

To the Accreditation Council
of the Eurasian Centre for Accreditation
and Quality Assurance
in Education and Healthcare
March 26, 2024

REPORT
OF THE EXTERNAL EXPERT COMMISSION ON THE RESULTS OF EVALUATION OF THE
EDUCATIONAL PROGRAM 7M10103 “NURSING”
(Scientific and pedagogical direction)
OF NON-PROFIT JOINT STOCK COMPANY “MARAT OSPANOV WEST KAZAKHSTAN
MEDICAL UNIVERSITY” FOR COMPLIANCE WITH THE ACCREDITATION
STANDARDS OF EDUCATIONAL PROGRAMS OF MASTER'S SPECIALTIES IN HEALTH
CARE

period of external expert evaluation:
03/04/2024-03/06/2024

Aktobe, 2024

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LIST OF SYMBOLS AND ABBREVIATIONS

Abbreviation	Description
ECAQA	Eurasian Centre for Accreditation and Quality Assurance in Education and Healthcare
NJSC	Non-profit joint stock company
WFME	World Federation of Medical Education
MoH RK	Ministry of Health of the Republic of Kazakhstan
MSHE RK	Ministry of Science and Higher Education of the Republic of Kazakhstan
MES RK	Ministry of Education and Science of the Republic of Kazakhstan
EEC	External Expert Commission
EP	Educational program
HEI	Higher education institution
UC	University component
SCES RK	State compulsory education standard of the Republic of Kazakhstan
DAA	Department of Academic Affairs
HRMD	Human Resource Management Department
ESG	Standards and guidelines for quality assurance in the European Higher Education Area
WKMU	West Kazakhstan Medical University
EP	Educational program
Academic staff	Academic staff
CED	Catalog of elective disciplines
MEP	Modular educational program
QMS	Quality Management System
TBL	Team-based learning
CMDS	Center for Master's and Doctoral Studies
Nursing	Nursing
PH	Public healthcare
AMP	Administrative and management personnel
CEP	Educational Programs Committee

1. Composition of the External Expert Commission

In accordance with the ECAQA Order No. 5 dated 02/09/2024, an External Expert Commission (hereinafter referred to as the EEC) was formed to conduct external evaluation during the period 04-06 March 2024 of the educational program of Master's degree in specialty 7M10103 “Nursing” (scientific and pedagogical direction) in the following composition:

№	Status as part of the EEC	Full name	Regalia, position, place of work/place of study, course, specialty
1	Chairman	KAMALIEV MAKSUT ADILKHANOVICH	Doctor of Medical Sciences, Professor, Vice-Rector for Academic and Scientific Activities of the Kazakhstan Medical University “HSPH”. Chairman of the State Unitary Enterprise for the training program for health specialists and other public health specialists of the EMA in the direction of training - Health Care of the Ministry of Education and Science of the Republic of Kazakhstan. Expert of the National Centre for Independent Examination. Visiting Professor at the Lithuanian University of Health Sciences.
2	International expert	MOISEEVA KARINA YEVGENIEVNA	Doctor of Medical Sciences, Professor, Associate Professor of the Department of Public Health and Healthcare of the Federal State Budgetary Educational Institution of Higher Education "St. Petersburg State Pediatric Medical University" of the Ministry of Health of the Russian Federation
3	Academic expert	NARMANOVA ORYNGUL ZHAKSYBAEVNA	Doctor of Medical Sciences, Professor of the Department of Public Health of NJSC “Astana Medical University”, excellent student of healthcare, winner in the nomination “Best Coach of the Year in the Field of Health 2023”
4	Academic expert	DANIYAROVA ANARA BAKHTIKEREEVNA	Candidate of Medical Sciences, Director of the Higher School of Public Health, Al-Farabi Kazakh National University
5	Academic expert	TALIEVA GULBANAT NURGALIEVNA	Candidate of Medical Sciences, Associate Professor of the School of Public Health of the Karaganda Medical University
6	Academic expert	KAYNARBAEVA MAYKUL SAIDULLAEVNA	Candidate of Medical Sciences, Head of the Department of “Nutritiology”, NJSC “Kazakh National Medical University named after S.D. Asfendiyarov”. Member of the Expert Council on dietary supplements of the NJSC “Kazakh Academy of Nutrition”. Deputy Chairman of the Committee “Nutritiology” at the

			Educational and methodological association-project management group of the Republican Educational and Methodological Council of the Ministry of Health of the Republic of Kazakhstan
7	Academic expert	SHRAPIEVA ALUA MURATBEKOVNA	PhD, assistant at the Department of Nursing, NJSC "Semey Medical University"
8	Expert employer	KUANTAEVA LILIYA VYACHESLAVOVNA	Deputy Chief Physician for Economic Work of the MSE "Multidisciplinary Regional Hospital" at the REM of the Health Administration of the Aktobe Region, doctor of the highest qualified category in social hygiene and healthcare organization
9	Expert learner	BEKTEMIR MARTA AKBERENKYZY	4th year student of the Faculty of Natural Sciences, specialty "Training of teachers in biology" of Aktobe Regional University named after K. Zhubanov

The work of the EEC was carried out in accordance with the Regulations on the EEC.

The EEC report includes a description of the results and conclusion of an external evaluation of the Master's educational program 7M10103 "Nursing" (scientific and pedagogical direction) for compliance with the Accreditation Standards of educational programs of Master's degrees in healthcare and conclusions (hereinafter referred to as the Accreditation Standards), recommendations of the EEC for further improvement of approaches and conditions implementation of the above educational program and recommendations for the ECAQA Accreditation Council for Accreditation.

2. General part of the final report

2.1 Presentation of the educational program of the Master's degree in the specialty 7M10103 "Nursing" (scientific and pedagogical direction)

Name of organization, legal form of ownership, BIN	Non-profit joint-stock company "Marat Ospanov West Kazakhstan Medical University"
Government	Board of Directors
Full name of the first manager	Chairman of the Board - Rector of the NJSC " Marat Ospanov West Kazakhstan Medical University" Kaliev Aset Askerovich
Date of creation	1957
Location and contact details	Kazakhstan, West Kazakhstan region, 030019, Aktobe, st. Maresyeva, 68 87132570857, 87476987105;
State license for educational activities in PhD doctoral studies (date, number)	KZ26LAA00016029 dated May 04, 2019.
Inclusion in the Register of educational programs of higher and postgraduate education of the National Center for Higher	12.07.2020

Education Development of the Ministry of Science and Higher Education of the Republic of Kazakhstan	
Information about branches, subsidiaries (if any)	No information
Year of commencement of the accredited educational program (EP)	2013
Duration of study	2 years
Total number of graduates since the beginning of the EP implementation	4
Number of doctoral students in the EP since the beginning of this year	5
Full-time teachers/Part-time workers involved in the implementation of the educational program, including % sedate	The total number of teachers is 19, including full-time teachers - 19, part-time teachers - 2. Sedateness 37% Categorization - no information, since the department is theoretical
Link to the university website where information about the educational program is posted	https://www.instagram.com/zkmu_official?utm_medium=copy_link_smk@zkgmu.kz . https://www.facebook.com/zkgmu.kz/?ref=page_internal

The "Marat Ospanov West Kazakhstan Medical University" implements the Master's educational program 7M10103 "Nursing" (scientific and pedagogical direction) based on license KZ26LAA00016029 dated May 4, 2019.

The Master's educational program 7M10103 "Nursing" (scientific and pedagogical direction) was reviewed at meetings of the Academic Committee for Master's and Doctoral Studies and the Academic Council of the University and was approved at a meeting of the Board of Directors of the University (Decision No. 1 of October 30, 2020, Minutes No. 8 of October 29, 2020). During the implementation period of the program, 4 masters of medical sciences in the specialty "Nursing" have graduated. Currently, the student body for this program consists of 5 people.

