in the syllabuses of disciplines.

Transfer of students to the next course of study is carried out at the end of the academic year (taking into account the results of the summer semester). Transfer of students from course to course is formalized by the order of the Vice-Rector for Academic Affairs of the University. The obligatory condition of transfer of a student from course to course is the absence of debts on prerequisite disciplines, for first-year students the absence of debts on disciplines of the first academic period, having academic debts not more than 12 ECTS, the absence of financial debt. Full automation of the evaluation process and openness of methods and policy of evaluation of students' academic achievements allows to avoid conflict of interest in KazNMU.

Office of the Registrar (hereinafter - OR) - a service that maintains the history of academic achievements of students during the entire period of study and records it in the academic transcript (a

document of the form established at the University, containing a list of disciplines passed during the relevant period of study, with the indication of grades and number of credits according to the curriculum).

Persons who have completed their studies and successfully passed the final certification are awarded an academic degree and issued a state diploma with an appendix (transcript). In the annex to the diploma (transcript) the last grades according to the point-rating letter grading system for all academic disciplines, final attestation with the indication of their volume in academic credits are indicated.

Implementation of Master's degree in the educational program "7M10101 - Management in Healthcare " scientific and pedagogical direction is carried out with the use of a set of educational activities and teaching methods.

Analytical part

Assessment methods are fully comparable with learning and teaching methods and cover the assessment of all student competencies, both during practical classes and during examinations. In the assessment of learning achievements, the control and measurement tools developed by the departments are used, in various types (control questions, situational tasks, etc.).

The methods used to assess students' competencies are defined in the syllabuses for disciplines, which are discussed at departmental meetings and student's independent work. The evaluation criteria are brought to the attention of master students at the first session of each discipline, which are presented in the syllabus.

To implement the principles of academic integrity and transparency of the organization and control of the educational process in the University provides a system of appeal according to the Academic Policy of KazNMU.

According to the third standard satisfactory parties are: the presence of clearly developed normative documents governing the unified criteria and principles of assessment of learning achievements of students, methods and tools of control and evaluation of knowledge, the use of reliable, valid a variety of assessment methods, focused on the assessment of the final results of learning and competencies, students; the use of an integrated approach to the assessment of learning achievements.

At the same time, Standard 3.2.1 needs to be improved in terms of harmonization of planned learning outcomes and final assessment results, i.e. application of integrated summative assessment aimed at examining the graduates' achievement of learning outcomes of the EP.

Strengths/best practices:

No strengths have been identified for this standard.

EEC recommendations:

It is recommended to the university management to improve the EP: to develop checklists for the evaluation of the results of Master's projects defense, aimed, among other things, at the achievability of LOs of the EP itself. It is also recommended to improve the assessment of disciplines with the orientation on the assessment of LO. Review deadlines: April 2025.

EEC conclusions on criteria:

- ***strong - 0***
- ***satisfactory - 9***
- ***suggesting improvement - 1***
- ***unsatisfactory – 0***

STANDARD 4. "LEARNERS"

Evidence-based part

Corresponding to its mission: "training of competitive specialists for health care" KazNMU has defined the policy of admission to the Master's degree program "7M10101 - Management in Healthcare " SPD, aimed at selecting the best candidates for the Master's degree, complying with the requirements of the law relating to equality of educational opportunities and ethical aspects.

To meet the medical needs of employers in scientific and pedagogical personnel in general, the University periodically analyzes the admission policy on the basis of current data from specialists on the projected needs of the labor market, actively cooperating in the development of proposals for plans to place the state order for training with the Ministry of Education and Science of the Republic of Kazakhstan, the Ministry of Health of the Republic of Kazakhstan, local executive bodies. The order of the Ministry of Health of the RK establishes the volume of the state order for training of medical personnel in the context of medical universities, taking into account the results of the competition among higher education institutions for placement of the state order.

KazNMU defined mechanisms of career guidance work aimed at selecting applicants for training in the master's degree program "7M10101 - Management in Healthcare " SPD. Vocational guidance work aimed at the selection of applicants for training in the Master's degree program "7M10101 - Management in Healthcare ", is carried out at the level of the department in the final courses of bachelor's degree and for interns who want to obtain in-depth theoretical and research knowledge in the field of Management in Healthcare.

Information about the beginning of the admission committee is available to everyone on the website of KazNMU. Every year an "Open Day" is held, where the applicant is explained all the information on educational programs of Master's degree: the goals and results of the training program, mastered competencies, opportunities for further training (after completing the process of training on Master's degree programs of educational program "Management in Healthcare" there is an opportunity to continue training on the PhD program), as well as the quality of education, employment program, research environment of the University, etc.

Formation of the contingent of Master students is carried out based on the state educational order for the training of scientific and pedagogical personnel, as well as tuition fees at the expense of citizens' funds or other sources. Admission to the Master's program with the indication of training specialties is announced through mass media.

The University provides comprehensive support to master's students during the entire period of study in the form of continuous counseling, technical and informational support. Support for students is provided in the form of academic guidance and academic counseling, the service of advisors. Within two months after enrollment, each master's student for the guidance of master's thesis assigned a supervisor (scientific advisor) and approved the topic of the master's thesis (project).

According to the Academic Policy of KazNMU defines the basic principles in academic activities in the form of providing equal opportunities for all students to receive quality and affordable education; providing academic freedom to students in choosing elective disciplines and tracking their own progress students on the electronic learning portal; compliance with anti-corruption standard and standards of academic integrity and intolerance to any form of corruption and discrimination; ensuring transparency and transparency of the academic activities of KazNMU.

The study of employers' needs in scientific and pedagogical staff is conducted on the basis of interviews with representatives of higher educational institutions of RK, graduates of this program of the University and representatives of RGP on economic management right " National Scientific Center for Health Development named after Salidat Kairbekova" of the Ministry of Health of RK, health departments of regions of RK and others.

In KazNMU defined mechanisms of career guidance work aimed at selecting applicants for training in master's degree program "7M10101 - Management in Healthcare " SPD. Vocational guidance work aimed at the selection of applicants for training in the master's degree program "7M10101 - Management in Healthcare" is carried out at the level of the department in the final

courses of bachelor's degree and for interns who want to obtain in-depth theoretical and research knowledge in the field of management in healthcare.

The university has defined admission criteria based on the established standard rules of admission to the Master's degree program "7M10101 - Management in Healthcare" SPD.

Assessment of the level of preparation of the entrant for training in the educational program "Management in Healthcare " SPD is carried out on profile disciplines. The list of disciplines, the content of test questions, the level of difficulty, the number of tasks, etc. are specified on the official website of the University.

Together with copies of documents are provided their originals for verification, conducted in the presence of the applicant. After reconciliation, the original documents are returned. When providing an incomplete list of documents, the Admissions Committee does not accept documents from applicants.

Analytical part

KazNMU activity is aimed at the development and implementation of educational, research and scientific programs in such a way as to provide master students with all the skills necessary for both professional growth and personal development.

Master students are allowed to form their educational trajectory, taking into account their knowledge needs, by choosing an elective discipline. The disciplines included in the catalog of elective disciplines reflect the current directions of development of the studied area, taking into account the prospective scientific directions of the graduating department, the modern development of the region, the needs of employers, adaptation to the labor market and the needs of students. The catalog of elective disciplines is revised annually taking into account the proposals received from stakeholders during working meetings, discussions, questionnaires, etc.

Involvement of Master students in the work on the development of the EP is carried out through participation in the discussion of the EP (they are invited to the meetings of the department, to the meetings with stakeholders), using survey methods to assess the quality of implemented programs, the degree of satisfaction of Master students with the educational services provided, the organization of various types of work, etc. The data obtained as a result of the survey will be used to improve the EPs and processes of their implementation.

To meet the medical needs of employers in scientific and pedagogical personnel in general, the University periodically analyzes the admission policy based on current data from specialists on the projected needs of the labor market, actively cooperating in the development of proposals for plans to place the state order for training with the Ministry of Education and Science of the Republic of Kazakhstan, the Ministry of Health of the Republic of Kazakhstan, local executive bodies. The order of the Ministry of Health of the RK establishes the volume of the state order for the training of medical personnel in the context of medical universities, taking into account the results of the competition among higher education institutions for placement of the state order.

According to the fourth standard satisfactory parties are: the presence of regulatory documents governing admission to the EP "Management in Healthcare " SPD; conducting career guidance work, confirmation of openness and availability on the university website information on admission to the reporting EP; monitoring the quality of teaching disciplines, the presence of several public organizations at the University to support students, the professional level of resource support, contributing to the achievement of learning outcomes and support students.

At the same time, standard 4.3.5 needs to be improved in terms of expanding the opportunities of students in the realization of individual educational trajectories, including the inclusion and expansion of distance learning forms in this EP.

Strengths/best practices:

No strengths were identified for this standard.

EEC Recommendations:

The university management is recommended to take measures to expand the opportunities for students in the realization of individual educational trajectories, including the inclusion and expansion of distance learning forms in this EP. Review deadline: April 2025.

EEC conclusions on the criteria:

- ***strong positions - 0***
- ***satisfactory- 16***
- ***suggest improvements - 1***
- ***unsatisfactory – 0***

STANDARD 5. "ACADEMIC STAFF/FACULTY"

Evidence-based part

To create conditions for the formation of a cohesive and highly competitive teaching staff of the University, a new personnel policy has been developed, which has allowed for the effective development of human resources and the introduction of a fair policy for the development of each employee.

The University conducts personnel policy in such a way that the profile of teaching staff strictly corresponds to the range and balance of pedagogical skills, which is achieved by constant control and regulation of the ratio of teaching staff teaching basic and specialized disciplines.

In KazNMU for continuous improvement of the quality of educational services the policy of recruitment and formation of staff by the changing needs, qualification characteristics of employees is carried out. Assessment of faculty activity is carried out at employment in accordance with the requirements to qualifications of teachers, defined in job descriptions. Election to the position of teaching staff is carried out based on the Rules of competitive replacement of positions of scientific and pedagogical staff of KazNMU (teaching staff, researchers).

The effectiveness of teaching in medical school is determined not only by a high level of competence in the field of medical knowledge, but also by the possession of pedagogical competencies. Improvement of pedagogical competencies of teaching staff was conducted by the Pedagogical Mastery Course (formerly - Center/School of Pedagogical Mastery named after H.S.Nasybullina) in full compliance with the developed author's "Model of competencies of KazNMU teacher". The mentioned approach guarantees training on pedagogical competencies for each staff member from among the teaching staff of KazNMU at least once in five years.

Scientific research competence is realized as a result of annual planning and reporting on the data of research work on scientific projects of departments, by registration of publications, participation in scientific research, at conferences with reports and publications, registration of inventions and acts of implementation on the results of clinical and research work. Scientific competence is centrally realized with the help of Research Center for Fundamental Medicine named after B.Atchabarov, to implement the Development Program of NSJC "Asfendiyarov Kazakh National Medical University" for 2024 - 2028. The purpose of Research Center for Fundamental Medicine is to create a mobile infrastructure of university science, based on the development of professional education, the use of modern methods of management and management of research and development, training of highly qualified scientific personnel with effective implementation of research results in applied medicine.

When forming the staff of teaching staff, the merits of applicants are taken into account, measured by the level of qualification, professional experience, results of research activities, teaching experience. Priority is given to those who have skills in scientific, pedagogical, professional activities and recognize the mission of KazNMU.

Based on the results of attestation of teaching staff, employees receive an additional part to the basic payment, which is determined based on the specific assessment received by the employee in accordance with the established scale of key performance indicators of the profession. In accordance

with the "Rules of attestation of the teaching staff of NSJC "Asfendiyarov Kazakh National Medical University" employees of the Department of "Health Policy and Management" receive a stimulating bonus.

According to the results of 2023, the department "Health Policy and Management" took the 2nd place among all departments of KazNMU and was awarded the certificate "Leader of KazNMU", as well as, the staff of the department were paid bonuses.

Teachers of School of public health in addition to academic activity is carried out scientific activity. At the beginning of the 2023-2024 academic year the number of faculty members was 61% (17% of them have Hirsch Index and 13% have citations). In addition, teaching staff students participate in competitions of scientific and technical projects (hereinafter - STP) funded by the Ministry of Health (hereinafter - MH RK) and the Ministry of Science and Higher Education (hereinafter - MSHE RK) of the Republic of Kazakhstan, including international organizations.

The development of the management system of the teaching staff includes training, support and motivation programs for teachers. The University provides mandatory professional development for the teaching staff every five years, offering opportunities and promoting career development and professional development. "Rules of Training and Professional Development of Staff of NSJC S.D. Asfendiyarov KazNMU" regulate this process. Professional development and certification courses for medical and pharmaceutical personnel are carried out by the Institute of Additional and Professional Education.

Within the framework of ERASMUS project "Euro Speak" 2 employees of the department were trained in IELTS. The University reimbursed the funds spent on passing the exam.

Since 2006 KazNMU started training bachelors, masters, PhD doctors based on the principles of trinity (education, science, practice). Being a signatory of the Great Charter of Universities, in 2011, in accordance with the principles of the Bologna Process, carried out the transition to credit technology of undergraduate education, supported by the Ministry of Health of the Republic of Kazakhstan and the Ministry of Education and Science of the Republic of Kazakhstan.

In addition to academic activities, SHE faculty members carry out research activities. At the beginning of the 2023-2024 academic year the number of teaching staff was 61% (17% of them have Hirsch Index and 13% have citations). In addition, teaching staff students participate in competitions of scientific and technical projects (hereinafter - STP) funded by the Ministry of Health (hereinafter - MH RK) and the Ministry of Science and Higher Education (hereinafter - MSHE RK) of the Republic of Kazakhstan, including international organizations.

According to the "Rules of internal labor regulations of the University" pedagogical workers have the right to moral and material encouragement in pedagogical activities in the form of state awards, honorary titles, prizes and personal scholarships in the manner prescribed by the current legislation of the Republic of Kazakhstan.

The correlation between pedagogical, scientific and professional qualifications contributes to the high quality of teaching in the EP "7M10101 - Management in Healthcare" SPD.

Analytical part

In order to systematically assess the competence of teachers, the administration of the university conducts attestation of teaching staff, in accordance with the rules of the Ministry of Education and Science of the Republic of Kazakhstan on the attestation of teachers of the university. The composition of the attestation commission is approved annually, which includes vice-rectors, deans of faculties, heads of structural subdivisions, chairman of the trade union committee. The format of attestation includes the analysis of teaching and methodical, scientific achievements of the teacher for 5 years, evaluation of the opinion of students, supervisors, professional growth, examination of the quality of teaching by independent experts. Based on the results obtained, the attestation commission draws conclusions about the teacher's compliance with the position held, gives recommendations for further improvement of professional development.

Training and qualification of teaching staff corresponds to the direction of the implemented educational programs and the level of their positions. The teaching staff of the university with the

appropriate degree, academic title, work experience or working part-time in the relevant organizations are involved in the educational process.

Professional development of teaching staff is carried out in various directions. The choice of directions is determined by the need to improve teaching skills, the introduction of innovative learning technologies in the educational process in the EP of the department, improving the content of taught disciplines according to modern scientific requirements. The teaching staff of the EP "Management in Healthcare " improved their qualification in the direction of "Business Analyst".

In order to exchange experience and improve the pedagogical qualification of teaching staff, academic mobility programs are regularly implemented by inviting foreign specialists as visiting professors.

The training and qualification of the teaching staff corresponds to the direction of the implemented educational programs and the level of their positions. University teachers with the appropriate degree, academic title, work experience or working part-time in relevant organizations are involved in the educational process.

The development of the management system of the teaching staff includes training, support and motivation programs for teachers. The University provides faculty members with mandatory professional development every five years, offering opportunities and promoting career development and professional development. Professional development and certification courses for medical and pharmaceutical staff are provided by the Institute of Further and Professional Education.

According to the fifth standard satisfactory parties are: maintaining at an optimal level of qualitative and quantitative composition of teaching staff; monitoring the quality of teaching disciplines; monitoring the professional progress of teachers; maintaining at an optimal level of qualitative and quantitative composition of teaching staff; effective management of KazNMU staff activities aimed at supporting teaching staff in the realization of maximum professional, personal potential, career development.

Strengths/best practices:

No strengths identified for this standard.

EEC recommendations: none

EEC Criteria Conclusions:

- ***strong - 0***
- ***satisfactory - 9***
- ***suggest improvements - 0***
- ***unsatisfactory - 0***

STANDARD 6. "EDUCATIONAL ENVIRONMENTS AND RESOURCES"

Evidence-based part

NSJC KazNMU has a sufficient material and technical base for teachers and students to ensure the quality implementation of the educational program. Material and technical base of the University includes: lecture halls, classrooms, teaching and research laboratories, library, means of information technology, premises of cultural and social sphere, and university clinics.

Auditorium fund of Asfendiyarov KazNMU has 9 educational buildings and training center "Aibolit" 58876,1 sq.m.: 47976.1 square meters of own and 10900 square meters of rented premises. There is a sports hall with the area of 1361,0 sq.m., 8 hostels for 3269 places. By the Decree of the Government of the Republic of Kazakhstan from July 1, 2013 in the ownership of KazNMU was transferred to the Republican Children's Clinical Hospital "Aksai" with a fund of 300 beds. Auditorium fund is supplemented by rented 3 buildings with the area of 10653,7 sq.m: Kazakh Academy of Nutrition, 66 Klochkova St. - 1200 sq.m; building (100 Shevchenko St.) - 5692,9 sq.m, building (37 Zheltoksan St.) - 3760,8 sq.m.

Lecture halls are equipped with necessary means of technical support - stationary multimedia projectors and are designed for 1218 seats. To develop a common corporate culture among students and employees of the University, 9 lecture halls were named in honor of outstanding people whose professional life was closely connected with the University.

Study rooms are designed from 10 to 60 seats. Training rooms are located inside the educational buildings and buildings of clinical bases, fully equipped for seminars, practical, laboratory classes, they have the necessary furniture, educational and methodical equipment and manuals, technical means of training, including personal computers.

Laboratories. Educational laboratories are located in the building of Scientific Research Institute of Fundamental Medicine (NIIFM) named after B.A. Atchabarov, which is one of the structural subdivisions of Asfendiyarov KazNMU. NIIFM includes: scientific and practical control and analytical laboratory of chemistry and pharmacognosy, laboratory of experimental medicine, scientific clinical-diagnostic laboratory, scientific laboratory "Center of collective use", center of experimental pharmacology, vivarium, their total area is 1296.6 sq.m.

Premises of social and domestic sphere. The social sphere is represented by student dormitories, public catering enterprises, medical and prophylactic premises, leisure facilities, sports hall.

Student dormitories. Full-time students live in 8 dormitories of KazNMU. The hostels have halls for recreation, reading rooms for self-preparation, utility and storage rooms, toilets, showers and household facilities.

Catering facilities. In 2012 a major reconstruction and remodeling of the student canteen on the territory of the University was carried out. The catering enterprise operates by the method of self-service.

Premises for medical and preventive purposes. Students can receive medical services in the University clinics: Internal Medicine Clinic, Institute of Dentistry, Professors' Clinic.

The premises of the sports complex are used for educational purposes. Including the mini stadium, its area is 1320 sq.m., of which 1200 sq.m. - is the area of volleyball court, wrestling mat and soccer hall area. Informational

providing of educational work is carried out through: the University website: electronic ticker; TV monitors in the foyer of educational buildings; boards of official information of the rectorate, deans' offices: information boards in dormitories and departments of KazNMU; radio broadcasting on the territory of the University.

Premises for leisure. The University has a significant material and technical base for the leisure of students: "Hall of Fame" for 180 seats;

"Concordia Theater for 1200 seats; Conference Hall for 70 seats; rooms for storing musical instruments and costumes with a total area of 35 m².

Museum. One of the most important moments in the education of the young generation is the museum of medicine, which is located on the first floor of the educational building No. 1. Its total area is 280 m². Exposition halls, all on 150 m².

The University has signed cooperation agreements with 148 medical organizations: Of them: Subsidiary organizations (research institutes) -5, RC, research institutes-3, Republican - 3, Regional - 5, Inpatient organizations - 17, Maternity hospitals - 6, Tuberculosis organizations - 2, PHC organizations - 33, Private ICs, LLPs - 64, Central district hospitals - 2, Other medical organizations - 7.

KazNMU local network capabilities have been expanded: the speed of the Internet access channel increases annually: if in 2022 it was 500 Mbit/s, in 2023 - 2 Gbit/s, in 2024 it is planned - 3.5 Gbit/s. Projects have also been implemented to cover the infrastructure with a wireless network. At the moment 428 Wi-Fi access points have been installed in the academic buildings and dormitories of the University. The realization of the Wi-Fi project continues. At the moment the computer park of KazNMU is updated by 80%.

The system of electronic document management "SalemOffice" AIS "Sirius", which allows to carry out document management in "paperless" format with the use of electronic digital signature for

signing documents, to carry out requests of teachers and other structures for various services, is functioning effectively.

The Digital Services Center portal developed by the Department of Digitalization represents a single virtual Digital Services Center and ensures the implementation of the "one-stop-shop" principle in the provision of services to students, trainees, and enrollees. Distance learning portal, which provides effective tools for organizing the learning activities of students in the organization of independent work of students with the teacher and independent work of the student.

In order to ensure the development of cloud technologies and virtualization, the transition to "cloud technologies" has been started: from 2020 a perpetual academic license has been purchased and MS Office 365 products are actively used.

Library sites providing access to information resources, available educational services and electronic content; Readers with an IP address can access and use literature from any place and any device. Access to global electronic databases is also available:

StrikePlagiarism anti-plagiarism system allowing to check all written works of students. The system is integrated with AIS Sirius and the distance learning portal. Iteman test validity and reliability checking system integrated with the "Testing" module of AIS Sirius.

Video streaming systems MS Teams and Zoom, which are actively used for online consultations and online classes. Each student has access to all necessary information resources, e-services and services in the Sirius Personal Account.

The system of identification of books by barcode in the library, launched in 2019, is functioning, which allowed to optimize the reception and issuance of books; the network structure has been updated, the modernization of the network is ongoing.

For the implementation of all procedures of electronic intermediate control of knowledge there is a Testing Center equipped with modern computer equipment.

The leading research institutes and scientific centers in the main areas of medicine (Kazakh Research Institute of Oncology and Radiology, Scientific Center of Obstetrics, Gynecology and Perinatology, Scientific Center of Pediatrics and Children's Surgery, Research Institute of Cardiology and Internal Medicine, National Scientific Center of Surgery named after A.N. Syzganov) became a part of NSJC "KazNMU", which significantly increased the potential of the University in scientific, clinical and educational activities.

The staff of NSJC "KazNMU" has significant innovative potential. Implementation of research works, scientific and technical programs and various competitive projects in NSJC "KazNMU" was carried out under 21 programs, 11 of which are currently completed.

The Commission for Quality Assurance (hereinafter -QAQC) was established in the School of Public Health, the Commission consists of employees of the school (dean's office, teachers of departments, and students who are not members of the QAQC)

Having undertaken obligations on realization of parameters of Bologna process KazNMU with support of MES RK and MH RK since 2011 realizes programs "Academic mobility of students and faculty" and "Visiting Professor KazNMU". The implementation of these programs, the purpose of which is the internationalization of education and integration into the world educational space, is accompanied by the use of modern pedagogical technologies in the training of students of KazNMU in the leading universities of the world or invited foreign scientists. Activities on academic exchange of students with partner universities were realized.

Analytical part

Based on the results obtained, measures to improve the working conditions of the University staff are planned and implemented. Every year the fund of the Scientific Library is updated by 5-10%, according to the requests for the purchase of literature. There is constant work on improvement of IT-technologies and infrastructure of KazNMU. Uninterrupted work of the Internet network is provided, a local computer system is created, a system of video broadcasting of lectures in classrooms, a unique computer product AIS KazNMU is developed and implemented.

In general, KazNMU has made a transition from the use of individual computers to an intra-university computer network. The University has built a local network that unites the main infrastructural objects of KazNMU: by means of physical fiber-optic communication line - educational buildings, by means of VPN - dormitories and clinical bases. Thus, an unlimited data transmission channel was created between the buildings and subdivisions of the University for access to internal information resources and information exchange.

In NSJC "KazNMU" there is a system of financing and support of scientific activity. Competitions for university research grants for teaching staff, scientists, doctoral students are held on a regular basis. All grant applications undergo internal and independent external (international) expertise, the results of which are used to select applications for further funding.

According to the sixth standard satisfactory sides are: association with major research institutes and research centers and availability of agreements with profile organizations within the framework of implementation of industrial practice, with foreign universities within the framework of implementation of internship of master students; availability of access to information websites; full automation and digitalization of educational process management; professional level of resource support, contributing to the achievement of learning outcomes and support for students; availability of technical support for students.

The strong point of the EP "Management in Healthcare" is the presence of several research grants in this specialty (PCF and grant, intra-university grant). in which both faculty members of profile departments and master's students take part. Thus, for 2019-2024, 6 projects are realized. In 2021-2023, the grant project "Development of technology for assessing the effectiveness of the health care system in the intersectoral context and its impact in the context of regions" and in 2023-2025 the PCF project "Integration of children with autism spectrum disorder in the social and educational environment based on comprehensive support: challenges and benefits" were realized.

Strengths/best practices:

Availability of several research grants in this specialty, in which both faculty members of profile departments and master's students participate.

EEC recommendations: none

EEC conclusions on the criteria:

- ***strong positions - 1***
- ***satisfactory- 13***
- ***suggest improvements - 0***
- ***unsatisfactory- 0***

STANDARD 7. "EVALUATION OF THE EDUCATIONAL PROGRAM"

Evidence-based part

There is an effective, continuous monitoring mechanism in the university, which consists in constant monitoring of attendance of disciplines, academic progress of students, writing of dissertation work, etc. To control and evaluate the quality of teaching there are mutual visits to classes, open classes of teachers, the results of which are discussed at the meetings of departments, Faculty Council. The quality of classes and used teaching and methodical materials, timeliness of assignments for student's independent work, organization of control and evaluation of students' progress is analyzed at the meetings of departments and the School Council.

To monitor the quality of educational service and its improvement, questionnaires of students are conducted to identify the needs of stakeholders, to study the quality of educational processes, to improve and enhance the activities of all units of the university. The questionnaire procedure is carried out systematically during the whole period of study. Questionnaires can be of different plan, depending on the category of respondents. The questionnaires cover all aspects of education and life

of students: the share of students' knowledge, learning conditions, material, technical, methodological, and informational support of the educational process, living conditions, food conditions, etc. The questionnaires are used to monitor the students' knowledge and life.

The mechanism aimed at monitoring the process of implementation of the educational program and progress of students is a constant feedback from the trainees and teaching staff. The participants of the educational process, master students and teaching staff of the university have a direct interest in the implementation of the educational program, and can express their opinion through questionnaires and interviews. The questionnaire "Feedback from students", questionnaires including questions about expectations and really obtained competences of students, the environment of the educational program implementation, the availability of information resources and conditions, the results of the analysis of the contents of trust boxes reflect the mechanisms of participation of students and faculty in the monitoring of the program.

The survey of undergraduates is one of the mechanisms of periodic review, study and evaluation of the implemented educational programs, which ensures the quality of the program management process. Achievement of final results by students is also a mechanism of evaluation of the educational program and progress of students, as they are sufficiently valid and reliable methods and require the availability of basic data on the educational program.

Knowledge, skills, abilities, skills and competencies of students in all types of control are determined by grades of point-rating letter system, which have a directly proportional relationship. Application of new or modified criteria and methods of assessment of knowledge of students is possible only based on the decision of the EPC of the School of Public Health. Proposals on criteria and methods of evaluation are prepared by the heads of departments, considered at the meetings of the Academic Council.

The use of feedback has a systematic character when making changes in the educational program. For the functioning of the feedback system, including the prompt presentation of information about the results of the evaluation of students' knowledge, the possibility of using the electronic educational system "SIRIUS" is provided. The created content can be used by students to obtain information about the results of assessment of their knowledge.

Methods and forms of objective assessment of results for each discipline are specified in the syllabuses of disciplines, where there are check-lists for assessing the knowledge of undergraduates by types of assessed tasks (oral answer, written answer, presentation, etc.), this allows to ensure the objectivity of the assessment of learning outcomes in disciplines.

The content of both compulsory and elective disciplines is adjusted annually, the results of teachers' professional development are implemented. The ECP is regularly revised taking into account changes in the external environment and labor market requirements. ECs of the profile cycle take into account the latest changes in the labor market, reflect the interests of the employer, and together with all types of practices are aimed at preparation for professional activity.

The revision of the mission and final results of the current EPs at all levels of education at the University is carried out in compliance with the principle of transparency, with the participation of all parties involved in the process: scientific and pedagogical staff, undergraduates, administrative structures at the level of departments, Master's and doctoral studies department, University.

If it is necessary to update or restructure the EP and the content of elective disciplines, the modern needs of society, the priorities of the national health care system, medical science and education are taken into account.

To monitor the quality of educational services and its improvement, questionnaires are conducted among students, to identify the needs of stakeholders, to study the quality of educational processes, to improve and enhance the activities of all units of the university. The survey procedure is conducted systematically during the entire period of study. Questionnaires can be of different plan, depending on the category of respondents. The questionnaires cover all aspects of education and life of students: the share of students' knowledge, learning conditions, material, technical, methodological, informational support of the educational process, living conditions, food conditions, etc. The questionnaires are conducted on a regular basis.

The University regularly conducts a survey, collects, analyzes and uses the data received from stakeholders about the educational program. Students can be involved in the process of evaluation of educational programs by expressing their opinions and wishes at the end of the course of study or mastering a particular discipline or by anonymous survey to identify the opinions and take into account the comments and suggestions of direct consumers. The participation of students in the evaluation of the educational program also contributes to the improvement of student self-governance in the university. The process of questioning was authorized for convenience and efficiency of collecting information on the educational portal, the module "Questioning" was created, thanks to which it is possible to fully cover the contingent of students, electronic counting and sending the results of the survey to students.

Thus, the survey of undergraduates is one of the mechanisms of periodic review, study and evaluation of the implemented educational programs, which ensures the quality of the program management process. Achievement of final results by students is also a mechanism of evaluation of the educational program and progress of students, as they are quite valid and reliable methods and require the availability of basic data on the educational program.

Knowledge, skills, abilities, skills and competencies of students in all types of control, are determined by grades of the point-rating letter system, which have a directly proportional relationship. Application of new or modified criteria and methods of evaluation of knowledge of students is possible only based on the decision of the EPC of the School of Public Health. Proposals on criteria and methods of evaluation are prepared by the heads of departments and are considered at the meetings of the Academic Council.

The adopted criteria and methods of evaluation of students' knowledge cannot be changed during the semester. Their revision is possible only at the beginning of a new academic period.

The development of feedback with stakeholders to study the requirements, expectations and satisfaction of the main stakeholders with the quality of educational services is of great importance. Feedback from employers and other stakeholders is monitored and is the basis for revising the goals, objectives and activities of the University and the content of the EP.

Improvement of the processes of monitoring and evaluation of EP at the University is carried out not only through the internal monitoring system, which includes self-assessment of units, self-assessment of the University, internal audit of structural units, intra-departmental control, current, interim and final attestation of students, attestation of teaching staff, but also through periodic passing the procedure of external quality assessment of educational programs in the form of institutional and specialized accreditation.

After the external evaluation of educational programs at an extended meeting of the Academic Council comments and recommendations for the improvement of educational programs are analyzed, if necessary, a corrective action plan is drawn up, responsible for the implementation of the plan activities are appointed.

Scientific supervisors have the opportunity to participate in the organization of the educational program of the specialty during the direct discussion and approval of working programs and the list of elective disciplines at the meetings of the department and EPC.

Master students can verbally or in writing address the dean's office on the quality of the educational program on the implementation of the curriculum. The results of the feedback of students affect the organization and implementation of the educational program (the choice of elective disciplines, faculty, teaching base, etc.).

Feedback to master students from the teacher is provided in the course and at the end of each practical training, in the process of scoring in the evaluation rubrics.

Also all written and oral appeals and claims of consumers are recorded, summarized and analyzed. Written appeals received by the University are distributed for consideration to units and officials.

The use of feedback is systematic in making changes to the educational program. For the functioning of the feedback system, including the prompt presentation of information about the results of the assessment of students' knowledge, the possibility of using the electronic educational system

"SIRIUS" is provided. The created content can be used by students to obtain information about the results of the assessment of their knowledge.

Methods and forms of objective assessment of results for each discipline are specified in the syllabuses of disciplines (Appendix 7.1), where there are checklists for assessing the knowledge of undergraduates by types of assessed tasks (oral answer, written answer, presentation, etc.), it allows to ensure the objectivity of assessment of learning outcomes in disciplines.

The OP management guarantees that the assessment of knowledge is accurate and adequate. Objectivity of students' knowledge assessment, transparency and adequacy of tools and mechanisms of their assessment provides normative documents on the organization of credit technology of education at the University and functionality of "SIRIUS" in KazNMU. By means of proctoring program the EP management provides objectivity of students' knowledge assessment for the period of examination session according to SOP of intermediate attestation.

The content of both compulsory and elective disciplines is annually adjusted, the results of professional development of teachers are implemented. The ECP is regularly revised taking into account changes in the external environment and labor market requirements. EDs of the profile cycle take into account the latest changes in the labor market, reflect the interests of the employer, and together with all types of practices are aimed at preparing for professional activity.

Analytical part

There is an effective, continuous monitoring mechanism in the university, which consists in constant monitoring of attendance of disciplines, academic performance of students, writing of dissertation work, etc. In order to control and evaluate the quality of teaching there are mutual visits to classes, open classes of teachers, the results of which are discussed at the meetings of departments, Faculty Council. The quality of classes and used teaching materials, the timeliness of assignments for SLOs, the organization of control and evaluation of students' progress is analyzed at the meetings of the departments and the School Council.

The mechanisms of functioning of the system of training quality assurance created in the university include monitoring of the educational program; ensuring the competence of teaching staff; regular internal audit according to agreed criteria; taking into account and analyzing the opinions of employers and graduates of the university.

The mechanism aimed at monitoring the process of implementation of the educational program and the progress of students is a constant feedback from trainees and teaching staff. The participants of the educational process, master students and faculty of the university have a direct interest in the implementation of the educational program, and can express their opinion through questionnaires and interviews.

The participation of stakeholders in the evaluation of the EP, as well as the role of other stakeholders in the evaluation of the EP and making changes that affect the improvement of its quality, is carried out at the stage of EP development, during the meeting of the working group, representatives of employers, as well as reviewing the EP by representatives of employers.

The EP development plan is developed based on the study of international experience of training specialists in the field of education and practitioners, taking into account the analysis of EP functioning, the real positioning of the HEI.

Teaching staff, administration staff and accreditation agencies are involved in the OP evaluation activities.

The revision of the mission and final results, operating OPs at all levels of education at the University is carried out in compliance with the principle of transparency, with the participation of all parties involved in the process: scientific and pedagogical staff, graduate students, administrative structures at the level of departments, Master's and doctoral studies department, University.

According to the seventh standard satisfactory parties are: continuous improvement of information support, openness and availability of information on the University's website about the mechanisms of monitoring and evaluation of the program; developed structure of units that are responsible for educational programs and achievement of final learning outcomes; annual review of

the organizational structure of management by the ongoing reforms in the field of education and health care of the RK, changes in the practice of peace

Strengths/best practices:

No strengths have been identified for this standard.

EEC recommendations: none

EEC Criteria Conclusions:

- ***strong - 0***
- ***satisfactory - 9***
- ***suggest improvements - 0***
- ***unsatisfactory - 0***

STANDARD 8. "MANAGEMENT AND ADMINISTRATION"

Evidence-based part

Asfendiyarov Kazakh National Medical University (hereinafter in the text - "KazNMU") is a non-profit joint-stock company operating based on the Charter. The structure of the University (approved by the decision of the Board of Directors from 03.11.2023, № 12) is presented on the official website in the tab "University" - "Organizational Structure".

The supreme governing body is the Board of Directors, the collegial executive body is the Management Board, the Chairman of the Management Board is the Rector. The Management Board includes Vice-Rectors, Financial Director and Head of Staff. The main structural units of KazNMU are schools/faculties, research institutes, university clinics, educational and research centers, departments, laboratories, museum, scientific library, Simulation Center, departments, divisions, services, sectors, acting by the legislation of the Republic of Kazakhstan, the Charter of KazNMU and regulations of structural units, which determine their legal status, functions and are approved by the order of the Chairman of the Board-Rector.

Functional responsibilities of KazNMU employees are evenly distributed and reflected in job descriptions approved by the order of the Chairman of the Board-Rector, according to the requirements of the quality management system.

Participation of the teaching staff in the management of the University is ensured through inclusion in the collegial management bodies. Collegial governing bodies solve various issues of the University's activities within their competence. Faculty members are mandatory members of all collegial bodies.

The main deliberative bodies regulating the processes of teaching and learning, including scientific research are: Order on the composition of the Academic Council, Committee on Educational Programs, Commission for Quality Assurance of Schools.

Policy of admission of Master's students in KazNMU corresponds to the On Approval of the Model Rules for admission to training in educational organizations implementing educational programs of higher and postgraduate education are based on the principles of openness and transparency, are clear, consistent with the mission and goals of the university, reflected in the Academic Policy and the rules of admission to the Master's program.

The assessment of stakeholders' satisfaction is carried out within the framework of annual planning and sociological research and includes: annual survey of students on the quality of discipline teaching; annual survey of teaching staff on the organization of the educational process; annual survey of graduates on the quality of educational services; survey of employers on the quality of specialist training.

Master students can take part in the management process of the university by participating in the EPC. In KazNMU mechanisms of interaction with employers to guarantee the quality of training

on Master's degree program are participation in the assessment of the quality of training of graduates representatives of potential employers within the framework of the state final attestation. External evaluation of the quality of educational activity on Master's degree program within the framework of the state accreditation procedure is carried out to confirm the conformity of educational activity to the requirements of the state standard taking into account the relevant educational program. For the implementation of procedures of current control of progress and interim attestation of students, the University creates assessment materials that allow to assess the achievement of the results of its mastering planned in the Master's program and the level of formation of all competencies.

Schools/faculties of KazNMU are responsible for the development and conditions of implementation of the EP, for this purpose collegial bodies are formed at schools (Committees of educational programs, Commissions for quality assurance), which function by the approved Regulations.

Each structural unit provides reliability, accuracy, timeliness and completeness of information on all areas of activity using electronic document management Salem, Microsoft Office 365 and learning management system LMS Moodle <https://dis.kaznmnu.edu.kz/>, account services Google Gmail-corporate mail, corporate Google calendars, Google Docs, Google Meet It is planned to use the introduced IS "Hero Study Space" and project activity management system workspace.hero.study.

Information about KazNMU: mission, vision, development strategy, structure, corporate documents, contacts and other background information is placed on the home page, in the section with a drop-down menu "About the University", with access to all tabs open to all users without restriction. In addition, information about the University, including a travel map, virtual tour, virtual tour of the Simulation Center, etc., can be found in the "About Us" tab.

The Department of Academic Work generates the List of implemented EPs of the University, which is approved by the Board of Directors and posted on the official website. In the sections "Entrants", "Higher Education", "Educational Programs" full information about the offered educational programs, degrees and specialties, about the conditions of admission for each level of education, about tuition fees and rules of admission of documents and achievements is available. Information about EPs of all specialties and levels is available in the section "Educational Programs".

Information policy includes providing an annual report of the Chairman of the Board-Rector of the University on the results of the University's activities to the public: students, parents, employers, social partners and other stakeholders. The system of management and decision-making at the University is transparent, posted on the website of KazNMU. The work plan of the Academic Council and its decisions are publicly available. Announcements on public procurement, reports on fulfillment of the plan of development of financial support, cash flow and balance sheet are posted on the website of KazNMU.

So, on 26.04.24 (Astana) is planned round table on training of health managers, organizer Kazakhstan Association of Health Managers, participants: HR Department of the Ministry of Health of the Republic of Kazakhstan, Department of Personnel Management, Health Departments of Astana and Almaty, universities.

For participation in competitions for grant and program-targeted funding of scientific research and other projects in the field of medicine and health care, competitive budget applications are formed and submitted to the Ministry of National Economy of the Republic of Kazakhstan and the Ministry of Health of the Republic of Kazakhstan.

KazNMU Quality Manual describes the model and system of internal quality assurance of the University. The Quality Manual contains the organizational structure of the University, processes and their interaction, necessary resources for management, analysis of the current QMS and its continuous improvement. The content of the QMS meets the requirements of ISO 9001-2015 and repeats its structure.

The management of KazNMU has a sufficient level of managerial competencies, assumes responsibility for the realization of all processes that ensure the achievement of the mission. The management system and its activities are open, transparent and accessible. The University management is ready and able to change. This ensures the effectiveness of management activities.

The main management body of the educational program of Master students is the Academic Council, the supreme body of management of educational and methodical activities of KazNMU. The management of the AC is carried out by the Vice-Rector of the academic block, who is at the same time the chairman of this council. In the process of management of educational programs in KazNMU one of the leading places is occupied by graduate departments, which participate in the development of Master's degree program of profile direction.

According to the results of the National Rating of the best universities of Kazakhstan-2021, conducted by the Independent Agency for Quality Assurance in Education (IQAQA), KazNMU took the 1st place in the institutional rating in the category of medical universities. KazNMU took the highest position in the rating of educational programs "Atameken" for 2023". The official website of KazNMU takes leading positions in the international Webometrics rating, according to which KazNMU in January 2024 took 15th place among 127 universities of the Republic of Kazakhstan. The high result of KazNMU in Webometrics rating is an indicator of relevance, accessibility and efficiency of the University in the Internet space. At the same time the University is constantly developing the capabilities of the site, at the moment works on factoring and updating of the site are carried out.

The University publishes information about its activities, including the implementation of educational programs. The information provided to the public is clear, accurate, objective, relevant and accessible. The realization of information policy is provided by the Press Service of KazNMU together with various structural subdivisions, whose functions include determination of priority directions of information policy, formation of plans for its implementation using all available information sources, ensuring completeness and timeliness of information, development of existing and search for new media, as well as monitoring of mass media to adjust information activities.

Analytical part

KazNMU guarantees the quality of training of students in the implementation of master's degree program based on the standard, including through: monitoring, periodic review of educational programs; development of objective procedures for assessing the level of knowledge and skills of students, competencies of graduates; objectivity can be ensured through the implementation of mechanisms for multilateral evaluation of the quality of training on the part of the University and employers; ensuring the competence of teaching staff through integration with scientific institutions.

The University has an effective quality management system based on the process approach and project management. Business processes of financial units are subject to regular review, improvement and strengthening by the management, within the framework of QMS implementation and other activities. The University carries out constructive interaction with the health sector, structures of society and the state.

There is regulated the order of organization of the system of remuneration of the teaching staff, aimed at improving the quality of educational and medical services, material interest of employees, development of creative activity, stimulation of their professional growth and increasing responsibility for the final result depending on his personal labor contribution and the final results of the University as a whole.

In KazNMU effectively operates the system of monitoring the activities of the university, developed in accordance with the recommendations of international standards. Analysis of data, data of received measurements and information is carried out. All measurable indicators and characteristics of the quality of work of the university are divided into internal quality indicators used for process management, and indicators obtained after external examination (accreditation, attestation, licensing, audit, and other procedures of external nature).

The quality management system of the University is organized in such a way that all employees working in the organization are involved in quality management and strive to improve the quality of management of educational activities and the quality of educational services necessary to maintain customer satisfaction and, where possible, their improvement. In KazNMU in accordance with the Mission, Strategy, goals and objectives developed and approved Quality Policy. The purpose of the

Policy is to ensure the principle of openness and transparency of the educational process, opportunities for dialog between its participants, and receiving "feedback" from them, to promote the adoption and strengthening of measures to effectively combat corruption and maintain academic integrity at the University.

The mechanism of interaction of KazNMU as a state medical higher education institution with the health sector is regulated by: the legislation of the Republic of Kazakhstan; contracts and agreements with Management in Healthcare bodies; contracts and agreements with health care organizations; written appeals of authorized state bodies and medical and preventive organizations.

KazNMU carries out its activities on the basis of the principle of transparency of the management system and decisions made. It is provided by participation of the teaching staff of the university, employees of structural subdivisions of the academic block, students, representatives of employers, other stakeholders to the discussion and decision-making regarding the content of the EP, organization of the educational process and its evaluation.

The University ensures public awareness of its activities through the official website, as well as local and national media.

According to the eighth standard satisfactory parties are: annual revision of the organizational structure of management in accordance with the ongoing reforms in the field of education and health of the RK, changes in the practice of global educational management; clearly developed structure of units that are responsible for educational programs and achievement of the final results of training. Responsible units for distribution of allocated resources for planning and implementation of teaching and learning methods, evaluation of educational program and training courses have been created. Stable relations with international partners on training, specialization and improvement of professional competencies of students have been established.

The strength of this standard is the presence of Endowment Fund in KazNMU, consisting of invested capital, the income from which is used to support specific programs, research, scholarships and other initiatives of the university. And also active participation of public organizations in the development and improvement of the EP: teaching, organization of round tables/seminars and conferences.

Strengths/best practices:

Availability of Endowment Fund at KazNMU, consisting of invested capital, the income from which is used to support specific programs, research, scholarships and other initiatives of the university.

EEC recommendations: none

EEC Criteria Conclusions:

- ***strong positions - 1***
- ***satisfactory- 12***
- ***suggest improvements - 0***
- ***unsatisfactory- 0***

STANDARD 9. «CONSTANT UPDATING»

Evidence-based part

KazNMU annually reviews the organizational structure of management by the ongoing reforms in the field of education and healthcare of the Republic of Kazakhstan, changes in the practice of global educational management. Over the years, new structural units have been created and added (Centers, Institutes, Schools, Scientific and Practical control and analytical laboratories, etc.), whose functional tasks are aimed at providing a system for monitoring the educational process. In order to monitor the quality of educational services and improve it, student surveys are conducted to identify

the needs of stakeholders, to study the quality of educational processes, to improve and improve the activities of all departments of the University. The questionnaire procedure is carried out systematically throughout the entire period of study. The questionnaires can be of different types, depending on the category of respondents. The survey covers all aspects of students' education and life: the share of students' knowledge, learning conditions, logistical, methodological, information support of the educational process, living conditions, food conditions, etc. The University regularly conducts surveys, collects, analyzes and uses the data received from stakeholders about the educational program. Students can be involved in the evaluation process of educational programs by expressing their opinions and wishes at the end of the course of study or mastering a specific discipline, or by anonymous questionnaires to identify opinions and take into account comments, suggestions from direct consumers. The participation of students in the evaluation of the educational program is also facilitated by the improvement of student self-government at the university. The survey process was authorized for the convenience and efficiency of collecting information on the educational portal <https://sirius.kaznmu.kz/student/>, the "Questionnaire" module has been created, thanks to which it is possible to fully cover the student body, electronically count and send the survey results to students.

The mechanism aimed at monitoring the implementation of the educational program and the progress of students is constant feedback from teachers and teaching staff. The participants of the educational process themselves, undergraduates and faculty of the university have a direct interest in the implementation of the educational program, and can express their opinion through questionnaires and interviews. The questionnaire "Feedback from students", questionnaires including questions about the expectations and actual competencies of students, the environment of the educational program, the availability of information resources and conditions, the results of the analysis of the contents of the trust boxes reflect the mechanisms of participation of students and teaching staff in monitoring the program.

The University regularly conducts surveys, collects, analyzes and uses the data received from stakeholders about the educational program. Students can be involved in the evaluation process of educational programs by expressing their opinions and wishes at the end of the course of study or mastering a specific discipline, or by anonymous questionnaires to identify opinions and take into account comments, suggestions from direct consumers. The participation of students in the evaluation of the educational program is also facilitated by the improvement of student self-government at the university. The survey process was authorized for the convenience and efficiency of collecting information on the educational portal <https://sirius.kaznmu.kz/student/>, the "Questionnaire" module has been created, thanks to which it is possible to fully cover the student body, electronically count and send the survey results to students.

Thus, the survey of undergraduates is one of the mechanisms for periodic review, study and evaluation of implemented educational programs, which ensures the quality of the program management process. The achievement of final results by students is also a mechanism for evaluating the educational program and the progress of students, since they are sufficiently valid and reliable methods and require the availability of basic data on the educational program. If necessary, changes to the EP will be made based on the results of a survey of opinions of undergraduates and stakeholders, a working group with stakeholders, including undergraduates, employers, etc., will be organized to review the EP. The stakeholder survey will be conducted online (for example, using googleform, etc.) every 2 years. This will determine the degree of compliance of graduates' competencies with the requirements of employers. There will also be a survey of graduates of the EP six months after graduation to study the need to revise the disciplines of the EP.

If necessary, changes to the EP will be made based on the results of a survey of opinions of undergraduates and stakeholders, a working group with stakeholders, including undergraduates, employers, etc., will be organized to review the EP. The stakeholder survey will be conducted online (for example, using googleform, etc.) every 2 years. This will determine the degree of compliance of graduates' competencies with the requirements of employers. There will also be a survey of graduates of the EP six months after graduation in order to study the need to revise the disciplines of the EP.

In the field of administrative activities, the University management through the Development Program of the National Academy of Sciences of KazNMU: creates conditions conducive to the introduction of a quality system in university management as a means of implementing Quality Policy; creates the necessary conditions for understanding and interest of university staff in Quality Policy, objectives and activities;

It is fundamentally important to ensure the successful development of the University and the achievement of strategic goals is effective performance management at all levels: from an individual employee to the University as a whole. Also, the University has approved the Rules for training and professional development of staff. The training and qualifications of teaching staff correspond to the direction of the educational programs being implemented and the level of their positions. The qualification of teaching staff is confirmed by an appropriate academic degree, academic title, work experience, and the presence of a specialist qualification category in teaching staff of clinical departments.

Currently, the Rules are at the stage of actualization to adapt the recruitment policy and the formation of academic staff in accordance with changing needs.

After conducting an external evaluation of the University's educational programs at an expanded meeting of the Academic Council/The School Board analyzes comments and recommendations on improving educational programs, if necessary, a corrective action plan is drawn up, those responsible for implementing the plan's activities are appointed, according to the JEP "Formation, discussion, approval of educational programs.

To improve the quality of the distance learning format, the functionality of the platform has been updated dis.kaznmu.kz (Moodle), as well as various ZOOM platforms, Microsoft Teams are used with the presentation of contact through distance. New websites have been created to maintain the educational environment in a remote format. The main educational platforms are the automated information system "Hero" and the Moodle system (link: [https://dis.kaznmu.kz /](https://dis.kaznmu.kz/) and the mobile version of Moodle).

In the field of information activities, the University Management in the "Corporate Governance" section is constantly increasing information resources through replenishment and updating of the scientific library fund, expanding the possibilities of using Internet technologies (storage and delivery of educational and methodological resources using e-mail); creates its information resources (educational and methodological literature, Online textbooks, etc.); creates and ensures the functioning of databases for all types and fields of activity, as well as access to them; provides the process of adaptation of students and university staff to the modern information space and mastering the skills of searching, evaluating and using information.

Analytical part

KazNMU annually reviews the organizational structure of management by the ongoing reforms in the field of education and healthcare of the Republic of Kazakhstan, changes in the practice of global educational management. Over the years, new structural units have been created and added (Centers, Institutes, Schools, Scientific and Practical control and analytical laboratories, etc.), whose functional tasks are aimed at providing a system for monitoring the educational process. To monitor the quality of educational services and improve it, student surveys are conducted to identify the needs of stakeholders, to study the quality of educational processes, to improve and improve the activities of all departments of the University. The questionnaire procedure is carried out systematically throughout the entire period of study. The questionnaires can be of different types, depending on the category of respondents. The survey covers all aspects of students' education and life: the share of students' knowledge, learning conditions, logistical, methodological, information support of the educational process, living conditions, food conditions, etc.

The University attaches great importance to the development of feedback from stakeholders to study the requirements, expectations and satisfaction of the main stakeholders with the quality of educational services.

The University attaches great importance to the development of feedback from stakeholders to study the requirements, expectations and satisfaction of the main stakeholders with the quality of educational services.

To strengthen the position and recognition of Kazakhstani medical and pharmaceutical education in the world, increase its image and recognition, the University will continue to improve the quality assurance system, including through participation in academic rankings of universities and educational programs conducted by recognized national and foreign/international agencies.

It is fundamentally important to ensure the successful development of the University and the achievement of strategic goals is effective performance management at all levels: from an individual employee to the University as a whole. Also, the University has approved the Rules for training and professional development of staff.

Strengths/best practices:

According to this standard, no strengths have been identified.

EEC recommendations: none

The conclusions of the EEC according to the criteria:

- ***strong positions – 0***
- ***satisfactory – 13***
- ***suggest improvements – 0***
- ***unsatisfactory – 0***

(VII) OVERVIEW OF STRENGTHS/BEST PRACTICES FOR EACH STANDARD

Standard 6 «Educational environment and resources»: the availability of several research grants in this specialty, in which both teaching staff of specialized departments and undergraduates take part.

Standard 8 «Management and Administration»: the availability of an Endowment Fund in KazNMU, consisting of invested capital, the proceeds of which are used to support specific programs, research, scholarships and other initiatives of the university.

(VIII) RECOMMENDATIONS FOR QUALITY IMPROVEMENT

Standard 1 «Mission and final results»: It is recommended that the university management improve the EP: specify the learning outcomes, replacing vague formulations with more achievable and measurable ones, as well as building a system for achieving learning outcomes in disciplines and on final certification. The deadline is until the end of the 2024-2025 academic year.

Standard 3 «Student assessment»: The management of the university is recommended to improve the EP: to develop checklists for evaluating the results of the protection of master's projects, aimed, inter alia, at the achievability of the learning outcomes of the EP itself as a whole. It is also recommended to improve the assessment of disciplines with a focus on the assessment of learning outcomes. The deadline is until the end of the 2024-2025 academic year.

Standard 4 «Students»: The management of the university is recommended to take measures to expand the opportunities of students in the implementation of an individual educational trajectory,

including the inclusion and expansion of distance learning in this EP. The deadline is until the end of the 2024-2025 academic year.

(IX) RECOMMENDATION TO THE ACCREDITATION COUNCIL

The external expert commission made a unanimous decision to recommend to the IAAR Accreditation Council to accredit the educational program «7M10101 Management in healthcare» (scientific and pedagogical direction) NSJC «Asfendiyarov Kazakh National Medical University» — for a period of 5 (five) years.



Appendix 1. Parameters of a specialized profile

№	№	EVALUATION CRITERIA	Position OE			
			Strong	Satisfactory	Suggests improvement	Unsatisfactory
Standard 1 «MISSION AND RESULTS»						
1.1. Defining the mission						
The organization of education must:						
1	1.1.1.	Define the mission of the postgraduate level EP and bring it to the attention of stakeholders and the health sector.		+		
2	1.1.2.	to define a training program that allows you to prepare a specialist at the level of postgraduate education in the field of healthcare: <ul style="list-style-type: none"> ▪ competent in any field of medicine, including all types of medical practice, management and organization of healthcare; ▪ able to work independently to work at a high professional level and in a team, if necessary; ▪ with a commitment to lifelong learning, including professional responsibility to support the level of knowledge and skills through performance assessment, auditing, studying one's own practice and recognized activities in the continuous professional development/continuing medical education. 		+		
3	1.1.3	ensure that the mission covers the consideration of the health needs of the community or society, the needs of the health system and other aspects of social responsibility, if necessary.		+		
4	1.1.4.	to encourage the organization and conduct of scientific research of postgraduate students, as well as innovations in the educational process, allowing the development of broader competencies than the minimum required		+		
1.2. Institutional autonomy and academic freedom						
The organization of education must:						
5	1.2.1.	have a training process that is based on recognized basic medical and pharmaceutical education and contributes to strengthening the professionalism of the student		+		
6	1.2.2.	ensure that the training process promotes professional autonomy to enable the graduate to act in the best interests of the patient and society		+		
1.3. Learning outcomes						
The organization of education must:						

7	1.3.1.	to determine the expected learning outcomes that students should achieve upon completion of their postgraduate level achievements in terms of knowledge, skills, professional behavior and thinking; the appropriate basis for a future career in their chosen field of medicine; their future roles in the health sector; commitment and skills in the implementation of continuing education; the health needs of society, the needs of the health system and other aspects of social responsibility			+		
8	1.3.2.	identify the general and specialty-specific components of learning outcomes that students need to achieve			+		
9	1.3.3.	to ensure proper professional behavior of students in relation to classmates, teachers, medical staff, patients and their relatives			+		
10	1.3.4.	to determine the expected learning outcomes based on the previous level of education.			+		
1.4. Participation in the formulation of the mission and learning outcomes							
The organization of education must:							
11	1.4.1.	ensure the participation of key stakeholders in the formulation of the mission and expected learning			+		
12	1.4.2.	ensure that the stated mission and expected learning outcomes are based on the opinions/suggestions of other stakeholders.			+		
			Total	0	11	1	0
Standard 2 “EDUCATIONAL PROGRAM»							
2.1. The learning approach							
The organization of education must:							
13	2.1.1.	to determine the approach to training based on the expected learning outcomes and official certificates of qualification provided as the basis for official recognition of a specialist in the chosen field of medicine at the national and international level.			+		
14	2.1.2.	to define an approach to teaching based on the results of basic medical education, systematically and transparently including and supporting the student in responsibility for their own learning process			+		
15	2.1.3.	describe the general and discipline-specific learning components, use teaching and learning methods that are suitable for both practice and theory, identify the teaching and learning methods used that stimulate, prepare and support students to take responsibility for their learning process			+		
16	2.1.4.	to ensure that the educational program is implemented in accordance with the principles of equality			+		
17	2.1.5.	to guide the student through mentoring and regular assessment and feedback, to increase the degree of independent responsibility of the student as skills, knowledge and experience improve.			+		
2.2. The scientific method							
The organization of education must:							

18	2.2.1.	to instill in students the principles of scientific methodology according to the level of postgraduate education and to provide evidence that the student achieves knowledge and understanding of the scientific base and methods of the chosen field of medicine		+		
19	2.2.2.	provide evidence that the student is becoming familiar with evidence-based medicine as a result of broad access to relevant clinical/practical experience in the chosen field of medicine		+		
20	2.2.3.	to include in the EP official teachings on the critical assessment of literature and scientific data, the results of modern scientific research; to provide students with access to research activities; to adjust and change the content of scientific developments in the EP		+		
2.3. The content of the training						
The organization of education must:						
21	2.3.1.	to include in the learning process the practice and theory of biomedical, clinical, behavioral and social sciences, clinical solutions, communication skills, medical ethics, public health, medical jurisprudence, management disciplines		+		
22	2.3.2.	to organize an educational program with appropriate attention to patient safety		+		
23	2.3.3.	to make changes to the EP to ensure the development of knowledge, skills and thinking of the various roles of the graduate and the correspondence of the content of the EP to the changing conditions and needs of society and the health system		+		
2.4. The structure of the educational program, its composition and duration						
The organization of education must:						
24	2.4.1.	to describe the content, scope and sequence of courses and other elements of the educational program, to identify mandatory and selective components, to combine practice and theory in the learning process, to ensure compliance with national legislation		+		
25	2.4.2.	to take into account the results of basic medical and pharmaceutical education in relation to the choice of the field of medicine, the requirements for performing various roles in the health care system for a future graduate		+		
2.5. The relationship between education and healthcare practice						
The organization of education must:						
26	2.5.1.	describe and observe the integration between theoretical training and professional development, guarantee the integration of training and professional internship, including through on-the-job training		+		
27	2.5.2.	to effectively organize the use of the capabilities of the health care system for training purposes, including in terms of providing practice in the workplace, to ensure that such training is additional and does not comply with the requirements for the provision of health services		+		

2.6. Learning Management						
The organization of education must:						
28	2.6.1.	define responsibilities and authorities for the organization, coordination, management and evaluation of the individual learning environment and learning process		+		
29	2.6.2.	Include proper representation from teaching staff, students and other key and relevant stakeholders in the planning and development of the educational program.		+		
30	2.6.3.	to guarantee a variety of study sites, coordinate multiple study sites to obtain appropriate access to different aspects of the chosen field of medicine, access to the resources necessary for planning and implementing teaching methods and evaluating students and introducing innovations in the training program		+		
Total			0	18	0	0+
Standard 3 «STUDENT ASSESSMENT»						
3.1. Assessment methods						
The organization of education must:						
31	3.1.1.	Identify and approve the principles, methods and practices used to evaluate students, including the number of exams, criteria for setting passing scores, grades and the number of allowed retakes;		+		
32	3.1.2.	ensure that assessment procedures cover knowledge, skills, attitudes and professional behavior		+		
33	3.1.3.	use a wide range of assessment methods and formats depending on their "utility assessment", including a combination of validity, reliability, impact on learning, acceptability and effectiveness of assessment methods and format		+		
34	3.1.4.	to ensure that the assessment process and methods are open (accessible) for examination by external experts;		+		
35	3.1.5.	ensure that assessment methods and results avoid conflicts of interest and use a system to appeal student assessment results		+		
36	3.1.6.	to ensure the openness of the assessment procedure and its results, to inform students about the criteria and assessment procedures used		+		
37	3.1.7.	document and evaluate the reliability and validity of assessment methods, as well as involve external examiners, introduce new assessment methods in accordance with the need; encourage the examination process by external experts; if necessary, organize a "different opinion", a change of teaching staff or additional training		+		
3.2. The relationship between assessment and learning						
The organization of education must:						
38	3.2.1.	to use the principles, methods and practices of assessment that are comparable with the planned R and methods of teaching and learning, guarantee the achievement of the planned learning outcomes, facilitate			+	

		the learning of students, ensure an appropriate balance of formative and final assessment for the direction of learning and decision-making on academic performance				
39	3.2.2.	adjust the number and nature of exams to encourage both knowledge acquisition and integrated learning		+		
40	3.2.3.	to provide timely, specific, constructive and fair feedback to students based on the assessment		+		
Total			0	9	1	0
Standard 4 «STUDENTS»						
4.1. Admission and Selection Policy						
The organization of education must:						
41	4.1.1.	define and implement an admission policy based on the principles of objectivity and including a clear statement about the student selection process		+		
42	4.1.2.	to ensure a balance between learning opportunities and the admission of students, formulate and implement policies/rules for the selection of students according to established criteria		+		
43	4.1.3.	have a policy and implement the practice of admitting students with disabilities in accordance with current laws and regulatory documents of the country		+		
44	4.1.4.	have a policy and implement the practice of transferring students from other educational institutions, including foreign ones		+		
45	4.1.5.	to establish a link between the selection and the mission of the educational organization, the EP and the desired quality of graduates, to provide a mechanism for appealing admission decisions		+		
46	4.1.6.	to use the system of appealing decisions on the admission of students, to ensure transparency of the selection procedure, to periodically review the admission policy based on relevant social and professional data to meet the needs of healthcare and society		+		
4.2. Recruitment of students						
The organization of education must:						
47	4.2.1.	to determine the number of accepted students in accordance with the possibilities of the organization of education at all stages of the educational program		+		
48	4.2.2.	periodically regulate the number and contingent of accepted students, taking into account the views of stakeholders responsible for planning and developing human resources in the health sector in order to meet the medical needs of the population and society as a whole		+		
49	4.2.3.	periodically review the number and nature of accepted students in consultation with other stakeholders and adjust in order to meet the health needs of the population and society as a whole		+		
4.3. Advising and supporting students						
The organization of education must:						
50	4.3.1.	have a system of academic counseling for students		+		

51	4.3.2.	to offer students a support program aimed at social, financial and personal needs, allocating appropriate resources and ensuring confidentiality of counseling and support		+		
52	4.3.3.	have a feedback system with students to assess the conditions and organization of the educational process		+		
53	4.3.4.	provide students with documents confirming their qualifications (diploma) and diploma supplement (transcript)		+		
54	4.3.5.	take into account the needs of different groups of students and provide an opportunity for the formation of an individual educational trajectory			+	
55	4.3.6.	provide academic counseling that is based on monitoring the student's academic performance and includes career planning issues; offers a student support program aimed at social, financial and personal needs; ensure confidentiality regarding counseling and support, support in case of a professional crisis		+		
4.4. Representation of students						
The organization of education must:						
56	4.4.1.	to develop and implement a policy of student representation and their proper participation in defining the mission, developing, managing and evaluating the educational program, and planning conditions for students		+		
57	4.4.2.	encourage students to participate in decision-making about learning processes, conditions and rules.		+		
Total			0	16	1	0
Standard 5 «ACADEMIC STAFF/TEACHERS»						
Personnel selection policy						
The educational organization should develop and implement a staff selection and recruitment policy that:						
58	5.1.1.	It contains criteria for the scientific, pedagogical and clinical/professional merits of applicants, including the appropriate ratio between pedagogical, scientific and professional qualifications		+		
59	5.1.2.	defines the responsibilities of teachers, including the balance between teaching, scientific and other functions, taking into account the mission of the educational institution, the needs of the education system and the needs of the health system.		+		
60	5.1.3.	takes into account the necessary work experience		+		
61	5.1.4.	to determine the responsibility of the academic staff in terms of its participation in postgraduate education; to determine the level of remuneration for participation in postgraduate education;		+		
62	5.1.5.	to ensure that teachers have practical experience in the relevant field, that teachers of narrow specialties, if necessary, are approved for appropriate periods of study, depending on their qualifications.		+		
5.2. Employee commitment and development						

The educational organization should develop and implement a staff activity and development policy aimed at:						
63	5.2.1.	a guarantee that teachers have enough time for training, counseling and independent development		+		
64	5.2.2.	the presence of a structure responsible for the development of the academic staff, ensuring periodic assessment of the academic staff		+		
65	5.2.3.	to develop and implement a policy of support for academic staff on issues of pedagogy and professional development for further professional development; to evaluate and recognize the scientific and academic achievements of teachers		+		
66	5.2.4.	take into account the teacher-student ratio depending on the various components of the EP, taking into account the features that ensure close personal interaction and monitoring of students.		+		
Total			0	9	0	0
Standard 6 «EDUCATIONAL ENVIRONMENT AND RESOURCES»						
6.1. Logistics and equipment						
The organization of education must:						
67	6.1.1.	Ensure that sufficient, accessible and goal-appropriate learning resources are available		+		
68	6.1.2.	to improve the learning environment by regularly updating, expanding and strengthening the material and technical base and equipment to maintain the appropriate quality of education at the postgraduate level		+		
6.2. Educational environment						
The organization of education must:						
69	6.2.1.	provide the necessary resources to provide students with appropriate clinical/practical experience, including: <ul style="list-style-type: none"> • quality and categories of patients/consumers of services, • number and categories of clinical/production bases; • monitoring the practice of students 		+		
70	6.2.2.	when choosing a learning environment, ensure appropriate experience in all aspects of the chosen specialty, including training in organization and management in the field of health and disease prevention		+		
6.3. Information technology						
The organization of education must:						
71	6.3.1.	develop and implement policies aimed at the effective and ethical use and evaluation of relevant information and communication technologies		+		
72	6.3.2.	provide access to websites or other electronic media		+		
73	6.3.3.	optimize access for teachers and students to relevant patient data and health information systems using existing and relevant new information and communication technologies for self-study, access to information, patient databases and work with health information systems		+		
6.4. Research in the field of medicine/pharmacy and scientific achievements						

The organization of education must:						
74	6.4.1.	to use research activities and scientific achievements in the field of medicine and pharmacy as the basis for an educational program		+		
75	6.4.2.	formulate and implement policies that strengthen the relationship between scientific research and education; provide information on the research base and priority areas in the field of scientific research of the organization of education		+		
76	6.4.3.	to ensure that the relationship between scientific research and education is taken into account in teaching, encourages and prepares students to participate in scientific research in the field of health	+	+		
6.5. Expertise in the field of education						
The organization of education must:						
77	6.5.1.	have access to educational expertise of the processes, practices and problems of medical and pharmaceutical education with the involvement of specialists, educational psychologists, sociologists at the university, interuniversity and international levels; develop and implement an expertise policy in the development, implementation and evaluation of an educational program, development of teaching methods and assessment		+		
78	6.5.2.	demonstrate evidence of the use of internal or external educational expertise in staff development, taking into account current experience in medical/pharmaceutical education and promoting the interests of staff in conducting research in education		+		
6.6. Exchange in the field of education						
The organization of education must:						
79	6.6.1.	formulate and implement policies on national and international cooperation with other educational organizations, including staff and student mobility, as well as transfer of educational credits and learning outcomes		+		
80	6.6.2.	to facilitate the participation of teachers and students in academic mobility programs at home and abroad and allocate appropriate resources for these purposes		+		
Total			1	13	0	0
Standard 7 «EVALUATION OF THE EDUCATIONAL PROGRAM»						
7.1. Monitoring, control and evaluation mechanisms of the program						
The organization of education must:						
81	7.1.1.	have regulated procedures for monitoring, periodic evaluation of the educational program and learning outcomes, progress and academic performance of students		+		
82	7.1.2.	to develop and apply an educational program evaluation mechanism that examines the program, its main components, students' academic performance, identifies and solves problems, ensures that the relevant evaluation		+		

		results affect the EP				
83	7.1.3.	periodically evaluate the program, comprehensively considering the educational process, components of the educational program, expected learning outcomes and social responsibility		+		
7.2. Feedback from the teacher and the student						
The organization of education must:						
84	7.2.1.	systematically conduct, analyze and respond to feedback from teachers and students		+		
85	7.2.2.	use the feedback results to improve the educational program		+		
7.3. Educational achievements of students						
The organization of education must:						
86	7.3.1.	analyze the academic performance of students and graduates in accordance with the mission and expected learning outcomes, the training program and the availability of resources		+		
87	7.3.2.	analyze the academic performance of students and graduates, taking into account the conditions of their previous education, the level of preparation for admission; use the results of the analysis to interact with the structural unit responsible for selecting students, developing an educational program, advising students		+		
7.4. Approval and control of the educational environment						
88	7.4.1.	provide evidence that the EP has been approved by the competent authority on the basis of: clearly defined criteria; evaluation of the program; compliance with qualification requirements		+		
89	7.4.2.	develop and implement a system for monitoring the educational environment and other educational facilities, including site visits and other relevant resources		+		
			<i>Итого</i>	0	9	0 0
Standard 8. «MANAGEMENT AND ADMINISTRATION»						
8.1. Management						
The organization of education must:						
90	8.1.1.	to ensure that the EP is implemented in accordance with the rules regarding the admission of students; the structure and content, the assessment process		+		
91	8.1.2.	document the completion of training by issuing degrees, diplomas, certificates or other official certificates of qualification provided as the basis for official recognition of a specialist in the chosen field of health care.		+		
92	8.1.3.	to be responsible for quality assurance processes, to ensure continuous evaluation of the EP		+		
93	8.1.4.	to ensure that the EP meets the needs of society in terms of health and the health system, to ensure transparency of the work of management structures and their decisions		+		
8.2. Academic leadership						
The organization of education must:						

94	8.2.1.	to define the responsibility of the academic leadership in relation to the development and management of the educational program.		+			
95	8.2.2.	periodically evaluate academic leadership in relation to achieving the mission of the EP and expected learning outcomes		+			
8.3. Financing and allocation of resources							
The organization of education must:							
96	8.3.1.	have a clear distribution of responsibility and authority to provide resources for the educational program, including budget management of EP		+			
97	8.3.2.	manage the budget in a way that is consistent with the mission and results of the EP, ensuring the functional responsibilities of the academic staff and students.		+			
8.4. Administrative staff and management							
The organization of education must:							
98	8.4.1.	have administrative and professional staff to implement the educational program and related activities, ensure proper management and allocation of resources		+			
99	8.4.2.	to ensure the participation of all departments of the educational organization in the processes and procedures of the internal quality assurance system		+			
8.5. Requirements and regulations							
The organization of education must:							
100	8.5.1.	comply with national legislation regarding the number and type of recognized specialties in the field of health care for which approved EP is being developed		+			
101	8.5.2.	to approve postgraduate medical education programs in cooperation with all interested parties		+			
8.6. Informing the public							
The organization of education must:							
102	8.6.1.	to publish complete and reliable information about the educational program and its achievements on the official website of the educational organization and in the media		+			
103	8.6.2.	to publish objective information on the employment and demand for graduates on the official website		+			
			Total	1	13	0	0
Standard 9 «CONSTANT UPDATING»							
The organization of education as a dynamic and socially responsible institution should:							
104	9.1.1.	initiate procedures for regular review and updating of the process, structure, content, learning outcomes/competencies, assessment of knowledge and skills, learning environment of EP; document and eliminate deficiencies; allocate resources for continuous improvement		+			
The organization of education in the process of renewal should:							
105	9.1.2.	to base the updating process on prospective studies and analyses and on the results of one's own study, assessment and literature on medical education		+			

106	9.1.3.	to ensure that the process of renewal and restructuring leads to a review of postgraduate education policies and practices in accordance with previous experience, current activities and future prospects		+		
107	9.1.4.	to direct the renewal process to adapt the mission statement and expected results to the scientific, socio-economic and cultural development of society		+		
108	9.1.5.	to direct the updating process to modify the expected learning outcomes of graduates in accordance with the documented needs of the environment and the labor market, including clinical skills, training in public health issues and participation in the process of providing medical care to patients in accordance with the responsibilities assigned to graduates after graduation		+		
109	9.1.6.	guide the updating process to adapt learning approaches and teaching methods to ensure their relevance and relevance		+		
110	9.1.7.	to direct the updating process to adjust the structure, content and duration of EP and their relationship in accordance with advances in biomedical, behavioral, social and clinical sciences, with changes in the demographic situation and health status/morbidity structure of the population and socio-economic and cultural conditions, and the adjustment process will ensure the inclusion of new relevant knowledge, concepts and methods, and the exclusion of obsolete		+		
111	9.1.8.	to direct the updating process towards the development of assessment principles and methods, and methods of conducting and number of exams in accordance with changes in learning outcomes and teaching and learning methods		+		
112	9.1.9.	to direct the renewal process to adapt the student recruitment policy and selection methods, taking into account changing expectations and circumstances, human resource needs, changes in the postgraduate education system and the needs of the educational program		+		
113	9.1.10.	to direct the renewal process to adapt the recruitment policy and the formation of academic staff in accordance with changing needs		+		
114	9.1.11.	direct the renewal process to update educational resources in accordance with changing needs, such as the recruitment of students, the number and profile of academic staff, EP and modern teaching methods		+		
115	9.1.12.	direct the update process to improve the process of monitoring, control and evaluation of the EP		+		
116	9.1.13.	to direct the renewal process towards improving the organizational structure and management principles to ensure effective operation in the context of changing circumstances and needs of postgraduate education, and, in the long term, to meet the interests of various		+		

	stakeholder groups.				
		Total	0	13	0
		TOTAL IN TOTAL	2	111	3



Appendix 2. The program of the visit to the educational organization



AGREED
Vice-Rector Asfendiyarov Kazakh National Medical
University
_____ Kalmataeva Zh.A. " ____ " _____
2024 year

APPROVE
General manager WELL,
"Independent Agency accreditation and rating"
_____ Zhumagulova A. B.
" ____ " _____ 2024 year

Program

VISIT OF THE EXTERNAL EXPERT COMMISSION INDEPENDENT ACCREDITATION AND RATING AGENCY (IAAR)
TO ASFENDIYAROV KAZAKH NATIONAL MEDICAL UNIVERSITY within the framework
OF INTERNATIONAL SPECIALIZED ACCREDITATION

Dates of the visit: April 16-18, 2024

- Cluster 1: 6B10116 Medicine (primary accreditation)
- 6B10117 Pediatrics (primary accreditation)
- 6B10118 Dentistry (primary accreditation)
- 6B10119 Preventive Medicine (primary accreditation)
- Cluster 2: 7M10122 Nutritionology (primary accreditation)
- Cluster 3: 7M10102 Healthcare Management (profile direction) (primary accreditation)
- 7M10101 Healthcare Management (scientific and pedagogical direction)

Cluster 4: 8D10104 Nursing Science (primary accreditation)

Date and time	Work of an external expert commission with target groups	Position and Surname, first name, patronymic target group participants	The form of communication Filled in by an IAAR employee
<i>15 april 2024</i>			
16.00-17.00	A preliminary meeting of the EEC. Discussion of key issues related to the visit procedure.	External experts IAAR	Connect to the Zoom Conference https://us02web.zoom.us/j/5332046823 Conference ID: 533 204 6823 (only for the EEC)
Day 1: April 16, 2024 transfer to KazNMU			
9.00-9.30	Allocation of responsibility of experts, solution of organizational issues	External experts IAAR	Connect to the Zoom Conference https://us02web.zoom.us/j/5332046823 Conference ID: 533 204 6823 (only for the EEC) 118 office. 1st floor building of the rector's office
9.30-10.00	Meeting with the Rector	Chairman of the Board - Rector Shoranov Marat Edigeevich	Connect to the Zoom Conference https://us02web.zoom.us/j/5332046823 Conference ID: 533 204 6823 Small hall, 3rd floor, administration building
10.00-10.50	Meeting with Vice-rectors	<ol style="list-style-type: none"> 1. Vice-rector - Kalmataeva Zhanna Amantaevna, MD, Professor (Academic block) 2. Vice-Rector - Datkhaev Ubaidilla Makhambetovich, Doctor of Ph.S, Professor (Block of Social Development and Digitalization) 3. Vice-rector - Davletov Kairat Kirgizbayevich Candidate of Medical Sciences (Scientific block) 4. Vice-Rector - Svetlana Sultangazieva, Candidate of Medical Sciences (Clinical Unit) 	Connect to the Zoom Conference https://us02web.zoom.us/j/5332046823 Conference ID: 533 204 6823 Small hall, 3rd floor, administration building
10.50-11.40	Meeting with the deans	<i>1. Acting Dean of the School of General Medicine-1 – Izmailova Slu Khabibievna</i>	Connect to the Zoom Conference https://us02web.zoom.us/j/5332046823 Conference ID: 533 204 6823

		<p>2. Acting Dean of the School of General Medicine-2 – Shopaeva Gulzhan Amangeldyevna</p> <p>3. Acting Dean of the International Faculty – Dzhardemalieva Nurzhamal Zhenisovna</p> <p>4. Acting Dean of the School of Dentistry – Altynbekov Kubeisin Duisenbaevich</p> <p>5. Dean of the School of Pediatrics – Rasulbek Rahmanberdievich Aipov</p> <p>6. Dean of the School of Public Health – Karibayev Kuanysh Bolatovich</p> <p>Head of the Department of Master's and Doctoral Studies – Ivanchenko Nellya Nikolaevna</p>	Small hall, 3rd floor, administration building
11.40-11.20	Technical break		
11.20-12.10	Meeting with heads of structural divisions of educational organizations	Appendix 1	<p>Connect to the Zoom Conference https://us02web.zoom.us/j/5332046823 Conference ID: 533 204 6823</p> <p>Hall of Fame</p>
12.10-13.00	Meeting with the heads of the EP, heads of departments	Appendix 2	<p>Connect to the Zoom Conference https://us02web.zoom.us/j/5332046823 Conference ID: 533 204 6823</p> <p>Hall of Fame</p>
13.00-14.00	Lunch (EEC members only)		
14.00-14.15	The work of the External Expert Commission	External experts IAAR	<p>Connect to the Zoom Conference https://us02web.zoom.us/j/5332046823 Conference ID: 533 204 6823 (only for the EEC) 118 office. 1st floor building of the rector's office</p>
14.15-16.00	Visual inspection of the educational organization	Application 3	<p>Connect to the Zoom Conference https://us02web.zoom.us/j/5332046823 Conference ID: 533 204 6823</p>
16.00-16.50	Meeting with the staff of the EP	Application 4	<p>Connect to the Zoom Conference https://us02web.zoom.us/j/5332046823 Conference ID: 533 204 6823</p>

16.00-17.00	Survey of teaching staff (in parallel)	Application 5	The link is sent to the teacher's email address personally
17.00-18.00	The work of the EEC. Summing up the results of the first day	External experts <i>IAAR</i>	Connect to the Zoom Conference https://us02web.zoom.us/j/5332046823 Conference ID: 533 204 6823 118 office. 1st floor building of the rector's office
Day 2: April 17th, 2024 transfer to KazNMU			
9.00-9.15	The work of the EEC.	External experts <i>IAAR</i>	Connect to the Zoom Conference https://us02web.zoom.us/j/5332046823 Conference ID: 533 204 6823 (only for the EEC) 118 office. 1st floor building of the rector's office
9.15-12.00	Visiting the practice bases of the EP and attending classes according to the schedule	Application 6	Connect to the Zoom Conference https://us02web.zoom.us/j/5332046823 Идентификатор конференции: 533 204 6823
12.00-13.00	Working with department documents and attending teaching staff classes according to the schedule	https://drive.google.com/drive/folders/1-spuPaX4JkD9aLbKGFRTriUr55sDuql0?usp=drive_link	Connect to the Zoom Conference https://us02web.zoom.us/j/5332046823 Conference ID: 533 204 6823
13.00-14.00	Lunch (EEC members only)		
14.00-14.15	The work of the EEC.	External experts <i>IAAR</i>	Connect to the Zoom Conference https://us02web.zoom.us/j/5332046823 Conference ID: 533 204 6823 (only for the EEC)
14.15-15.00	Meeting with students of the EP (in parallel)	Cluster 1 (Appendix 8)	
		Cluster 2 (Appendix 8)	
		Cluster 3 (Appendix 8)	
		Cluster 4 (Appendix 8)	

14.15-15.30	Student survey (in parallel)	Appendix 9	The link is sent to the student's e-mail personally
15.00-15.20	Technical break		
15.20-17.00	The work of the EEC, discussion of the results of the second day and profile parameters (recording is underway)	External experts <i>IAAR</i>	Connect to the Zoom Conference https://us02web.zoom.us/j/5332046823 Conference ID: 533 204 6823 (only for the EEC) 118 office. 1st floor building of the rector's office
17.00-18.00	The work of the EEC is the development and discussion of recommendations (a record is being kept)	External experts <i>IAAR</i>	Connect to the Zoom Conference https://us02web.zoom.us/j/5332046823 Conference ID: 533 204 6823 (only for the EEC) 118 office. 1st floor building of the rector's office
Day 3: April 18, 2024		transfer to KazNMU	
09.00-11.30	The work of the EEC, development and recommendations	External experts <i>IAAR</i>	Connect to the Zoom Conference https://us02web.zoom.us/j/5332046823 Conference ID: 533 204 6823 (only for the EEC) 118 office. 1st floor building of the rector's office
11.30-12.30	Preparation of information by the Chairman based on the results of the external assessment	Chairman of the EEC	118 office. 1st floor building of the rector's office
12.30-13.00	Work of the EEC discussion, decision-making by voting (recording is underway)	External experts <i>IAAR</i>	Connect to the Zoom Conference https://us02web.zoom.us/j/5332046823 Conference ID: 533 204 6823 (only for the EEC) 118 office. 1st floor building of the rector's office
13.00-14.00	Lunch (EEC members only)		
14.00-15.30	The work of the EEC	External experts <i>IAAR</i>	Connect to the Zoom Conference https://us02web.zoom.us/j/5332046823 Conference ID: 533 204 6823 (only for the EEC) 118 office. 1st floor building of the rector's office

15.00-15.40	The final meeting of the EEC with the leadership of the university	<p><i>Heads of the university and structural divisions</i></p> <ol style="list-style-type: none"> 1. <i>Chairman of the Board - Rector - Shoranov Marat Edigeevich</i> 2. <i>Vice-rector - Kalmataeva Zhanna Amantaevna (Academic block)</i> 3. <i>Vice-Rector - Svetlana Sultangazieva (Clinical unit)</i> 4. <i>Vice-rector - Davletov Kairat Kirgizbayevich (Scientific block)</i> 5. <i>Vice-Rector - Datkhaev Ubaidilla Makhambetovich (Block of Social Development and digitalization)</i> 6. <i>Head of the Department of Academic Work – Tashetova Aigul Balabekovna</i> 7. <i>Acting Dean of the School of General Medicine-1 – Izmailova Slu Habibievna</i> 8. <i>Acting Dean of the School of General Medicine-2 – Shopaeva Gulzhan Amangeldyevna</i> 9. <i>Acting Dean of the School of Dentistry – Altynbekov Kubeisin Duisenbaevich</i> 10. <i>Dean of the School of Pediatrics – Rasulbek Rahmanberdievich Aipov</i> 11. <i>Acting Dean of the School of Public Health – Karibayev Kuanysh Bolatovich</i> 12. <i>Acting Dean of the International Faculty – Dzhardemalieva Nurzhamal Zhenisovna</i> 13. <i>Head of the Department of Master's and Doctoral Studies - Ivanchenko Nellya Nikolaevna</i> 14. <i>Head of the Academic Quality Department – Abylgazina Aigul Yessimzhanovna</i> 	<p>Connect to the Zoom Conference https://us02web.zoom.us/j/5332046823 Conference ID: 533 204 6823</p> <p>Small hall, 3rd floor, administration building</p>
15.40-16.00	The work of the EEC, Discussion of the results of the quality assessment	External experts IAAR	118 office. 1st floor building of the rector's office
Departure of the EEC members			

Appendix 3. Results of the teacher survey

Total number of questionnaires: 99

1. What is your department/faculty?

Medicine	26(26,3%)
Pediatrics	19(19,2%)
Medical and preventive care	12(12,1%)
Dentistry	22(22,2%)
Management in Healthcare (Specialized direction and scientific and pedagogical direction) Master's degree	6(6,1%)
Nutritionology Master's degree	10(10,1%)
Nursing Science Doctoral Studies	4(4,0%)

2. Your Position (Ваша должность)

Professor (Профессор)	14(14,1%)
Associate Professor (Доцент)	45(45,5%)
Senior Teacher (Старший преподаватель)	10(10,1%)
Teacher (Преподаватель)	22(22,2%)
Head of the Department (Зав. кафедрой)	1(1,0%)
Lecturer (Лектор)	2(2,0%)
Assistant (Ассистент)	2(2,0%)
Assistant of the Department (Ассистент кафедры)	1(1,0%)
Head teacher of the department (Завуч кафедры)	2(2,0%)

3. Academic degree, academic title (Ученая степень, ученое звание)

Honoured Worker (Заслуженный деятель)	0(0%)
Doctor of Science (Доктор наук)	7(7,1%)
Candidate of Science (Кандидат наук)	43(43,4%)
Master (Магистр)	22(22,2%)
PhD (PhD)	7(7,1%)
Professor (Профессор)	4(4,0%)
Associate Professor (Ассоциированный профессор)	8(8,1%)
no (нет)	14 (14,1%)
Assistant (Ассистент)	1(1,0%)
Клин.ординатор (Clinical Resident)	1 (1,0%)

4. Work experience at this HEI (Стаж работы в данном вузе)

Less than 1 year	4(4,0%)
1 year- 5 years	6(6,1%)
More than 5 years	89(89,9%)

	Very well	Well	Relatively bad	Badly	Very bad
How well does the content of the educational program meet your needs?	58(58,6%)	39(39,4%)	2(2,0%)	0	0
How do you assess the opportunities that the university provides for professional development of the teaching staff?	47(47,5%)	47(47,5%)	4(4,0%)	1(1,0%)	0
How do you assess the opportunities provided by the university for teachers' career growth?	44(44,4%)	48(48,5%)	6(6,1%)	1(1,0%)	0
How do you assess the degree of academic freedom of the teaching staff?	41(41,4%)	52(52,5%)	3(3,0%)	3(3,0%)	0
To what extent can teachers use their own strategies?	42(42,4%)	53(53,5%)	2(2,0%)	2(2,0%)	0
To what extent can teachers use their own methods?	51(51,5%)	46(46,5%)	2(2,0%)	0	0
To what extent can teachers use their own innovations in the learning process?	54(54,5%)	41(41,4%)	4(4,0%)	0	0
How do you assess the organization of health care and disease prevention at the university?	43(43,3%)	51(51,5%)	4(4,0%)	0	1(1,0%)

What attention does the university administration pay to the content of the educational program?	58(58,6%)	38(38,4%)	3(3,0%)	0	0
How do you assess the sufficiency and accessibility of the necessary scientific and educational literature in the library?	58(58,6%)	38(38,4%)	2(2,0%)	1(1,0%)	0
Do you assess the level of conditions created that take into account the needs of different groups of students?	40(40,4%)	51(51,5%)	7(7,1%)	1(1,0%)	0
Evaluate the openness and accessibility of management for students	53(53,5%)	42(42,4%)	4(4,0%)	0	0
Evaluate the openness and accessibility of management for the teaching staff	48(48,5%)	47(47,5%)	4(4,0%)	0	0
What is the level of encouragement and involvement of young professionals in the educational process?	47(47,5%)	41(41,4%)	10(10,1%)	1(1,0%)	0
Evaluate the professional and personal growth opportunities created for each teacher and employee	50(50,5%)	41(41,4%)	7(7,1%)	1(1,0%)	0
Evaluate the adequacy of the recognition by the university management of the potential and abilities of teachers.	47(47,5%)	42(42,4%)	9(9,1%)	1(1,0%)	0
How academic mobility activities are organized	44(44,4%)	48(48,5%)	6(6,1%)	1(1,0%)	0
How is the professional development activity of teaching staff organized?	44(44,4%)	48(48,5%)	5(5,1%)	2(2,0%)	0
Evaluate how the university and its management support the research work of the teaching staff	41(41,4%)	52(52,5%)	3(3,0%)	3(3,0%)	0
Evaluate how the university and its management support the development of new educational programs / academic disciplines / teaching methods.	54(54,5%)	42(42,4%)	3(3,0%)	0	0
Evaluate the faculty's ability to combine teaching with scientific research	30(30,3%)	56(56,6%)	10(10,1%)	1(1,0%)	2(2,0%)
Evaluate the faculty's ability to combine teaching with practical activities	42(42,4%)	51(51,5%)	4(4,0%)	2(2,0%)	
Evaluate the faculty's ability to combine teaching with scientific research	43(36,1%)	61(51,3%)	13(10,9%)	2(1,7%)	0
Evaluate the faculty's ability to combine teaching with practical activities	54(45,4%)	57(47,9%)	6(5%)	1(0,8%)	1(0,8%)

Evaluate whether the knowledge acquired by students at the university meets the requirements of the modern labor market	41(41,4%)	52(52,5%)	5(5,1%)	1(1,0%)	0
How do the management and administration of the university perceive criticism	30(30,3%)	57(57,6%)	9(9,1%)	1(1,0%)	2(2,0%)
Assess how well your academic workload meets your expectations and capabilities	32(32,3%)	54(54,5%)	11(11,1%)	0	2(2,0%)
Evaluate the focus of educational programs/curricula on providing students with the skills of analyzing the situation and making forecasts	45(45,5%)	51(51,5%)	2(2,0%)	1(1,0%)	0
Evaluate how the content and quality of the educational program implementation meet the expectations of the labor market and the employer.	45(45,5%)	47(47,5%)	6(6,1%)	1(1,0%)	0
How often do you conduct workshops and practical exercises as part of your course?	28(28,3%)	46(46,5%)	20(20,2%)	5(5,1%)	0
How often are teachers invited from outside (local and foreign) to participate in the learning process?	18(18,2%)	58(58,6%)	21(21,2%)	2(2,0%)	0
How often do you encounter the following problems in your work	5(5,1%)	24(24,2%)	70(70,7%)	0	0
Unbalanced academic load by semester	5(5,1%)	38(38,4%)	56(56,7%)	0	0
Lack of necessary literature in the library	5(5,1%)	29(29,3%)	65(65,7%)	0	0
Overcrowding of study groups (too many students in a group)	6(6,1%)	29(29,3%)	64(64,6%)	0	0
Inconvenient schedule (Неудобный график)	2(2,0%)	32(32,3%)	65(65,7%)	0	0
Inadequate facilities for classroom activities(не отвечающие требованиям условия для занятий в классе)	6(6,1%)	20(20,4%)	73(73,5%)	0	0
Lack of internet access/poor internet connection (Отсутствие доступа в Интернет / плохое подключение к Интернету)	8(8,1%)	42(42,4%)	49(49,5%)	0	0
Students lack of interest in the study(Отсутствие у студентов интереса к учебе)	2(2,0%)	53(53,5%)	44(44,4%)	0	0
Late delivery of information about the events (Несвоевременное получение информации о событиях)	2(2,0%)	25(25,3%)	72(72,7%)	0	0
Absence of teaching aids in classrooms (Отсутствие учебных пособий в классах)	5(5,1%)	20(20,2%)	74(74,7%)	0	0
There are many different aspects in HEI's life that affect every teacher and employee in one way or another. Assess how satisfied you are with: (В жизни вуза есть множество различных аспектов, которые так или иначе влияют на каждого преподавателя и сотрудника. Оцените, насколько вы удовлетворены)	72(72,7%)	22(22,2%)	2(2,0%)	3(3,0%)	0
Relationships with direct management(Отношениями с непосредственным руководством)	82(82,8%)	15(15,2%)	1(1,0%)	1(1,0%)	0
Relationships with colleagues at the department(Отношениями с коллегами на кафедре)	89(89,9%)	7(7,1%)	1(1,0%)	2(2,0%)	0

Degree of participation in management decisions (Степенью участия в принятии управленческих решений)	67(67,7%)	26(26,3%)	4(4,0%)	2(2,0%)	0
Relationships with students(Отношениями со студентами)	95(96,0%)	4(4,0%)	0	0	0
Recognition of your success and achievements by administration (Признанием Ваших успехов и достижений со стороны администрации)	72(72,7%)	20(20,2%)	4(4,0%)	3(3,0%)	0
Support for your proposals and comments(Поддержкой ваших предложений и комментариев)	75(75,8%)	18(18,2%)	2(2,0%)	4(4,0%)	0
HEI administration's activities(Деятельностью администрации вуза)	70(70,7%)	22(22,2%)	3(3,0%)	4(4,0%)	0
Remuneration terms(Условиями оплаты труда)	45(45,5%)	43(43,4%)	9(9,1%)	2(2,0%)	0
Working conditions, list and quality of services provided in HEI (Удобством работы, услугами, имеющимися в вузе)	72(72,7%)	25(25,3%)	1(1,0%)	1(1,0%)	0
Occupational health and safety(Охраной труда и его безопасностью)	77(77,8%)	19(19,2%)	1(1,0%)	2(2,0%)	0
Management of changes in HEI's activities(Управлением изменениями в деятельности вуза)	66(66,7%)	26(26,3%)	2(2,0%)	5(5,1%)	0
Provision of a social package: recreation, sanatorium treatment, etc. (Предоставлением льгот: отдых, санаторное лечение и др.)	54(54,5%)	26(26,3%)	9(9,1%)	10(10,1%)	0
Arrangements for catering in HEI and its quality(Организацией питания в ВУЗе и его качеством)	39(39,4%)	35(35,4%)	8(8,1%)	17(17,2)	0
Arrangements for health care and quality of medical services (Организацией здравоохранения и качества медицинских услуг)	54(54,5%)	31(31,3%)	2(2,0%)	12(12,1%)	0

31. Why do you work in this particular HEI?(Why do you work at this particular university?)78 responses

National University

Leading university

prestige, prospects, native university, team, academic environment

The prestige of the University

I have been working for 16 years now, I am satisfied with the team of my superiors

Alma Mater

Prestige, academic integrity, compliance with all standards of the educational process

Patriot

is a huge base

It is the leading university in the country, where the quality of training is much higher than in other universities in the country

I like it, because I graduated from this university, defended my PhD, everything is honest, transparent, there are all conditions.

I like my University

The most popular medical university, I studied here, I know many employees

Admittedly, who if not Me.

KazNMU is my ALMA MATER, the values and mission of our University coincide with my inner beliefs, and I also have experience and knowledge in the field of dentistry with which I want to share, as well as the opportunity to develop as a person and a professional

KazNMU is the best university, with a wonderful future, a worthy past, and I believe that this university has high technologies, a strong base and applies the latest educational methods, the most relevant and in demand in the labor market.

KazNMU is a national university

My Alma Mater, the status of a national and international university, a strong clinical and scientific base

My favorite university

is perspective

The university is the leading one in the KZ

It has a national status, has a very powerful clinical base, students are shown all the novelties of medicine, since all major clinical centers of the city have our departments

National

The working conditions satisfy my requests

Priority in knowledge transfer

I am an adherent of this university

I like working at this university because it is my favorite university.

Career opportunities; national status of the university; good technical opportunities for students to study.

National status, career growth

The prestige of the university, clinical facilities, excellent staff

There are prospects for learning, the university supports all initiatives

I like my job

I am committed to this university

This is my Alma mater!

The best medical university of the Republic of Kazakhstan

I am satisfied with the advantages of the University, the prestige, the good staff of the University

Alma mater

Like

It is the best national medical university in the Republic of Kazakhstan

my inner beliefs coincide with the mission of the University, and I also want to share my experience and knowledge for the benefit of society, a wide opportunity for career and personal growth.

My alma mater, national university, good base, management

I like it and feel comfortable

My Alma Mater

This is my alma mater, I work at this university for 26 years, the work satisfies in all directions

KazNMU is the flagship of medical education in the country!

I'm loving it

A graduate of this university

I am a graduate of KazNMU, I have been working for about 40 years. I support my native university, I want to work as much as I can for the benefit of KazNMU

Stability

I find it difficult to answer

There is an opportunity to implement and combine educational, scientific and practical activities, the possibility of growth and development

Alma Mater, stability

Prestigious

I like working at our university

the leading medical university in the country

I am a graduate of ASMI in 1980, I love my profession and I want to share my knowledge with young people, I am trained. For many years she worked as a part-time and full-time employee of the department, after retiring to KazNMU, she had to work hourly. This academic year, she was accepted back into the staff of the department.

KazNMU is one of the leading universities, development prospects, friendly, professional team

I graduated from this university. Now, after a long experience in practical healthcare, I want to pass on the experience to students

Innovative University

I am satisfied with all the conditions of our KazNMU.

The leading advanced university, where the integration of academic education with science and practical health care is implemented

Firstly, Alma mater, secondly, I love my profession, and thirdly, I like working with students

the prestige and advantages of the University and the team

It is prestigious to work at this university

I work at KazNMU because I like to share my experience and knowledge with students

I like the profession

My specialty does not match

I really like the method of teaching students

This is my AlmaMater

Meets my requirements

It is the most prestigious medical university in Kazakhstan

Kazakhstan's leading University in medicine

This is my credo.

I have a good team and I like teaching in my specialty. Thanks to the increasing coefficients, a good salary is formed

Comfortable to work with
I share my practical experience with students of a large National university in the country
I am more satisfied with all the conditions of the university
I wanted to share my practical skills with a future doctor
Other problems (Other problems)50 responses
No
No
There are no problems
there are insufficient premises at clinical bases
hourly staff
There are no other problems, all the conditions are there, they even teach English for free.the language.
lack of classrooms
Insufficient equipment with some equipment, materials, and demonstration models
There are not enough textbooks in the State language
no, you provide everything and timely management response to the necessary needs.
Non-essential
no
There are no problems, if there are, they are solved quickly
Problems to be solved
There are no problems, all conditions are satisfied
As everywhere, there are no special problems
No, we try to eliminate them in advance.
All problems that arise can be solved
A meager salary
It is cold in winter and hot in summer in classrooms, it is impossible to conduct classes by increasing the number of students, first of all it is necessary to provide modern conditions for classes and solve the issue of admission of students fully in clinics and operating rooms.Most of the students are literate, ambitious and decent, with the exception of some. D.B. University at the height
There were no problems
no problem
Partial implementation purchase
no problems
Equipped with new computers.
No

Unofficial Translation
Appendix 4. Results of the student survey

Total number of questionnaires: 115

What is your educational program (specialty)/faculty/school?

Medicine	43(37,4%)
Pediatrics	20(17,4%)
Medical and preventive care	19(16,5%)
Dentistry	28(24,3%)
Management in healthcare (specialized area) Master's degree	0
Management in healthcare (Scientific and pedagogical direction) Master's degree	1(0,9%)
Nutritionology Master's degree	3(2,6%)
Nursing Science Doctoral Studies	1(0,9%)

Gender:

Male	29 (25,2%)
Female	86 (74,8%)

Rate how satisfied you are:

Questions	Great	Well	Satisfied	Not satisfied	Very bad
The level of accessibility of the dean's office (school, faculty, department)	91 (79,1%)	18 (15,7%)	6 (5,2%)		
The level of accessibility and responsiveness of the management (university, school, faculty, department)	78 (67,8%)	31 (27,0%)	6 (5,2%)		
The availability of academic counseling to you	68 (59,1%)	41 (35,7%)	6 (5,2%)		
Support of educational materials in the learning process	65 (56,5%)	38 (33,0%)	8 (7,0%)	4 (3,5%)	
The availability of counseling on personal issues	58 (50,4%)	46 (40,0%)	11 (9,6%)		
The relationship between a student and a teacher	67 (58,3%)	39 (33,9%)	9 (7,8%)		
The activities of the financial and administrative services of the university	53 (46,1%)	46 (40,0%)	15 (13,0%)	1 (0,9%)	
Accessibility of the health care service	66 (57,4%)	42 (36,5%)	6 (5,2%)	1 (0,9%)	
The quality of medical services at the university	65 (56,5%)	39 (33,9%)	10 (8,7%)	1 (0,9%)	
The level of accessibility of library resources	64 (55,7%)	38 (33,0%)	10 (8,7%)	2 (1,7%)	1 (0,9%)
The quality of services provided in libraries and reading rooms	65 (56,5%)	37 (32,2%)	11 (9,6%)	2 (1,7%)	
Satisfaction with the existing educational resources of the university	61 (53,0%)	44(38,3%)	9 (7,8%)	1 (0,9%)	
Availability of computer classes and Internet resources	50 (43,5%)	46 (40,0%)	17 (14,8%)	2 (1,7%)	
The availability and quality of Internet resources	56 (48,7%)	44 (38,3%)	11 (9,6%)	3 (2,6%)	1 (0,9%)
The usefulness of the website of educational organizations in general and faculties in particular	62 (53,9%)	47 (40,9%)	5 (4,3%)	1 (0,9%)	
Classrooms, classrooms for large groups	58 (50,4%)	39 (33,9%)	15 (13,0%)	2 (1,7%)	1 (0,9%)
Are there Student Rest Rooms (if available)	29 (25,2%)	33 (28,7%)	37 (32,2%)	10 (8,7%)	6 (5,2%)
Clarity of procedures for taking disciplinary action	63 (54,8%)	44 (38,3%)	8 (7,0%)		

The overall quality of the training programs	73 (63,5%)	39(33,9%)	3 (2,6%)		
The quality of educational programs at the university	82 (71,3%)	29 (25,2%)	2 (1,7%)	2 (1,7%)	
Teaching methods in general	74 (64,3%)	36 (31,3%)	3 (2,6%)	1 (0,9%)	1 (0,9%)
The speed of response to feedback from teachers on the educational process	72 (62,6%)	39 (33,9%)	3 (2,6%)	1 (0,9%)	
The quality of teaching	72 (62,6%)	36 (31,3%)	6 (5,2%)	1 (0,9%)	
Academic workload/student requirements	46 (40,0%)	57 (49,6%)	10 (8,7%)	2 (1,7%)	
The requirements of the teaching staff for the student	53 (46,1%)	53 (46,1%)	8 (7,0%)	1 (0,9%)	
Information support and clarification of the requirements for university applicants and the strategy of the educational program (specialty) before admission to the university	72 (62,6%)	38 (33,0%)	5 (4,3%)		
Informing the requirements that must be fulfilled for the successful completion of this educational program (specialty)	67 (58,3%)	44 (38,3%)	4 (3,5%)		
28. Conducted tests and exams	71 (61,7%)	35 (30,4%)	9 (7,8%)		
29. The objectivity of the assessment of knowledge, skills and other educational achievements	59 (51,3%)	46 (40,0%)	9 (7,8%)	1 (0,9%)	
30. Available computer classes	56 (48,7%)	34 (29,6%)	23 (20,0%)	2 (1,7%)	
31. Available scientific laboratories	46 (40,0%)	45 (39,1%)	20 (17,4%)	2 (1,7%)	2 (1,7%)
32. The objectivity and fairness of the teacher	58 (50,4%)	44 (38,3%)	11 (9,6%)		2 (1,7%)
33. Informing students about courses, educational programs, and academic degrees	66 (57,4%)	41 (35,7%)	8 (7,0%)		
34. Providing students with a dormitory	71 (61,7%)	38 (33,0%)	6 (5,2%)		

Rate how much you agree:

Statement	Full consent	I agree	I partially agree	I disagree	Complete disagreement	They didn't answer
The course program was clearly presented	66 (57,4%)	44 (38,3%)	5 (4,3%)			
The course content is well structured	60 (52,2%)	46 (40,0%)	7 (6,1%)	2 (1,7%)		
The key terms are sufficiently explained	61 (53,0%)	50 (43,5%)	3 (2,6%)	1 (0,9%)		
The material proposed by the Faculty is relevant and reflects the latest scientific and practical developments	58 (50,4%)	44 (48,3%)	12 (10,4%)	1 (0,9%)		
The teacher uses effective teaching methods	65 (56,5%)	40 (34,8%)	8 (7,0%)	1 (0,9%)	1 (0,9%)	
The teacher owns the taught material	78 (67,8%)	35 (30,4%)	1 (0,9%)	1 (0,9%)		
The teacher's presentation is clear	65 (56,5%)	45 (39,1%)	4 (3,5%)		1 (0,9%)	
The teacher presents the material in an interesting way	55 (47,8%)	44 (48,3%)	14 (12,2%)	1 (0,9%)	1 (0,9%)	
Knowledge, skills and other academic achievements are evaluated objectively	56 (48,7%)	49 (42,6%)	9 (7,8%)		1 (0,9%)	

The teacher meets your requirements and expectations regarding professional and personal development	60 (52,2%)	45 (39,1%)	9 (7,8%)		1 (0,9%)	
The teacher stimulates the activity of students	64 (55,7%)	39 (33,9%)	10 (8,7%)	1 (0,9%)	1 (0,9%)	
The teacher stimulates the creative thinking of students	55 (47,8%)	43 (37,4%)	13 (11,3%)	2 (1,7%)	2 (1,7%)	
The appearance and manners of the teacher are adequate	72 (62,6%)	38 (33,0%)	5 (4,3%)			
The teacher shows a positive attitude towards students	66 (57,4%)	41 (35,7%)	7 (6,1%)		1 (0,9%)	
The system of assessment of educational achievements (seminars, tests, questionnaires, etc.) reflects the content of the course	72 (62,6%)	37 (32,2%)	6 (5,2%)			
The evaluation criteria used by the teaching staff are clear and accessible	69 (60,0%)	42 (36,5%)	4 (3,5%)			
Teaching staff objectively assesses the achievements of students	55 (47,8%)	51 (44,3%)	8 (7,0%)		1 (0,9%)	
The teacher speaks a professional language	75 (65,2%)	37 (32,2%)	2 (1,7%)	1 (0,9%)		
The organization of education provides sufficient opportunity for sports and other leisure activities	56 (48,7%)	42 (36,5%)	14 (12,2%)	1 (0,9%)	1 (0,9%)	1 (0,9%)
The facilities and equipment for students are safe, comfortable and modern	57 (49,6%)	39 (33,9%)	16 (13,9%)	2 (1,7%)	1 (0,9%)	
The library is well equipped and has a fairly good collection of books	55 (47,8%)	38 (33,0%)	18 (15,7%)	1 (0,9%)	3 (2,6%)	
Equal opportunities are provided to all students	73 (63,5%)	36 (31,3%)	6 (5,2%)			

Other problems regarding the quality of teaching: 61 responses

No

No

No

The quality of education is excellent, there are no problems

There were no problems

There would be more ice screens for each office, everything is in order and according to the norms It's okay, I like everything.

I have not encountered any problems regarding the quality of teaching. I am satisfied with the quality of teaching

There is no reason for teaching In general, everything is fine, sufficient practice in the 1st year, a strong teaching staff, the dean's office is the support of students. Only some teachers do not rate according to the checklist.

No problems

To be honest, there are no problems. Teachers always explain the material clearly and fairly and adequately. Very often we are motivated

Frankly speaking, there is no significant problem related to teaching quality. Our university has provided us with all latest information and teachers can always be there for us. Justice is permanently appreciated in our walls, so everyone can learn and get their fair marks.

There are no problems

Everything is fine

There are no questions about the quality of teaching and teaching staff in general, I am glad that at the university, when questions arise in the educational program or in the assessment system, everything is decided according to the rules of academic honesty either at the department level or at the dean's office level

There are no problems

No, don't have

I am completely satisfied with the quality of teaching. I have not encountered any problems with teaching.

The teachers know their job and do it perfectly.

There is no problem about the quality of teaching. I think all the teachers explain the topic clearly and clearly to us and to the questions that we have

I haven't noticed any problems.

Absent

There are no other teaching quality problems

I have not noticed any other problems yet regarding the quality of teaching without problems

I didn't notice any problems. I like and support the methods of conducting the lesson.

I do not observe any problems, I am completely satisfied.

No

Biased assessment, many teachers evaluate a student based on interactions with them (personal hostility, etc.).

