

To Accreditation Council
Of the Eurasian Center
for Accreditation and Quality Assurance
in Higher Education and Health Care

**REPORT
OF THE EXTERNAL EXPERT COMMISSION
ON THE RESULTS OF EVALUATION OF THE EDUCATIONAL
PROGRAMME "TECHNOLOGY OF PHARMACEUTICAL PRODUCTION"
OF NJSC "MEDICAL UNIVERSITY OF KARAGANDA"
IN COMPLIANCE WITH STANDARDS FOR ACCREDITATION OF
BACHELOR EDUCATIONAL PROGRAMMES IN SPECIALTIES
"PHARMACY" AND
"TECHNOLOGY OF PHARMACEUTICAL PRODUCTION"
IN MEDICAL EDUCATION ORGANIZATIONS**

period of external expert evaluation: 12.05.-14.05.2021

Almaty, 2021

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LIST OF SYMBOLS AND ABBREVIATIONS:

Abbreviations and symbols	Full name of the given designations and abbreviations
ISO (ISO)	International Organization for Standardization
JSC	Joint-stock company
EEC	External expert commission
SCES	State compulsory education standard
DLT	distance learning technologies
HRMD	Human Resource Management Department
DD & PA	Department for digitalization and process automation
ECAQA	Eurasian Center for Accreditation and Quality Assurance in Higher Education and Health care
UMCHE	Unified management system for higher education
IEP	Individual educational plan
CED	Catalog of elective disciplines
MoH RK	Ministry of Health of the Republic of Kazakhstan
IR&PH	International research and production holding
MES RK	Ministry of Education and Science of the Republic of Kazakhstan
MUK	Non-profit joint stock company "Medical University of Karaganda"
NJSC	Non-profit joint stock company
IAAR	Independent Agency for Accreditation and Rating IAAR
NLA	Regulations
SRW	Scientific Research Work
SRC	Scientific Research Center
EP	Educational Programme
SDD	Strategic Development Department
RSE	Republican state enterprise
WC	Working curriculum
QMS	Quality Management System
SIW	Student independent work
SIWT	Independent work of a student with a teacher
PPT	Pharmaceutical production technology
TMC	Training and methodology complex
SSC	Student Service Center
CS&ET	Center for Simulation and Educational Technologies
SKMA	South Kazakhstan Medical Academy

1. Composition of the External Expert Commission

In accordance with ECAQA Order No. 15 dated April 19, 2021, an External Expert Commission was formed to conduct accreditation of educational programmes for bachelor's, residency, master's, doctoral studies in the period May 12-14, 2021 of Non-profit joint-stock company "Medical University of Karaganda" (NJSC MUK) in the following composition:



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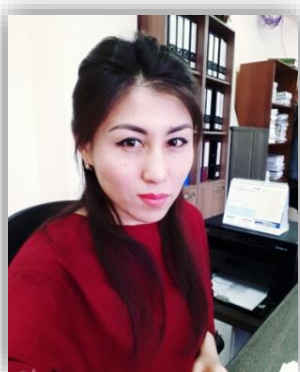


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The work of the EEC was carried out in accordance with the Regulations on the EEC (Order of the ECAQA Director General No. 4 dated February 13, 2017).

The EEC report contains an assessment of the educational programme of the bachelor's degree in the specialty 6B07201 - "Technology of pharmaceutical production" of the MUK for compliance with the ECAQA Accreditation Standards, recommendations of the EEC on further improving the educational activities of the MUK in the field of higher education.

2. General part of the final report of the EEC

2.1 Presentation of the NJSC "Medical University of Karaganda" (MUK) and the educational programme of the bachelor's degree in the specialty 6B07201 - "Technology of pharmaceutical production"

Karaganda State Medical University was established in 1950 on the basis of the Resolution of the Council of Ministers of the Kazakh SSR No. 65 dated January 20, 1950 "On the organization of

the Karaganda State Medical Institute" in accordance with the order of the Council of Ministers of the USSR No. 19630-r dated December 5, 1949. In 2018, by the decree of the Government, Karaganda State Medical University was transformed into a non-profit joint-stock company "Medical University of Karaganda" by merging with the National Center for Occupational Hygiene and Occupational Diseases.

In NJSC "MUK" in accordance with the state license No. 14020603 dated April 14, 2015, training is carried out on EP 6B07201- "Technology of pharmaceutical production" in Kazakh and Russian languages at undergraduate and postgraduate levels.

The first set for training on EP "Technology of pharmaceutical production" was produced in the 2014-15 academic year. Professional training is carried out in accordance with the educational standard in the direction of the bachelor in the specialty - 6B07201 "Technology of pharmaceutical production". The sphere of professional activity of the bachelor in the specialty 6B07201 - "Technology of pharmaceutical production" is pharmaceutical production. According to EP 6V07201 "Technology of pharmaceutical production" the duration of training is 4 years. The first EP release was produced in 2018.

The contingent of students by years was: 2016-17 - 13; 2017-18 -46; 2018-19 -205; 2019-20 - 88; 2020-21 y.-128.

In 2018, EP 6V07201- "Technology of pharmaceutical production" successfully passed specialized accreditation for monitoring the quality of all types of educational, organizational and other activities. In NJSC "MUK" for the graduates of the EP "Technology of pharmaceutical production" educational programmes of master's and doctoral studies are being implemented, which are part of the group of educational programmes of the university and the Ministry of Education and Science of the Republic of Kazakhstan.

The mission of the university corresponds to the mission of the educational programme "Technology of pharmaceutical production" and confirms the provision of a high-quality educational environment conducive to the training of world-class specialists and worthy citizens, achieving excellence in the development of affordable and high-quality Health care, promoting Kazakhstani science, working in partnership with leading universities and introducing innovations. to improve the well-being of the population of the Republic of Kazakhstan.

The mission objectives are:

- 1) creation of an environment for university students for the development of professional and personal qualities, citizenship and patriotism, the realization of creative potential;
- 2) integration of education, science and practice, in order to ensure the quality assurance of education;
- 3) creation of an effective personnel policy
- 4) organization of student-centered learning;
- 5) ensuring the principle of openness and transparency of the educational process, promoting the adoption and strengthening of measures aimed at effectively combating corruption and maintaining academic integrity;
- 6) passing external quality assurance.

Ways to implement the mission of the university include improving educational programmes (EP), risk management in the development and updating of EP, expanding the bases of practices, building up the material and technical base to improve the educational process, the use of new technologies to increase the effectiveness of training and improving the system of attracting students through the involvement of students in improving the quality of educational programmes.

NJSC "MUK" is the first medical university of the Republic of Kazakhstan that successfully passed the certification of the quality management system in 2005 for compliance of educational, scientific and clinical activities with the requirements of the International ISO 9001 standard by the certification body NQA - UK (Great Britain), NQA - Russia. In 2015, he was certified by the certification body SGS (Switzerland). In 2016, it was accredited in the field of Health care for compliance with accreditation standards for medical organizations providing inpatient care with the assignment of the first category. In 2015 it was certified by SGS (Switzerland), in 2020 he was

recertified by the Certification Association "Russian Register" (Russia). NJSC "MUK" was the first among medical universities to be admitted to the League of Academic Integrity.

In 2019, NJSC "MUK" passed the re-institutional accreditation of the University (IAAR), and also received the status of a Research University.

Currently, the Medical University is headed by Dosmagambetova Raushan Sultanovna, Doctor of Medical Sciences, Professor, Chairperson of the Board - Rector of NJSC "MUK".

The graduating department of students of the EP "Technology of pharmaceutical production" is the School of Pharmacy.

The teachers who provide the educational process for the EP "Technology of pharmaceutical production" "meet the qualification requirements, more than 50% of the teaching staff implementing the EP have academic degrees of a candidate or doctor of science or an academic degree of doctor PhD.

2.2 Information on previous accreditation

The accreditation of the educational programme of the bachelor's degree in the specialty 6B07201 - "Technology of pharmaceutical production" MUK took place in 2017.

2.3 Analysis of the self-assessment report of the undergraduate educational programme in the specialty "Technology of pharmaceutical production"

Preparation for the specialized accreditation of the MUK was carried out on the basis of the order dated April 19, 2021 No. 15 "On approval of the composition of the working group for the preparation for the specialized accreditation of the MUK"

Self-assessment report educational programme presented on 175 pages of the main text, of which 67 pages of annexes and electronic versions of documents via a link in @cloud <https://cloud.mail.ru/public/saYd/McFP3ceBy...>

The report is characterized by responses to the criteria of 9 accreditation standards, structuredness taking into account the recommendations of the ECAQA Self-Assessment Guidelines, as well as internal consistency of information. The report is accompanied by an accompanying a letter signed by the Chairperson of the Management Board-Rector of the MUK, Doctor of Medical Sciences, Professor Dosmagambetova R.S., confirming the accuracy of the information and data contained in the report.

The report contains information about the representative of the MUK responsible for the self-assessment of educational programmes - Madina Ernazarova, Chief Specialist of the Department of Strategic Development and Quality Management.

A working group of 14 people, headed by the chairperson, Ph.D. Ricklefs V.P. Some work was done to prepare the self-assessment report: the content of the accredited educational programme, the conditions for its implementation, staffs, educational resources, dynamics of development from the date of the previous accreditation in 2017 were analyzed, the necessary information was collected in accordance with Accreditation Standards of ECAQA for Higher Education Programmes (Bachelor's Degree Specialties) of Medical Education Organizations; a thorough analysis, updating and addition of methodological and educational materials was carried out, their content is reflected in the report. The content of the Self-Assessment Report is structured in accordance with the ECAQA Accreditation Standards and includes a description of the strengths, areas for improvement for each of the 9 standards.

All standards contain the real practice of the MUK for the preparation of bachelors in the specialty "Technology of pharmaceutical production", taking into account the beginning of the admission of students in the 2014-2015 academic year. accreditation standards. The description in the self-assessment report is quite complete and updated in terms of the number of bachelors, teachers, administration, information about admission, learning outcomes, results of knowledge and skills assessment, material and technical base of the university and clinical bases, contractual obligations with partners (universities, associations, bases), financial information, plans for development and improvement, etc.

The conclusion for each of the 9 accreditation standards includes a description of the strengths and areas for improvement identified during the self-examination and development prospects for this specialty.

Thus, the self-assessment report of the accredited MUK undergraduate study programme contains objective, detailed, structured information on all activities in accordance with the ECAQA accreditation standards, and the university made the appropriate corrections in the report at the expert evaluation stage.

3. Description of external expert evaluation and conclusions

External expert work on the assessment of the educational programme of the bachelor's degree in the specialty "Technology of pharmaceutical production" was organized in accordance with the Guidelines for the external assessment of educational organizations and educational programmes of ECAQA (approved by order of the Director General of the "Eurasian Center for Accreditation and Quality Assurance in Higher Education and Health care" No. 5 of February 17, 2017) and according to the programme and schedule approved on April 19, 2021 by the Director General of ECAQA Sarsenbayeva S.S. and agreed by the Chairperson of the Management Board-Rector of the MUK, MD, professor Dosmagambetova R.S.

To obtain objective information on the expert assessment of the accredited educational programme, the members of the EEC used the following methods: interviews with management and administrative staff, interviews with residents, observation, study of the website, interviewing employees of various structural units, teachers, questionnaires of teachers and bachelors, review of resources in the context of the implementation of accreditation standards, the study of regulatory and educational-methodological documents both before the visit to the MUK, and during the visit.

The MUK team ensured the presence of all persons indicated in the visit programme and according to the lists of interview sites.

The sequence of the visit during May 12-14, 2021 is detailed in the Visit Programme, which is located in the documentation of the accreditation center and in the annex to this report.

Interviews were held with 39 teachers, 12 students and 17 employers (representatives of practical health care). It is necessary to take into account the fact that the experience and authority of the MUK in the field of higher, postgraduate and additional education shows the demand for graduates and educational programmes of continuous professional development (CPD) by medical organizations of all regions of Kazakhstan.

Interviews with teachers, as providers of the bachelor's programme, showed that there are both successes and problems in the management of the educational programme, since the main developer of programmes and teaching and methodological documentation is **school of pharmacy**, and teachers are more involved in the practical training of bachelors. In order to identify the degree of involvement of teachers in the formation of the educational programme "Technology of pharmaceutical production", external experts obtained an opinion on the strengths and weaknesses of the educational programme, stimulation of teaching activities, the availability of information about the educational programme, etc. research work, provide the passage of professional practices in the best production bases and laboratories in the country.

In order to validate the performance of the self-assessment report data and obtain evidence of the quality of the programmes, 12 students were interviewed on a zoom platform. The experts asked questions about the involvement of students in the formation of the mission and goals of the university and the educational programme, about competencies and end results, information, library and Internet accessibility, about the incentives from the university, about the equipment of classrooms, laboratories and practice bases, about academic freedom in choosing topics of diplomas and elective disciplines, participation in the socio-cultural life of the university, etc. In general, students are satisfied with the study, the availability of all necessary resources, and purposefully entered this organization, as they believe that the MUK has good educational resources and image.

Students showed their commitment to the organization of education, were active in answering questions from external experts, demonstrated their judgments on the organization of training, assessment of their skills, advisory support, the opportunity to participate in research, social activities of the MUK. The experts studied the documents of bachelors (theses, assessment results, curricula, results of the bachelor's questionnaires).

Interviews with 17 employers on all educational programmes of the MUK applied for accreditation were conducted online and included such issues as: strengths and weaknesses of educational programmes, participation in the development of the mission, participation in the work of the MUK advisory bodies, satisfaction with the basic knowledge and skills of students, provision of the necessary resources for professional practice, etc.

The resource review showed that the material and technical base of the MUK, available for review at the time of the external visit, corresponds to the goals and objectives of the corresponding educational programmes, since it has 3 educational laboratories and 2 specialized classrooms intended for the EP "Technology of pharmaceutical production", equipped with laboratory equipment , polarimeter, spectrophotometer, rotary evaporators, units for the synthesis of medicinal substances, computers, 3-D printer and scanner, extraction units. Before the start of the corresponding discipline of the educational programme, the student receives a syllabus from the teacher and knows what skills he must acquire and develop during training.

The experts studied the documentation for the educational programme 6B07201 - "Technology of pharmaceutical production" at the link <https://cloud.mail.ru/public/saYd/McFP3ceBy>, which confirmed the compliance with accreditation standards, including documentation on the scientific and pedagogical activities of teachers and students of the School of Pharmacy at the request of EEC members.

Then a meeting of the EEC members took place following the results of the external evaluation. A final discussion of the results of external assessment, study of documents, results of interviews, interviews, questionnaires was held. The members of the EEC began to design the final report of the EEC.

A meeting of the EEC members was held. EEC members made generalizations of the results of the external evaluation. Experts have individually completed the "Quality Profile and External Evaluation Criteria for the Bachelor's Degree Programme in the specialty 6B07201 - "Technology of Pharmaceutical Production "for compliance with the ECAQA Accreditation Standards. No comments were made by the EEC members. Recommendations for improving higher education in general and the department implementing the accredited educational programme were discussed. A draft report with recommendations was prepared.

Chairperson of the EEC, Ph.D. Ermakhanova L.S. a final open vote on recommendations to improve the educational programme "Pharmaceutical Manufacturing Technology" of the MUK and a final vote on recommendations for the ECAQA Accreditation Council were held. Then the chairperson of the EEC for the management and employees of the educational organization announced recommendations on the results of an external assessment in the framework of the accreditation of educational programmes for undergraduate specialties.

Results of the survey.

An observer from ECAQA 12 2021 conducted an online survey of students and teachers of the MUK on the resource [https://webanketa.com/...](https://webanketa.com/)

QUESTIONNAIRE RESULTS

On May 12, 2021, an observer from ECAQA conducted an online survey of students of the Medical University of Karaganda on the resource [https://webanketa.com/...](https://webanketa.com/)

Results of the survey of undergraduates:

The total number of respondents is 48. Of these, 52 %% are residents of 1 and 2 years of study, 16.67% are residents of 3-4 years of study, 4.17% are bachelors of TPP, 2.1% are undergraduates, 25% - doctoral students, thus, students of all 5 accredited educational programmes participated in the online survey.

Based on the results of the survey, students will recommend this university as an educational organization - 87.5% fully agree, and 12.5% partially. The fact that programme managers and teachers are aware of the problems associated with learning - 89.6% strongly agree, 10.42% - partially agree.

Programme managers and teachers involve students in the work of advisory bodies (methodological council, academic council, committees of educational programmes) - answered that they constantly - 87.5%, do not involve or do not know about it, the remaining number of survey participants answered.

97.92% of the respondents are completely satisfied with the conditions and equipment of classrooms, classrooms of this educational organization, partially 2.08%, at the same time, 7.69% are completely dissatisfied. In this educational organization, conditions have been created for students to rest and eat (rest rooms, benches / gazebos on the territory, buffet-dining room) in between classes - 97.92% completely agree. Office equipment (computers, laptops, printers) are available for students in classrooms and practice bases - 95.83% completely agree.

Teachers provide students with methodological and didactic materials, additional literature to prepare for classes - 97.92% of respondents are fully satisfied. Teachers provide residents with methodological and didactic materials, additional literature to prepare for classes - to this question 92.31% answered that they completely agree.

The organization of education has access to the participation of students in research work - 95.83% of respondents are fully satisfied, and 4.17% are partially satisfied. Completely (97.92%) and completely dissatisfied (2.08%) with the library fund of the university. Access to electronic educational resources is fully satisfied with 97.92% of people, partially - 2.08%. Satisfied with the availability of students to medical services - 93.75%.

Fully satisfied with the activities of mentors, curators, scientific advisers - 95.83% of the respondents. Agree that teachers and employees of the educational organization are respectful of students - 95.83% of the respondents, but 4.17% do not agree with this. Agree that the university has and is implementing social programmes to support students - 95.83% of people, 4.2% have not heard of such programmes. Know about the activities of the student career counseling service - 85.42% of students, the rest of the students did not hear about it or doubted the answer. 100% of respondents fully agree that the university has a system of self-study for students, residents, undergraduates and doctoral students. The organization of clinical training at the university was assessed as "excellent" - 79.2%. Good - 20.8%. All respondents are satisfied with the schedule of training sessions.

We fully agree that the university has sufficient time for practical training (supervision of patients, clinical rounds, clinical reviews, assistance in operations, work in laboratories and pharmaceutical production) - 89.6% of respondents.

Fully satisfied with the methods of assessing the knowledge and skills of students - 91.67%, partially - 8.33% of the respondents.

The content of the educational programme (list of disciplines) in the chosen specialty meets my expectations - fully according to 91.67%, partially - 8.33%.

According to 95.83% of respondents, teachers regularly use active and interactive teaching methods. 100% of respondents answered that teachers regularly provide feedback (listens to your opinion, conduct mini-questionnaires, work on mistakes). The teacher (mentor, curator) of this educational organization is an example for residents - 91.67% answered that they completely agree with this, at the same time 8.33% of students noted that "not all university teachers".

According to 91.67% of respondents, there is sufficient time for practical training (supervision of patients, clinical rounds, clinical reviews, assistance during operations). 100% of the answers stated that the university leadership is available to students. More than 89% of respondents are engaged in research and development. More than 47% of respondents have one publication in the journal, more than one in 41.67%, more than 6% are planning to publish it, which is understandable, since the respondents were undergraduates and doctoral students.

100% of the respondents are satisfied with the organization of teaching and are confident that this organization of education allows you to acquire the necessary knowledge and skills in the chosen specialty.

The majority (91.67%) of respondents believe that the accreditation of an educational institution and educational programmes is an important and necessary mechanism for ensuring the quality of education in residency, the rest doubt the answer. 97.92% of the respondents gave a positive assessment

to the work of the External Expert Commission on accreditation of the university. At the same time, more than 89% of the respondents participated in the self-assessment of the university and in organizing a meeting of the commission.

Conclusions: with their answers, most of the students of 5 educational programmes are completely satisfied with the organization of training, relationships with teachers, the attitude of the university administration towards them, and the availability of educational resources. More than 95% of respondents highly rated the hands-on training and teaching methods used by the teachers. In general, the university has a corporate spirit and student support. At the same time, some of the respondents have complaints about equipping classrooms and classrooms, and not all students know about the work of the employment center and graduates' careers.

The work of the external expert commission of the accreditation center was highly appreciated and the respondents had an understanding of the need for accreditation as a procedure for ensuring the quality of higher and postgraduate education.

Results of a survey of teachers of the Medical University of Karaganda

The ECAQA observer, as part of the external evaluation programme, conducted a questionnaire survey on May 12, which included 22 questions, allowing to draw conclusions about the attitude of teachers to the organization of the educational process and identify existing problems.

The total number of respondents - 27, including those with work experience of up to 5 years - 3.7%, up to 10 years - 7.41%, over 10 years - 88.89%. The survey included teachers of the following educational programmes (%):

Pharmaceutical Manufacturing Technology (Bachelor's Degree)	14.81
Public Health Management (PH), Master's Degree	11.11
Medicine, doctoral studies	18.52
Health care / Health care Management, Doctorate	3.7
Other undergraduate programmes	7.41
Residency	37.04
Master, other directions	7.41

Fully satisfied with the organization of the educational process 74.07%, partially - 22.22%, no answer - 3.7% (1 person). At the university, ethics is observed and subordination is fully agreed by 92.6%. 74.07% of respondents are completely satisfied with the organization of work and workplace, partially 25.93%. In the organization there is an opportunity for career growth and the development of competence for teachers - 92.59% fully agree, 3.7% partially, but there were some answers that spoke of disagreement on this issue (3.7%).

In this educational organization, 81.48% of teachers have the opportunity to engage in scientific work and publish the results of research, but the rest of the respondents deny this fact. Only 51.85% of the teachers surveyed are satisfied with the salary. 74.07% are completely satisfied with the personnel service.

More than 74% of respondents underwent advanced training during the last year, at the same time 18.52% - more than 5 years ago, and 7.41% did not give an answer.

77.8% of respondents fully agree that the discipline they teach is provided with sufficient resources (classrooms, equipment). Fully agree that at the university there is an opportunity for teachers to realize themselves as professionals in their specialty - 85.2% of the respondents, the rest either partially agree with this or completely disagree (7.41%).

More than 85% of the teachers who answered the questionnaire actively participated in the development of the educational programme, others either did not participate (14.8%), or were only electives (7.41%), or did not answer the question (7.41%). The timeliness of the execution of applications for the acquisition of methodological and didactic materials, office equipment, stationery to ensure the educational process in the organization is considered to be timely - 77.8% of the respondents. The university supports participation in conferences (international, republican): by paying

for travel, travel expenses, registration fees, according to only 44% of teachers, and 26% did not apply for this to the management, at the same time 14.81% did not give an answer to this question at all.

More than 74% of the interviewed teachers fully agree that students have free access to patients and resources of the university practice bases.

University teachers rated their publication activity on a 5-point scale as follows: 3 points (18.52%), 4 points (48.15%), 5 points (18.52%), 49.74% did not rate themselves in any way ...

Only 63% of respondents know about the implementation of social programmes to support teachers, but at the same time, almost 37% of respondents doubt and do not know about it.

Almost 52% of the respondents note that the management of the university systematically listens to teachers on issues related to the educational process, research and development, clinical work, sometimes - 25.93%, rather rarely - 7.41%, never - 3.7%, not answered this question 11.11%.

When organizing classes, teachers use a variety of teaching methods, but more often analysis of situational tasks (74.07%), work in small groups (74.07%), problem-oriented learning (62.96%), written assignments (59, 26%), interactive learning (55.6%). As before, oral polls and analysis of the topic are often used (51.8% and 44.4%, respectively), solving tests and completing projects / term papers (44.4% each), drafting and solving cases (40.74%) and lectures (48%). At the same time, lectures are still read (33%), although this is not provided for in the residency programme.

Almost 63% of teachers fully agree that this survey is useful for developing recommendations for improving the key areas of the university's activities, and 25.93% - in part.

More than 89% of respondents participated in self-assessments within the framework of specialized accreditation.

More than 33% of those surveyed want to become experts on accreditation of the Eurasian Center for Accreditation and Quality Assurance in Higher Education and Health care, and 11.1% previously participated in the work of external expert commissions. The remaining 56% of respondents are not interested in this question or have doubts about the answer.

More than 92% of respondents believe that the work of the external expert commission on accreditation can fully cover all issues related to the quality of implementation of educational programmes of the university, since a visit to the university is preceded by a stage of self-assessment of educational programmes (70.4%), the commission examines all the main processes of programme implementation (52%), the programme of the commission's visit is very rich and covers all key aspects of education at the university (41%), The programme of the commission includes interviews and interviews with stakeholders, allowing to draw conclusions about the quality of education (48.15%), however, 37% of faculty responded that the professionalism and competence of accreditation experts play an important role.

In its work, the external expert commission on accreditation uses various techniques and methods of assessment, but the most important are interviews with university management and heads of educational programmes (14.8% each), interviews with alumni (7.41%), studying resources and visiting practical classes (3.7% each). However, all of the above approaches are equally important in the opinion of 37% of respondents.

Conclusions: the survey showed that more than 2/3 of the respondents are satisfied with the organization of the educational process at the university and the majority have the opportunity to engage in research and development. At the same time, more than a quarter of the respondents underwent advanced training more than 5 years ago. It was determined that only 2/3 believe that the discipline they teach is fully provided with appropriate and sufficient resources and that students have free access to the resources of practice bases. It is alarming that almost 40% of the respondents could not assess their publication activity in any way and do not know about the social programmes to support teachers existing at the university.

Almost half of the respondents doubt that their opinion is taken into account by the university administration and only 63% believe that the results of this survey can be useful for developing recommendations for improving the key areas of the university's activities.

Thus, areas for improvement have been identified: improving the qualifications of teachers in pedagogy, teaching methods; increasing the publication activity of teachers and supporting the university in this matter; informing teachers about social support programmes.

Conclusion on the basis of the external evaluation:

Members of the EEC have carefully studied and evaluated the main indicators of the accredited educational programme. The information obtained by external experts during the study of the self-assessment report, preparation of a written review with recommendations for improvement, implementation of the activities of the visit programme of the MUK from May 12 to May 14, 2021 was analyzed. All information received was compared with the data of the self-assessment report, the information was validated for each criterion of the standards accreditation and verification of the indicators of the attachment to the self-assessment report, which made it possible to ensure the reliability of the information provided by the MUK and supporting documents for compliance with the ECAQA Accreditation Standards.

Despite the fact that in the self-assessment report of the educational programme MUK described its real educational practice in higher education. Prior to visiting the organization by examining report attachments provided by Strategic Development & Quality Management & Access @ Cloud <https://cloud.mail.ru/public/saYd/McFP3ceBy>, experts reviewed more than 120 documents, as well as during an external expert evaluation, members of the EEC studied the main documents (mission, introduction of the university, academic policy, the Code of honor for teachers and students, the position of the research center, teaching materials of disciplines, syllabuses, control and measuring instruments, graduate theses 2018 (Sadykova D.M.), 2019 (Nursapaeva A.B.), 2020 (Kozhabekova N.E.) years and reviews of them, individual bachelor's plans for the 2019-2020 academic year, publications of teachers and students, personnel policy, logbook of work on medical and laboratory equipment and their technical specifications, safety precautions, passport of the scientific laboratory of the School of Pharmacy, minutes of the meeting of the School of Pharmacy, the committee for quality assurance and internal audit, methodological recommendations for disciplines, electronic individual work plan of teachers, agreements and memoranda of practice bases, etc.

During the external examination, it was found that all the requirements of the state compulsory standard of higher education were observed (Order of the Minister of Education and Science of the Republic of Kazakhstan dated October 31, 2018 No. 604). The volume of the study load corresponds to the time required by the student to study the academic discipline, modules or the entire educational programme of higher education and necessary to achieve the established learning outcomes in the educational programme of higher education.

Through interviews with teachers and interviews with students, it was possible to determine their direct participation in the development, evaluation of educational programmes, decision-making on a number of key issues, such as the choice of diploma work topics, elective topics, participation in the advisory and advisory bodies of the MUK.

Recommendations for improving activities in the implementation of the bachelor's educational programme in Pharmaceutical Manufacturing Technology for compliance with the Accreditation Standards, developed by the EEC based on the results of an expert assessment, were presented at a meeting with the management on May 14, 2021.

The programme of the 3-day visit (12-14.05.2021) of the external expert assessment of the EEC has been completed in full. On the part of the MUK team, the participation of all persons indicated in the programme is provided.

Thus, the external assessment and the visit of the EEC members made it possible to verify and validate the data of the self-assessment report of the bachelor's programme in full in accordance with the Regulation on the External Expert Commission, the Guidelines for the external assessment of a medical organization ECAQA education.

For the work of the EEC, comfortable conditions were created, access to all necessary information and material resources of the accredited educational programme was organized. Experts note the high level of corporate culture and discipline of the MUK employees responsible for higher

education, the staff of the practice base (IR&PH "Phytochemistry"), the high degree of openness of the team in providing information to the EEC members.

4. Analysis of compliance with accreditation standards based on the results of an external assessment of the undergraduate educational programme in 6B07201 - "Technology of pharmaceutical production" and an overview of the strengths for each standard.

Standard 1: MISSION AND END OUTCOMES

The experts found that the mission of the educational programme is presented in the form of the goal of the educational programme: training specialists for organizing technological processes in pharmaceutical production. The mission of the educational programme reflects the main directions of the development of the training programme, which find reverberation in a student-oriented, competence-based and research-oriented approach. EP "Technology of pharmaceutical production" complies with the regulatory requirements adopted at the national level, agreed with the National Qualifications Framework approved by the Joint Order of the Minister of Labor and Social Protection of the Population of the Republic of Kazakhstan No. 373 dated September 24, 2012 and the Minister of Education and Science of the Republic of Kazakhstan No. 444 dated 28 September 2012, The European Qualifications Framework based on Dublin descriptors, the State Compulsory Education Standard (SES) of all levels of education, approved by order of the Ministry of Education and Science of the Republic of Kazakhstan No. achieving excellence in science, education and practice. The educational programme of the bachelor's degree and its Mission were discussed at the meeting of the Council of the School of Public Health and Pharmacy on 09.04.2019. pr. 8, approved by the Academic Council of NJSC MUK on April 23, 2019 pr. 6 and approved by the Academic Council of NJSC "MUK" on April 25, 2019, pr.11, and in the same year was included in the register of the Unified Higher Education Management System (hereinafter - UMCHE) MES RK. Date of registration in the register of EP-15.07. The State Compulsory Education Standard (SES) of all levels of education, approved by order of the Ministry of Education and Science of the Republic of Kazakhstan No. 604 dated October 31, 2018, and also corresponds to the general university Mission, providing for the development of society, improving the health and quality of life of the population of Kazakhstan by achieving excellence in science, education and practice ... The educational programme of the bachelor's degree and its Mission were discussed at the meeting of the Council of the School of Public Health and Pharmacy on 09.04.2019. pr. 8, approved by the Academic Council of NJSC MUK on April 23, 2019, pr. 6 and approved by the Academic Council of NJSC MUK on April 25, 2019, pr. 11, and in the same year was included in the register of the Unified Higher Education Management System (hereinafter - UMCHE) MES RK. Date of registration in the register of EP-15.07. The State Compulsory Education Standard (SES) of all levels of education, approved by order of the Ministry of Education and Science of the Republic of Kazakhstan No. 604 dated October 31, 2018, and also corresponds to the general university Mission, providing for the development of society, improving the health and quality of life of the population of Kazakhstan by achieving excellence in science, education and practice ... The educational programme of the bachelor's degree and its Mission were discussed at the meeting of the Council of the School of Public Health and Pharmacy on 09.04.2019. pr. 8, approved by the Academic Council of NJSC MUK on April 23, 2019, pr. 6 and approved by the Academic Council of NJSC MUK on April 25, 2019, pr. 11, and in the same year was included in the register of the Unified Higher Education Management System (hereinafter - UMCHE) MES RK. Date of registration in the register of EP-15.07. 2018, and also corresponds to the general university Mission, which provides for the development of society, improving the health and quality of life of the population of Kazakhstan by achieving excellence in science, education and practice. The educational programme of the bachelor's degree and its Mission were discussed at the meeting of the Council of the School of Public Health and Pharmacy on 09.04.2019. pr. 8, approved by the Academic Council of NJSC MUK on April 23, 2019 pr. 6 and approved by the Academic Council of NJSC "MUK" on April 25, 2019, pr.11, and in the same year was included in the register of the Unified Higher Education Management System (hereinafter - UMCHE) MES RK. Date of registration in the register of EP-15.07. 2018, and also

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In accordance with the competencies of the students of NJSC "MUK", the final results for the training competencies of the EP "Technology of pharmaceutical production" were determined: General educational competences: general educational, basic and specialized competences. The list of professional qualities is set out in the form of profiling competencies of the EP. Learning outcomes are determined on the basis of the Dublin descriptors of the respective educational level (first level - bachelor's, second level - master's, third level - doctoral studies).

The Senate of NJSC "MUK" is the advisory body for discussing issues of educational, research, clinical activities of the university and defining the concept of educational programmes of the university. The Senate of NJSC "MUK" is. In its work, the Senate is guided by the Regulation on the Senate of NJSC "MUK" (approved by the decision of the Senate of NJSC "MUK" on October 22, 2019, Minutes No. 1). In connection with the restructuring, the functions of the Academic Council and Academic Committees were transferred to the School Councils. The educational programme of the bachelor's degree "Technology of pharmaceutical production" was introduced on the official website of the university in the section "Schools" by the link and is available to the public. The School Council includes representatives of stakeholders: Orymbay O.B., 3rd year student of the specialty "Technology of pharmaceutical production", Makeeva F.U.,

In NJSC "MUK" for graduates of the EP "Technology of pharmaceutical production" such educational master's programmes are implemented, which are included in the group of educational programmes "7M07201- Technology of pharmaceutical production" (link: <https://www.qmu.kz/ru/-structure-schools-school-of-pharmacy-educational-programmes>. <https://www.qmu.kz/ru/administration/staff/244>)

In order to ensure academic integrity in NJSC MUK, the Code of Academic Integrity of NJSC Medical University of Karaganda was introduced (approved by the decision of the Board on August 26, 2019, Minutes No. 8). There is a compliance office operating on the basis of the Regulation on the Compliance Office (approved by the Chairperson of the Management Board-Rector of NJSC MUK on September 02, 2019). To ensure anti-corruption policy, Memorandums of Cooperation were signed with various public organizations and structures with the Chamber of Entrepreneurs of the Karaganda region, with the Karaganda regional branch of the Nur-Otan party, with the Department for Consumer Rights Protection of the Karaganda region.

Conclusions of the EEC on the criteria. Out of 11 standards conform: completely - 7, significantly - 4, partially - 0, do not correspond - 0.

Standard 1: completed

Recommendations for improvement identified during the external visit:

1. To actively involve students and representatives of employers in the discussion of the mission and vision of the university
2. When discussing competencies and final learning outcomes for the PPT educational programme, involve representatives of stakeholders (employers, students)
3. Consider the possibility of implementing the PPT educational programme in cooperation with foreign universities.

Standard 2: EDUCATIONAL PROGRAMMES

Experts in the content of the educational programme "6B07201 - Technology of pharmaceutical production" identified compliance with the order of the Minister of Education and Science of the Republic of Kazakhstan dated October 31, 2018 No. 604 "On the approval of state compulsory education standards at all levels of education", a complete list of disciplines for three cycles was determined: disciplines (8 disciplines, 1 module, of which 1 discipline of a university component), basic disciplines (31 disciplines, 1 module, 3 practices, of which 10 disciplines of a university component), major disciplines (16 disciplines, of which 6 disciplines are a university component). The duration of mastering the EP "Technology of pharmaceutical production" is 4 years. The total number of credits for 4 years of study is 240 credits (7200 academic hours).

Education in the bachelor's degree in the EP "Technology of pharmaceutical production" is carried out in compliance with the principles of equality in relation to personnel and students, regardless of gender, ethnic origin, religion, sexual orientation, socio-economic status and physical capabilities, determined by the Law of the Republic of Kazakhstan "On Education" (Art. 8 "State guarantees in the field of education") and the Charter of NJSC "MUK".

Within the framework of the study of various disciplines of the EP, such forms of training as problem lecture, lecture-discussion, training conference, problem seminar, discussion, compilation of glossaries, solution of situational problems, preparation of projects have been introduced.

Within the framework of the IWSP, students independently prepare presentations, essays, answer questions in writing, draw up a structural and logical diagram by topic. RBL is applied in the performance of the student's pre-graduation work. Students perform IWS tasks on the MOODLE platform (<http://moodle.kgmu.kz/moodle>).

Students on the basis of EP, CED form an IEP, in which, if necessary, students can make changes and additions. The syllabuses for disciplines clearly define goals, objectives, and final learning outcomes that a bachelor must master upon completion of training. Students independently determine the topics of scientific projects, taking into account their scientific and practical interests. The student's diploma works under the guidance of the head are carried out in the practical bases of the partner organization - JSC IR&PH Holding Phytochemistry, Karaganda pharmaceutical plant, Research Center and educational laboratories of the School of Pharmacy. For the development of practical skills by students and during professional practices, the resources of the teaching laboratories of the university are also used (chromatographic laboratory of the SRC, biochemical laboratory,

The catalog of elective disciplines is annually formed and updated on the website elective.kgmu.kz. The printed form is available to interested persons in the dean's office and the library of NJSC "MUK".

NJSC "MUK" has a clear and transparent procedure for the development and approval of the EP. This procedure is clearly indicated in the "Regulations on the management of the educational programme of NJSC MUK (Approved by the Board Decision 09.09.2020. Minutes No. 14). The draft of the educational programme is formed in the form of F NJSC MUK 1.4 / 2-04.

Expert of the EP: Chief Researcher of the Joint Stock Company, International Scientific and Production Holding "Phytochemistry", Doctor of Philosophy, Co-correspondent member of the National Academy of Sciences of the Republic of Kazakhstan Itzhanova Horlan Iskozhiyeva.

Since 2017, with the participation of students, 31 articles and abstracts have been published, of which 25 are in international conferences, 4 of which are in the International conference on Nanomaterials and Advanced Energy (INESS-2020), included in the Web of Science database, 3

monographs published by LAP LAMBERT Academic Publishing, 3 articles in journals included in Scopus (Eurasian Chem.-Technol. J., Materials Today: Proceedings).

Thus, during a visit to the MUK, experts established the compliance with the basic criteria of the accreditation standard: a developed and approved educational programme that meets the requirements of the State Educational Standard and is implemented in a student-oriented environment in the best scientific and industrial bases of the city. The educational programme is provided with appropriate methodological documentation and documents accompanying bachelors. Teachers have introduced and effectively apply various teaching methods, mainly of a practical nature, and involve bachelors in research work, which contributes to the formation and development of competencies in the specialty.

Strengths: participation of students in international conferences, Olympiads, competitions in the direction of "Technology of pharmaceutical production". Students in EP PPT are prize-winners of the IX International Olympiad in Management, which was held on the basis of "Mega-Talent" in the distance mode, and the International Olympiad in Chemistry "Autumn Season". Students actively publish in international and domestic scientific journals.

Conclusions of the EEC on the criteria. Out of 24 standards correspond: completely - 23, significantly - 1, partially - 0, do not correspond - 0.

Standard 2: completed

Recommendations for improvement identified during the external visit:

- 1) Taking into account the potential of students to provide for the inclusion of the discipline "Fundamentals of Scientific Research" in the educational programme of the PPT
- 2) Provide an opportunity to improve the scientific and pedagogical qualifications of the teaching staff in the profile disciplines of the PPT educational programme in foreign partner universities as part of the implementation of the university's mission

Standard 3: ASSESSMENT OF STUDENTS

The experts revealed that the student assessment policy is described in detail in the document "Academic policy" of the NJSC "Medical University of Karaganda", which includes the "Policy of internal quality assurance of education" of the NJSC "Medical University of Karaganda" and "Regulations on the rating system for assessing students' progress" (<https://www.qmu.kz/media/qmudoc/AcademPolitika.pdf>). The content, criteria and terms for assessing assignments by discipline are reflected in the syllabuses.

The teacher's assessment of the student's academic achievement is carried out along the distribution curve of his marks (Bell Curve), based on the general principles of the League of Academic Integrity (<https://adaldyq.kz/dokumenty>), according to the "Code of Academic Integrity" of the NJSC "Medical University of Karaganda" (<https://www.qmu.kz/media/qmudoc/KodeksAcadem.pdf>), Internal Documents: Guidelines for Academic Integrity in Written Examinations; Guidelines for teaching staff on the conduct of midterm certification in an online format; Regulations for conducting midterm certification in online format.

To conduct the exam, examiners are appointed from among the teaching staff who have qualifications in the profile of this academic discipline. The organization is entrusted to the office of the Registrar. The form of the exam is determined by the RUP.

Since the 2019-20 academic year, the session.kgmu.kz programme has been developed and implemented with the receipt of a report of checking students' answers in the Turnitin anti-plagiarism system. Evaluation sheets / checklists have been introduced and used.

To conduct the final certification of students, an attestation commission is created, consisting of a number of qualified teachers in the ratio of 65% from representatives of employers and 35% from representatives of the School of Pharmacy.

Reviewing of the thesis (project) in accordance with the "Regulations on the preparation of graduate works, master's and doctoral dissertations" of the Academic Policy of the MUK is carried out by external specialists in the profile of the thesis (project) being defended and is approved by order of the School of Pharmacy and the Senate.

In 2020, the defense of theses was carried out online using the Microsoft Teams platform, where the "Defense of thesis" team was created. The IA schedule is posted on the student portal. In 2021, the protection is planned to be carried out on the WebEx platform.

In order to improve the competence of the teaching staff, there are cycles of advanced training of teachers ("Effective teacher", "Assessment of students"), conducted on the basis of the Center for Simulation and Educational Technologies of NJSC "MUK".

According to the EOUD (external assessment of educational achievements) dated November 27, 2019, the average result of students in the 5B074800 PPT specialty was 75.2%.

The portal contains the results of assessing the satisfaction of teaching staff and students for the 2019-2020 academic year, presented at the meeting of the Senate on February 26, 2021.

The main platform for distance education technologies (DOT) is the Platonus system. If there are objective reasons for the impossibility of loading assignments or accessing them to a student on the Platonus platform, other communication channels with students (student portal, Moodle, online video conferencing assignments, collaboration in Microsoft Teams, etc.) can be used.

Thus, during a visit to the MUK, experts found that the university has a sufficient number of various forms of knowledge control, carefully developed assessment criteria for different forms of assignments, the availability of software and equipment for automatically determining intermediate and final grades, conducting final control, assigning assignments, providing feedback with students, transparency of the student assessment process, the presence of external examiners at the final certification of graduates / defense of diploma projects.

Conclusions of the EEC on the criteria. Out of 4 standards conform: completely - 3, significantly - 1, partially - 0, do not correspond - 0.

Standard 3: completed

Recommendations for improvement identified during the external visit:

- 1) Create a unified base of diploma theses for students with open access

Standard 4: Students

The experts revealed that admission of citizens of the Republic of Kazakhstan, as well as foreign citizens to educational programmes of higher education, is carried out in equal rights on the basis of the current legislation of the Republic of Kazakhstan and the document "Policy of admission of applicants of NJSC" MUK ". And it increases every year.

Since 2016, 480 students have been accepted, of which 371 study in the state language, 109 in Russian. 23 students study on a paid basis.

In the period from 2016 to 2021 academic years, 26 students were expelled at their own request; in connection with death - 1; 3 students for academic failure; for violation of labor (internal) regulations - 1; in connection with the transfer to other universities, 21 students.

According to this EP for the 2016-2021 academic years, it was accepted: 4 students with disabilities (disabled people of II and III groups); 4 students classified as orphans. NJSC "MUK" also has a "Regulation on the organization of inclusive education"

Transfer of students from other programmes and medical educational institutions is carried out in accordance with the NLA.

During the period 2016-2021 academic year years transfer of students enrolled in the educational programme "6B07201" Technology of pharmaceutical production "to other programmes or to other educational organizations - 21 students, transferred to an educational programme from another programme / from another university - 3 people.

The state annually allocates a large number of grants for this specialty, of which 125 places of state order were received by NJSC MUK.

Academic counseling of students at NJSC MUK is carried out by departments, deans, office-registrar service, editors.

CED is annually developed and reviewed on the basis of applications from departments, taking into account the key competencies of the EP at meetings of the School of Pharmacy Council.

NJSC MUK provides for a student support system in accordance with the "Regulations on Student Support Service" NJSC MUK (<https://www.qmu.kz/ru/contents/view/724>, including a student service center, a department for work with youth, implementing state youth policy, civil-patriotic, legal, professional, ethnic and multicultural education of students. Schools and administrative structures of the university regularly hold meetings, where they also discuss various issues related to training, the work of the student support service.

NJSC "MUK" has an English club and a multilingual club, there is a sports club, which has 21 sections in various sports, which operate free of charge.

Since 2018 in NJSC "MUK" there is a department for digitalization and automation of processes (hereinafter DC and AP), which provides services to students on the principle of "one window".

The total number of members of the School Council is 20, of which 3 are students, which is 30%. The ratio of representatives of teaching staff, students, employers in the composition of the commission is as follows: total number - 11, 3 students (1/3 of the total), 3 employers, 1 member of the commission is the chairperson.

The University provides benefits for educational and medical services, services for living in hostels.

Thus, the experts revealed that students actively participate in advisory bodies, public associations, student scientific societies, volunteer projects, etc., the number of state educational grants increases annually.

Conclusions of the EEC on the criteria. Out of 14 standards conform: fully - 14, significantly - 0, partially - 0, do not correspond - 0

Standard 4: completed

Recommendations for improvement identified during the external visit:

No recommendation.

Standard 5: ACADEMIC STAFF / FACULTY

The experts found that the implementation of the university's personnel policy is in accordance with the main priorities of the university's strategy. The staff of the university is staffed in accordance with the legislation of the Republic of Kazakhstan and the Rules for the competitive filling of positions of scientific and pedagogical personnel of higher educational institutions.

At the School of Pharmacy in the academic year 2020-21, the teaching staff is represented by 24 full-time teachers and 12 part-time teachers (11 - internal part-time, 1 - external). In the staff of the teaching staff there are 4 doctors of sciences (2 doctors of pharmaceutical sciences and 2 doctors of chemical sciences), 10 candidates of sciences (of which 2 candidates of pharmaceutical sciences, 1 candidate of technical sciences and 7 candidates of chemical Sciences.), 2 PhDs in the specialty "TPP", 5 masters. The degree of staff teaching staff is 67%.

The School of Pharmacy has a high scientific potential, 13 teachers have the Hirsch index (Web of Science, Scopus) and are published in high-ranking scientific journals. Professor researcher of the school of pharmacy Atazhanova G.A. has the highest university Hirsch index = 7.

The teaching staff of the School of Pharmacy takes an active part in the incoming academic mobility (head of the department of PPT SKMA Torlanova B.O., for 4th year students for the VII semester of 2017-18 academic year, from 11/15/17 to 11/27/17) and outgoing academic mobility (From 12 to 24 November 2018 - Head of the Department of Pharmaceutical Disciplines and Chemistry Loseva I.V. at Kursk State Medical University).

The Rules for the competitive filling of vacant positions of heads of structural divisions, heads of departments, teaching staff, research workers and employees of the internal audit service (08.26.2019), as well as the Regulation on the Commission for filling vacant positions (09.09.2020) were approved, according to which the competition procedure for filling ...

Since 2019, the university has developed new qualification requirements for teaching staff and introduced the following categories of teaching staff: professor, research professor, associate professor, associate professor - researcher, assistant professor, tutor (teacher), teacher / assistant, teacher / assistant trainee, clinical mentor.

In accordance with this plan, at the expense of the university in 2020, 2 school teachers (Shakarmova K.K., Medeshova A.T..).

The Regulations on the remuneration of NJSC MUK (22.01.20. Protocol No. 17) prescribe additional payments and allowances, including an additional payment for teaching a lesson in English with a TOEFL and ILETS certificate in the amount of 100% of the BOS, an additional payment to the team of authors for publishing an article with an impact factor of more than 1, in international peer-reviewed scientific journals (indexed in the Web of Knowledge. Scopus),

The MUK developed and approved the Regulations on the Performance Management System (PMS) of employees of NJSC MUK (26.08.2019 Minutes No. 8 of the Management Board meeting), Regulations on the assessment of the activities of NJSC MUK's divisions (approved 09.09.2020 Minutes No. 14). A system of key performance indicators (KPI) of divisions has been developed, which is an organized structure of indicators intended for regular assessment of the activities of divisions.

For undergraduate specialty "PPT" the ratio "teacher-student" in NJSC MUK is defined as 16: 1.

Thus, the experts are established in the presence of administrative structures in the university responsible for the formation and improvement of the competencies of the teaching staff (HRMD, Center for the Transfer of Innovative Technologies), the current system for assessing the competence of teachers, an effective system of motivation and incentives for teaching staff.

Conclusions of the EEC on the criteria. Out of 4 standards conform: completely - 3, significantly - 1, partially - 0, do not correspond - 0.

Standard 5: completed

Recommendations for improvement identified during the external visit:

1) To increase the scientific potential of the teaching staff, provide for the possibility of carrying out intra-university grants.

2.) To intensify publication activity based on the results of educational and methodological activities.

Standard 6: EDUCATIONAL RESOURCES

The experts found that NJSC MUK has a sufficient material and technical base. The total area of the buildings of NJSC "MUK" is 77 989.6 m². The average calculated area per student with two-shift work corresponds to the existing standards and is more than 6 m² per student. Own educational resources are located in five educational buildings with an area of 29 160.6 m²: 23 lecture halls for 2657 seats, 276 classrooms for 5667 seats, 3 training laboratories and 2 specialized classrooms intended for the EP "Technology of pharmaceutical production", 12 computer classes for 277 seats, a library with an area of 1497 m², a book depository area - 879.2 m², 443 seats, sports facilities of NJSC" MUK "with a total area of 2012.5 m², research center and 12 specialized laboratories (sanitary and hygienic laboratory, biochemical laboratory, physiological laboratory, microbiological laboratory, immunological laboratory, pathomorphological laboratory, PCR laboratory, pharmacokinetic laboratory), Center for Simulation and Educational Technologies (CS&ET). There is also a student service center (SSC), as well as on the basis of NJSC "MUK" there is a registrar's office, 3 clinics. The collective use laboratory of the Research Center is accredited for compliance with the requirements of ST RK ISO 15189-2015 "Medical laboratories. Requirements for quality and competence". immunological laboratory, pathomorphological laboratory, PCR laboratory, pharmacokinetic laboratory), Center for Simulation and Educational Technologies (CS&ET). There is also a student service center (SSC), as well as on the basis of NJSC "MUK" there is a registrar's office, 3 clinics. The collective use laboratory of the Research Center is accredited for compliance with the requirements of ST RK ISO 15189-2015 "Medical laboratories. Requirements for quality and competence". immunological laboratory, pathomorphological laboratory, PCR laboratory, pharmacokinetic laboratory), Center for Simulation and Educational Technologies (CS&ET). There is also a student service center (SSC), as well as on the basis of NJSC "MUK" there is a registrar's office, 3 clinics. The collective use laboratory of the Research Center is accredited for compliance with the requirements of ST RK ISO 15189-2015 "Medical laboratories. Requirements for quality and competence". The

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There are 6 dormitories for students with 2500 beds, with an area of 30,162.9 m². There are 2 canteens for 152 seats, 5 buffets for 178 seats, including the "Territory of honesty" buffet.

Material Equipment the School of Pharmacy consists of 39 items of modern equipment and devices. All available audiences, laboratories, educational and clinical center used in the educational process and research activities in the educational programme have passports, safety instructions, safety control logs by the employees of the unit. Developed and approved by the Decision of the Board of the University "Safety and labor protection rules, fire safety in NJSC MUK" (Protocol No. 9 dated 17.09.2019). The university has a high security system, order and has access control in educational buildings and hostels.

In NJSC "MUK" the material and technical base is regularly updated, expanded and strengthened, contributing to the development in the practice of teaching. From 2016 in 2020, funds for the remuneration of teaching staff increased by 44.8%. In 2019, 5,263,966.59 tenge were allocated to provide material resources, 691,691 tenge for peripheral devices. In 2017, 37,051,899.86 tenge were allocated for the purchase of large equipment.

Professional practice of students of the specialty "Technology of pharmaceutical production" is carried out on the basis of a partner organization - JSC IR&PH Holding Phytochemistry, Pharmaceutical factories Psychotropies India Ltd, Patangali herbal garden and Research Center, Tirupati Group, HiGlance Laboratoris Pvt.LtD, East African Remedies India overseas, Pure & Cure Health care Pvt. LtD, HiGlance Laboratories Pvt. Ltd. and Zhanafarm Medicines Manufacturer LLP. Agreements and memorandums of cooperation have been concluded with these enterprises. The practice bases have laboratories and production workshops equipped with the most modern equipment, highly qualified personnel and various international relations with the best research institutions in the world.

The total fund of the University Library and Publishing Center as of 01.01.2021 is 480628/42632 (copies / titles).

The general fund of educational and scientific literature of the educational programme 6B07201 "Technology of pharmaceutical production" is educational - 5954 (3340 in Kazakh, 2188 in Russian, 426 in foreign language) and scientific - 1871 (659 in Kazakh., 1162 in Russian, 50 in foreign). Every year the University Library and Publishing Center subscribes to domestic and some foreign periodicals. The book and magazine fund of the educational programme "6B07201" Technology of pharmaceutical production "is 7830, of which the book fund is 7825, the magazine fund is 5.

The MUK electronic catalog has been maintained since 2002 on the basis of the IRBIS64 + library automation system. In the library programme IRBIS64 + there are the following modules: AWS "Administrator", AWS "Komplektator", AWP "Cataloguer", AWP "Book distribution", AWP "Book supply", AWP "Reader", Module "WEB-IRBIS". The volume of the MUK electronic catalog is 118,146 records. In 2020, the number of publications and scientific papers placed in the "Repository of NJSC MUK" is 344 scientific papers. The provision of general education, basic and major disciplines with literature on electronic media has changed over 3 years: 2019 - 99.4%, 2020 - 99.5%, 2021 - 99.5%. In the 2019-2020 academic year, the number of electronic resources in the library and publishing center of NJSC "MUK" was 8501, of which in English. - 2508.

Students have the opportunity to use information resources of the library and educational resources of the Internet (Cisco Webex, Microsoft Teams), the Platon educational process management system, MOODLE, Share Point, student portal. <https://portal.kgmu.kz/lists/list2/allitems.aspx...> Access to educational Internet resources, the functioning of WI-FI on the territory of the university is fully provided.

The staff of the School of Pharmacy is represented by 5 doctors of sciences, including 1 corresponding member. NAS RK, 1 Laureate of the Prize of the Foundation of the First President in the field of science and technology, 10 candidates of science and PhD. Currently, the school staff

(Abdullabekova R.M., Ivashenko S.A., Khrustalev D.P. and others) have participated and are participating in the implementation of a number of projects.

NJSC "MUK" until 2021 has been holding a leading position over the past 4 years in the ranking of medical universities based on the results of scientific and innovative activities. In 2015 and 2018, employees of the Karaganda Medical University were named winners in the "Best Scientist in the Health care System" nomination. Since 1996, the university has published a quarterly scientific and practical journal "Medicine and Ecology", which is part of KOKSON, Index Copernicus, eLibrary, VseNauki, CyberLeninka, OAL

In the student scientific circle of the School of Pharmacy, students of the 3rd course of the EP "Technology of pharmaceutical production", responsible for the circle, MR Alimbatyrov, are engaged. Students study such promising scientific areas as organic synthesis under microwave activation, computer modeling in the AspenHysys environment, and 3D modeling technologies for the manufacture of medical products. On 09/20/19, a selection was made in the SSS, 10 additional students of different courses were admitted, 01.21. 20 - 20 students.

Over the past 5 years, teachers of the School of Pharmacy from among the teaching staff according to the accredited programme participated in the "Mobility of teaching staff" programme in the universities of the Republic of Kazakhstan (International Kazakh-Turkish University named after Khoja Ahmed Yasavi, 2019, Kopzhasarov A.B.), as well as in medical universities Uzbekistan (Tashkent Pharmaceutical Institute, 2019, Abdullabekova R.M., Tursynova Sh.B) Kyrgyzstan (Jalal-Abad State University, 2017 and 2018, Abdullabekova R.M.) and Russia (Kursk State Medical University 2018, Loseva I.V.)

Thus, the experts revealed that the material and technical base of the university, information and communication systems of management and administration, and the library fund are constantly being improved. An agreement was concluded with one of the largest research and production complex in the Republic of Kazakhstan, IR&PH «Phytochemistry".

Conclusions of the EEC on the criteria. Out of 19 standards conform: completely - 17, significantly - 2, partially - 0, do not correspond - 0.

Standard 6: completed

Recommendations for improvement identified during the external visit:

- 1) Provide for the possibility of implementing international exchange of teachers and students.
- 2) Develop joint educational programmes on pharmaceutical production technology with specialized universities in the near and far abroad.

Standard 7: PROGRAMME EVALUATION

To monitor and evaluate the EP, the university conducts a certification audit of the Quality Management System (QMS); independent assessment of graduates at the stage of final certification; institutional and specialized accreditation, followed by post-monitoring. The monitoring results are discussed at the meetings of the School of Pharmacy Council, the Academic Council and the Senate.

The University has a department of DSD and QM, which provides independent, objective, confidential and professional monitoring of EP processes and results.

The University's policy in the field of quality has been facilitated by the implementation of the international QMS standard - ISO 9001: 2015 since 2005. The QMS is documented, maintained and improved.

The educational programme is annually amended by approving the working curricula for the current academic year. Taking into account the direction of the development and production of medicines in the Republic of Kazakhstan and the needs of employers, the QEDs included the disciplines "Technology of extraction drugs", "Industrial biotechnology", "Production of biological products", "Pharmaceutical development", "Raw materials and materials for pharmaceutical production", " Technology of cosmetics and perfumery "; taking into account modern quality requirements - disciplines "Quality control of drugs", "Analysis of pharmaceutical substances",

"International and national standards in pharmaceutical production", "Quality assurance system in pharmaceutical production."

In 2018 (the first EP graduates) 4 graduates of the bachelor's programme and 3 graduates in 2020 continued their studies in the master's programme.

The School of Pharmacy constantly monitors the academic performance of students by semester of study (the results of examination sessions), so in the 2017-2018 academic year, the performance of the final courses was 89.95 in average, in a qualitative indicator 100%, in the 2018-2019 academic year - 89, 75 and 100%, and in the 2019-2020 academic year - 91.5 and 100%. The indicator is increasing every year. All documents on planning the educational process are presented to interested structures and participants in the educational process by posting on the website (academic calendar), corporate portal (RUP) and student educational portal (schedule of classes, consultations).

In the 2020-21 academic year, by order of the rector of the university (No. 201 of October 1, 2020), a commission for quality assurance of the EP was approved at the school of pharmacy, which includes school teachers, representatives of students and employers.

In the current academic year, 70% of 3–4-year students were questioned on the quality of the educational process. The results of the survey showed that 49% of the respondents are satisfied with the organization of the educational process, 43% of the respondents noted the high provision of educational materials, 75% of the respondents were satisfied with the conditions for providing research opportunities.

Thus, the experts revealed a high degree of degree and categorization of teaching staff, regularity of feedback among students and teaching staff, a good material and technical base for the implementation of EP, established communication with employers.

Strengths: One of the main bases for passing professional practice for students of the specialty "Technology of pharmaceutical production" is the partner organization - JSC IR&PH Holding "Phytochemistry". A cooperation agreement has been concluded with these enterprises. JSC IR&PH Holding "Phytochemistry" as a base of practice fully provides all its resources for the development of practical skills by students and conduct research in the framework of writing theses.

Conclusions of the EEC on the criteria. Out of 10 standards conform: completely - 10, significantly - 0, partially - 0, do not correspond - 0

Standard 7: completed

Recommendations for improvement identified during the external visit:

No recommendation

Standard 8: GOVERNANCE AND ADMINISTRATION

The management structure of the University is fully consistent with the implementation of educational services at all levels of education, including undergraduate programmes in the specialty "Technology of pharmaceutical production". All programmes are reviewed and approved at meetings of the relevant collegial and advisory bodies, as well as agreed with potential employers of the graduates of the programme (JSC IR&PH Holding "Phytochemistry", LLP "Amanat", Department of control of medical and pharmaceutical activities in the Karaganda region), who are members of the School Council pharmacy. The composition of the Council of the School of Pharmacy includes employees of the dean's office of the School of Pharmacy, heads of the TPF and Pharmacies, students (Orymbay A.B., Vlasova Yu.V.) and a master's student (Bekisheva K.), as well as Makeeva F.U. - Head of the RSE "Department of the Pharmacy Committee of the Ministry of Health of the Republic of Kazakhstan in the Karaganda region", German E.N. - Head of the HR department of the company "Amanat", Zhabaeva A.N. - Head of the phytopreparation technology laboratory of the IR&PH "Phytochemistry".

Students can also receive additional information about the EP and use the resources of the EP on the Student Education Portal and leave feedback on the quality and usefulness of the materials provided.

The cost of each educational service is formed taking into account the full coverage of costs, i.e. salaries, taxes, training costs, equipment of the educational process (reagents, medical devices,

equipment of the library fund), as well as the costs of maintaining educational buildings (utilities, cleaning services, security services, etc.).

Dynamics for 5 years of the budget of the educational programme Pharmaceutical production technology 2017 - 12 188.8 thousand tons, 2018 - 58 169.9 thousand tons, 2019 - 164 862.1 thousand tons, 2020 - 239 176.8 thousand tons, 2021 - 278 862.1 thousand tons Dynamics for 5 years of the budget of educational programmes of the Ministry of Health: 2017 - 276 832.2 thousand tons, 2018 - 297 749.1 thousand tons, 2019 - 359 332.7 thousand tons, 2020 - 456 422.9 thousand tons, 2021 - 374 766.8 thousand tons

The allocated funds fully cover the necessary resources for the implementation of the EP PPT departments and the School of Pharmacy. The University has developed an optimal financial management system. The University annually develops a Development Plan for five years and is coordinated with the authorized body, for compliance with the goals and objectives of the university.

The school annually forms and submits applications to the public procurement department to improve the material and technical base. Thus, 2 new laboratories for pharmaceutical technology are being retrofitted on the basis of the building at 40 Gogol, which are also involved in the educational process.

To conduct classes, if necessary, the laboratories of the Scientific Research Center of the NJSC MUK are used (in particular, the chromatographic laboratory, which houses the workplace of the employee of the department, Professor Ivasenko S.A., Doctor of Pharmacy).

The forms of collegial management of the university are the Board of Directors (formerly the Supervisory Board), the Board of the University, the Senate, advisory bodies - the Academic Committee under the Senate, the Scientific Expert Council, and the Clinical Council. The meetings of the administration were held once a month. The Senate includes representatives of the teaching staff and researchers (62%), administrative and managerial personnel and top managers (18%) and students (20%).

In 2018. for the purpose of comprehensive planning, the development of innovative activities of the university and solving the tasks of the priority areas of the strategic plan of the university, project management is being introduced (order of KSMU No. 39 of 01/19/2018)

The procedure for identifying, analyzing and assessing risks is carried out in accordance with the Regulation on the risk management system dated December 28, 2017.

On the official website of NJSC "MUK" www.kgmu.kz, there is a virtual reception of the rector, which allows employees, teaching staff and students to present their proposals for optimizing management processes.

Advanced training of top and middle managers, as well as teachers of departments is carried out on the basis of Nazarbayev University, universities of strategic partners, leading foreign universities and clinics, so in 2017 the share of top and middle managers who underwent advanced training on the basis of NU and / or universities-strategic partners accounted for 10.5%, and in 2018. 11 top and middle managers (out of 19) underwent advanced training, which is 58% of the total number of top and middle managers of the university. The total number of university employees trained under this programme is 58 people.

NJSC "MUK" operates a system of internal quality assurance in accordance with the requirements of the international standard ISO 9001: 2015, Standards and recommendations for quality assurance in the European Higher Education Area (ESG).

In order to develop technological developments in the medical direction, NJSC MUK allocated intra-university grants: "Development of a complete synthesis of Acyclovir and Abacavir under microwave activation" and "Development of a new method for the synthesis of polylactic acid under microwave activation and 3D printing of medical products based on it", the head of which is D.P. Khrustalev, Doctor of Chemical Sciences, Associate Professor of Skoda Pharmacy. Within the framework of the above grants, 9 diploma and master's theses were completed by students and undergraduates of the specialty "Technologies of pharmaceutical production.

Thus, the experts revealed that the corporate governance system is functioning, the Board of Directors is working, the administrative and academic staff meets the regulatory requirements and

ensures the quality and efficiency of the university's activities, the activities of the management and structural units are regularly assessed by submitting reports and conducting internal audit, the university operates a certified Quality Management System.

Conclusions of the EEC on the criteria. Out of 13 standards conform: fully - 13, significantly - 0, partially - 0, do not correspond - 0

Standard 8: completed

Recommendations for improvement identified during the external visit:

No recommendation

Standard 9: CONTINUOUS RENEWAL

Since 2016, the university management structure has been updated from version OF / 16 (from 01.09.2016) to version OF / 20 (from 12.09.2019). Currently, version OF / 21 is being approved in connection with the reorganization in NJSC MUK on the basis of the Decree of the Government of the Republic of Kazakhstan dated October 16, 2018 No. 646, certificate of state registration of a legal entity dated January 28, 2019 No.

Since 2016, the strategic plan has also been repeatedly updated (from 28.12.2016 for 2017-2021; from 28.08.2017 for 2017-2021; from 26.10.2017; from 03.05.2018, from 29.12.2018). Currently, the Strategic Plan for 2019-2023 is being considered, developed in connection with the reorganization into NJSC MUK.

In the educational process, the use of modern educational technologies, educational laboratories, the active involvement of students in research work is supported, proposals from employers and modern achievements of medicine and science are constantly being introduced into educational programmes; the academic mobility of students and teaching staff is carried out; the course has been taken towards the internationalization of education; joint educational programmes with other universities are being developed; international projects "Erasmus +" contribute to the adaptation of educational programmes to modern international requirements for medical and pharmaceutical education and high-quality training of a specialist. In order to improve the renewal of educational resources, further development of international cooperation with foreign universities is a priority.

The university has introduced and is constantly improving the differentiated remuneration of teaching staff: monthly payments for an academic degree, pedagogical categories, introduced since 2015; clinical work; teaching in English; psycho-emotional and physical activity; work in dangerous and harmful conditions. Paid quarterly in accordance with indicators of scientific achievements, academic mobility. The rating of the teaching staff and the rating of the departments are annually compiled. Based on the results of the rating assessment of the teaching staff activities, the winners are given incentive salary increments in the nominations "The Best Clinical Department" and "The Best Theoretical Department"; Best in Profession. A social package has been developed: discounts on training for advanced training, retraining; training in the magistracy; for the children of employees;

Conclusions of the EEC on the criteria. Out of 3 standards conform: completely - 3, significantly - 0, partially - 0, do not correspond - 0

Standard 9: completed

Recommendations for improvement identified during the external visit:

No recommendation

Thus, all 9 accreditation standards have been met, no inconsistencies in the fulfillment of the criteria of each of the basic accreditation standards in the process of analyzing the self-assessment report and conducting the examination as part of the tasks of the external expert evaluation programme were found.

5. Recommendations for improving the educational bachelor's degree in the specialty 6B07201 - "Technology of pharmaceutical production":

Standard 1

1. To actively involve students and representatives of employers in the discussion of the mission and vision of the university.

2. When discussing competencies and final learning outcomes for the PPT educational programme, involve representatives of stakeholders (employers, students).

3. Consider the possibility of implementing the PPT educational programme in cooperation with foreign universities.

Standard 2

1. Taking into account the potential of students to provide for the inclusion of the discipline "Fundamentals of Scientific Research" in the educational programme of the PPT.

2. To provide an opportunity to improve the scientific and pedagogical qualifications of teachers in the profile disciplines of the educational programme of PPT in foreign partner universities in the framework of the implementation of the mission of the university.

Standard 3

1. Create a unified base of students' theses with open access.

Standard 4

No recommendation

Standard 5

1. To increase the scientific potential of teachers, provide for the possibility of planning and implementing intra-university grants.

2. To intensify the publication activity of teachers and university staff based on the results of educational and methodological activities.

Standard 6

1. Provide for the possibility of implementing international exchange of teachers and students.

2. To develop joint educational programmes on the Technology of pharmaceutical production with specialized universities in the near and far abroad.

Standard 7

No recommendation

Standard 8

No recommendation

6. Recommendation to the ECAQA Accreditation Council

The members of the EEC came to a unanimous opinion to recommend the Accreditation Council to accredit the undergraduate educational programme 6B07201- "Technology of pharmaceutical production" of the Non-Commercial Joint Stock Company "Medical University of Karaganda" for a period of 5 years.

Chairperson

Ermukhanova Lyudmila Sergeevna

Foreign expert

Sulaeva Oksana Nikolaevna

Academic expert

Urazova Saltanat Nurguzhaevna

Academic expert

Kurmanova Almagul Medeubayevna

Academic expert

Zhakypbekov Kairat Saparkhanovich

Representative of practical health care

Vitt Svetlana Vladimirovna

Resident Representative

Shaikhina dinara

Student Representative

Iskakova Saltanat Mukhtarovna

ECAQA Observer

Umarova Makpal Aldibekova

The image shows a vertical list of handwritten signatures on horizontal lines. The signatures are written in blue ink and vary in style, some being more cursive and others more blocky. There are small 'r' marks to the left of some of the lines.

Quality profile and external evaluation criteria (summary)
Of educational programme in the specialty
6B07201- "Technology of pharmaceutical production" of Non-profit joint stock company
"Medical University of Karaganda"

Standard	Criteria for evaluation Number of standards = BS * / SU	Assessment			
		Totally coincides	Significantly corresponds	Partially compliant	Does not match
1.	MISSION AND END OUTCOMES 11 = 7/4	7	4		
2.	EDUCATIONAL PROGRAMME 24 = 10/14	23	1		
3.	ASSESSMENT OF STUDENTS 4 = 2/2	3	1		
4.	STUDENTS 14 = 8/6	14			
5.	ACADEMIC STAFF / FACULTY 4 = 2/2	3	1		
6.	EDUCATIONAL RESOURCES 19 = 9/10	17	2		
7.	EVALUATION OF THE EDUCATIONAL PROGRAMME 10 = 6/4	10			
8.	GOVERNANCE AND ADMINISTRATION 13 = 6/7	13			
9.	CONTINUOUS RENEWAL 3 = 1/2	3			
	Total: 102 = 51/21	93	9		
		102			

* BS - the basic standard must be fulfilled by each medical educational organization, and the fulfillment must be demonstrated during an external assessment of the medical educational and scientific organization.

List of documents studied by EEC members within the framework of accreditation

No.	Names of documents	number	Date of approval (if applicable)
1.	Regulations on the Senate of NJSC "MUK"	1	10/22/2019
2.	Regulations on remuneration of NJSC "MUK"	1	01/22/2020
3.	Regulations on the student support service of NJSC "MUK"	1	07/08/2019
4.	Regulations on student self-government of NJSC "MUK"	1	07/08/2019
5.	Regulations on the performance management system for employees of NJSC "MUK"	1	-
6.	School regulations	1	11/01/2021
7.	Regulations on the organization of inclusive education in NJSC "MUK"	1	09.12.2020
8.	Regulations on the assessment of the activities of divisions of NJSC "MUK"	1	09.09.2020
9.	Rules for the competitive filling of vacant positions of heads of structural divisions, heads of departments, teaching staff, researchers and employees of the internal audit service	1	26.08.2019
10.	Syllabuses.	1	09/01/2020
11.	EP consideration protocols from the Department of Pharmaceutical Disciplines and Chemistry.	1	03/26/2019.
12.	Mission Review Protocols	1	23.09.2018
13.	EP "TPP"	1	04/25/2019
14.	Extract No. 8 from the School Council.	1	04/09/2019
15.	Extract from the Academic Council	1	04/25/2019
16.	Safety logs.	1	-
17.	Journals to familiarize students with academic policy.	1	-
18.	Methodical recommendations for innovative methods.	1	11/16/2020
19.	Memorandums of cooperation (JSC IR&PH Phytochemistry, India)	2	-