The Board of Directors oversees the university, determines priority areas, strategies, and development plans of the university. The management, which includes the Chairman of the Board and members of the Board, directs the university and acts as a collegial executive body. The discussion of major issues and the approval of documents regulating the overall work of the university are carried out at meetings of collegial bodies, such as the Academic Council, Academic Board, Rectorate, and Faculty Council. The university houses the first Center for Nursing Excellence in Kazakhstan, which is a structural unit of the Marat Ospanov West Kazakhstan Medical University. This service provides comprehensive information for nurses, students, nurse educators, nurse researchers, and other stakeholders in the field of nursing.

The Department of Public Health and Healthcare is responsible for the development, monitoring, and improvement of the Master's educational program 7M10103 "Nursing" (scientific and pedagogical direction). The department is located on the 2nd floor of the university's second building. To implement the educational process, the department is equipped with the necessary classrooms, educational equipment, and materials.

In total, the Department of Public Health and Healthcare employs 21 faculty members: 19 full-time lecturers (3 PhD doctors, 4 candidates of medical sciences, and 10 masters) and 2 part-time

lecturers. The proportion of lecturers with academic degrees and titles among the full-time lecturers is 37%.

2.2 Information about previous accreditation

The educational program of the Master's degree 7M10103 "Nursing" was previously accredited for a period of 5 years from 04/05/2019 to 04/04/2024 by the Independent Agency for Accreditation and Rating.

<https://zkmu.edu.kz/wp-content/uploads/2021/09/6%D0%9C110300SD.pdf>

2.3 Brief description of the results of the analysis of the self-assessment report of the educational program of the Master's degree 7M10103 "Nursing" (scientific and pedagogical direction) for compliance with the Standards of accreditation of educational programs of specialties of the Master's degree in health care and conclusions on the completeness

The report on self-assessment of the educational program of the Master's degree 7M10103 "Nursing" (scientific and pedagogical direction) (hereinafter referred to as the report) is presented on 114 pages of main text, 28 pages of appendices, copies or electronic versions of 116 documents located at https://drive.google.com/file/d/1-jx5CclffQGJ99gBBrmTQ_vkyXrhZrUg/view?usp=drive_link.

The report is characterized by completeness of answers to all 9 main accreditation standards and criteria, structured taking into account the recommendations of the Guidelines for self-assessment of the educational program provided to the educational organization by the accreditation centre - ECAQA, as well as internal consistency of information. The report is accompanied by a covering letter signed by Rector Kaliev Aset Askerovich, who confirms the reliability of the quantitative information and information included in the self-assessment report.

The report contains a list of 5 members of the internal self-assessment commission indicating the responsibility of each employee, information about the representative of the organization responsible for conducting self-assessment of the educational program - Ph.D., Abenova Nurgul Abdullaevna, Vice-Rector for Educational Work of the NJSC "Marat Ospanov West Kazakhstan Medical University"

Self-assessment of the educational program 7M10103 "Nursing" (scientific and pedagogical direction) was carried out on the basis of the order of the rector of the university No. 13/2-18-588-n/k dated 09/22/2023 "On the creation of a commission and subcommittee for specialized self-assessment of educational programs."

All standards contain the actual practice of the university in preparing Master's students in the specialty 7M10103 "Nursing" (scientific and pedagogical direction), taking into account the start of admission of students in 2013, reasoned data, examples of the implementation of the objectives of the educational program, national and international events, methodological support, confirming compliance with the requirements of accreditation standards. The description in the self-assessment report is quite complete and updated regarding the number of Master's students, teachers, administration, information on selection and admission, training results, results of knowledge and skills assessment, educational resources and practical training environment, practice bases, contractual obligations with partners (universities, associations), financial information, plans for the development and improvement of Master's student training and the timeliness of completing dissertation research.

The report is presented to ECAQA in a complete form, written in literate language, the wording for each standard is clear and understandable and described in accordance with the criteria of the standards, the tables contain references in the text and are continuously numbered.

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

3. