



«АККРЕДИТТЕУ ЖӘНЕ РЕЙТИНГТИҢ  
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 for the evaluation of compliance with the requirements of the IAAR standards for international accreditation of basic medical and pharmaceutical education abroad

(based on WFME/AMSE standards)

0916.1 Pharmacy (ISCED level 7)

NICOLAE TESTEMITANU STATE UNIVERSITY OF MEDICINE  
AND PHARMACY

in the period from 13 to 15 September 2022

**INDEPENDENT AGENCY FOR ACCREDITATION AND RATING**  
*External expert commission*

*Addressed to  
Accreditation  
Council of the IAAR*



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**Chisinau, 2022**

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**(I) LIST OF SYMBOLS AND ABBREVIATIONS**

RAQAHE	- Romanian Agency for Quality Assurance in Higher Education
FASPhR	- Federation of Associations of Students of Pharmacists of Romania
GDP	- Good distribution practice
GMP	- Good manufacturing practices
GPhP	- Good pharmacy practice
IAAR	- Independent agency for accreditation and rating
IMP	- Individual Mobility Project
ISO	- International Standard Organization
SEP	- Student Exchange Program
SIMU	- University Management Information System (Sistemul Informațional de Management Universitar)
AMMD	- Agency of Medicines and Medical Devices
AC	- Administrative Council
ASRM	- Association of Students and Residents in Medicine
ASPhRM	- Association of students of pharmacists of the Republic of Moldova
APhRM	- Association of Pharmacists of the Republic of Moldova
EEC	- external expert commission
Nicolae Testemitanu University	- Nicolae Testemitanu State University of Medicine and Pharmacy of the Republic of Moldova
HRD	- Human Resources Department
DAMD	- Didactic and Academic Management Department
EASPh	- European Association of Students of Pharmacy
ECTS	- European Credit Transfer System
CQACA	- Commission for Quality Assurance and Curricula Assessment
LDASQCM	- Laboratory for the development, analysis, standardization and quality control of medicines
MECR	- Ministry of Education Culture and Research
IAAR	- Independent Agency for Accreditation and Rating
NAPH	- National Agency for Public Health
SPCMP	- Scientific and Practical Center for medicinal plants
SCM	- Science Center for Medicines
EP	- educational program
MPC	- Methodical profile commission
GD	- Government Decision
teaching staff	- faculty
RM	- The Republic of Moldova
QMS	- Quality Management System
UQMS	- University Quality Management System
FQMS	- Faculty quality management system
AtoN	- student scientific society
ISDC	- Institutional Strategy Development Council

SIW	- Student's Independent work
US	- University Senate
FC	- Faculty Council
FPh	- Faculty of Pharmacy
SP	- study plan
DSP	- discipline study plan
UFC	- Vasily Procopisin University Pharmaceutical Center
AAC	- Academic assessment center
CPCCG	- Center for Psychological Counseling and Career Guidance



## **(II) INTRODUCTION**

In accordance with the order No. 95-22-OD dated September 1, 2022 of the Independent Agency for Accreditation and Rating, from September 13 to 15, 2022, an external expert commission assessed the compliance of the educational program 0916.1 Pharmacy (ISCED level 7) of Nicolae Testemitanu State University of Medicine and Pharmacy to IAAR standards for international accreditation of basic medical and pharmaceutical education abroad (based on WFME / AMSE standards) (No. 68-18 / 1-OD dated May 25, 2018).

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

### **The composition of the EEC:**

**Chairman of the EEC** – Dosmagambetova Raushan Sultanovna, Doctor of Medical Sciences, Professor, Medical University of Karaganda (Republic of Kazakhstan) *Off-line*

**IAAR expert** – Irine Sakhelashvili, PhD, Georgian American University (Georgia) *On-line participation*

**IAAR expert** – Eslyamgalieva Ardak Manapovna, Candidate of Medical Sciences, Professor, Astana Medical University NJSC (Republic of Kazakhstan) *On-line participation*

**IAAR expert** – Victoria Akopovna Georgiyants, Doctor of Pharmacy, Professor, National Pharmaceutical University (Ukraine) *On-line participation*

**Expert IAAR, Employer** – Ciocanu Mihail, Director, Institute of Emergency Medicine (Republic of Moldova) *Off -line participation*

**Expert IAAR, student** – Cozlovschi Alexandru, President of Student Council, Technical University of Moldova (Republic of Moldova) *Off-line participation*

**IAAR Expert , student** Shibovskaya Lidia Nikolaevna, 5th year student of the educational program "222 - Medicine", International European University (Ukraine) *On-line participation*

**IAAR Expert , student** - Sultan Ilyas, 3rd year student of the EP "Dentistry", Semey Medical University, member of the Alliance of Students of Kazakhstan (Republic of Kazakhstan) *Online participation*

**IAAR Coordinator** – Saydulaeva Malika Akhyadovna, project manager of the Independent Agency for Accreditation and Rating (Republic of Kazakhstan) *Off-line participation*

### **(III) REPRESENTATION OF EDUCATIONAL ORGANIZATION**

Nicolae Testemitanu State University of Medicine and Pharmacy of the Republic of Moldova is the only university in the country that provides higher medical and pharmaceutical education, trains specialists for the country's healthcare system, and carries out scientific and clinical activities.

The founder of the University is the Ministry of Health of the Republic of Moldova. In educational and scientific terms, the activity of the University is subordinated to the Ministry of Education and Research of the Republic of Moldova.

Nicolae Testemitanu University is a follower of the Chisinau Medical Institute, founded in October 1945 as a result of the transfer to Chisinau of the Kislovodsk Medical Institute, created during the Second World War on the basis of the potential of the 1st, 2nd and Pediatric Institutes in Leningrad, evacuated during the war .

The basis for the transfer was the Decree of the Council of People's Commissars No. 12835 of August 28, 1945 and the Order of the Deputy Chairman of the Committee on Higher Education and the People's Commissar for Health of the USSR No. 427/699 of August 31, 1945 on the transfer of the Medical Institute of Kislovodsk to Chisinau and renaming him to the Chisinau State Medical Institute. The Institute began its activity with the only Faculty of Medicine, in 32 departments of which about 1000 students studied and 20 doctors and 23 candidates of sciences worked.

Based on the growing needs of domestic healthcare in personnel, other faculties were subsequently founded: Pediatrics (1954), Dentistry (1959), Improvement of doctors (1962), Preventive Medicine (1963) and Pharmacy (1964). In 1965, the Institute was awarded the 1st category and the introduction of postgraduate education through subordination and internship was started.

In 1990, the Institute was named after Nicolae Testemitanu, an outstanding public health figure, scientist, Minister of Health and Rector of the Institute.

In 1996, by Government Decree No. 705, the educational institution was reorganized into Nicolae Testemitanu State University of Medicine and Pharmacy.

In 1991, the University introduced a new form of postgraduate education through residency, which, according to the Education Law of 1995 (art. 281, paragraph 4), became mandatory for all graduates of a medical university. The new human resources strategy of the Ministry of Health and the European requirements for medical education led to the closure of the Faculty of Pediatrics and the merger of the Faculty of Preventive Medicine and Medicine in 1999.

Currently, the University has two faculties of Medicine (No. 1 for domestic and No. 2 for foreign students), the Faculty of Dentistry, the Faculty of Pharmacy, the Faculty of Residency and the Department of Continuing Medical Education.

In 2007, Nicolae Testemitanu University was registered by the State Registration Chamber of the Republic of Moldova as a Public Institution with an unlimited period of activity (series MD No. 062700).

The basic documents that make up the legal framework for the activities of the university are: the Constitution of the Republic of Moldova; Code of Education of the Republic of Moldova No. 152 of July 17, 2014; Strategic plan for the development of Nicolae Testemitanu University for the period 2021-2030; GD RM No. 482 of June 28, 2017 on the approval of the List of areas of professional training and specialties in higher education; Order of the Ministry of Health of the Republic of Moldova No. 175 of December 23, 2015 on the approval of the List of specialties for post-university education through residency; Statute of Nicolae Testemitanu University.

Over the course of many years of activity of the University, a lot of work has been done to form the legal framework, to introduce the principles and mechanisms of collegiate management (Council for the Development of Institutional Strategy, Department of Internal Audit, University Ethics Commission). Annual action plans were developed to implement the University's strategy, plans and reports of the quality assurance system. The quality of the educational process has been

improved through the development and implementation of the Center for Academic Assessment, the Center for Psychological Counseling and Career Guidance, the University Management Information System (SIMU), the Test-editor and MOODLE teaching and assessment platforms, computer-aided testing classes, the University Center for Simulation in Medical Education (CUSIM).

The University presents all levels of university and postgraduate education:

- language training (pre-university education for foreign students);
- 6th level ISCED / 6EQF / 1QF-EHEA, higher education, full-time, I cycle license, 4 years of 240 credits: Optometry; General nursing; Radiological technologies; public health;
- 7th level ISCED / 7EQF / 2QF-EHEA, integrated higher education, I + II cycles, full-time: Medicine and Preventive Medicine - 6 years of study; Dentistry and Pharmacy - 5 years of study;
- Level 7 ISCED/7EQF/2QF-EHEA, master's degree, II cycle, full-time, 2 years, 120 credits each: Molecular technologies in health care; Public Health Administration;
- 8th level ISCED / 8EQF / 3QF-EHEA, higher education, III cycle doctoral studies, 180 credits each: full-time (4 years) and part-time (5 years) - 46 doctoral programs;
- Residency lasting 2–5 years for the purpose of compulsory professional training of doctors and pharmacists in 68 specialties;
- continuing medical training in the field of medicine and pharmacy in 424 programs.

As of March 1, 2022, 6207 students studied at the University, including 1865 foreign students from 32 countries of the world (Israel, India, USA, Romania, Turkey, Russia, etc.), 1312 resident doctors, 17 clinical residents,

In 75 educational units, 19 laboratories and 5 Centers, 1177 employees carry out educational, scientific and medical activities, including 8 academicians and 6 corresponding members of the Academy of Sciences, 160 habilitate doctors, 506 doctors of sciences, 92 professors, 415 associate professors. Teaching support and maintenance personnel is 149 people. 504 teachers are certified in knowledge of foreign languages (levels C1, C2, B2), including 433 - English, 71 - French.

The development of practical skills and clinical activities are carried out in university clinics located in republican, municipal and district medical institutions (GD No. 42 of 12.01.2006).

Nicolae Testemitanu University is the founder of 3 public health institutions - the University Clinic for Primary Care and two University Dental Clinics, providing medical services to the population. At the same time, the University is the founder of the Rehabilitation Center, Vasily Procopisin University Pharmaceutical Center and Scientific and Practical Center for Medicinal Plants.

Currently, the university cooperates with 90 medical universities, faculties and centers from more than 27 countries. In the field of medical education, science and clinical activities, the university's partners are medical universities and research centers from different countries: France, Romania, Belgium, the Netherlands, Bulgaria, Russia, Belarus, Poland, Turkey, Italy, Ukraine, Germany, USA, Jordan, Switzerland, Morocco, Kazakhstan, Latvia, Georgia, Japan, Lithuania, etc.

Nicolae Testemitanu University actively participates in projects funded by the European Commission FP 7, Horizon 2020, EPLUS and 3 HP, being a partner in the projects EECALink (FP 7- HEALTH -2007- B), ESPOIR (FP 7- HEALTH -2011), Introducing Problem based Learning in Moldova: Toward Enhancing Students' Competitiveness and Employability (EAC - A 04-2014; E PLUS), Strengthening Research management and open Science capacities of HEIs in Moldova and Armenia (EAC - A 05-2017; EPLUS), RECOVER - E (H 2020- SC 1-2017-RTD) and InfAct (HP - JA -2017; 3 HP). Members of the teaching staff of the University are experts and representatives of the Republic in the Committees of the Horizon 2020 SC1Health Program, Demographic Change and Wellbeing, the international consortium for personalized medicine ICPeMed.

At the initiative of Nicolae Testemitanu University, in 2019, the Republic of Moldova became a full member of the ICGEB (International Center for Genetic Engineering and Biotechnology), a research organization created and operating under the auspices of the UN.



From year to year, the number of publications of the University staff in publications cited in international scientific databases, data (ISI, SCOPUS, etc.) is growing. The university is the founder of 2 scientific journals: "The Moldovan Medical Journal" and "Medical Journal of Health Science" and the university newspaper "Medicus".

Nicolae Testemitanu University is included in the WHO Avicenna Directory of Medical Schools. It is also a member of the Association for Medical Education in Europe (AMEE) since 2011, the Association for the Study of Medical Education (AMSE) since 2013, the International Association of Universities (AIU) since 2012, the University Agency of Francophonie (AUF) since 1997. , International Conference of Deans of Francophone Medical Faculties (CIDMEF) since 2005.

### **General characteristics of EP 0916.1 Pharmacy**

The Pharmacy educational program has been implemented at the University since 1964. Currently, it is implemented as an integrated training (I + II cycle) for 5 years of study (300 ECTS credits) and corresponds to the 7th level of the international qualification framework. Qualification in the diploma - Licentiate in Pharmacy, specialization - pharmacist.

EP 0916.1 Pharmacy is included in the List of areas of professional training and specialties in higher education and in the Classifier of professions of the Republic of Moldova (CORM 006-14 ). This program is regulated by the State Standard of the Republic of Moldova, its structure and content are harmonized with pharmacy programs at the universities of the European Union, the graduate competence and learning outcomes are in line with the European Qualification Framework for a Pharmacist.

The program is accredited by the National Accreditation Agency for Quality Assurance in Education and Scientific Research of the Republic of Moldova (Certificate No. 000133 dated November 20, 2018) for 5 years. The program is implemented in Romanian, Russian and French. The revision of the educational program / curriculum was carried out in 2017 and 2021.

The administrative and organizational management of the EP Pharmacy is carried out by the Faculty of Pharmacy (Dean - Nicolae Ciobanu, Doctor of Pharmacy, Associate Professor). Preparation of specialized disciplines is carried out at specialized departments:

- Technology of drugs – head of department Ciobanu Nicolae, Doctor of Philology, Associate Professor
- Pharmaceutical and toxicological chemistry - head of department Valika Vladimir, Doctor of Chemical Sciences , Professor
- Vasily Procopisin Social pharmacy - head of department Adauji Stella, Doctor of Pharmacy, Associate Professor
- Pharmacognosy and Pharmaceutical Botany - head of department Kalalb Tatyana, Doctor of Chemical Biology , Professor
- Pharmacology and Clinical Pharmacy - head of department Scutari Korina, MD, Associate Professor
- General Chemistry - head of department Keptenaru Konstantin, Doctor of Chemistry, Associate Professor
- Family medicine - head of department Kurochkin Genadie, Doctor of Chemistry, Professor

In addition, fundamental and social and humanitarian components of the EP are taught at 12 departments of Nicolae Testemitanu University. Part of the elements of the EP, including practical training, is implemented on the basis of Vasily Procopisin University Pharmaceutical Center and Scientific and Practical Center for Medicinal Plants. The material base fully allows for the implementation of the educational program and participation in scientific projects.

Students of the EP Pharmacy are trained at the expense of the state budget of the Republic of Moldova and on a contract basis. The contingent of students of the EP Pharmacy is presented in tables 1, 2.

Table 1. Number of students enrolled in the EP Pharmacy

Number of students	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022
General amount local students	435	408	393	366	369
General amount foreign students	23	16	13	7	one
<b>General</b>	<b>458</b>	<b>424</b>	<b>406</b>	<b>383</b>	<b>370</b>

Table 2. Distribution of students enrolled in the 1st year of the EP Pharmacy, depending on the form of funding

	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022
<b>Number of enrolled students</b>	79	79	110	78	86
including <i>budget</i>	0	0	ten	ten	ten
<i>Contract</i>	79	79	100	68	76

As of 03/01/2022, the teaching staff of the EP Pharmacy is represented by a total of 143 full-time teachers participating in the learning process under the Pharmacy program, including 11 heads of departments, 10 professors, 44 associate professors, 4 lecturers (teachers) and 85 assistants, and an auxiliary pedagogical personnel amounted to a total of 63. Of the total number of teaching staff, 61 people have the scientific title of Doctor of Science, and 11 people have the title of PhD. More than 80 employees from among the teaching staff are full-time employees of head of department (Table 3).

Table 3. The number of teaching staff of the EP Pharmacy (2017-2021)

Year	Total	regular		By internal collaboration		Outside partnership	
		Absol.	%	Absol.	%	Absol.	%
2021	<b>143</b>	119	83.2	eleven	7.7	13	9.1

Of the total number of teaching staff, 98 (68.5%) have pharmaceutical and medical education, including 65 teaching staff (66.3%) have high-level clinical professional training, being holders of professional qualification categories: 56 (57.1%) have the highest category, 4 (4.1%) - the first category and 5 (5.1%) - the second category.

Representatives of the teaching staff are members or experts within various councils and commissions established by the Ministry of Health (Expert Council of the Ministry of Health, attestation commissions for pharmacists, attestation commissions for pharmaceutical personnel with secondary education, specialized commissions of the Ministry of Health, etc.), the Ministry of Education and Research (commissions and working groups), the Academy of Sciences of Moldova (scientific department), the National Agency for Quality Assurance in Education and Research, as well as experts at the international level - the Romanian Agency for Quality Assurance in Higher Education (RAQAHE).

Graduates of the FF, according to the Code on Education of the Republic of Moldova, can carry out practical activity after completing the EP Pharmacy. Pharmaceutical activity in RM is carried out by specialists with higher education in accordance With Law on Pharmaceutical Activity No. 1456 from May 25, 1993. by order MOH No. 70 from 03/03/1999 " On the training and use of pharmaceutical personnel in the Republic of Moldova " approved scroll pharmaceutical specialties, for which postgraduate education in residency is necessary (pharmaceutical technologist, pharmacist-clinician, pharmaceutical analyst, pharmacist-head), and also scroll pharmaceutical posts. Many graduates have confirmed their diplomas and work in their specialty abroad, including in Romania, the USA, Canada, Germany, etc.

In the period 2017-2021 more than 40 students and teachers of the EP Pharmacy received mobility scholarships within the framework of the Erasmus Mundus, CEEPUS, Erasmus+ programs . During the same period, the Faculty of Pharmacy, in turn, accepted 14 students and 52

teachers from abroad. Employees of the EP Pharmacy take part in research projects - university, bilateral (with the universities of Romania, Belarus, state interuniversity (with the Institute of Chemistry, Agrarian University, Botanical Garden).

#### **(IV) DESCRIPTION OF THE PREVIOUS ACCREDITATION PROCEDURE**

International program accreditation 0916.1 Pharmacy (ISCED level 7) according to IAAR standards is held for the first time.

#### **(V) DESCRIPTION OF THE EEC VISIT**

The work of the EEC was carried out on the basis of the approved Program for the visit of the expert commission for program accreditation of educational programs to Nicolae Testemitanu University from September 13-15, 2022.

In order to coordinate the work of the EEC, on September 12, 2022, a kick-off meeting was held, during which powers were distributed among the members of the commission, the schedule of the visit was specified, and agreement was reached on the choice of examination methods.

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 were held with the rector, vice-rectors of the university in areas of activity, heads of structural divisions, deans of faculties, heads of departments, teachers, students, graduates, employers. A total of 93 people took part in the meetings representatives (table 1).

Table 4 - Information about employees and students who took part in meetings with the EEC IAAR:

<b>Participant category</b>	<b>Quantity</b>
Rector	one
Vice-rectors	5
Heads of structural divisions	fifteen
Deans of faculties	four
Heads of departments	5
Teachers (insert from the program according to your cluster)	19
Students (insert from the program according to your cluster)	23
Graduates	6
Employers	fifteen
<b>Total</b>	<b>93</b>

During the excursion, the members of the EEC got acquainted with the state of the material and technical base, visited the educational and scientific laboratories of the departments of the Faculty of Pharmacy: pharmaceutical and toxicological chemistry, pharmacognosy and pharmaceutical botany, drug technology, Vasily Procopisin social pharmacy, educational and scientific laboratories located in the base of Vasily Procopisin University Pharmaceutical Center (UPhC).

At the meeting of the EEC IAAR with the target groups of Nicolae Testemitanu University, the mechanisms for implementing the policy of the university and the specification of individual data presented in the self-assessment report of the university were carried out.

For the period of accreditation, they attended the laboratory classes: in analytical toxicology, in pharmaceutical chemistry (Department of Pharmaceutical and Toxicological Chemistry), in

extemporaneous technology of dosage forms (Department of Drug Technology). Laboratory classes are conducted in accordance with the regulations for conducting classes, which were provided to the commission.

At the departments, the members of the EEC were shown educational and methodological complexes of disciplines, journals and individual plans of teachers, work plans and reports of departments, methodological recommendations, theses. The possibilities of the SIMU program and the features of its use for teachers and heads of departments were also demonstrated. In scientific and educational laboratories, laboratory assistants confirmed the availability of the necessary educational and scientific equipment, the necessary chemical glassware and reagents.

During the work, members of the EEC visited the following internship bases in accordance with the program: Vasily Procopisin University Pharmaceutical Center, 22 N. Testemitanu str.; Educational building No. 2, Pharmaceutical Faculty, 66 Malina Mica str.; received information about the Scientific and Practical Center for Medicinal Plants, Bardar village.

In accordance with the accreditation procedure, a survey was conducted 53 teachers, 269 students, including junior and senior students.

In order to confirm the information presented in the Self-Assessment Report, the working documentation of the university was requested and analyzed by external experts. Along with this, the experts studied the Internet positioning of the university through the official website of the university [https:// usmf.md/](https://usmf.md/).

As part of the planned program, recommendations on accredited educational programs of Nicolae Testemitanu University, developed by the EEC based on the results of the examination, were presented at a meeting with the management on September 15, 2022.



## **(VI) COMPLIANCE WITH PROGRAM ACCREDITATION STANDARDS**

### *6.1. Standart “Mission and outcomes”*

#### ***Evidence***

Nicolae Testemitanu University operates on the basis of the Charter of the University and in accordance with the regulatory legal acts of the Republic of Moldova.

The mission of Nicolae Testemitanu University is to provide services in the field of education, research, medical care, continuous professional development of doctors and pharmacists, showing constant care to maintain high quality standards, as well as to promote national values in modern conditions of globalization and skills. The mission, vision and values of Nicolae Testemitanu University are presented on the university website (<http://surl.li/dbdon>), as well as in Nicolae Testemitanu University Strategic Development Plan.

Pharmacy is related to the mission of Nicolae Testemitanu University and was formed on the basis of the trends of modern higher education and progressive knowledge of pharmaceutical practice: training and continuous development of highly qualified pharmaceutical personnel for the healthcare system through the implementation of educational and research activities in the field of pharmacy in accordance with international and national quality standards. The mission of the EP (Romanian, English and Russian version) is presented on Nicolae Testemitanu University website on the page of the Faculty of Pharmacy (<http://surl.li/dbdod>), as well as in the Strategic Development Plan of the Faculty of Pharmacy for 2022-2027 (<http://surl.li/dbdpi>), on stands in the academic buildings of the university. For more complete information of employees and students, corporate e-mail distribution is carried out.

The mission of the EP is an integral part of the educational program and is considered simultaneously with all components of the EP Pharmacy in accordance with the Regulations on the initiation, approval, control and periodic evaluation of educational programs at Nicolae Testemitanu University. The mission is updated based on modern achievements in pharmaceutical science and the demands of pharmaceutical practice. The current version of the mission and the EP Pharmacy itself were updated in 2021 by a working group, which includes heads of specialized departments, students, a graduate student, a resident, as well as representatives of employers. The working group was created by the order of the Dean of the FPh (No. 187 of 01/18/2021). The review and update of the mission of the EP Pharmacy was carried out within the framework of CQACA (minutes No. 4 of 03/19/2021), with further discussion and approval at the meeting of the Federation Council (minutes No. 4 of 03/23/2021). In addition, the commission was presented with the minutes of the meeting of the Republican Council of the Association of Pharmacists of the Republic of Moldova (APhRM) dated April 14, 2021, at which the FPh Dean Nicolae Ciobanu presented the mission of the EP for discussion to employers and received its approval. The protocol was signed by APhRM President Zgirku Ion.

The purpose of the EP Pharmacy is to accumulate basic and specialized knowledge in the field of pharmacy, designed to provide professional training of pharmacists in accordance with the current level of knowledge; ensuring continuous postgraduate training of specialists in the field of pharmacy; promotion of scientific research through national and international cooperation.

The administration and teaching staff of the EP Pharmacy are responsible for the development, monitoring and revision of the EP in accordance with the Regulations on the initiation, approval, control and periodic evaluation of educational programs at Nicolae Testemitanu University. In particular, the latest revision of the EP Pharmacy / Curriculum is associated with the transition to a new schedule of the educational process. In the process of revising the curriculum, an assessment was made of the conformity of the content of training with the European Qualification Framework, and a conformity assessment was carried out. The draft EP Pharmacy /curriculum after the development and discussion at the meetings of CQACA (minutes No. 4 dated 03/19/2021), and the Faculty Council (minutes No. 4 of 03/23/2021) was approved at a meeting of the Quality Management Council on April 01, 2021 (minutes No. 3). The

composition of CQACA, in addition to representatives of specialized departments, includes students (Tsopa Madalina, st-ka IV k, gr. F 1702; Andronaki Alina, st-ka IV k, gr. F 1704; Kazaku Maria, st-ka III k, gr. F 1803 ) and representatives of practical pharmacy ( Kroitor Irina, pharmacist of the first category; Korneichuk Aurel, pharmacist of the highest category); in the Council of the Faculty - students Bogus Dorin, III year, group F1903, Skalski Kristina, IV year, group F1802, Nigay Christina, 4th year, group F1805, Blajin Veronika, V year, group F1703, Gila Mikhail, V year, group F1703 ) and representatives of practical pharmacy (Aurel Korneichuk, pharmacist-head, pharmacy "ReSeta-Farm", SRL, pharmacist of the highest category, President of the Association of Pharmacists, Chisinau, and Cibotari Silvia, Doctor of Pharmacy, Researcher, Head of the Department of Management and Supervision of medical devices of the Agency for Medicines and Medical Devices).

Periodically, changes are made to the content of the disciplines already included in the PM, for example, in the 5th year, the subject of Information Systems and Pharmaceutical Assistance was introduced to the study of the topic "Electronic Prescription Information System: issuance of reimbursable medicines, data processing and reporting on various criteria" based on the results of the students' internship and the recommendations of pharmacists.

The formation of needs for the educational process and scientific research is carried out on the basis of requests from departments at the end of the previous academic year. At Nicolae Testemitanu University, the budget for each financial year is discussed at a meeting of the Council for Strategic Institutional Development, which monitors and evaluates the effectiveness of the use of financial resources and submits a draft University budget for approval to the Senate, taking into account the needs. The self-analysis report describes academic freedoms for teachers, noting that the opinion of teachers is assessed on the basis of a questionnaire. The commission was provided with questionnaires for the survey of teaching staff and the results of the survey. In particular, in accordance with the generalized results of the PPP survey, 100% of respondents believe that they are taken into account when making decisions, 86% - that USMF financial resources are distributed and spent correctly.

When forming the competencies of the graduate and the final learning outcomes, the Pharmacy Qualification Standard was taken as the basis. Since Nicolae Testemitanu University is the only university that provides medical education in the Republic of Moldova, among its developers are representatives of the FPh of Nicolae Testemitanu University. The competencies and learning outcomes are publicly available and are set out in the curriculum and diploma supplement. To assess the compliance of the final learning outcomes with the requirements of practical pharmacy, representatives of the pharmaceutical community are introduced to the commission for the final certification of graduates. In addition, a convenient resource for obtaining feedback is the participation of teachers in postgraduate studies, where there is an opportunity to communicate with Nicolae Testemitanu University graduates of different years. The confirmation of the correct formation of learning outcomes is also the confirmation by Nicolae Testemitanu University graduates of different years of their qualifications abroad. The dean's office presents the following examples: pharmacists are graduates in Canada (Tikhon Jurge, Railin Rodica, Triboi Julian), Germany (Guma Elena, Lisnik Alexander), USA (Nikolenko Anastasia), Italy (Lupu Roman), more than 250 graduates work in pharmaceutical positions in Romania.

The facts set out in the self-analysis report and the documents submitted to the commission were confirmed during interviews with students, teaching staff and stakeholders.

### *Analytical part*

Based on the results of the analysis of the documentation and during the visit to the educational organization, EEC experts confirm that the educational activities of Nicolae Testemitanu University in the implementation of the specialty 0916.1 Pharmacy **complies** with the requirements of standard 1 "Mission and results".

The mission, vision and values of the university are defined and communicated to all stakeholders. The Strategic Plan for the Development of the University was developed and

published. The mission of the educational program is defined with the participation of all interested parties and is publicly available on the FF website, on stands in the university buildings. It contains all the necessary components and summarizes the university's aspirations for high-quality training of specialists. The university website also presents a strategic plan for the development of the FF. The commission was presented with evidence of the participation of internal (including teachers and students) and external stakeholders in the formulation of the mission and discussion of the content of the educational program, and learning outcomes in the form of minutes of the meeting of the CQACA, the Faculty Council, the Quality Management Council. The declared participation of all stakeholders was also confirmed during interviews with students, teachers, department heads, deans, external stakeholders and alumni. The material base testifies to the balanced financial policy of Nicolae Testemitanu University in the process of providing EP Pharmacy. Feedback from employers is expressed by questioning them about the practical skills and abilities of graduates. The latest surveys (2021) show a fairly high level of employer satisfaction with the professional skills of Pharmacy graduates (88.1%).

Periodic changes to the educational program / curriculum (2017, 2021) testify to the constant monitoring and desire of Nicolae Testemitanu University to constantly update and improve the program as a response to current trends in pharmaceutical education in the world and the situation in the country.

***Strengths/best practice***

There are no strengths in this standard.

***EEC recommendations***

None.

***Conclusions of the EEC according to the criteria: (strong/satisfactory/ suggest improvements/unsatisfactory)***

*strong* - 0,

*satisfactory* - 23,

*suggest improvements* - 0,

*unsatisfactory* - 0.

**6.2. Standard "Educational program"**

***Evidence***

In accordance with the legislation of the Republic of Moldova, the higher education program in pharmacy in the Republic of Moldova corresponds to ISCED / EQF level 7 and ends with the issuance of a diploma of a licentiate of pharmacy, which gives the right to participate in the competition for admission to residency, enrollment in doctoral programs and allows you to find a job in the acquired profession. It belongs to the category of integrated and is carried out at Nicolae Testemitanu University through integrated training (I + II cycles). Pharmacy has been implemented at Nicolae Testemitanu University since 1964. The last revision of the program is in 2021 in connection with the entry into force of the new State Standard in 2020.

The components of the EP Pharmacy are the Pharmacy Qualification Standard (2020) Academic plan (2021) and a set of educational and methodological materials presented on the web-pages of the departments, the SIMU system and in the library. In addition, various components (calendar plans, algorithms for conducting classes are present on the stands of the departments. Nicolae Testemitanu University employees as part of the working group are the developers of the state standard of education.

The development of EP Pharmacy is carried out taking into account the requirements of the labor market and the professional community, the strategy and mission of the FPh, its traditions,

in accordance with global trends in the development of higher pharmaceutical education.

The content of the curriculum is traditional for the specialty Pharmacy. Education is carried out only in full-time for 5 years. The total number of credits is 300 ECTS credits (60 credits per year). The implementation of the EP Pharmacy represents the traditional logical sequence of disciplines in the UE with their integration horizontally and vertically, with a progressive complication of theoretical information and practical skills. Horizontal integration is carried out through links between topics taught within various fundamental disciplines, social-humanitarian, basic and specialized pharmaceutical disciplines, social-humanitarian and specialized pharmaceutical disciplines, as well as within specialized pharmaceutical disciplines. Vertical integration corresponds to the spiral model. Practical skills are developed in the real conditions of the TPPh (training and production pharmacy) during training and licensing practices.

From the data of the self-analysis report, we can conclude that modern forms of education are widely used in the educational process: discussion of clinical cases, interactive, problematic lectures, team learning, lecture-symposiums, conferences based on the results of practice and attending scientific and practical conferences, writing and defending abstracts, projects, preparation of essays, portfolio, development of algorithms and schemes for the characterization and analysis of drugs, maintaining pharmaceutical documentation, consultations of teachers during extracurricular hours, work in scientific circles, preparation of articles, abstracts of reports, independent work with electronic databases, individual training of a student in optional disciplines

For example, within the framework of the discipline "Clinical Pharmacy", a discussion of clinical cases on the topic under study is practiced. The commission was presented the minutes of the meeting of the department (No. 15 of 09/15/21), at which the Algorithm for solving clinical cases was discussed and approved, and a methodological instruction. In addition, this session discussed the use of interactive didactic technologies/methods during practical classes, such as "Brainstorming", "Round Table"; "Group interview"; "clinical case"; "Portfolio". At the Department of Pharmacognosy and Pharmaceutical Botany, conferences for practical training with students of I and III courses (Pharmaceutical Botany, Pharmacognosy) are annually organized. During the visit, the experts noted that classes on pharmacy drug technology are held in the premises of a production pharmacy, and in addition to completing training tasks, students in real time observe the work of production personnel in the production of extemporaneous drugs in the assistant's room.

One of the forms of independent work of students in specialized departments is the consolidation of practical skills in the production department of the TPPh, which are highlighted as a separate criterion for assessing current performance, increasing students' motivation for independent professional activity.

Confirmation of the use of the scientific method is the presence in the curriculum of such disciplines as "Information Technology Tools" (1st year), "Drug Development and Pharmaceutical Research Methodology" (4th year) and " Information Systems and Pharmaceutical Care " (5th year). During the visit, students, alumni and teachers confirmed the involvement of students in the implementation of research work from junior years. The commission was provided with information about the participation of students in research projects at the TPPh. In addition, the results of scientific research by FPh employees are widely introduced into the educational process. For example, a method for the quantitative determination of vitamin C in food additives developed during the course of a thesis under the guidance of Elena Donich (assistant of the Department of Pharmaceutical Chemistry, Doctor of Philosophy, introduced in the DSP "Dietary Supplements and Batteries" EP Pharmacy, for 3rd year students in 2021-2022, the methods for the quantitative determination of methyluracil, developed by Elena Donich during the dissertation, were introduced into the UPD "Pharmaceutical Chemistry" for 3rd year students in 2021-2022, and data and methods for determining the stability of combined ointments containing isohydrafurol - in the DSP "Drug Development and Pharmaceutical Research" for students of the 4th year. Based on the results of scientific research by Keptanar-Byrta Nicoleta, a postgraduate student of the Department of Social Pharmacy named after Vasily Prokopishin, the DSP "Pharmaceutical risk management"



was developed and introduced as an optional discipline at 4th year student at the UE Commission presented supporting documents: minutes of the meeting of the Department of Pharmaceutical Chemistry (No. 2 dated 17.09.2021), minutes of the meeting of CQACA Pharmacy (No. 2 of 09.11.2021), minutes of the FC Pharmacy (No. 3 of 12.16.2021) and acts of implementation. Also, this information was discussed during a visit to the departments of the university.

The ratio of fundamental and graduating disciplines, the volume of humanities disciplines are correct and justified, and their list/content comply with the requirements of the standard. In accordance with the curriculum, fundamental disciplines make up 67 ECTS credits / 22.3% and are traditionally represented by blocks of chemical and biomedical disciplines; general disciplines - 9 ECTS credits / 3%; socio-humanitarian - 8 ECTS credits/2.7%; special - 153 ECTS credits / 51% (including obligatory 157, optional - 16). 38 credits / 12.7 were provided for internships, 5 credits / 1.7% were allocated for state certification. Of the total number of hours - 4123 (45.81%) provide direct contact with the teacher, 3737 (41.52%) hours are for SIW and 1140 (12.67%) for practice. In addition, students are given the opportunity to freely choose disciplines in the total amount of 42 ECTS credits. Disciplines of free choice are presented both by traditional subjects (English, fundamentals of economics) and those characterizing the current state of pharmaceutical science (aromatherapy, alternative and complementary herbal medicine, pharmaceutical legislation, free radicals and antioxidant systems in pharmacy, and others). The choice of elective disciplines is carried out in SIMU. The document regulating the choice of elective disciplines by students is the Regulations on the organization of the educational process at Nicolae Testemitanu University.

The number of training hours intended for practical work in the classroom and during practice, including at various workplaces of a pharmacist, as a rule, is twice the number of theoretical hours, and makes up more than a third of all training hours. The Commission also notes that flexible updating of professional disciplines is carried out with the participation of representatives of various segments of practical pharmacy, who work at the departments of the Faculty of Pharmacy as part-time workers. Among the part-time workers, in particular, are such specialists: Department of Social Pharmacy - Lupu Mihail Pharmacist of the highest category, Head of the Department for Authorization of Pharmaceutical Activities GMP, GDP and GPP, Agency of Medicines and Medical Equipment, Shchetinika Svetlana pharmacist of the highest category, manager of Vivimedplus, LLC; Department of Pharmaceutical and Toxicological Chemistry - Mihai Nistoriko Pharmacist, GMP, GDP and GPhP Pharmaceutical Activity Authorization Department, Agency for Medicines and Medical Equipment; Department of Drug Technology - Solonar Rodika, Head of the Production Department of the UPh, Anton Mikhail pharmacist, Representative Office of Labormed-Pharma, Department of Pharmacology and Clinical Pharmacology - Dubchenko Valeriy, Clinical Pharmacologist of the highest category, Director of Karbolemed LLC, Kazaku Vasily Administrative Director of the Pharmaceutical Plant Balkan Pharmaceuticals LLC.

The management of the EP Pharmacy at Nicolae Testemitanu University is responsible at the faculty level: FC, dean's office of FPh and KOKOUP; at the university level: Senate, JMC, DAMD. FF has sufficient autonomy in the development of the Curriculum: it determines the number of fundamental and clinical disciplines, the variety of elective disciplines, industrial practice, etc., ensuring their compliance with the standards of European pharmaceutical schools as much as possible. It uses various resources. The powers of departments / responsible persons in the management of the EP Pharmacy are regulated by the Regulations on the Faculty of Pharmacy and the Regulations on the organization and activities of Nicolae Testemitanu University department.

Monitoring and change processes Training OP Pharmacy plan are produced in accordance With Regulations on the initiation, approval, monitoring and periodical evaluation educational programs at Nicolae Testemitanu University.

When developing the curriculum, the following provisions were taken into account: General Pharmaceutical Council 2021: Standards for Primary Education and Training of Pharmacists (UK);

Council for the Accreditation of Pharmaceutical Education (USA); International Pharmaceutical Federation: Global Vision for Pharmaceutical Education, 2020. In addition, in the process of revising the curriculum in 2021, the EP and SP Pharmacy of universities in different countries were analyzed: Romania (Iuliu Gacieganu UMPH, Cluj-Napoca; , Bucharest; Grigor T. UMPH Popa, Iasi; UMPH Emil Palade, Targu Mures; UMPH Craiova; Victor Babes UMPH, Timisoara); France (Joseph Fourier University of Grenoble); Germany: (Frankfurt University named after Johann Wolfgang Goethe); Czech Republic (Charles University, Prague); USA (Eshelman School of Pharmacy, Chapel Hill, North Carolina); Italy (Universita degli studi di Genova); Turkey (Ankara University; Erciyes University; Marmara University); Ukraine (National Pharmaceutical University, Kharkiv); Belarus (Belarusian State Medical University, Minsk); Russia (I.M. Sechenov First Moscow State Medical University).

The teaching staff is actively involved in the evaluation and optimization of the EP, for example, the teachers of the Department of Drug Technology took the initiative to introduce a new compulsory discipline " *Dermatopharmacy and Cosmetology* " into the UE in order to expand students' knowledge in the field of technology of cosmetics. The initiative was discussed within the framework of CQACA , it was decided to include it in the SP in the 5th year, 9 semester: 13 hours of lectures, 26 hours of practical training and 21 hours of individual work.

When making changes to the curriculum, considerable attention was paid to receiving and analyzing feedback from graduates and stakeholders. The Commission notes the high efficiency of the work carried out. For this, questionnaires have been developed (submitted to the commission), with the help of which students, graduates and employers are surveyed. They include questions about the quality of the EP, the conditions for the implementation of educational and scientific activities, the quality of the teaching staff, living conditions in the hostels of the University, etc. (the survey of graduates is usually carried out during their participation in postgraduate education). The expert commission is presented with the results of the latest survey of employers (2021), conducted in the process of developing a new curriculum. On average, their level of satisfaction with the professional skills of graduates was 88.1%. In addition, student surveys are conducted in the SIMU system. Summarizing the results of the survey for the period 2017-2021 showed that 79 complaints and 49 inconsistencies were registered at the Faculty of Pharmacy, which became the basis for the adoption of various corrective measures at the level of departments and the Faculty of Pharmacy. The commission was provided with evidence of processing the wishes of students to make changes to the curriculum based on the results of the survey. Based on the students' complaint, the FF dean's office initiated a corrective action due to difficulties in working with the Microsoft Office program - the introduction of the optional discipline " Information Technology Tools " in the 1st year. In addition , students suggested using virtual programs to study the mechanisms of action of drugs in practical classes in pharmacology, after which a decision was made to purchase programs and implement them.

The results of the survey were discussed at the meetings of the Federation Council and CQACA Pharmacy simultaneously with the discussion of the curriculum and the mission of the EP (the protocols were presented to the commission), participation in the processes of questioning and making changes to the curriculum was confirmed during interviews with students, teachers, employers and alumni. It should be noted that students take part in the discussion and decision-making regarding the curriculum and at further stages: Students who are members of CQACA, FC, Senate, AS, JMC participate in discussions and have the opportunity to express their opinion on the effectiveness of the implementation of the EP. So, during the discussion of the EP Pharmacy at CQACA, students proposed to optimize the teaching of chemistry in the 1st year of the FPh. As a result of the discussion, it was decided to combine 2 disciplines - "General Chemistry" and "Inorganic Chemistry" into one "General and Inorganic Chemistry".

External monitoring/feedback between teaching staff and internship leaders is carried out during joint events with the participation of representatives of practice bases from public pharmacies (including pharmacies with production departments), hospital pharmacies, pharmaceutical factories, drug quality control laboratories, pharmaceutical warehouses. The

commission was presented with the program of one of these events - a round table, during which the most important points related to practice were discussed, including ways to evaluate the work of a student by coordinators at the bases of practice. Another important element of external monitoring of the effectiveness of the implementation of the EP is the introduction of representatives of practical pharmacy to the Commission at the final exams. So, the chairman of the commission was Cibotari Silvia, PhD, Researcher, Head of the Department of Management and Supervision of Medical Devices of the Agency for Medicines and Medical Devices, Member of the Commission - Aurel Korneichuk, Pharmacist-Head, Pharmacy "ReSeta-Farm", SRL, Pharmacist of the highest category, President of the Association of Pharmacists, Chisinau.

One of the important links in the interaction with employers in the process of updating the EP Pharmacy is the close relationship with representatives of the professional Association of Pharmacists of the Republic of Moldova, whose members are teaching staff and University graduates. At extended meetings of the Association of Pharmacists, where pharmacists from all over the Republic of Moldova participate. In particular, as evidenced by the self-analysis report and the extract from the minutes of the APhRM meeting dated 05.02.2021 provided to the commission, employers are actively involved in the process of recommendations and decision-making on making changes to the curriculum. In particular, at this meeting, Zgircu Ion, Chairman of the APhRM, noted that many graduates of the EP Pharmacy, who confirm their diploma abroad, want to know aspects of the international legal framework in the field of pharmaceutical activity; Stachy Olga, Chairperson of the Association of Pharmacists of the Criuleni District, pharmacist of the highest category, managing pharmacist of the Ivecopharm-Stakhy IP pharmacy, emphasized the importance of knowing and observing deontological aspects in communicating with the patient and colleagues and suggested introducing deontology or pharmaceutical ethics as a mandatory discipline in the educational program. She also suggested taking into account the assessment of the head of practice by the pharmaceutical company when determining the final grade; Gregdieru Gheorghe, chairman of the Association of Pharmacists of the Singerei region, pharmacist of the highest category, head. branch of the network of pharmacies "Prodiapharma", LLC, noted the need to know the information system for dispensing reimbursed prescription drugs; Palii Liliana, Chairman of the Association of Pharmacists of the Soldenesti district, pharmacist of the highest category, managing pharmacist of the pharmacy of the Soldenesti Health Center noted the need to develop skills and knowledge in the field of medical care and suggested finding the possibility of introducing a new module or discipline. It is very important that students gain practical skills under the guidance of a practical pharmacist in relation to pharmacotherapy and patient counseling. The commission was also presented with confirmation of individual requests from employers for the introduction of discipline related to the interpretation of laboratory tests. The proposals of the APhRM were discussed at the meeting of CQACA Pharmacy (Minutes No. 2 of February 18, 2021).

Based on these proposals, the following changes were made to the new curriculum of the EP Pharmacy: in the second year, the mandatory discipline "Pharmaceutical Ethics" was introduced; in the 4th year, the compulsory discipline "Medical Public Assistance" was introduced; in the 4th year, the optional discipline "International Pharmaceutical Legislation" was introduced; in the 4th year, a one-week practical internship in Pharmacotherapy was introduced; in the 5th year in the discipline Information Systems and Pharmaceutical Assistance, the subject of the information system "Electronic Prescription" was developed: the issuance of reimbursable medicines, data processing and the provision of reports according to various criteria.

After discussion at the university, the draft curriculum was also sent to the APhRM for discussion and was approved (the protocol was provided to the commission).

The facts set out in the self-analysis report and the documents submitted to the commission were confirmed during interviews with vice-rectors, deans, students, teaching staff, alumni and stakeholders.

### *Analytical part*

Based on the results of the analysis of the documentation and during the visit to the educational organization, EEC experts confirm that the educational activities of the SUMPh in the implementation of the specialty 0916.1 Pharmacy **complies** with the requirements of standard 2 "Educational program".

The state standard and curriculum in terms of structure and content correspond to modern trends in pharmaceutical education and the European qualification framework for a pharmacist. The revision of the OP is carried out periodically (2012, 2017, 2021). When developing the curriculum (2021), international standards for pharmaceutical education, as well as PM for the training of pharmacists in different countries, were taken into account. UE has a traditional structure, duration and content. It maintains a balance between the main and selective disciplines, fundamental, basic, socio-humanitarian and special professionally oriented disciplines. Sufficient and practical training of students. Nicolae Testemitanu University has defined and documented the processes associated with the development, monitoring and introduction of changes to the EP. The commission notes that all interested parties are properly involved in the development and monitoring of the program - students, teaching staff, faculty administration, graduates of the EP, external stakeholders. Representatives of all of the above categories were the initiators of making certain changes to the current UE developed in 2021. At the same time, the best practices include interactions built at the university in the management and monitoring of the program - academic staff of undergraduate and postgraduate education with feedback from graduates; academic staff with representatives of practical pharmacy - on the basis of the UPh and with part-time teachers; with the pharmaceutical community of the Republic of Moldova in the form of APhRM and the active participation of the latter in shaping the content of training.

#### ***Strengths/best practice***

1. Active participation in the discussion and amendments to the EP Pharmacy of representatives of the Pharmaceutical Association of the Republic of Moldova, students and teachers, including those in the Faculty Council and the Commission for Quality Assurance and Evaluation of Curricula.
2. Close cooperation of departments of undergraduate and postgraduate training, questioning of students of postgraduate training on updating the educational program, attracting part-time workers - representatives of the practical sector to participate in the implementation of the EP Pharmacy.
3. The presence of a university industrial pharmacy and close interaction between pharmaceutical and academic staff makes it possible to quickly respond to changes in legislation, the situation on the pharmaceutical market for prompt changes in the educational program

#### ***EEC recommendations***

None.

#### ***Conclusions of the EEC according to the criteria: (strong/satisfactory/ suggest improvements/unsatisfactory)***

*strong* - 3,

*satisfactory* - 40,

*suggest improvements* - 0,

*unsatisfactory* - 0.

### **6.3. Standard "Student Assessment"**

#### ***Evidence***

According to the self-analysis report, provisions related to the policy and principles of student assessment are developed systematically at the university level and approved by the SU.

The system for assessing the progress of students and the professional training of graduates of the Faculty of Physics includes various methods, forms and practices of application depending on the object of assessment and is reflected in the approved and published regulations governing this area of activity: Regulations on the organization of training in the licentiate and integrated training of higher education at Nicolae Testemitanu University; Regulations on assessment and academic performance at Nicolae Testemitanu University; Regulations on the organization of the final exam of integrated higher education at Nicolae Testemitanu University; Methodologies for organizing and conducting the final / licensing exam at Nicolae Testemitanu University; Regulations on the development and defense of the thesis at Nicolae Testemitanu University; Regulations on practical internships at with relevant features related to the EP Pharmacy: Regulations on the organization of the final exam of integrated higher education in the educational program 0916.1 Pharmacy ; Regulations on the organization of graduation practical internship in the EP Pharmacy. Criteria for assessing knowledge in accordance with the national assessment system and ECTS equivalent and compliance with the scale of intermediate assessments of the national assessment system and ECTS equivalent are described in the curriculum of each discipline (available to everyone on the web-page of the departments and for users in the SIMU system) and in the Regulation on the organization of training in the licentiate and integrated higher education at Nicolae Testemitanu University.

The Commission was presented with a new Regulation on the organization and conduct of academic evaluation at Nicolae Testemitanu State University of Medicine and Pharmacy, approved on 30.08.2022. The objectives of these Regulations are: Consolidation at the University of a continuous, objective, transparent and effective assessment system; Implementation of new evaluation strategies; Ensuring consistency between learning objectives, teaching methods and assessment methods; Compliance with the principles of evaluation (validity, reliability, reliability, usefulness, effectiveness); Active involvement in the assessment process of all stakeholders (teaching staff, students, graduates, employers) in order to ensure the quality of the assessment process to achieve learning objectives. The main objects of evaluation activities are the competencies provided for by the qualification standard of the EP Pharmacy and acquired by students in the course of teaching the study of each subject/module.

The assessment system at Nicolae Testemitanu University includes three main types: initial assessment, current (continuous/formative) assessment and final (summative) assessment. The EP Pharmacy widely uses the assessment of the residual knowledge of students, but it is not comprehensive, decision-making based on the results of monitoring residual knowledge is carried out at the level of the graduating department, without discussing the gaps in the prerequisites when they are identified with the departments where fundamental disciplines are taught.

To ensure transparency and objectivity of assessment, the distribution of groups takes into account a possible conflict of interest in order to exclude family relations between teaching staff and students; transparency conditions are created in the process of intermediate and final assessment; the presence at the exams, as observers, of ASMR representatives is ensured; the exclusion of the human factor from the evaluation process with computerized test control in the Central Administrative District is ensured. Test results are available immediately after the exam is completed.

The results obtained in other forms of assessment are available in the SIMU Learning Module in the student's personal account. The electronic journal of assessment is duplicated at the departments in journals of practical work. All students enjoy equal rights to appeal or wish to improve academic results. The Commission notes that Nicolae Testemitanu University pays attention to the pedagogical training of both full-time teachers and part-time teachers, during which, among other issues, the processes and methods of assessing students are considered. This contributes to the objectification of the evaluation results.

The assessment of learning outcomes is carried out by grades from "10" to "0.1" with a decimal sign "0.5". Grades from "5" to "10", obtained as a result of the assessment of the unit of the course / module, allow you to receive the credits allocated to them according to the Study Plan. National scale scores (from 10 to 1) apply a grading scale with the qualifications recommended in the European

Transferable Credit System (A, B, C, D, E, FX, F) to complete the Diploma Supplement and promote academic mobility. The criteria are given in the Regulations. It is possible to appeal the received assessment. In addition, the Regulation sets out in detail the rights and obligations of students in their assessment, as well as the rights and obligations of teaching staff. In the standardization of the assessment process, much attention is paid to monitoring and control. During the interviews, students demonstrated their negative attitude towards academic dishonesty, in particular cheating. Students took part in changing the form of assessment. Documents were provided (minutes of the meeting of the V. Procopisin Department of Social Pharmacy No. 8 dated 01/30/2020), with a decision based on the results of a survey of students to introduce, during the final certification, the stage of computerized tested control in all disciplines taught at the department, since this form of control is the most objective.

The results of the current grades are entered into the SIMU and the journal of disciplines and are taken into account in the final semester grades with an average weight of 50 percent. A student who scores below a "5" in the current assessment is not eligible for the final assessment. The final grade for a course unit/module is calculated from the semester (module) average grade and exam grades and is expressed as a number with two decimal places.

The weight of the assessment components included in the final assessment was determined - the average semester score (annual) - AG, computer testing - T, and, if necessary, an oral exam OE, assessment of practical skills - PS: in fundamental subjects AG - 50% and T-50% ; for social-human subjects AG- 50% and T-50% or AG- 50% and EG- 50%; in core subjects variations AG- 30% + PS-20% + T-50% or AG-50% + PS- 20% + T-30% or AG- 30% + PS-20% + T-20% + OE -thirty%. When passing the production practice, the total assessment takes into account the assessment of the student by the supervisor from the practice base. This grade is set in the characteristics of the student, which the student provides to the head of the department. Examples of characteristics based on the results of practice with student assessments were provided to the commission during the visit. Methodological recommendations for conducting practical internships contain instructions for supervisors on the assessment of students. Each student receives them through the SIMU module.

Nicolae Testemitanu University has clearly defined procedures for evaluating graduates during the final certification. At the meeting of CQACA dated 12/19/2018 (Minutes No. 2), it was decided that, starting from 2019, the test stage of the final assessment will be held at SIMU (100 tests from each profile discipline). Thus, the final assessment currently consists of the assessment obtained during the defense of the master's work and the test results. The subjects of master's works are presented to the commission. It is consistent with modern requirements for the development of students' professional scientific competencies. To objectify the assessment, traditionally the chairman of the commission is a representative of practical pharmacy, for example, in 2021, in accordance with the order, the Chairman of the commission was Valentina Bulyga, General Director of the National Health Insurance Company, Doctor of Pharmacy. Sciences, in 2020 - Cibotari Silvia, PhD, Researcher, Head of the Department of Management and Supervision of Medical Devices of the Agency for Medicines and Medical Devices. Members of the commission, representatives of practical pharmacy, are also introduced to the commission. The final examination mark or its individual components can be appealed in accordance with the appeal procedure provided for in the relevant documents.

The facts set out in the self-analysis report and the documents submitted to the commission were confirmed during interviews with vice-rectors, deans, students, teaching staff.

### ***Analytical part***

Based on the results of the analysis of the documentation and during the visit to the educational organization, EEC experts confirm that the educational activities of Nicolae Testemitanu University in the implementation of the specialty 0916.1 Pharmacy **complies** with the requirements of Standard 3 "Student Assessment".

Nicolae Testemitanu University has created a clear documented system of student assessment. A number of Regulations and Regulations regulate the methods and principles of assessment. The chosen principles for the formation of intermediate and final assessments make it possible to correctly assess the achievement by students of certain EP of the final learning outcomes. The assessment process eliminates conflicts of interest, creates conditions for

transparency, learning outcomes and skills acquired by students are checked and evaluated during the semester through initial and current assessment, as well as final / final grades. At the same time, methods of oral and written control, testing in writing or using a computer, passing practical skills are used. In all fundamental disciplines, one of the types of assessment is the control of residual knowledge, however, according to the commission, it should be systemic, not carried out at the departments, but centrally, this will allow for objective monitoring of the fundamental training of students.

An appeal procedure is provided for in the assessment process, it is available to students. Also, students at the beginning of each discipline understand the principles and methods used for assessment, as well as the assessment criteria. EP Pharmacy uses an integrated approach to assess theoretical knowledge and practical skills. The correctness of the assessment system is confirmed by the wide involvement of representatives of practical pharmacy - as part-time workers at the departments of PhD, heads of industrial practice and members / Chairman of the final examination committee. The dean's office systematically monitors the achievements and progress of students thanks to the SIMU program.

***Strengths/best practice***

There are no strengths in this standard.

***EEC recommendations***

Instead of the control of residual knowledge carried out by the departments, it is advisable to introduce a systemic rector's test control in basic disciplines (analogous to the American step 1 or Ukrainian Krok-1) to identify critical points in fundamental training at the university/dean's office level. Completion date is September 2023.

***Conclusions of the EEC according to the criteria: (strong/satisfactory/ suggest improvements/unsatisfactory)***

*strong - 0,  
satisfactory - 15,  
suggest improvements - 0,  
unsatisfactory - 0.*

**6.4. Standard "Students"**

***Evidence***

Admission to the EP Pharmacy is regulated Regulations on the organization of admission to the 1st cycle of higher education - license and integrated higher education (1st and 2nd cycles) at the Nicolae Testemitanu University, developed according to Framework Regulations on the organization of admission to the 1st cycle of higher education - licenses, approved by order MERM. Foster competition held on the basis middle competitive points candidates calculated on formula, specified in Regulations on the enrollment of candidates are being in okay descending middle competitive points in within quantities places, established on specialties, categories candidates and source financing. Reception on the contract basis, held on topics same criteria. Starting from 2018, Nicolae Testemitanu University admission process was broadcast live on the Privesc.eu portal, on the organization's website and on the Facebook page, which ensured the transparency of the admission process, increased the awareness of candidates regarding admission to the university, as well as the recognition of the organization, both nationally and internationally. In the context of the COVID-19 pandemic, since 2020, the admission process to Nicolae Testemitanu University has been carried out online on the platform <https://eadmitere.usmf.md/>.

Admission to the EP Pharmacy is carried out in accordance with the admission plan established for the corresponding year of study. For the 2021-2022 academic year, admission plan with funding

from the budget for the specialty Pharmacy made up 10 seats (including 2 seats for candidates from the left-bank regions of the Republic of Moldova and the city of Bendery). The plan for admission on a contract basis, with payment of tuition fees, due to institutional autonomy, is approved by the SU. According to the Decision of the Senate, 80 places were planned for EP Pharmacy for the 2021-2022 academic year.

To organize and conduct the Admissions Competition, at the University, by order of the Rector, the Admissions Committee is formed, for example, in 2021, the [Regulations on the organization and conduct of admissions are adopted](#) at Nicolae Testemitanu University for the 2021-2022 academic year. This Regulation also regulates the admission of persons with special educational needs. In addition, under the quota of 15% of the total number of places established by law, provided for in the admission plan for publicly funded places, priority is given to applicants with the status of children without parental care, then candidates with a severe or pronounced degree of disability. So, in the period 2017-2021. 3 students-orphan were enrolled in the faculty.

The criteria and procedures for admission of persons with special educational needs to the EP Pharmacy are observed. For these categories of candidates, the average competitive score is calculated according to established formulas. However, according to the quota of 15% of the total number of places established by law, provided for in the plan for admission to places with budgetary funding, priority is given to applicants with the status of children left without parental care, then candidates with a severe or pronounced degree of disability. So, in the period 2017-2021. 3 students-orphan were enrolled in the faculty.

The transfer of students from foreign universities is regulated by the Regulations on the organization of licenses (I cycle) and higher integrated education at Nicolae Testemitanu University of the Republic of Moldova. For example, a student Turcan Veronica was transferred from the Faculty of Pharmacy of Iuliu Hacieghanu UMPH (Cluj-Napoca, Romania), to the 4th year of EP "Pharmacy" at Nicolae Testemitanu University. After analyzing the academic situation of the student and comparing it with the study plan of Nicolae Testemitanu University, some differences were found in the program, with an order to eliminate the difference. For this, the Dean's office establishes, in addition to the main one, a schedule for the elimination of program differences during 2 semesters (2019-2020). Commissions during the visit the Certificate of Equivalent Grades and the Certificate of Program Distinction of the student Turcan Veronica were presented.

According to the Regulations on the organization and conduct of admission to higher integrated education (cycles I and II) at Nicolae Testemitanu University, appeals regarding the organization and conduct of admission, as well as the enrollment of candidates, are considered by the Admissions Committee within 10 days from the date of the announcement of the final results.

The huge need for pharmacists in the Republic of Moldova was noted during many interviews, in particular with employers and graduates. Considering that Nicolae Testemitanu University is the only university that trains pharmacists, the enrollment of Nicolae Testemitanu University students is limited only by the university's capabilities. Employment of graduates in the Republic of Moldova is guaranteed. The number of students who can be accepted annually is set taking into account the material and technical base of the FF, the availability of faculty, the degree of provision with manuals and scientific literature, the possibility of providing adequate conditions for studying and living for students. Based on this, an Admission Plan is formed, which is agreed with the MHRM and MERM,

AT purposes support and counseling students, for relief integration in university education, orientation in choice most suitable options educational, cultural and social program, the FF Dean's Office created and implemented a mentoring program for first-year students, involving senior students along with teachers. Mentoring at Nicolae Testemitanu University is regulated by the Regulations on mentoring at Nicolae Testemitanu University of the Republic of Moldova. During the interviews, the students expressed their satisfaction with such a system. The best students are involved as mentors, as a rule, members of the Association of Pharmaceutical Students of the Republic of Moldova, who not only help the first-year students to adapt to learning, but also



involve them in an active social life. It should be noted the active position of ASRM in helping needy students. The University has established and operates the CPCCG, whose mission is to provide new opportunities to overcome personal, professional and relationship problems in the academic environment, as well as to conduct professional orientation. At the level of faculties, the CPCCG coordinates the work on psychological counseling and career guidance by mutual agreement and in cooperation with the dean's offices.

An important link in ensuring the quality of education is the formation of an individual educational trajectory. The formation of an individual educational trajectory by a student is regulated by the Regulations on the organization of licenses (I cycle) and higher integrated education at the Nicolae Testemitanu University of the Republic of Moldova. Information about the academic trajectory is an integral part of the annual study contract concluded between the student and the University. When drawing up a contract, the student is advised and directed by the dean of the faculty. In addition, students noted that they chose disciplines on the advice of their student mentors, teachers of previous courses, and leaders of SSS. Registration for academic disciplines is carried out in SIMU individually by each student, the selected courses are added to the application, an integral part of the annual educational contract; the dean's office confirms the choice, forms groups and draws up a schedule. All information about the individual academic trajectory of the student and the academic situation (semester and annual curriculum, type of disciplines studied, results of the current and final assessment, history of grades, number of accumulated credits) is contained and available in the student's electronic profile. The Commission notes that the list of selected disciplines is quite large and contains disciplines that allow supplementing professional knowledge and skills.

Student support is provided at all stages - from admission to graduation. The university has approved a program of discounts on food and the provision of monthly subscriptions for trips in public transport for students from socially vulnerable segments of the population. As material assistance, low-income students are given free monthly passes for public transport (trolleybus, bus) and coupons for free meals in the canteen. So, in the 2019-2020 academic year, 2 students and 26 students of the Faculty of Pharmacy used travel tickets. Another example of financial assistance is the partial exemption from tuition fees for students studying on a contract basis and coming from socially vulnerable or large families. Applications of students are considered by the dean's office, a protocol is drawn up. Nicolae Testemitanu University Administrative Council makes a decision, and the dean's office issues an order on partial exemption from tuition fees. So, for example, in 2017, by decision of Nicolae Testemitanu University Administrative Council no. No. 24/2 of 10/17/2017, 19 students of the Faculty of Pharmacy were partially exempted from tuition fees (the percentage of exemption for each student is different).

Students are actively involved in academic mobility programs. This also contributes to the development of the EP Pharmacy at Nicolae Testemitanu University, as there is an exchange of information about training programs in different countries, assessment methods, and elective disciplines. The commission was provided with examples of academic mobility of students of the EP Pharmacy. For example, in 2017, five FF students took advantage of the Erasmus + scholarship and carried out a 5-month mobility (one semester) at the Faculty of Pharmacy of the UMPH in Craiova, Romania. In the period 2017-2019 38 students passed an internship at the faculties in Romania, through the Nicolae Testemitanu University Interpharma program. Since 1998, as part of a practical summer internship, students have been exchanged with the Faculty of Pharmacy of the University of Medical Sciences in Poznan (Poland). In this mobility program, 4-5 fourth-year students from each university participate. Recognition and confirmation of academic disciplines and transferable credits is carried out at the level of the dean's office by a commission created for this purpose, which consults on the disciplines covered by the mobility program, compares curricula, the number of hours and credits with the FF curriculum, draws up a protocol, on the basis of which notes are entered into SIMU. Documents presented to the commission during the visit to Nicolae Testemitanu University has enough places in hostels. During the interview, the students confirmed the good living conditions and reasonable cost, the transparency of the settlement process. Some of the students present at the meeting with the commission confirmed their participation in academic exchanges.

The social protection of students is largely determined by the state and financed by budgetary funds. According to GD no. 132 of 04.03.2020, 3 students of the Pharmacy program left without parental care receive annual financial assistance for the purchase of clothes, shoes and soft furnishings (3000 lei); monthly allowance for the acquisition of educational materials (250 lei); financial assistance at the end of the academic year (1000 lei); daily food expenses (35 lei/day); allowance for the publication of a thesis (500 lei); one-time allowance upon graduation from the University (10,000 lei). Among other things, every year, persons with a difficult *financial* situation (documented) receive material assistance in the amount of 300 lei provided by ASRM. Material assistance to students is provided at the expense of funds received by the University from the provision of paid services, sponsorship and donations. In addition to state and nominal scholarships, which are awarded to students on a competitive basis, students have other types of incentives. In order to motivate students, the decision of the Supervisory Board established the annual nominal scholarships of Nicolae Testemitanu University - the scholarship "Nicolae Testemitanu", the scholarship of the "Senate" and "75 years of the Nicolae Testemitanu University". For example, at the end of each year, within the ASRM of Nicolae Testemitanu University, there is a gala forum of the best students. The best students of all faculties are awarded in the following categories: Scientific research, Academic achievement, Organizational skills, Sports, Volunteering, etc. For example, in 2021, the FF was awarded: Academic achievement: Veronika Blajin, 5th year; Scientific research: Camellia Kazaku-Stratu, 2nd year and Maria Kazaku, 4th year; Organizational skills: Mikhail Guila, 5th year student. The selection of applicants and the issuance of nominal scholarships is regulated by the Regulations on the provision of scholarships and other forms of material assistance at Nicolae Testemitanu University from the Republic of Moldova. The list of nominal fellows is approved by the Senate. All persons and departments of the university providing consulting, support and career guidance services, in relations with the student, respect the confidentiality of the data provided and the right to privacy, and also ensure the protection of personal data in accordance with applicable law.

The Commission notes that employers are actively involved in the process of stimulating, material support and choosing a future place of work for students of the EP Pharmacy. Thus, for 6 years the pharmacy network *Felicia* has been holding a competition for annual scholarships for the best students of the 4th and 5th courses in the amount of 1000 lei per month. During the reporting period, more than 60 FF students received this scholarship. And in the 2021-2022 academic year, this company came up with the initiative to pay the cost of education, on the basis of individual agreements, for 11 freshmen before graduation. Thus, the student will be assigned to this company for subsequent work. It is good practice to organize, meetings of students with representatives of practical pharmacy during the educational process, at V. Procopisin Department of social pharmacy. This will help you decide where to work. Many graduates during interviews noted that they found their first job thanks to the advice of teachers.

Students of the EP Pharmacy are actively involved in the management of the program. In accordance with the provisions of Art. 136 of the Education Code of the Republic of Moldova, students are represented in the Senate and in the Faculty Council, CQACA in the proportion of about 25% of the total number of members of these bodies. Thus, representatives from students of different courses take part in the discussion and decision-making on the main processes of the EP Pharmacy. The composition of the FC FPh and CQCACA are presented on the university website. Once a month the Dean of the FPh and twice a year the Rector of the University meet with the students. During these meetings, students have the opportunity to express their opinions and wishes regarding their participation in decision-making, ensuring academic quality and other professional, financial and social issues.

Students of the EP Pharmacy have a self-government system in the form of the Association of Students of Pharmacists ASPhR M. It is part of the ASRM, registered with the Ministry of Justice of the Republic of Moldova and is a member of FASPhR (Federation of Associations of Students of Pharmacists in Romania) and EASPh (European Association of Students of Pharmacy). Every two years ASPhRM with the technical and organizational support of the University organizes the National Congress of Students of Pharmacists. The priority of the Department of External Relations is the

development and organization of student exchange programs: InterFarma, InterFASFR, Student Exchange Program (SEP) and Individual Mobility Project (IMP). The role and activity of student government in the social support of students, in the organization of student forums was confirmed during the visit and meeting with students.

The facts set out in the self-analysis report and the documents submitted to the commission were confirmed during interviews with vice-rectors, deans, students, teaching staff, alumni and employers.

### ***Analytical part***

Based on the results of the analysis of the documentation and during the visit to the educational organization, EEC experts confirm that the educational activities of Nicolae Testemitanu University in the implementation of the specialty 0916.1 Pharmacy **complies** with the requirements of Standard 4 "Students".

Recruitment is carried out in accordance with the legislation of the Republic of Moldova. Admission rules are available to all interested parties, provide for the specifics of admission of persons with special needs. The transparency of the reception is ensured by the live broadcast of the reception process. The number of incoming students of the EP Pharmacy is justified by the capabilities of the university in accordance with the material base, human resources, availability of places in hostels. At the same time, there is a significant need for pharmaceutical personnel. During the implementation of the EP Pharmacy, conditions were created for the formation of an individual educational trajectory. The mentoring system created at Nicolae Testemitanu University, which involves the best senior students, has proven itself well. This helps students both in the formation of an individual trajectory, and in adapting to study at the EP Pharmacy. Nicolae Testemitanu University has developed a system of social and material support for students, students are informed about it. The student organization also takes an active part in social support. The commission notes the effective interaction of Nicolae Testemitanu University with employers in terms of career planning for graduates. During the visit, the commission was provided with evidence of the participation of students in the management of the EP Pharmacy and the active work of student government.

### ***Strengths/best practice***

1. Broadcasting the admission process on the Privesc.eu portal, on the organization's website and on the Facebook page allows for the transparency of the admission process.
2. Involving the best senior students in the mentoring process contributes to better adaptation of junior students and creates additional motivation for learning, research and social activity.
3. Holding meetings of senior students with representatives of practical pharmacy by graduating departments, concluding agreements between pharmaceutical companies and students for payment of a contract with subsequent employment.
4. High self-organization and social responsibility of the Pharmacy Students Association at the state and international level.

### ***EEC recommendations***

Resume/intensify work on attracting and training foreign students at the EP Pharmacy. Completion date is June 2023.

***Conclusions of the EEC according to the criteria: (strong/satisfactory/ suggest improvements/unsatisfactory)***

*strong* - 4,  
*satisfactory* - 12,  
*suggest improvements* - 0,  
*unsatisfactory* - 0.

### 6.5. Standard "Academic Staff/Faculty"

#### **Evidence**

The University has full autonomy in the process of hiring academic staff. The process of selecting candidates for teaching staff is regulated by the Regulation on organizing, holding a competition and filling pedagogical, scientific-pedagogical and scientific positions in the field of higher education, approved by the Order of the Ministry of Education and Science of the Republic of Moldova No. 126 of 02/10/2021. national media (newspapers, electronic press), website of the institution, etc.

The requirements and procedure for selecting candidates for the position of the head of the department is regulated by the Regulations on the organization and conduct of competition for leadership positions and is carried out on a competitive basis, these positions are filled by competition every five years, while the same person can hold this position for no more than two terms contract. Scientific and pedagogical positions (NAP) (teacher, associate professor, professor) and pedagogical positions (assistant) are filled by competition, in accordance with the Regulations on the organization and conduct of competition for teaching and scientific and pedagogical positions, approved by the Supervisory Board (decision No. 5/7 of 27.05. 2021). The competition is held only if there are vacant teaching and scientific-pedagogical positions announced by the Senate of the University, on the recommendation of the head of the department/department/discipline and if there is a positive conclusion from the dean. Compliance of recruitment with the described procedures was confirmed during the visit by representatives of the university's personnel service, dean's office, heads of departments and teaching staff.

According to the self-analysis report as of **03/01/2022**, the teaching staff of the OP Pharmacy is represented by a total of 143 full-time teachers participating in the learning process under the Pharmacy program, including 11 heads of departments, 10 professors, 44 associate professors, 4 lecturers (teachers) and 85 assistants, and the auxiliary teaching staff amounted to a total of 63. Of the total number of teaching staff, 61 people have the scientific title of Doctor of Science, and 11 people have the title of PhD. Of the total number of teaching staff, 79% had higher pharmaceutical (42 - 29.4%), medical (56 - 39.1%), chemical (10 - 7%) and biological (5 - 3.5%) education, and about 21 % had other higher education: pedagogical - 9 (6.3%); physics - 4 (2.8%); philology - 8 (5.6); foreign languages - 7 (4.9%); philosophy and history - 2 (1.4%). The share of personnel working on an external part-time basis amounted to about 9.1%, which includes specialists from pharmaceutical institutions and enterprises.

The number of teaching staff positions in the departments is calculated based on the contact hours taught in the relevant disciplines and the student-teacher ratio (at Nicolae Testemitanu University 3:1). Therefore, the balance between teachers of fundamental, socio-humanitarian and profile disciplines is determined by the structure of the curriculum of the EP Pharmacy. During the 2021-2022 academic year, according to the curriculum, students of all courses completed 65 disciplines, of which 8 (12.4%) are social, humanitarian and general education; 11 (16.9%) - fundamental; 57 (87.7%) - specialized, pharmaceutical.

Another qualitative component of the academic staff is the results of clinical activities, expressed in the assignment of categories of professional qualifications (PQC) in accordance with the Regulations on the attestation of doctors and pharmacists of the Republic of Moldova. FPh teaching staff participate in continuous training of pharmacists, are members of the certification commission under the Ministry of Health, advise specialists working in pharmaceutical enterprises (warehouses, public and hospital pharmacies, manufacturing plants, drug quality control laboratories). Of the total number of teaching staff, 98 (68.5%) have pharmaceutical and medical education, including 65 teaching staff (66.3%) have high-level clinical professional training, being holders of professional qualification categories: 56 (57.1%) have the highest category, 4 (4.1%) - the first and 5 (5.1%) - the second category, respectively, 3/4 of the total number of full-time teaching staff, has a recognized level of professional qualifications (Table 5).

**Table 5. Categories of professional qualifications of teaching staff of EP Pharmacy**

Status	Total	Total from PDA	Including		
			Higher	First	Second
Regular	119	53	47	3	3
At the same time	24	12	9	one	2
Total	143	65 (66.3%)	56 (57.1%)	4 (4.1%)	5 (5.1%)

If it is necessary to have additional qualifications of teachers (knowledge of a foreign language, Moodle, etc.), Nicolae Testemitanu University provides staff training at its own expense. In addition, starting from 2018, compulsory annual courses in Psychopedagogy for young employees have been organized in the amount of 60 ECTS according to the Curriculum approved by the MECR. Throughout 2019-2021 10 assistants completed this module (Cojocaru C., Pavlovshi E., Rusu R., Fursenco C., Negari N., Racovita S., Sibii L., Anton M., Tacu L., Titica E.), who participate in training students in the EP Pharmacy. The relevant orders are submitted to the commission. During an interview and a visit to the departments of the university, employees from among the heads of departments and teaching staff confirmed that they have a competitive salary compared to other universities, and work at the SUMPh, including the EP Pharmacy, is considered prestigious.

Accounting for the work of each pedagogical and scientific-pedagogical employee is reflected in the individual activity plan (PIA 8.5.1). The Commission was shown individual plans of the staff of the Department of Pharmacognosy. Their structure corresponds to the main types of teaching staff workload: classroom pedagogical, extracurricular pedagogical, research, methodical, in conventional hours, and also contains the timing of their implementation. At the end of the academic year, the teaching staff reports on the implementation of individual activity plans, and the head of the department submits an annual report on the activities of the department, developed in accordance with the RAA 8.5.1 form Annual activity report (reports of the departments of pharmaceutical and toxicological chemistry, pharmacognosy, drug technology, V. Procopisin social pharmacy). Monitoring of the implementation of the scientific and pedagogical norm is carried out by the deans of the faculties, RD and DAMD on the basis of annual reports submitted by educational structures, in accordance with the order of the Rector No. 238-A dated September 17, 2021.

SUMPh stimulates the development of teaching staff, in particular Nicolae Testemitanu University Strategic Development Plan for the period 2021-2030 establishes the main goal in the field of human resources - the maintenance and development of the teaching staff of the university, capable of ensuring the achievement of tasks and institutional goals based on sustainable management of motivation for professional activities focused on the quality of services.

Stimulation of the work of teaching staff is carried out through the mechanisms of material and non-material motivation. Mechanisms of material motivation are established for Nicolae Testemitanu University staff (Decision of the Senate No. 17/6 dated December 20, 2018 and SRIS No. 7 dated December 28, 2018), which provides for incentives for employees based on individual professional indicators.

In accordance with the Order of the Rector No. 1628-RU dated October 25, 2019 "On the calculation of remuneration and the Regulations on the procedure for establishing an allowance for remuneration of incentive payments to university employees", bonuses awarded at Nicolae Testemitanu University are set in the amount of one official salary on Easter holidays; on the Day of medical worker and pharmacist; on the Day of Education Worker; at the end of the academic year, as well as a monthly bonus for the intensity of work in the amount of 10% of the salary. Examples of petitions and orders for bonuses and allowances by NPP EP Pharmacy (No. 588-RU dated 05/31/2021 and No. 1359-RU dated 09/30/2021) were provided to the commission.

At the same time, other types of financial incentives are used, such as partial or full financing/covering the costs associated with the participation of teaching staff in various scientific events. For the purpose of continuous professional development, the teaching staff, with the financial support of the University, enjoys the right to participate in foreign congresses, conferences, seminars and other events with a total duration of up to 20 calendar days during one

academic year. In the period 2017-2021 233 faculty members of the EP Pharmacy used this right, for this purpose 96,700 lei were spent from the funds of Nicolae Testemitanu University (Table 6). In 2020 and 2021, PPM participation was online. Documents confirming participation in conferences and internships were provided to the commission during the visit.

**Table 6. Participation of teaching staff of EP Pharmacy in scientific forums abroad**

Years	2017	2018	2019	2020	2021	Total
PPP EP Pharmacy	51	57	42	36	47	233
Volume of financial resources (thousand lei)	17.9	71.7	7.1	-	-	<b>96.7</b>

In the context of the internationalization of the educational process at the University, conditions have been created for studying English and French at the expense of the financial resources of the University, followed by passing exams and obtaining certificates in accordance with the Common European Framework of Reference for Languages (CEFRL). Teaching in English is paid according to the number of hours worked, taking into account the coefficients for teaching in a foreign language established by the Senate (1.75 for lectures and 1.5 for practical classes).

According to the results of the competition "Teacher of the Year", 2021, by the decision of the Senate dated 09/23/2021, among the teaching staff of the EP Pharmacy, the winners were eventually determined: Professor of the Year - Vladimir Valika, PhD, Professor, Head of the Department of Pharmaceutical and Toxicological Chemistry; Assistant of the Year – Elena Kitsan, assistant of Vasily Procopisin Department of Social Pharmacy.

Based on scientific research conducted by teaching staff who teach in the Pharmacy program, in the period 2017-2021. 6 dissertations for the title of doctor of sciences were defended, including 3 - pharmaceutical sciences,

The facts set out in the self-analysis report and the documents submitted to the commission were confirmed during interviews with vice-rectors, deans, students, teaching staff, alumni and employers.

### ***Analytical part***

Based on the results of the analysis of the documentation and during the visit to the educational organization, EEC experts confirm that the educational activities of Nicolae Testemitanu University in the implementation of the specialty 0916.1 Pharmacy **complies** with the requirements of Standard 5 "Academic Staff/Faculty".

Nicolae Testemitanu University has a personnel policy that has been formed and brought to the attention of the interested parties, which is part of the overall quality policy. An analysis of the staffing of the EP Pharmacy confirms that the requirements for teaching staff have been formed and are being implemented according to scientific, pedagogical and professional (pharmaceutical) criteria. A system for monitoring the progress of teaching staff has been developed and implemented, methods have been developed for material and non-material incentives for staff, including those that contribute to their professional growth - the study of foreign languages, psycho-pedagogical training, participation in scientific conferences. The academic staff is motivated, has good relationships between departments and with students.

Despite the large number of international activities, the teaching staff of the OP Pharmacy is not motivated to write scientific articles in journals with a high citation index. Most of the publications of teaching staff in the journals of the Republic of Moldova. Apparently, the university should develop a system of such motivation, including financial. This will expand the possibilities of scientific cooperation and enhance the image of the university in the international arena.

### ***Strengths/best practice***

There are no strengths in this standard.

***EEC recommendations***

The university should develop a motivation system for teaching staff to increase the number of publications in journals with an impact factor, including financial. Completion date is September 2023.

***Conclusions of the EEC according to the criteria: (strong/satisfactory/ suggest improvements/unsatisfactory)***

strong - 0,  
satisfactory - 12,  
suggest improvements - 0,  
unsatisfactory - 0.

**6.6. Standard "Educational Resources"*****Evidence***

EP Pharmacy is performed at 17 departments located in 9 educational buildings belonging to Nicolae Testemitanu University. Of the total area of the departments of the faculty 4535.78 m<sup>2</sup> (100%), student classrooms and laboratories occupy 4150.87 m<sup>2</sup> (91.5%); computer classes - 109.2 m<sup>2</sup> (2.4%) used for training and testing knowledge; Pharmaceutical Museum 80.4 m<sup>2</sup> (1.77%), methodological rooms / experimental laboratories - 146 m<sup>2</sup> (3.21%). The main departments of the EP Pharmacy are centrally located in Educational Building No. 2 (Pharmaceutical and Toxicological Chemistry, Pharmacognosy and Pharmaceutical Botany, Pharmacology and Clinical Pharmacy, General Chemistry) of Nicolae Testemitanu University and on the basis of the UPh (Vasily Prokopyshyn Social Pharmacy, Drug Technology). The FPh includes the UPh, which, in addition to educational functions, also operates as an open-type public pharmacy, providing the population with medicines. The equipment of the departments corresponds to the needs of training and the level of modern scientific development, which is assessed through the application of the ISO PP 7.1.3 procedure. Infrastructure. The laboratories of the departments are equipped in accordance with the specifics of the taught discipline with microscopes, spectrophotometers and other modern instruments, anatomical preparations, permanent micropreparations, interactive whiteboards, samples of herbariums and medicinal plant materials, educational and visual aids (including dummies, tables), laboratory utensils, reagents, etc. The Commission notes the presence in the departments and laboratories of the scientific center of modern equipment - gas, liquid chromatographs with various detectors, mass spectrometer, polarimeter, spectrophotometers, which make it possible for students and teachers to perform scientific work at a decent level and ensure high competitiveness graduates of the EP Pharmacy. To improve basic skills and expand practical experience in EP Pharmacy, the Laboratory for the Development, Analysis, Standardization and Quality Control of Drugs (LDASCC) of the NCL is available, which develops dosage forms, analyzes and standardizes drugs and medicinal plant materials. LDASCC is located in the educational building No. 2, equipped with modern equipment and instruments that allow for the qualitative and quantitative analysis of dosage forms and medicinal plant materials using the methods of IR spectrometry, spectrophotometry, polarimetry, refractometry, gravimetry, amperometry, coulometry, potentiometry, ionometry, pH-metry, conductometry, microscopy, viscometry. It is possible to produce tablets and analyze their quality (disintegration, erasability, dissolution, hardness). This equipment is available to students and staff. During the visit, some students confirmed their ability to work on a chromatograph, many on a spectrophotometer. During the meeting with the alumni, there were employees of quality control laboratories who noted the sufficiency of their university training to work at a high level of requirements. During the visit to the departments, it was noted that graduate students and students are actively working in scientific laboratories.

Most departments have computer rooms (equipped with 12-15 computers) and multimedia projectors. The IT equipment of the departments is also used for the current assessment of students'

knowledge in fundamental disciplines using modules for assessing the knowledge of SIMU and MOODLE systems.

Each department keeps records of equipment, plans its metrological verification, maintenance and repair, and also maintains the maintenance of classrooms. The acquisition of new devices, equipment, products, etc. is carried out using the procedure PP 8.4. Control of processes, products and services supplied from outside. The assessment of the compliance of the material and technical base with the needs and the identification of areas requiring improvement is carried out through a semester survey of student satisfaction in accordance with the procedure, ISO PP 9.1.2. Also, the Commission was provided with a Questionnaire to assess the satisfaction of teaching and research staff.

Given the specifics of the educational process and scientific research, the creation of safe working conditions at the Pharmacy EP is a necessary component of life. According to the self-analysis report, twice a year, teachers and students of the EP Pharmacy are instructed on safety measures, the results are recorded in the Protocol and Personal card of training in the field of health and labor safety, as well as in the relevant Journals stored in each unit. Introductory briefings are also held for newly hired employees, students, and graduate students. The listed documents were provided to the experts during a visit to the departments. Nicolae Testemitanu University monitors the conditions of learning and teaching through a survey in the SIMU system. Feedback between students and the administration on the state of the material and technical base, on the provision of scientific and educational literature is made through SIMU "Management of educational materials" and "Messaging". For example, Vasily Procopishin Department of Social Pharmacy received a complaint from students about the increased temperature in the classrooms in the spring-summer season, which makes it difficult to conduct classes. In accordance with Nicolae Testemitanu University Quality Management System, the report was registered in the Register of Complaints and Nonconformities (RRN 8.7) and an application was submitted for the installation of air conditioners in the study rooms of this department. As a result, air conditioners were purchased and installed in 3 classrooms for students of the 2nd, 4th and 5th courses of the FPh. Protocols confirming this fact were provided to the commission.

Nicolae Testemitanu University attracts sponsors to update the material base of the EP Pharmacy On the basis of a cooperation agreement signed with a private partner, in the period 2021-2022. Investments were made in the renovation of furniture and equipment in the classrooms of V. Prokopishin Department, for a total amount of about 744.5 thousand lei.

The preparation of a qualified graduate of the EP Pharmacy is provided by a combination of practical activities in the conditions of various pharmacy institutions and the formation of skills and abilities in V. Prokopishin Department, laboratories of FPh and LDASQCM. The bases of practice with which the Faculty has concluded agreements on conducting educational and industrial practices are pharmaceutical institutions, including industrial pharmacies engaged in the manufacture of extemporaneous dosage forms and the dispensing of drugs, community pharmacies, hospital pharmacies, drug factories and others. A model contract and examples of concluded contracts were presented during the visit. The practice diaries that were presented to the commission contain competencies and practical skills, which must have student in process passing practices (recommendations for the head of the practice). Practical training of students on the basis of pharmaceutical enterprises according to the UE is sufficient and meets the modern requirements of practical training

National Scientific and Practical Center for Medicinal Plants (SNSPCMP ) was organized in 2002, located 20 km from Chisinau near the village. Bardar, and covers an area of 17 hectares; is the basis for conducting educational practices in pharmacognosy and pharmaceutical botany, provides the departments of the PhD with the necessary material for the educational process and research work of students (herbaria, medicinal plant materials). Thus, educational materials for the educational process are replenished.

In accordance with the provisions of the Strategy, the Information Management System of the University (SIMU) has been developed, which allows computerizing educational activities at



the Faculty of Physics ( database of students, monitoring of attendance, academic performance and quality of education; software for the current and final assessment of acquired knowledge; electronic card of student attestation; electronic statements, etc.). The websites of the FPh and the departments of the Faculty have been created , constantly updated and improved, guaranteeing the protection of the university information system. At the department level, access to information about the schedule of lectures and laboratory work, consultations, exams, group assignments, calendar plans, methodological and information support of disciplines, internships, etc. is provided through the *Information for students section* . Each division can diversify the structure and content of the information provided, as well as the form of access to it (free or limited); with limited access, the student receives an access code to educational information. Informatization of scientific activity, continuous professional education of pharmacists at advanced training courses, optimization of the module for knowledge assessment, etc. are under development. The information system has a user-friendly interface, wide capabilities and is widely used, including for continuous monitoring of Pharmacy EP in various areas.

All FPh departments are connected to Nicolae Testemitanu University internal network and the Internet. In the university space (educational blocks and student campus) free access to WiFi is provided. Departments of Pharmacy EP are provided with computers (according to the report 90 units), there are laptops, printers, scanners, multimedia projectors, and other multimedia tools for classes. In educational buildings and hostels FF high-definition video cameras have been installed to ensure the safety of students and staff.

The University has an AAC (Academic Assessment Center), consisting of 3 computer rooms with a total of 222 computers, designed to assess students through test control in SIMU. Students of the EP Pharmacy, along with all students of the University, take transfer and final exams at this examination center.

The Scientific and Medical Library of Nicolae Testemitanu University ( <https://library.usmf.md/ro/cd-dvd-colectie> ) provides access to a wide range of information resources, including printed publications (881.393 units, 180.867 titles, including 411 units for Pharmacy OP ), electronic publications (749 units, including 154 units for the EP Pharmacy, including multimedia publications and educational programs), scientific (667.533 units) and educational (208.716 units) publications, periodicals (177.212 units and 1.648 titles), also on-line access to electronic resources of a medical and pharmaceutical profile: the HINARI platform provides access to 23 databases, including Scopus, PubMed Library, Cochrane Library and others, as well as access to an electronic library (58,420 books and 13,667 journals). Over the past 5 years, Nicolae Testemitanu University spent 163,830.50 lei to purchase textbooks for the EP Pharmacy.

Through grants over the past years, the Library has gained access to Taylor & Francis online Journal Library, Cambridge Journals Online , SAGE Research Methods , In Cites , Journal Citation Report . As part of the partnership International Partnership Agreement between the SEACHEC Health Science Library in Willington , North Carolina , USA and the Scientific Medical Library of Nicolae Testemitanu University, the library has access to the information resources of 12 medical libraries in the state of North Carolina (USA) through the DOCLINE platform in the form of an interlibrary loan with electronic document delivery. The library creates its own information resources: an educational electronic library - (317 books, including 68 units for the EP Pharmacy ) and a university repository , including publications of employees (5.146 documents) . To provide access to online resources for the EP Pharmacy , the Library has specialized information centers equipped with computers (120 in number), office equipment and other necessary technical means, as well as means of communication (Internet, Wi-Fi). All technological library processes are automated and operate on the basis of the ALEPH library *software*, including the electronic catalog (81.441 records), which is available through the library website and URL ( <http://primo.libuniv.md/> ).

Students of the EP Pharmacy study information systems used in pharmaceutical practice ( “State nomenclature of medicines”, “Accounting for reimbursable medicines”) within the discipline *Information systems and pharmaceutical care* and work with them during practice in hospital and

public pharmacies.

Scientific research is carried out by scientific and scientific-pedagogical staff in 3 scientific laboratories and at departments in the field of fundamental, applied pharmacy, and technological developments, both at the national and international levels, including within the framework of national and international projects (Table 7) and in the process of scientific and academic mobility for scientific research (ERASMUS, ERASMUS + , CEEPUS, etc.).

FPh scientific projects for 2017-2021

Project start/implementation year	2017	2018	2019	2020	2021
Total number of projects	5	5	3	6	6
Number of international projects	3	3	one	one	one

Students of the EP Pharmacy are involved in the implementation of projects. A list of such projects and students involved in their implementation was provided to the commission during the visit.

The results of scientific research are systematically introduced into the educational process of the EP Pharmacy and are included in the UPD. For example, scientific data and research results obtained at the LDASQCM and at the Department of Pharmacognosy and Pharmaceutical Botany, in recent years, were reflected in the textbook Ciobanu N. et al. *Plants from the collection of the Scientific Center for the Cultivation of Medicinal Plants of Nicolae Testemitanu University*. The results of graduation works (Department of Social Pharmacy named after Vasily Prokopisin) are reflected in the guidelines for 4 disciplines studied at the department: 1. Aduji S. et al. *Guidelines for Information Systems and Pharmaceutical Care: for 5th year students (2018)* , 2. Brumărel M. et al. *Guidelines for Social Pharmacy: for 5th year students (2018)*, 3. Brumarel M. et al. *Guidelines and a notebook for laboratory work in Pharmaceutical Management and Legislation, for 4th year students* , (2018) 4. Dogotari L., Peschin A. *Guidelines and a notebook for laboratory work on Pharmaceutical Marketing, for 4th year students (2018)*.

Peer review of processes, practices and problems in the EP Pharmacy is carried out by involving specialists with experience in researching the process of pharmaceutical education (as a rule, representatives of foreign universities) and practical pharmacy specialists who evaluate learning outcomes, as well as psychologists and sociologists in the field of education from other countries . national and international institutions. Traditionally, FF has close cooperation in the field of education with the following countries: USA ( Eshelman School of Pharmacy at Chapel Hill University, North Carolina ), Romania (leading medical universities); Belarus (Belarusian State Medical University, Minsk); Austria (Institute of Pharmaceutical Sciences, Graz); Poland (Poznań University of Medical Sciences), etc. The Commission, in particular, presented a review of the EP Pharmacy by specialists from the Faculty of Pharmacy of the University of Medicine and Pharmacy “Gr. T. Popa”, Iasi, Romania. The recommendations of foreign colleagues are often used in the implementation of the EP Pharmacy. For example, on the recommendation of representatives of the Eshelman School of Pharmacy at Chapel Hill University, North Carolina, USA (11.10.2021), the EP included the conduct of educational practice in Pharmacotherapy in the 4th year; colleagues of the University of Medicine and Pharmacy. Carol Davila (Bucharest, Romania) about extending the licensed practice for the 5th year from 24 to 26 weeks, in accordance with the EU Directive 36/2005 to facilitate the process of recognizing Nicolae Testemitanu University PhD diplomas in Romania and other European countries. During 2017-2022, more than 50 representatives (deans, teachers) from the universities of Romania, the USA, Ukraine, Belarus, Poland, Estonia, and Hungary visited the FF departments. In turn, the teachers of the EP Pharmacy, as part of academic exchanges, made 15 visits to foreign universities. Unfortunately, academic exchanges in 2019-2021 were not held due to the coronavirus pandemic. During the visits, discussions are held on the content of training, methods of teaching and assessment, participation in the academic process.

A positive experience is also the participation of teaching staff of the EP Pharmacy as experts of other educational programs and educational institutions. For example, *Aduji Stela* participated in the

external evaluation of the Doctoral School in Pharmacy of the University of Oradea, Romania as an international expert from the Romanian Agency for Quality Assurance in Higher Education, as the chairman of the commission for external quality assessment for the *authorization of 3 master's programs - in the States University of Moldova* (2021), Uncu Livia participated in the accreditation of the National College of Medicine and Pharmacy. R. Pakalo, Scutari Korina participated in the accreditation of the College at the University of Political and Economic European Knowledge. K. Stere as chairman of the commission (2020) and as members of the above-mentioned commission - Toma-Cojocaru Maria, Guranda Diana and Dogotari Liliana (2019).

The facts set out in the self-analysis report and the documents submitted to the commission were confirmed during interviews with vice-rectors, deans, students and teaching staff, alumni and employers.

### ***Analytical part***

Based on the results of the analysis of the documentation and during the visit to the educational organization, EEC experts confirm that the educational activities of Nicolae Testemitanu University in the implementation of the specialty 0916.1 Pharmacy **complies** with the requirements of Standard 6 "Educational Resources".

Nicolae Testemitanu University has sufficient material and technical base for the implementation of the EP Pharmacy. The Commission notes Vasily Procopisin University Pharmaceutical Center. It is especially useful to conduct classes on extemporaneous drug technology directly in the production pharmacy, while students see the work of pharmaceutical personnel in real time. In addition, equipping the scientific center with modern equipment makes it possible to conduct research in the field of pharmaceutical analysis at the appropriate level. During the visit, it was confirmed that students are involved in the scientific process from junior years. Training is carried out at departments that have modern equipment and are equipped in accordance with the characteristics and needs of pharmaceutical education. At the same time, technological equipment, although sufficient for the educational process, needs to be updated for modern research in the field of pharmaceutical development. Practical training of students on the basis of pharmaceutical enterprises (including on the basis of their own production pharmacy) according to the UE is sufficient and meets modern requirements for practical training

The university has all the necessary infrastructure, which is used by the teaching staff and students of the EP Pharmacy. The commission especially notes the information system developed at Nicolae Testemitanu University, which allows to combine and optimize the processes of administration and implementation of the EP Pharmacy.

Nicolae Testemitanu University has a well-developed program of academic and scientific cooperation, somewhat suspended due to restrictions associated with the coronavirus pandemic. The system of examination of education is quite well developed thanks to international exchanges and close cooperation with professional organizations. In addition, the employees of the OP Pharmacy take part in the examination of education, including international ones.

### ***Strengths/best practice***

1. Placement of departments and conducting practical classes on the basis of the university industrial pharmacy (University Pharmaceutical Center named after Vasily Prokopishin), the possibility of performing scientific research and theses on modern equipment of the departments and Vasily Procopisin University Pharmaceutical Center.

2. Equipping the educational process and scientific research of the EP Pharmacy with modern technical means and equipment.

3. The SIMU information system, which brings together all the processes of the functioning of the university and individual programs, a user-friendly interface, the ability to collect and analyze various data, has significant resources and prospects for improving all involved processes.

4. Obtaining, analysis of an expert assessment of the EP Pharmacy from academic experts from the USA, Romania, Austria, Poland, implementation of corrective actions. Participation of employees in the examination of educational programs of foreign universities.

5. Close cooperation in the field of education and science with foreign specialized universities / faculties.

#### ***EEC recommendations***

None.

#### ***Conclusions of the EEC according to the criteria: (strong/satisfactory/ suggest improvements/unsatisfactory)***

*strong* - 5,

*satisfactory* - 25,

*suggest improvements* - 0

*unsatisfactory* - 0.

#### **6.7. Standard "Programme evaluation"**

##### ***Evidence***

The mechanism for monitoring and evaluating the EP is described in Regulations on the development, approval, monitoring and periodic evaluation of educational programs at Nicolae Testemitanu University and in the Guidelines of the Quality Management System. External mechanisms include: certification audit of the Faculty's Quality Management System (QMF); control audit of the QMS; independent evaluation of graduates; institutional and specialized accreditation, followed by post-monitoring. Internal mechanisms include: assessment of students, teaching staff, self-assessment of FPh departments; internal audit of departments; current, intermediate and final certification of students; rating of student, teacher, FF. Examples of external evaluation of the program are given in the description of standards 1 and 2. The mechanisms for internal monitoring and evaluation of the EP Pharmacy are carried out horizontally and vertically through transparent actions, with the participation of all stakeholders involved in this process: students, graduates, employers. The process of monitoring and evaluation of the EP Pharmacy is provided by hierarchical and integrated organizational structures at the level of: departments; IPC; CQACA; FC; DAMD; QMS; US. Also, in order to assess and improve the educational process, feedback is systematically studied from the teaching staff and employees, as well as from outside - from graduates and employers, through participation in various surveys, multilateral meetings and participation in advisory bodies. According to the report, according to the analysis of RAP 5.3 by the Dean of the FF for the period 2017-2021, 79 complaints and 49 non-compliances were registered at the FF, which became the basis for the adoption of various corrective actions at the level of departments and FF. To monitor the program, various standard questionnaires were developed, which were demonstrated to the commission: for students, for students repeating the academic year, for graduates, for administration and for external stakeholders. The questions of the questionnaires contain questions aimed at a comprehensive assessment of the EP Pharmacy. The results of the evaluation of the EP Pharmacy by students and teaching staff are presented and discussed at the end of each academic year at a meeting of the departments. The Commission was given an example of the Department of Pharmaceutical and Toxicological Chemistry (Minutes No. 6, 02.12.20), where the results of assessment by students by teachers, by disciplines (lectures and practical classes) are discussed. The results of the evaluation of the EP Pharmacy by students and teaching staff of the departments are discussed at the meetings of the CQACA (Minutes No. 05, 06.20) and the Federation Council (Minutes No. 7, 06.07.2 1). Questionnaire results are processed automatically in SIMU, some using Excel. The final results are systematized in the form of summary charts. Examples of the processed results of various types of questionnaires are presented to the commission.

Evaluation of the progress of students within the framework of the EP Pharmacy is based on:

Regulations on the organization of the FPh of Nicolae Testemitanu University; Regulations on the control and evaluation of educational achievements ; Regulations on assessment and academic performance at Nicolae Testemitanu University. The SIMU information system allows you to obtain statistical data on educational achievements, students and graduates, as well as on the performance of each student: daily assessment in practical, laboratory classes; assessment of the CDS (case study, writing essays, solving situational problems); assessment of intermediate certifications; assessment of final certifications. Based on the results of the intermediate and final certification, SIMU allows you to obtain indicators on the absolute and qualitative progress of students, on the average score of individual disciplines and the course of study as a whole, indicators of underachieving students, the final total rating, transfer score. SIMU allows you to analyze the indicated indicators for the current year and the progress of the student, makes it possible to determine the median of grades, and analyze the grades of computer testing. Analysis and discussion of the results of monitoring the progress of students are carried out according to various comparative criteria: by departments: by fundamental and special disciplines, by years of study, as well as by analyzing the dynamics during 5 years of study. A list of underachieving students is noted and additional measures are determined for teachers in order to eliminate debts and increase their academic performance. The progress of students by year, which is reflected in the annual report of the faculty. The relevant documents were provided to the commission.

As an example of continuous comprehensive monitoring of the EP, the results of surveys of library students are given: a positive trend in beneficiary satisfaction is recorded from 90% in 2017, 90.5% in 2018 and 91.85% in 2019. Between 2020 and 2021, the library provided only online services. An assessment conducted on campus shows a beneficiary satisfaction rate of 97%. As for the food complex, the level of satisfaction of beneficiaries is 92.1% for the period 2017-2021.

Students and teaching staff at the EP Pharmacy actively participate in the monitoring of the EP Pharmacy. All surveys conducted in the information system are anonymous, the administration responds to the wishes of students both to improve the educational process (changing assessment methods, introducing new disciplines) and to improve learning conditions. Also, according to the results of the proposals of teachers, changes are made to the UE - new elective courses, modules of academic disciplines. Examples are given in standards 2 and 4. It should be noted the convenience of using the SIMU information system to collect a wide variety of information from students, a large number of different questionnaires that can be applied at different stages of education, different grouping of questions and grouping answers. Claims are analyzed by the relevant structural divisions. The commission was provided with protocols confirming the response to complaints. It is the timely response to the wishes of students and teaching staff that encourages them to take part in improving the EP Pharmacy. In addition, the active participation of teaching staff and students in the advisory bodies of the FF and the University was confirmed: FC, CQACA, US; participation in commissions for assessment and monitoring of the teaching-learning-assessment process. The evaluation of the EP Pharmacy is achieved by the wide participation of other stakeholders through: coordination of the EP with the authorized bodies in the field of education and health (MECR and MOH); direct participation of other stakeholders (graduates, employers) in the activities of the FF to improve the EP; participation of persons responsible for postgraduate Pharmaceutical education; application of questionnaires to assess the level of satisfaction of employers. The results of the assessment of satisfaction of employers of the EP Pharmacy are 86.3%.

The facts set out in the self-analysis report and the documents submitted to the commission were confirmed during interviews with vice-rectors, deans, students, teaching staff, alumni and employers.

### ***Analytical part***

Based on the results of the analysis of the documentation and during the visit to the educational organization, EEC experts confirm that the educational activities of Nicolae Testemitanu University in the implementation of the specialty 0916.1 Pharmacy **complies** with the requirements of standard 7 "Evaluation of the educational program".

Nicolae Testemitanu University has created and operates a system for monitoring the educational program by all interested parties - students, teaching staff, administration, graduates, external stakeholders. There is effective feedback from the main participants in the educational process - students and teachers, and responses to complaints identified as a result of the survey are carried out. The commission notes the effectiveness and ease of use of the SIMU information system for systematic and comprehensive monitoring of both the success of students and their opinions in all segments of the educational process. The monitoring results are discussed at the meetings of the department, Federation Council, suggestions for change. Programs are submitted to COCOUP and SU.

***Strengths/best practice***

Constant monitoring of student progress, as well as student assessment / satisfaction in all aspects of education using the SIMU program at the level of disciplines, departments, faculty of the university. Possibility of different grouping of survey results.

***EEC recommendations***

None.

***Conclusions of the EEC according to the criteria: (strong/satisfactory/ suggest improvements/unsatisfactory)***

*strong* - 1,

*satisfactory* - 23,

*suggest improvements* - 0,

*unsatisfactory* - 0.

**6.8. Standard "Management and Administration"**

***Evidence***

According to organizational structure, in university is carried out vertical and horizontal interaction of structural divisions. General direction and management activities of the university are carried out by rector. At direct subordination of rector are vice-rectors and departments that ensure the processes of the graduate's life cycle. Vice-rectors supervise structural and collegiate divisions on directions activities. The management of the EP Pharmacy is carried out within the framework of the Nicolae Testemitanu University FPh: FC, dean's office.

FC is a collegial governing body of the FF, which organizes, coordinates and ensures the development of the pedagogical (educational) and scientific process for the EP Pharmacy at the FPh level. The organization and activities of the Federation Council are determined by the Regulation approved by the Senate. Control faculty and EP Pharmacy on principles university-wide and program Missions and Politicians in areas quality carry out FC, CQACA and PNMK Pharmacy. FC, CQACA and commissions of FPh include heads of departments, teaching staff, representatives of employers, students. The composition of the collegiate bodies of the EP Pharmacy is given on the website (for example, <http://surl.li/dezhf>) and is confirmed by the minutes of the meetings submitted to the commission. Students, residents, doctoral students are represented in the Federation Council in an amount of at least 25% of the total composition.

All documents of a public nature are posted on the university website and in SIMU. Transparency solutions accepted the leadership of university and faculty, ensured through electronic information educational environment through distribution by electronic corporate mail to heads of structural divisions and teachers. In addition, decisions of the Federation Council, reports, reports and other information materials are posted in open access on the official website FPh.

Within the framework of Nicolae Testemitanu University, the structures of the academic

quality system (including the EP Pharmacy) function at the following levels: At the University level, the rector determines the strategy, policy, goals and priorities in the field of quality and monitors their application throughout the institution; the first vice-rector, vice-rector for academic affairs (representative of quality management) and heads of DAMD and DVA provide planning, maintenance, monitoring, improvement and implementation of the system by following procedures and system processes; academic quality (including EP Pharmacy) is coordinated and implemented through the Senate, AS, SRIS, CMCU; at the Faculty level, the academic quality of the EP Pharmacy is coordinated by the Dean and vice-deans; ensuring academic quality is carried out through the FC, CQACA, PNMK, operating on the basis of their own provisions approved by the Senate (FC, CQACA, PNMK). Within the framework of the EP Pharmacy, teaching staff of the departments, draft curricula of disciplines and practices are developed, which are considered at the meetings of the CQACA. After making the appropriate changes, a draft EP is formed, which is submitted for discussion and approval at the Federation Council. At meetings of the council, the content of the main EP, the results of its development are discussed, issues of passing educational practice, etc. are considered.

The procedure for evaluating academic leadership within the University is described in various documents developed and approved by the University, which refer to the Quality Management System of the University. Based on the annual reports submitted by the educational departments, the dean's office develops a summary report on the EP Pharmacy, which is discussed at a meeting of the Federation Council. At the end of the academic year, one copy of the summary report (at the level of the dean's office) is submitted to the DAMA, whose task is to evaluate and analyze the submitted reports and form a general report on the situation in the field of university education, which is submitted to the higher governing bodies of the US and IOI for review and continuous improvement the quality of the educational process (RR 8.5.1.).

At the end of each academic year, an anonymous survey of students (in the information system) and teaching staff (paper questionnaires) is conducted in order to identify their opinions and satisfaction with the work of deans and other departments involved in the educational process. The data obtained as a result of the survey are analyzed in order to identify opinions, proposals, shortcomings and inconsistencies, are discussed at meetings of the departments, then the information is sent to the dean's office, where it is included in the annual report of the faculty. All identified proposals, shortcomings and inconsistencies are discussed at the Faculty Council and an action plan is developed to eliminate them (Sample questionnaires and examples of documents are presented to the commission).

Nicolae Testemitanu University, by its legal status, is a state higher educational institution that operates in the mode of financial and economic self-government. Table 8 presents data on income and expenses for the EP Pharmacy from 2017 to 2022.

**Table 8. Nicolae Testemitanu University budget for EP Pharmacy over the last 5 years (million lei)**

Index	2017		2018		2019		2020		2021		2022 (plan)	
	$\Sigma$		$\Sigma$	%	$\Sigma$	%	$\Sigma$	%	$\Sigma$	%	$\Sigma$	%
Amount of financing, total	32.2		31.2	96.9	25.2	80.8	23.2	92.0	24.8	107.2	24.8	100
Including:												
- Mrs. budget	4.5		3.6	78.4	2.4	69.1	1.9	77.5	1.7	89.3	2.0	120.7
- own funds	27.7		27.6	99.9	22.8	82.2	21.3	93.5	23.2	108.8	22.8	98.5
Expenses, total:	27.1		26.6	97.9	25.4	95.6	20.1	79.1	18.4	91.4	25.7	139.9
Including:												
- personnel	16.9		19.6	115.6	19.1	97.7	15.1	78.7	14.9	98.8	18.5	124.2
-ensuring educational and scientific processes	3.9		3.0	76.9	3.6	120.0	2.6	72.2	2.5	96.1	4.1	164.0
- overhaul	4.4		3.2	72.3	2.1	66.9	1.7	77.7	0.3	17.2	2.0	698.0
- investments in equipment and construction	2.0		0.8	40.5	0.6	69.5	0.7	131.4	0.7	102.2	1.1	153.4

*Note: calculation % in table produced in dynamics on comparison with previous year.*

The Infrastructure Investment Plan is approved annually at a Senate meeting, along with the approval of the university's budget for the current management year. One of the main documents that serve to be included in the subsequent procurement plan and in the planned estimate, respectively, is the Application of the head of the unit.

For example, the expenditure of funds for the purchase of equipment and educational literature in accordance with applications for the EP Pharmacy is shown in Table 9.

Table 9. Funding amounts for the purchase of equipment and educational literature during 2017-2021, thousand lei

years	2017	2018	2019	2020	2021	Total
Equipment	243.3	540.1	105.9	317.6	371	1292.1
literature	58.0	15.8	37.6	17.2	35.2	163.8

Inventories in warehouses, the number of students, the number of student groups and approved study or research programs serve as the basis for accepting applications from heads of departments. Each department annually submits to DAMD its need for reagents, which is summarized at the level of the entire University and submitted to the Procurement and Marketing Department. Procurement is carried out centrally and in accordance with applicable law. Procurement procedures are carried out on the state platform "M-tender", in which all business entities that meet the requirements set forth in the specifications and regulatory documentation participate. Control distribution and providing educational and others processes financial resources is carried out by the Department of Economics, Budget and Finance and Accounting, whose functions are to create organizational, economic, accounting and other conditions, necessary for the implementation of all activities in accordance with the mission of the university. Control logistical resources carried out by the purchasing and marketing department and the property management department.

Nicolae Testemitanu University, being the only institution of medical education in the country, has close ties with all health authorities and unique opportunities to influence the development of the pharmaceutical sector in general and pharmaceutical education in the country. Representatives of the teaching staff of EP Pharmacy are members or experts within various councils and commissions established by the Ministry of Health ( Expert Council of the Ministry of Health, attestation commissions of doctors and pharmacists, attestation commissions of medical and pharmaceutical personnel with secondary education, Specialized Commissions of the Ministry of Health, etc.), the Ministry education and research (committees and working groups), the Academy of Sciences of Moldova ( Scientific Department ), the National Agency for Quality Assurance in Education and Research, the Commission on Medicines of the national ALMI, the MOH, as well as international bodies (WHO, EMA, ARACIS, etc. .d.). In particular, the representatives of the SUMPh were the developers of the pharmacist qualification standard: Cernetchi Olga First Vice- Rector, Stratulat Silvia Head of the Department of Didactics and Academic Management, Aduji Stela Head. Department of Social Pharmacy named after IN AND. Prokopishina, Ciobanu Nicolae Dean of the Faculty of Pharmacy, Uncu Livia Dean of the Faculty of Pharmacy, Brumărel Mihail Department of Social Pharmacy im. IN AND. Prokopishina, Cojocarui-Toma Maria Department of Pharmacognosy and Pharmaceutical Botany. Teaching staff of the OP Pharmacy, for example, representatives of the Department of Social Pharmacy Aduji Stela, Brumărel Mihail and others are involved in the development of national policy and legal documentation in the field of pharmacy. Ciobanu Nicolae, Aduji Stela, Valica Vladimir are members of the ALMI Medicines Commission, FF teaching staff are experts in evaluating dossiers for registration of medicines in the Medicines Commission (on a commercial basis), they also carry out pharmaceutical drug development on the basis of contracts. It is also unique that the vast



majority of practical pharmaceutical workers in the country are graduates of the SP Pharmacy of Nicolae Testemitanu University, and they, working in various organizations, provide constant communication, including regarding the implementation of the SP, its mission and development.

The facts set out in the self-analysis report and the documents submitted to the commission were confirmed during interviews with vice-rectors, deans, students, teaching staff, alumni and employers.

### ***Analytical part***

Based on the results of the analysis of the documentation and during the visit to the educational organization, EEC experts confirm that the educational activities of Nicolae Testemitanu University in the implementation of the specialty 0916.1 Pharmacy complies with the requirements of standard 8 "Management and administration".

The system of governing bodies of Nicolae Testemitanu University consists of: the Senate, the Council for the Development of Institutional Strategy, the Academic Council, the Administrative Council, the Rector of the University, the Faculty Council. These governing bodies are guided in their activities by internal regulations developed in accordance with the requirements of national legislation. The system of governing bodies of Nicolae Testemitanu University and their functions are determined by the requirements of the Education Code of the Republic of Moldova No. 152 of July 17, 2014, the Regulation on the organization and functioning of the governing bodies of higher educational institutions of the Republic of Moldova, approved by the Order of the Ministry of Defense of the Republic of Moldova No. 10 of January 14, 2015, as well as the Charter of Nicolae Testemitanu University. According to organizational structure, in university carried out vertical and horizontal interaction of structural divisions. Control of the faculty and EP Pharmacy on principles of university and program Missions and Policies in areas of quality are carried out by FC, CQACA and PNMK Pharmacy. FC and FPh commissions include heads of departments, teaching staff, representatives of employers, students. The activities of the academic management of the EP Pharmacy in terms of achieving the final learning outcomes, the tasks set and the fulfillment of the mission are evaluated on the basis of analysis and reporting, management reports and plans, analysis of the achievement of the goal and fulfillment of the tasks of the strategic plan, internal audit reports. The financial management bodies of Nicolae Testemitanu University consist of CS, SRIS and AS. The procedure for financing from the state budget, the accumulation of own funds, as well as the formation of the income and expenditure part of the University budget is determined by the requirements of the regulatory acts of the Republic of Moldova. The information provided indicates that the amount of financing of the EP Pharmacy and the realized expenses are of a stable interconnected nature, the expenses in priority areas are increasing: in particular, personnel + 9.5%, for the provision of educational and scientific processes + 5.1%.

In order to improve the quality of educational services, the University's own Quality Management System (QMS) has been introduced and is functioning. This system provides for the provision of all processes in accordance with the requirements of the international quality standard ISO9001:2015.

The expert commission notes the active participation of representatives of the EP Pharmacy in the functioning of the pharmaceutical sector of the healthcare industry of the Republic of Moldova. They are involved in the development of regulatory documents related to providing the population of the Republic of Moldova with medicines, they are the developers of the education standard, they carry out pharmaceutical development of medicines for industrial enterprises on a commercial basis and expertise during the registration of medicines in the Republic of Moldova.

### ***Strengths/best practice***

1. Participation of university staff in the working groups for the development of normative acts of the Republic of Moldova in the field of Pharmacy, in the working groups of the Ministry of Health on various issues of pharmacy, the Commission on Medicines.

2. Wide involvement of the academic staff and students in the Pharmaceutical Association of the Republic of Moldova, holding events, participation of University staff (on a paid basis) in the examination of dossiers in the registration of medicines, pharmaceutical development of medicines.

***EEC recommendations***

None.

***Conclusions of the EEC according to the criteria: (strong/satisfactory/ suggest improvements/unsatisfactory)***

*strong* - 2,

*satisfactory* - 14,

*suggest improvements* - 0,

*unsatisfactory* - 0.

**6.9. Standard “Continuous Update”**

***Evidence***

Nicolae Testemitanu University plans and applies the processes of continuous monitoring, evaluation, analysis and improvement of educational services, taking into account the objectives of national legislation, the requirements and expectations of stakeholders, contributing to the development of quality education based on competencies and learning outcomes. In 2016, Nicolae Testemitanu University passed a certification audit in accordance with the requirements of the International Standard ISO 9001:2015. In 2018, Pharmacy EP was accredited by the National Accreditation Agency for Quality Assurance in Education and Scientific Research of the Republic of Moldova (Certificate No. 000133 dated November 20, 2018) for 5 years.

The system monitoring of the EP Pharmacy was demonstrated in the form of a survey of the satisfaction of students, graduates, teaching staff and stakeholders with the content of training, the educational environment, the achievement of learning outcomes, the documentation of complaints and compliance with the decision-making procedure was proved. A significant resource in the collection of information is the SIMU information system. Feedback from stakeholders and alumni is carried out on an ongoing basis, based on the results of the appeals, decisions were made, in particular, on making changes to the curriculum (given in the description of 2 standards).

Mechanisms for identifying, collecting and analyzing needs, as well as allocating resources for continuous improvement are described in procedure PP 8.4. Control of processes, products and services supplied from outside (represented by the commission). Proven examples of the allocation of resources for the improvement and development of the EP Pharmacy are the saturation of the departments with modern equipment for the scientific and educational process, the acquisition of technical means for the qualitative implementation of distance learning and the widespread introduction of digital technologies; providing teaching of teaching staff foreign languages and psychological and pedagogical training; financing (or partial financing) of the participation of teaching staff and students in international scientific conferences, allocation of funds for material motivation of the best teachers and students. The processes of renewal and improvement are often initiated based on the results of academic mobility or the study of best practices in foreign universities. The educational literature is constantly updated taking into account modern scientific knowledge or the results of our own research, for example, at the Department of General Chemistry in 2019-2020, the textbook "Organic Chemistry" by Keptenaru K. Especially for students of the EP Pharmacy, in 2022 the textbook "Analytical Chemistry. Qualitative analysis", since the copies that are in the library are outdated and have fallen into disrepair; at the Department of Pharmacognosy and Pharmaceutical Botany - the textbook " Toxic Plants ", authors Nistreanu Anatolie and Kalalb Tatiana; at Vasily Procopisin Department of Social Pharmacy - a course of

lectures on Social Pharmacy for 5th year students, authors Brumerel Mikhail, Aduji Stela , Schiopu Tatiana, Kitsan Elena, Zgircu Elena; and a course of lectures on the discipline Information Systems and Pharmaceutical Assistance for 5th year students, authors Aduji Stela, Brumerel Mihail, Zgircu Elena.

The advanced training of pharmaceutical sector employees within the walls of Nicolae Testemitanu University contributes to the rapid exchange of information and allows you to quickly respond to changes in the needs of the industry, and as a result, to the competencies of graduates and program learning outcomes. Another tool for practitioners to influence the content of the EP Pharmacy is the participation in the educational process of teaching staff - external part-time workers, practicing pharmacists.

To improve the process of monitoring and evaluating the EP Pharmacy at the faculty, an internal audit is conducted annually in all areas of activity, at the level of the dean's office and by departments. So, in the period 08/23/2021-09/30/2021, an internal audit was conducted at the faculty. As a result of the audit, RAI 9.2.2 reports were compiled, copies of which are stored in the documentation at each department. At the departments and at the faculty as a whole, after monitoring, if deficiencies are identified, an action plan is developed to eliminate the problems. The implementation report is prepared according to a standard form (RAP 5.3) in accordance with the procedure PP 55.0 LEADERSHIP (documents submitted to the commission). Monitoring of the activities and performance indicators of the units of the OP Pharmacy, established for the year, is also carried out by the Internal Audit Department. Information on the implementation of this plan is heard at a meeting of the Senate and serves as the basis for determining measures to update and improve the quality of processes at the university.

There is a shortage of pharmaceutical personnel in the Republic of Moldova. Nicolae Testemitanu University carries out a number of activities to fulfill the student recruitment plan. To attract talented youth to study, educational marketing and career guidance activities are carried out: Nicolae Testemitanu University website , specialized online portals ( admiterea.md , studentie.md ), audio advertising on the radio, the organization of an " Open Day ", online banners , mobile stands, distribution of advertising materials and the university newspaper " Medicus " - a special edition of " Admitere ", video clips ( 2021 , 2020 , 2018 ) about the educational offer of the university. Traditionally, an open day is held , within which potential students are informed about the academic offer of the university, logistical capabilities, excursions to the University Pharmaceutical Center, the Scientific Medical Library are conducted. Students are actively involved after pharmaceutical colleges.

The last example of continual improvement is the comprehensive review of the EP "Pharmacy" with the involvement of all interested parties and is described in detail in standard 2.

The facts set out in the self-analysis report and the documents submitted to the commission were confirmed during interviews with vice-rectors, deans, students and teaching staff, alumni and employers.

### ***Analytical part***

Based on the results of the analysis of the documentation and during the visit to the educational organization, EEC experts confirm that the educational activities of Nicolae Testemitanu University in the implementation of the specialty 0916.1 Pharmacy meets the requirements of standard 9 "Continuous improvement".

The University plans and applies processes for continuous monitoring, evaluation, analysis and improvement of educational services, taking into account the objectives of national legislation, the requirements and expectations of stakeholders, contributing to the development of quality education based on competencies and learning outcomes. Nicolae Testemitanu University has created a QMS, which plays the role of a guarantor of the quality of processes and ensuring confidence in the University in providing quality educational services. During the visit, the identification, documentation of all non-conformities and complaints, the adoption of appropriate corrective actions with the participation of all interested parties was confirmed.

***Strengths/best practice***

There are no strengths in this standard.

***EEC recommendations***

The university should engage on an ongoing basis specialized specialists, including psychologists, to develop questionnaires, and especially to analyze the huge array of data received as feedback. The results of the analysis as publications may be of interest to the general public for progress in medical/pharmaceutical education. Completion date is December 2023.

***Conclusions of the EEC according to the criteria: (strong/satisfactory/ suggest improvements/unsatisfactory)***

*strong - 0 ,*

*satisfactory - 14 ,*

*suggest improvements - 0,*

*unsatisfactory - 0.*



## **(VII) OVERVIEW OF STRENGTHS/BEST PRACTICE FOR EACH STANDARD**

### **7.1. Standard 1 *Mission and Outcomes***

Strengths have not been identified.

### **7.2. Standard 2 " *Educational program* "**

1. Active participation in the discussion and amendments to the EP Pharmacy of representatives of the Pharmaceutical Association of the Republic of Moldova, students and teachers, including those in the Faculty Council and the Commission for Quality Assurance and Evaluation of Curricula.

2. Close cooperation of departments of undergraduate and postgraduate training, questioning of students of postgraduate training on updating the educational program, attracting part-time workers - representatives of the practical sector to participate in the implementation of the EP Pharmacy.

3. The presence of a university industrial pharmacy and close interaction between pharmaceutical and academic staff makes it possible to quickly respond to changes in legislation, the situation on the pharmaceutical market for prompt changes in the educational program

### **7.3. Standard 3 " *Students Assessment* "**

Strengths have not been identified.

### **7.4. Standard 4 " *Students* "**

1. Broadcasting the admission process on the Privesc.eu portal, on the organization's website and on the Facebook page allows for the transparency of the admission process.

2. Involving the best senior students in the mentoring process contributes to better adaptation of junior students and creates additional motivation for learning, research and social activity.

3. Holding meetings of senior students with representatives of practical pharmacy by graduating departments, concluding agreements between pharmaceutical companies and students for payment of a contract with subsequent employment.

4. High self-organization and social responsibility of the Pharmacy Students Association at the state and international level.

### **7.5. Standard 5 " *Academic Staff/Faculty* "**

No strengths identified

### **7.6. Standard 6 " *Educational resources* "**

1. Placement of departments and conducting practical classes on the basis of the university industrial pharmacy (University Pharmaceutical Center named after Vasily Procopisin), the possibility of performing scientific research and theses on modern equipment of the departments and Vasily Procopisin University Pharmaceutical Center named after.

2. Equipping the educational process and scientific research of the EP Pharmacy with modern technical means and equipment.

3. The SIMU information system, which brings together all the processes of the functioning of the university and individual programs, a user-friendly interface, the ability to collect and analyze various data, has significant resources and prospects for improving all involved processes.

4. Obtaining, analysis of an expert assessment of the EP Pharmacy from academic experts from the USA, Romania, Austria, Poland, implementation of corrective actions. Participation of employees in the examination of educational programs of foreign universities.

5. Close cooperation in the field of education and science with foreign specialized universities / faculties.

**7.7. Standard 7 "Educational program evaluation"**

Constant monitoring of student progress, as well as student assessment / satisfaction in all aspects of education using the SIMU program at the level of disciplines, departments, faculty of the university. Possibility of different grouping of survey results.

**7.8. Standard 8 "Management and administration"**

1. Participation of university staff in the working groups for the development of normative acts of the Republic of Moldova in the field of Pharmacy, in the working groups of the Ministry of Health on various issues of pharmacy, the Commission on Medicines.

2. Wide involvement of the academic staff and students in the Pharmaceutical Association of the Republic of Moldova, holding events, participation of University staff (on a paid basis) in the examination of dossiers in the registration of medicines, pharmaceutical development of medicines.

**7.9. Standard 9 "Continuous Update"**

Strengths have not been identified.

**(VIII) OVERVIEW RECOMMENDATIONS FOR IMPROVING QUALITY****8.1. Standard 1 "Mission and Outcomes":**

None.

**8.2. Standard 2 " Educational program"**

None.

**8.3. Standard 3 " Students Assessment"**

Instead of the control of residual knowledge carried out by the departments, it is advisable to introduce a systemic rector's test control in basic disciplines (analogous to the American step 1 or Ukrainian Krok-1) to identify critical points in fundamental training at the university/dean's office level. Completion date is September 2023.

**8.4. Standard 4 " Students"**

Resume/intensify work on attracting and training foreign students at the OP Pharmacy. Completion date is June 2023.

**8.5. Standard 5 " Academic Staff/Faculty"**

The university should develop a motivation system for teaching staff to increase the number of publications in journals with an impact factor, including financial. Completion date is September 2023.

**8.6. Standard 6 " Educational resources"**

None.

**8.7. Standard 7 "Educational program evaluation"**

None.

**8.8. Standard 8 "Management and administration"**

None.

**8.9. Standard 9 "Continuous Update"**

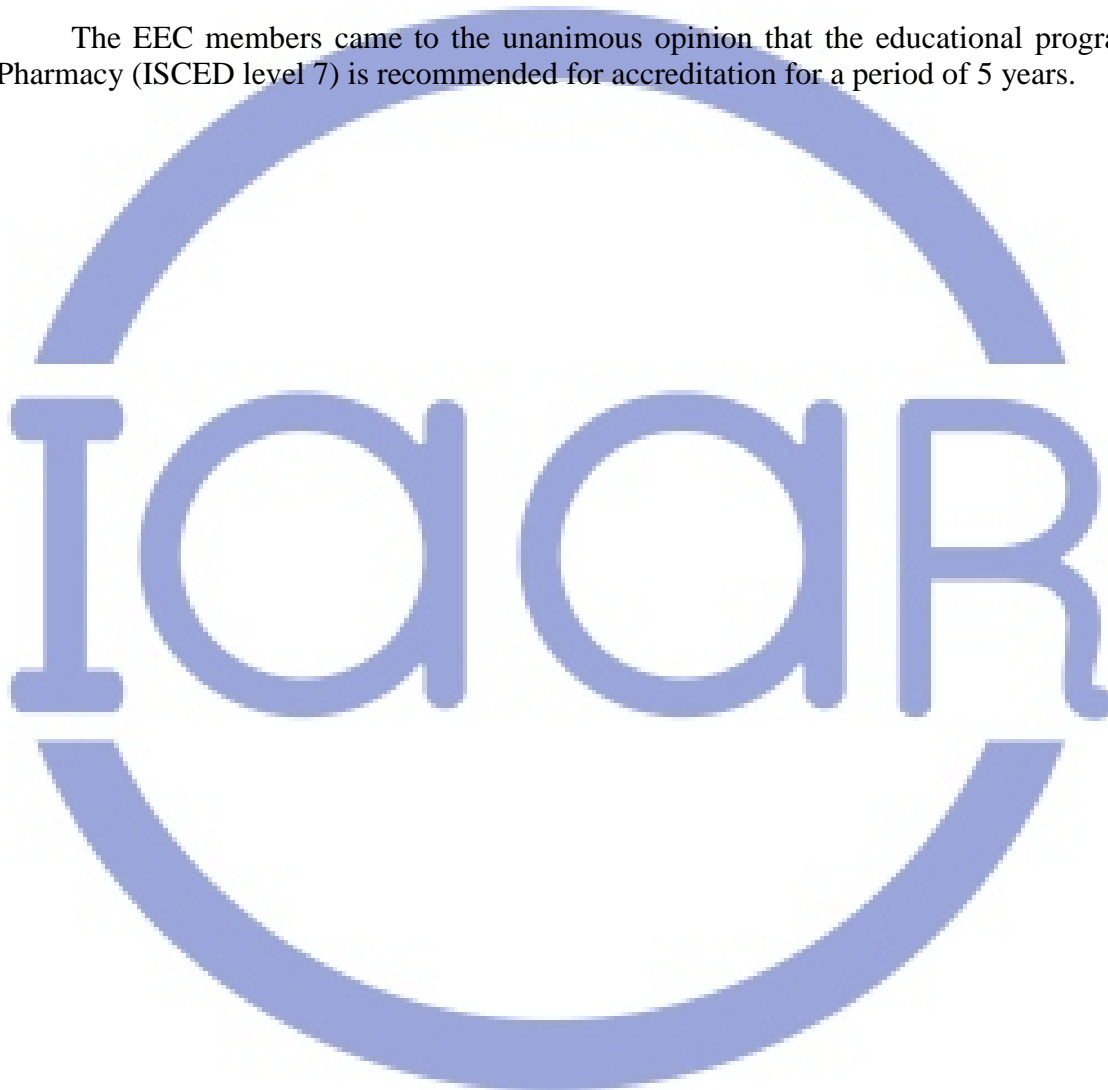
The university should engage on an ongoing basis well-prepared specialists, including psychologists, to develop questionnaires, and especially to analyze the huge array of data received as feedback. The results of the analysis as publications may be of interest to the general public for progress in medical/pharmaceutical education. Completion date is December 2023.

**(IX) OVERVIEW OF RECOMMENDATIONS FOR THE DEVELOPMENT OF EDUCATIONAL ORGANIZATION**

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**(X) RECOMMENDATION TO THE ACCREDITATION BOARD**

The EEC members came to the unanimous opinion that the educational program 0916.1 Pharmacy (ISCED level 7) is recommended for accreditation for a period of 5 years.



**Annex 1. Evaluation table "PROGRAM PROFILE PARAMETERS"**

No.	No.	Criteria No.	ASSESSMENT CRITERIA	Institution of education viewpoint			
				Strong	Satisfactory	Expect's improvements	Unsatisfactory
		<b>1.</b>	<b>"MISSION AND RESULTS"</b>				
		<b>1.1</b>	<b>Defining the mission statement</b>				
1	1	1.1.1	The medical education organization <b>must</b> define its <i>mission</i> and mission of the educational programme and communicate it to stakeholders and <b>the health sector</b> .		+		
			The mission statement <b>must</b> contain <b>goals and an educational strategy</b> to train a competent doctor at the level of <b>basic medical education</b> :				
2	2	1.1.2	with an appropriate basis for further career in any field of medicine, including all types of medical practice, <b>administrative medicine</b> and scientific research in medicine.		+		
3	3	1.1.3	able to fulfill the role and function of a doctor <b>in compliance with the healthcare sector requirements</b> .		+		
4	4	1.1.4	prepared for <b>postgraduate</b> education.		+		
5	5	1.1.5	with a commitment to lifelong learning, including professional responsibility to support the level of knowledge and skills through performance assessment, auditing, learning from own practice and recognized activities in the <i>CPD / CME</i> .		+		
6	6	1.1.6	Medical education organization <b>should</b> ensure that the stated mission covers advances in medical research in the biomedical, clinical, behavioral and social sciences.		+		
7	7	1.1.7	Medical education organization <b>should</b> ensure that the stated mission covers aspects of global health and reflects major international health issues		+		
		<b>1.2</b>	<b>Participation in defining the mission statement</b>				
8	8	1.2.1	Medical education organization <b>must</b> ensure that <i>the main stakeholders</i> are involved in defining the mission statement.		+		
9	9	1.2.2	Medical education organizations <b>should</b> ensure that the stated mission is based on the opinions / suggestions of other <i>relevant stakeholders</i> .		+		
		<b>1.3</b>	<b>Institutional autonomy and academic freedom</b>				
			Medical education organization <b>must</b> have <i>institutional autonomy</i> for the development and implementation of a policy for which the administration and teaching staff are responsible for in relation to the following:				
10	10	1.3.1	development and elaboration of the educational programme;		+		
11	11	1.3.2	use of allocated resources required for the implementation of the educational programme.		+		
			Medical educational organization <b>should</b> guarantee <i>academic freedom</i> to its employees and students:				
12	12	1.3.3	in relation to <i>the current educational programme, which will be allowed to rely on different points of view in the description and analysis of medical issues</i> ;		+		
12	12	1.3.4	in the ability to use the results of new research to improve the study of specific disciplines / issues without extending the educational programme.		+		
		<b>1.4</b>	<b>Final learning outcomes</b>				
		1.4.1	The medical institution of education <b>must</b> determine the <i>expected learning outcomes</i> that students should manifest upon completion, regarding:				
13	13		their achievements at a basic level in terms of knowledge, skills and abilities;		+		
14	14		an appropriate basis for a future career in any medical area;		+		
15	15		their future roles in the health sector;		+		
16	16		student's subsequent postgraduate training;		+		
17	17		student's commitment to lifelong learning;		+		
18	18		health and sanitary needs, healthcare system needs and other aspects of social responsibility.		+		



No.	No.	Criteria No.	ASSESSMENT CRITERIA	Institution of education viewpoint			
				Strong	Satisfactory	Expectations improvements	Unsatisfactory
19	19	1.4.2	Medical educational organization <b>must</b> ensure that the student fulfills obligations of proper behavior towards doctors, teachers, patients and their relatives in accordance with the appropriate behavioral norms.		+		
20	20	1.4.3	Medical education organization <b>should</b> determine and coordinate the connection of the final learning outcomes, required on completion, with those required in post-graduate education;		+		
21	21	1.4.4	Medical education organization <b>should</b> determine the results of students' involvement in conducting medical research;		+		
22	22	1.4.5	Medical education organization <b>should</b> pay attention to the outcomes related to global health.		+		
23	23	1.4.6	Medical educational organization <b>should</b> use the assessment results of graduates' competencies as a feedback tool to improve the educational programme.		+		
			<b>Total</b>	<b>0</b>	<b>24</b>	<b>0</b>	<b>0</b>
		<b>2</b>	<b>EDUCATIONAL PROGRAMME</b>				
		<b>2.1</b>	<b>Educational programme model and learning methods</b>				
24	1	2.1.1	The medical education organization should define an educational programme, including an integrated model based on disciplines, systems of bodies, clinical problems and diseases, a model based on a modular or spiral design.		+		
25	2	2.1.2	The medical education organization <b>must</b> determine the <i>teaching and learning</i> methods used that encourage, train and support students in taking responsibility for their educational process.		+		
26	3	2.1.3	The medical institution of education should ensure that the educational programme develops students' lifelong learning abilities.		+		
27	4	2.1.4	Medical institution of education must ensure that the educational programme is implemented in accordance with the principles of equality.		+		
28	5	2.1.5	Medical education organization should use teaching and learning methods based on the modern theory of adult education.		+		
		<b>2.2</b>	<b>Scientific method</b>				
		2.2.1	Throughout the entire programme of study, the medical institution of education should teach students:				
29	6		principles of scientific methodology, including methods of analytical and critical thinking;		+		
30	7		scientific research methods in medicine;		+		
31	8		evidence-based medicine,		+		
32	9		<i>which requires the appropriate competence of teachers and will be a compulsory part of the educational programme.</i>		+		
33	10	2.2.2	Medical educational organization <b>should</b> include in the educational programme <i>elements of basic or applied research</i> for the formation of scientific thinking and the application of scientific research methods.		+		
34	11	2.2.3	Medical education organizations should promote the involvement of students in conducting or participating in research projects.		+		
			<b>Basic biomedical sciences</b>				
			Medical institution of education should define and include in the educational programme:				
35	12	2.3.1	achievements of <i>basic biomedical sciences</i> to develop students' understanding of scientific knowledge;		+		
36	13	2.3.2	concepts and methods that are fundamental to the acquisition and application of clinical scientific knowledge.		+		
			Medical institution of education should in the educational programme adjust and introduce new achievements of biomedical sciences for:				
37	14	2.3.3	scientific, technological and clinical developments;		+		
38	15	2.3.4	current and expected needs of the community and the health care system.		+		
		<b>2.4</b>	<b>Behavioral and social sciences and medical ethics</b>				
		2.4.1	Medical institution of education must determine and include in the				

No.	No.	Criteria No.	ASSESSMENT CRITERIA	Institution of education viewpoint			
				Strong	Satisfactory	Expect's improvements	Unsatisfactory
			educational programme the achievements of:				
39	16		<i>behavioral sciences;</i>		+		
40	17		<i>social sciences;</i>		+		
41	18		<i>medical ethics;</i>		+		
42	19		<i>medical jurisprudence, which will provide the knowledge, concepts, methods, skills and attitudes necessary to understand the socioeconomic, demographic and cultural conditions, causes, distribution and consequences of medical health problems, as well as knowledge about the national health system and patient rights, which will facilitate the analysis of public health problems, effective communication, clinical decision making and ethical practice.</i>		+		
		2.4.2	The medical educational organization <b>should</b> adjust and introduce new achievements in the behavioral and social sciences and also medical ethics for:				
43	20		scientific, technological and clinical developments;		+		
44	21		current and expected needs of the community and the health care system.		+		
45	22		changing demographic and cultural conditions.		+		
		<b>2.5</b>	<b>Clinical sciences and skills</b>				
			The medical institution of education should in the educational programme define and implement the achievements of clinical sciences and ensure that students:				
46	23	2.5.1	acquire sufficient knowledge, clinical and professional skills to assume appropriate responsibilities, including activities related to health promotion, disease prevention and patient care;		+		
47	24	2.5.2	conduct a reasonable part (one third) of the programme in scheduled contact with patients, including review of the goal, of the appropriate number and their adequacy for training in the relevant clinical bases;		+		
48	25	2.5.3	carry out work on health promotion and prevention.		+		
49	26	2.5.4	The medical institution of education must establish a certain amount of time for training of the main clinical disciplines, including internal diseases, surgery, psychiatry, general medical practice (family medicine), obstetrics and gynecology, pediatrics.		+		
50	27	2.5.5	The medical institution of education should organize clinical training with appropriate attention to patient safety, including monitoring the activities performed by the student in a clinical setting.		+		
			The medical institution of education should adjust and introduce new clinical science achievements in the educational programme for:				
51	28	2.5.6	scientific, technological and clinical developments;		+		
52	29	2.5.7	current and expected needs of the community and the health care system.		+		
53	30	2.5.8	The medical institution of education should ensure that every student has early contact with real patients, including his gradual participation in assisting the patient, including responsibility for the examination and / or treatment of the patient under supervision, which is carried out in appropriate clinical bases.		+		
54	31	2.5.9	The medical institution of education should structure the various components of clinical skills in accordance with the specific stage of the training programme.		+		
		<b>2.6</b>	<b>Structure of the educational programme, content and duration</b>				
55	32	2.6.1	The medical institution of education should give a description of the content, scope and sequence of courses and other elements of the educational programme in order to ensure that the appropriate proportions between the basic biomedical, behavioral, social and clinical disciplines is observed.		+		
			The medical institution of education should in the educational programme:				
56	33	2.6.2	provide horizontal integration of related sciences and disciplines;		+		
57	34	2.6.3	provide vertical integration of clinical sciences with basic biomedical,		+		

No.	No.	Criteria No.	ASSESSMENT CRITERIA	Institution of education viewpoint			
				Strong	Satisfactory	Expect's improvements	Unsatisfactory
			behavioral and social sciences;				
58	35	2.6.4	provide the possibility of elective content (electives) and determine the balance between the compulsory and elective parts of the educational programme, including a combination of compulsory elements and electives or special components of choice;		+		
59	36	2.6.5	determine the relationship with complementary medicine, including non-traditional, traditional or alternative practice.		+		
		<b>2.7</b>	<b>Programme management</b>				
60	37	2.7.1	The medical institution of education must determine the structural unit responsible for the educational programmes, which, under the academic leadership, shall be responsible and have the authority to plan and implement the educational programme, including the allocation of given resources for planning and introduction of teaching and learning methods, students, educational programme and learning courses assessment in order to achieve the final learning outcomes.		+		
61	38	2.7.2	Medical institution of education <b>must</b> guarantee representation of teachers and students in the structural unit responsible for educational programmes.		+		
62	39	2.7.3	Medical institution of education <b>should</b> , through the structural unit, responsible for educational programmes, plan and implement innovations in the educational programme.		+		
63	40	2.7.4	Medical institution of education <b>should include</b> representatives from <i>other relevant stakeholders</i> , in the structure of the medical education organization responsible for educational programmes, <i>including other participants of the learning process, representatives from clinical sites, graduates of medical education organizations, health professionals involved in the training process or other faculty members of the university.</i>	+			
		<b>2.8</b>	<b>The link with medical practice and health care system</b>				
64	41	2.8.1	The medical institution of education should provide an operational link between the educational programme and the subsequent stages of vocational training (internship, specialization, CPD / CME) or practice that the student will begin after graduation, including defining health problems and required learning outcomes, clearly determining and describing elements of educational programmes and their links at various stages of training and practice, with due regard to local, national, regional and global conditions, and also feedback to / from the health sector and the participation of teachers and students in the work of a team of specialists in the provision of medical aid.	+			
			Medical institution of education <b>should</b> ensure that the structural unit responsible for the educational programme:				
65	42	2.8.2	takes into account the particular conditions in which graduates have to work and modify the educational programme accordingly;	+			
66	43	2.8.3	reviews the modification of the educational programme based on feedback from the public and society as a whole.		+		
			<b>Total</b>	<b>3</b>	<b>40</b>	<b>0</b>	<b>0</b>
		<b>3.</b>	<b>STUDENTS ASSESSMENT</b>				
		<b>3.1</b>	<b>Assessment methods</b>				
			Medical institution of education <b>must</b> :				
67	1	3.1.1	determine, approve and publish the <i>principles, methods and practices used to assess students</i> , including the number of exams and other tests, the balance between the written and oral exams, the use of assessment methods based on criteria and reasoning, and special exams (CSVE or the Mini-clinical exam), as well as determine the criteria for setting passing scores, grades and the number of allowed retakes;		+		
68	2	3.1.2	ensure that the assessment covers knowledge, skills and attitudes to learning;		+		
69	3	3.1.3	use a wide range of assessment methods and formats depending on their "utility assessment", which includes a combination of validity, reliability,		+		

No.	No.	Criteria No.	ASSESSMENT CRITERIA	Institution of education viewpoint			
				Strong	Satisfactory	Expect's improvements	Unsatisfactory
			impact on training, acceptability and effectiveness of methods and format of assessment;				
70	4	3.1.4	guarantee that assessment methods and results avoid conflicts of interest;		+		
71	5	3.1.5	ensure that the evaluation process and methods are open (accessible) for inspection by external experts;		+		
72	6	3.1.6	use the system to appeal the assessment results.		+		
			Medical education organization <b>should</b> :				
73	7	3.1.7	<i>document and evaluate the reliability and validity of evaluation methods, which requires an appropriate process to ensure the quality of existing assessment practices;</i>		+		
74	8	3.1.8	introduce the new, demand-driven assessment methods;		+		
75	9	3.1.9	use the system to appeal the assessment results.		+		
		<b>3.2</b>	<b>The link between assessment and learning</b>				
			Medical institution of education <b>must use the principles, methods and practice of assessment, including students' learning achievements and assessment of knowledge, skills, professional values of relationships that:</b>				
76	10	3.2.1	clearly comparable with the learning and teaching outcomes;		+		
77	11	3.2.2	guarantee that students achieve final learning outcomes;		+		
78	12	3.2.3	promote learning;		+		
79	13	3.2.4	provide an appropriate balance between formative and summative assessment in order to manage learning and <i>evaluate the student's academic progress, which requires the establishment of rules for assessing progress and their links with the assessment process.</i>		+		
			Medical institution of education <b>should</b> :				
80	14	3.2.5	<i>regulate the number and nature of examinations of the various elements of the educational programme in order to facilitate the acquisition of knowledge and integrated learning and to avoid adverse effects on the learning process and eliminate the need to study excessive amounts of information and overload of the educational programme;</i>		+		
81	15	3.2.6	guarantee the provision of timely, precise, constructive and fair feedback to students based on the assessment outcomes.		+		
			<b>Total</b>	<b>0</b>	<b>15</b>	<b>0</b>	<b>0</b>
		<b>4.</b>	<b>STUDENTS</b>				
		<b>4.1</b>	<b>Admission and selection policy</b>				
			Medical institution of education <b>must</b> :				
82	1	4.1.1	define and implement an admission policy based on the principles of objectivity, including a clear setting for students selection;		+		
83	2	4.1.2	have a policy and introduce the practice of admitting students with disabilities in accordance with applicable laws and regulatory documents of the country;		+		
84	3	4.1.3	have a policy and introduce the practice of transferring students from other programmes and medical education organizations.		+		
			Medical institution of education <b>should</b> :				
85	4	4.1.4	establish the links between the students' selection and the mission of the medical institution of education, the educational programme and the desired quality of graduates;		+		
86	5	4.1.5	periodically review admission policies based on the relevant data from the public and professionals in order to satisfy the health <i>demands of the population and society as a whole, including review of student enrollment taking into account their gender, ethnicity and language, and the potential need for special admission policies for the low income students and national minorities;</i>		+		
87	6	4.1.6	use the system to appeal admission decisions.		+		
		<b>4.2</b>	<b>Student recruitment</b>				
88	7	4.2.1	The medical institution of education <b>must</b> determine the number of		+		

No.	No.	Criteria No.	ASSESSMENT CRITERIA	Institution of education viewpoint			
				Strong	Satisfactory	Expect's improvements	Unsatisfactory
			enrolled students in accordance with the material and technical capabilities at all stages of education and training, and making decisions on the recruitment of students implies the need to regulate national requirements for human resources for healthcare when medical institutions of education do not control the number of recruited students, then responsibilities should be demonstrated by explaining all relations, paying attention to the consequences of the decisions made (imbalance between the student enrollment and the material, technical and academic potential of the university).				
89	8	4.2.2	Medical institution of education <b>should</b> periodically review the number and admitted students' population in consultation <i>with the relevant stakeholders responsible for planning and developing human resources in the health sector, as well as with experts and organizations on global aspects of human health resources (such as insufficient and uneven distribution of human resources in healthcare, migration of doctors, the opening of new medical institutions of higher education)</i> and introduce regulations to meet the health needs of the population and society as a whole.		+		
		<b>4.3</b>	<b>Student counseling and support</b>				
			Medical institution of education <b>must</b> :				
90	1	4.3.1	have a system of <i>academic counseling for its students, which includes issues related to the choice of electives, preparation for postgraduate education, career planning, appointment of academic mentors (supervisors) for individual students or small groups of students;</i>		+		
91	2	4.3.2	offer a student support programme aimed at <i>social, financial and personal needs, which includes support due to social and personal problems and events, health and financial problems, access to medical care, immunization programmes and health insurance, as well as financial assistance services in the form of material assistance, scholarships and loans;</i>		+		
92	3	4.3.3	allocate resources to support students;		+		
93	4	4.3.4	ensure confidentiality regarding counseling and support.		+		
			Medical institution of education <b>should</b> provide counseling:				
94	5	4.3.5	based on monitoring of student progress and addressing students' social and personal needs, including academic support, support for personal problems and situations, health problems, financial issues;		+		
95	6	4.3.6	includes counseling and career planning.		+		
		<b>4.4</b>	<b>Student representation</b>				
96	7	4.4.1	Medical institution of education <b>must</b> determine and implement the <i>policy of student representation</i> and their <i>respective participation</i> in the definition of the mission, the development, management and evaluation of the educational programme, and other students related issues.		+		
97	8	4.4.2	Medical institutions of education <b>should promote and support student activities</b> and student organizations, including <i>the provision of technical and financial support to student organizations.</i>		+		
			<b>Total</b>	<b>4</b>	<b>12</b>	<b>0</b>	<b>0</b>
		<b>5.</b>	<b>ACADEMIC STAFF / TEACHERS</b>				
		<b>5.1</b>	<b>Selection and Recruitment Policy</b>				
			Medical institution of education <b>must</b> determine and implement a <i>policy of selection and admission of employees, which:</i>				
98	1	5.1.1	determines their category, responsibility and <i>balance of teaching staff / teachers</i> of basic biomedical sciences, behavioral and social sciences and clinical sciences for the adequate implementation of the educational programme, including the proper link between medical and non-medical teachers, full-time and part-time teachers, and the balance between academic and non-academic staff;		+		

No.	No.	Criteria No.	ASSESSMENT CRITERIA	Institution of education viewpoint			
				Strong	Satisfactory	Expect's improvements	Unsatisfactory
99	2	5.1.2	contains criteria for the scientific, pedagogical, and clinical merits of applicants, including the appropriate balance between pedagogical, scientific, and clinical qualifications;		+		
100	3	5.1.3	identifies and monitors the responsibilities of teaching staff / teachers of basic biomedical sciences, behavioral and social sciences and clinical sciences.		+		
			Medical institution of education <b>should</b> in its policy for the selection and reception of staff to consider such criteria as:				
101	4	5.1.4	<i>relation to its mission, significance of local conditions, including gender, nationality, religion, language and other conditions related to the medical institution of education and educational programme;</i>		+		
102	5	5.1.5	<i>economic opportunities that take into account the institutional conditions for financing employees and the efficient use of resources.</i>		+		
		<b>5.2</b>	<b>Development policy and employee activities</b>				
			Medical institution of education must determine and implement the policy of the activities and development of employees, which:				
104	6	5.2.1	allows to maintain <i>a balance</i> between <i>teaching, scientific and service functions</i> , which include the establishment of <i>time for each activity, taking into account the needs of the medical institution of education and professional qualifications of teachers;</i>		+		
105	7	5.2.2	guarantees <i>deserved recognition of its academic activities</i> , with an appropriate focus on pedagogical, research and clinical qualifications, and <i>is carried out in the form of awards, promotion and/or remuneration;</i>		+		
106	8	5.2.3	ensures that clinical activities and research are used in teaching and learning;		+		
107	9	5.2.4	guarantees <i>the adequacy of knowledge by each employee of the educational programme, which includes knowledge of the methods of teaching/learning and the general content of the educational programme, and other disciplines and subject areas in order to encourage cooperation and integration;</i>		+		
108	10	5.2.5	<i>includes training, development, support and evaluation of teachers, which involves all teachers, not only newly recruited, but also teachers from hospitals and clinics.</i>		+		
			Medical institution of education <b>should</b> :				
109	11	5.2.6	take into account the proportion of "teacher-student" depending on the various components of the educational programme;		+		
110	12	5.2.7	develop and implement employee promotion policy.		+		
			<b>Total</b>	<b>0</b>	<b>12</b>	<b>0</b>	<b>0</b>
		<b>6.</b>	<b>EDUCATIONAL RESOURCES</b>				
		<b>6.1</b>	<b>Material and technical base</b>				
			Medical institution of education <b>should</b> :				
111	1	6.1.1	have a sufficient <i>material and technical base</i> for teachers and students to ensure adequate implementation of the educational programme;	+			
112	2	6.2.2	provide <i>a safe environment</i> for employees, students, patients and those who takes care of them, including provision of the necessary information and <i>protection from harmful substances, microorganisms, compliance with safety regulations in the laboratory and while using the equipment.</i>		+		
113	3	6.1.3	The medical institution of education <b>should</b> improve the student learning environment by regularly updating, expanding and strengthening the material and technical base, which should be consistent with the development in the learning practice.	+			
		<b>6.2</b>	<b>Clinical training resources</b>				
			The medical institution of education <b>must</b> provide the necessary resources for students to acquire adequate clinical experience, including sufficient:				
114	4	6.2.1	number and category of patients;		+		

No.	No.	Criteria No.	ASSESSMENT CRITERIA	Institution of education viewpoint			
				Strong	Satisfactory	Expect's improvements	Unsatisfactory
4							
115	5	6.2.2	number and categories of <i>clinical sites</i> , which include <i>clinics, outpatient services (including primary health care), primary health care facilities, health centers and other institutions rendering medical care services to the population, and clinical skills centers / laboratories that allow to conduct clinical training, using the capabilities of clinical bases and ensure rotation on the main clinical disciplines;</i>		+		
116	6	6.2.3	observation of students' clinical practice.		+		
117	7	6.2.4	Medical institution of education <b>should</b> <i>study and evaluate</i> , adapt and improve resources for clinical training to meet the needs of the population served, which will include <i>relevance and quality for clinical training programmes regarding clinical sites, equipment, number and category of patients and clinical practice, observation as a supervisor and administration.</i>		+		
		<b>6.3</b>	<b>Information Technology</b>				
118	8	6.3.1	Medical institution of education <b>must</b> determine and implement a policy that aims at <i>the effective use and evaluation of the relevant information and communication technologies in the educational programme.</i>	+			
119	9	6.3.2	Medical institution of education <b>must</b> provide access to network or other e-media outlets		+		
			Medical institution of education <b>should</b> provide opportunities for teachers and students to use information and communication technologies:				
120	10	6.3.3	for self-study;		+		
121	11	6.3.4	access to information;		+		
122	12	6.3.5	case management;		+		
123	13	6.3.6	healthcare jobs.		+		
124	14	6.3.7	Medical institution of education <b>should</b> ensure that students have access to relevant patient data and healthcare information systems.		+		
		<b>6.4</b>	<b>Medical research and scientific achievements</b>				
			Medical institution of education <b>must</b> :				
125	15	6.4.1	have <i>research activities in the field of medicine and scientific achievements</i> as the basis for the educational programme;		+		
126	16	6.4.2	identify and implement a policy that promotes the link between the research and education;		+		
127	17	6.4.3	provide information on the research base and priority areas in the field of scientific research of the medical institution of education;		+		
128	18	6.4.4	use medical research as the basis for a study programme		+		
			Medical institutions of education <b>should</b> guarantee that the link between research and education:				
129	19	6.4.5	is taken into account in teaching;		+		
130	20	6.4.6	encourages and trains students to participate in medical research and development.		+		
		<b>6.5</b>	<b>Inspection review in the field of education</b>				
			Medical institution of education <b>must</b> :				
131	21	6.5.1	have access to <i>education related inspection reviews</i> , where necessary, and conduct such reviews that examine the processes, practices and problems of medical education and may involve doctors with experience in conducting research in medical education, psychologists and sociologists in the field of education, or involving experts from other national and international institutions.	+			

No.	No.	Criteria No.	ASSESSMENT CRITERIA	Institution of education viewpoint			
				Strong	Satisfactory	Expect's improvements	Unsatisfactory
			Medical institution of education <b>must</b> determine and implement a policy on the inspection reviews in the field of education:				
132	22	6.5.2	in the development of an educational programme;		+		
133	23	6.5.3	in developing teaching methods and assessing knowledge and skills.		+		
			Medical institution of education <b>should</b> :				
134	24	6.5.4	provide evidence of the internal or external inspection reviews in the field of medical education to develop the potential of employees;		+		
135	25	6.5.5	pay due attention to the development of <i>inspection reviews in education related evaluations and research in medical education as a discipline, including the study of theoretical, practical and social issues in medical education</i> ;		+		
136	26	6.5.6	promote the aspirations and interests of staff in conducting research on medical education.		+		
		<b>6.6</b>	<b>Exchange in education</b>				
			Medical institution of education must define and implement a policy for:				
137	27	6.6.1	cooperation at the national and international levels <i>with other medical institutions of higher education</i> ;	+			
138	28	6.6.2	<i>the transfer and offsetting of studying credits, which includes review of the scope limits of the educational programme, which may be transferred from other educational organizations and which may be facilitated by concluding agreements on mutual recognition of educational programme elements and active coordination of programmes between medical institutions of education as well as the use of a transparent system of credits and flexible course requirements.</i>		+		
			Medical institution of education <b>should</b> :				
139	29	6.6.3	promote regional and international exchange of staff (academic, administrative and teaching staff) and students by providing appropriate resources;		+		
140	30	6.6.4	guarantee that the exchange is organized in accordance with the objectives, taking into account the needs of employees, students, and with respect for ethical principles.		+		
			<b>Total</b>	<b>5</b>	<b>25</b>	<b>0</b>	<b>0</b>
		<b>7.</b>	<b>PROGRAMME EVALUATION</b>				
		<b>7.1</b>	<b>Programme monitoring and evaluation mechanisms</b>				
			Medical institution of education <b>must</b>				
141	1	7.1.1	have a process and outcome <i>monitoring programme</i> that stipulates collection and analysis of <i>data on key aspects of the educational programme in order to ensure that the educational process is implemented appropriately and to identify any areas that require interventions, as well as collection of data which is part of the administrative procedures associated with students admission, assessment and completion of training.</i>		+		
142	2	7.1.2	control that the relevant assessment results affect the curriculum		+		
			The medical institution of education <b>must</b> establish and apply mechanisms for evaluation of the educational programme, which:				
143	3	7.1.3	is focused on the educational programme and its <i>main components, including the model of the educational programme, the structure, content and duration of the educational programme, and the use of compulsory and elective parts</i> ;		+		
144	4	7.1.4	student progress centered;		+		
145	5	7.1.5	identify and review <i>problems that include the lack of achievement of the expected learning outcomes</i> , and will assume that the information received about the learning outcomes, including on the identified deficiencies and		+		



No.	No.	Criteria No.	ASSESSMENT CRITERIA	Institution of education viewpoint			
				Strong	Satisfactory	Expectations improvements	Unsatisfactory
			problems, will be used as feedback for activities and corrective action plans to improve the educational programme and disciplines curriculum;				
			Medical institution of education <b>should</b> periodically conduct a comprehensive <i>evaluation of the educational programme</i> , focused on:				
14	6	7.1.6	<i>the context of the educational process, which includes the organization and resources, the learning environment and the culture of the medical institution of education;</i>		+		
14	7	7.1.7	<i>special components of the educational programme, which include a description of the discipline and methods of teaching and learning, clinical rotations and assessment methods;</i>		+		
14	8	7.1.8	<i>general outcomes, which will be measured based on the national exams, international exams, career choices and postgraduate studies;</i>		+		
14	9	7.1.9	Medical institution of education <b>should</b> rely on social responsibility/accountability.		+		
		<b>7.2</b>	<b>Teacher and student feedback</b>				
15	10	7.2.1	The medical institution of education <b>must</b> systematically collect, analyze, and provide teachers and students with feedback that includes <i>information about the process and products of the educational programme, and also contains information about unfair practices or improper behavior of teachers or students with and/or legal consequences.</i>	+			
15	11	7.2.2	Medical institution of education <b>should</b> use feedback results to improve the educational programme.		+		
		<b>7.3</b>	<b>Students' learning performance</b>				
			Medical institution of education <b>should analyze</b> the educational achievements of students and graduates in relation to:				
15	12	7.3.1	<i>its mission and learning outcomes</i> of the educational programme, which contains information on the average duration of studies, grades, the frequency of passing and failures in examinations, cases of successful completion and deduction, students' reports on the conditions of training in the completed courses, the time spent to study areas of interest, including on elective components, as well as interviews with students on the repeat courses, and interviews with students who quit from their studies;		+		
15	13	7.3.2	educational programme;		+		
15	14	7.3.3.	availability of resources.		+		
			Medical institution of education <b>should</b> analyze the students' studying achievements regarding:				
15	15	7.3.4	<i>their prior experience and conditions, including social, economic, cultural conditions;</i>		+		
15	16	7.3.5	level of training at the time of admission to the medical education organization.		+		
			Medical institution of education <b>should</b> use the analysis of students' studying achievements to provide feedback to the structural units responsible for:				
15	17	7.3.6	students selection;		+		
15	18	7.3.7	educational programme planning;		+		
15	19	7.3.8	students consulting.		+		
		<b>7.4</b>	<b>Stakeholder involvement</b>				
			Medical institution of education in its programme of monitoring and evaluation of the educational programme <b>must</b> involve:				
16	20	7.4.1	teaching staff and students;		+		
16	21	7.4.2	its administration and management.		+		

No.	No.	Criteria No.	ASSESSMENT CRITERIA	Institution of education viewpoint			
				Strong	Satisfactory	Expect's improvements	Unsatisfactory
1							
			<i>For other stakeholders, including other representatives of academic and administrative staff, members of the public, authorized education and health authorities, professional organizations, as well as those responsible for post-graduate education:</i>				
162	22	7.4.3	provide access to the evaluation results of the course and educational programme;		+		
163	23	7.4.4	collect and study feedback from them on the clinical practice of graduates;		+		
164	24	7.4.5	collect and study feedback from them on the educational programme.		+		
			<b>Total</b>	<b>1</b>	<b>23</b>	<b>0</b>	<b>0</b>
		<b>8.</b>	<b>MANAGEMENT AND ADMINISTRATION</b>				
		<b>8.1</b>	<b>Management</b>				
165	1	8.1.1	Medical institution of education <b>must</b> determine the management structures and functions, including their <i>links with the university, if the medical institution of education is affiliated with or a branch of the university.</i>		+		
			Medical institution of education <b>should</b> in their management structures determine the <i>structural units with the establishment of the responsibility of each structural unit and include in their composition:</i>				
166	2	8.1.2	representatives of teaching staff;		+		
167	3	8.1.3	students;		+		
168	4	8.1.4	<i>other stakeholders including representatives from the ministry of education and health, the healthcare industry and the public.</i>		+		
169	5	8.1.5	Medical institution of education <b>should</b> ensure <i>the transparency</i> of the management system and decisions that are published <i>in bulletins, posted on the website of the higher education institution, included in the protocols for review and implementation.</i>		+		
		<b>8.2</b>	<b>Academic leadership</b>				
170	6	8.2.1	Medical institution of education <b>must</b> clearly define the responsibility of <i>academic leadership</i> in the development and management of the educational programme.		+		
171	7	8.2.2	Medical institution of education should periodically assess academic leadership regarding the achievement of its mission and the final study results.		+		
		<b>8.3</b>	<b>Budget for learning and resource allocation</b>				
			Medical institution of education <b>must:</b>				
172	8	8.3.1	have a clear set of responsibilities and authorities to provide the educational programme with resources, including a targeted budget for training;		+		
173	9	8.3.2	allocate resources necessary for the implementation of the educational programme and distribute educational resources in accordance with the correspondent needs.		+		
174	10	8.3.3	The system of financing the medical institution of education should be based on the principles of efficiency, effectiveness, priority, transparency, responsibility, differentiation and independence of all levels of budgets.		+		
			Medical institution of education <b>should:</b>				
175	11	8.3.4	provide sufficient autonomy in the allocation of resources, including a decent remuneration of teachers in order to achieve the final learning outcomes;		+		
176	12	8.3.5	in the allocation of resources, take into account scientific advances in medicine and the problems of public health and correspondent needs.		+		
		<b>8.4</b>	<b>Administrative staff and management</b>				

No.	No.	Criteria No.	ASSESSMENT CRITERIA	Institution of education viewpoint			
				Strong	Satisfactory	Expect's improvements	Unsatisfactory
			Medical institution of education <b>must</b> have <i>the appropriate administrative staff, including their number and composition in correspondence with the qualifications</i> , in order to:				
17	13	8.4.1	ensure the implementation of the educational programme and relevant activities;		+		
17	14	8.4.2	guarantee proper management and allocation of resources.		+		
17	15	8.4.3	The Medical institution of education <b>should</b> develop and implement an internal quality assurance management programme, including review of the needs for improvement, and conduct regular management review and analysis.		+		
		<b>8.5</b>	<b>Interaction with the healthcare sector</b>				
18	16	8.5.1	Medical institution of education <b>must</b> develop <i>a constructive interaction with the healthcare sector, with related health industries at the society and the government levels, including the exchange of information, cooperation and initiatives of the organization, which contributes to the provision of qualified doctors in accordance with the needs of society.</i>	+			
18	17	8.5.2	Medical institution of education <b>should</b> be given an <i>official status of cooperation with partners in the healthcare sector, which includes the conclusion of formal agreements with the definition of the content and forms of cooperation and/or concluding a joint contract and the establishment of a coordinating committee, and joint activities.</i>	+			
			<b>Total</b>	<b>2</b>	<b>14</b>	<b>0</b>	<b>0</b>
		<b>9.</b>	<b>CONTINUOUS IMPROVEMENT</b>				
			Medical institution of education <b>must</b> as a dynamic and socially responsible institution:				
18	1	9.1.1	initiate procedures for regular review and revision of the content, results/competences, assessment and learning environment, structures and functions, document and correct deficiencies;		+		
18	2	9.1.2	allocate resources for continuous improvement.		+		
			Medical institution of education <b>should</b> :				
18	3	9.1.3	base the update process on prospective studies and analysis and on the results of own research, evaluation, and medical education related literature;		+		
18	4	9.1.4	guarantee that the process of renewal and restructuring leads to a revision of its policy and practice in accordance with previous experience, current activities and future prospects; direct the update process to the following:		+		
18	5	9.1.5	Adaptation of the Regulations on the mission and final outcomes to the scientific, socio-economic and cultural development of society.		+		
18	6	9.1.6	Modification of graduates' final learning outcomes in accordance with the documented needs of the postgraduate training environment, including clinical skills, training in public health issues and participation in the process of providing medical care to patients in accordance with the duties assigned to graduates after graduation.		+		
18	7	9.1.7	Adaptation of the educational programme model and methodological approaches to ensure that they are relevant and appropriate and take into account modern theories in education, the methodology of adult education, the principles of active learning.		+		
18	8	9.1.8	Correction of the elements of the educational programme and their interrelation in accordance with achievements in the 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 elimination of outdated ones.		+		
19	9	9.1.9	Development of evaluation principles, and methods of conducting and the		+		

No.	No.	Criteria No.	ASSESSMENT CRITERIA	Institution of education viewpoint			
				Strong	Satisfactory	Expectations improvements	Unsatisfactory
0			number of examinations in accordance with changes in the final learning outcomes and methods of teaching and learning.				
191	10	9.1.10	Adaptation of a student recruitment policy and student selection methods taking into account changing expectations and circumstances, needs for human resources, changes in the pre-university education system and the demands of the educational programme.		+		
192	11	9.1.11	Adaptation of a recruitment policy and the formation of academic staff in accordance with changing needs.		+		
193	12	9.1.12	Upgrading educational resources to meet changing needs, such as student enrollment, a number and profile of academic staff, an educational programme.		+		
194	13	9.1.13	Improving the process of monitoring and evaluation of the educational programme.		+		
195	14	9.1.14	Improving the organizational structure and management principles to ensure effective operations in a changing circumstances and needs, and, in the long term, to meet the interests of various groups of stakeholders.		+		
			<b>Total</b>	<b>0</b>	<b>14</b>	<b>0</b>	<b>0</b>
			<b>GRAND TOTAL</b>	<b>15</b>	<b>180</b>	<b>0</b>	<b>0</b>

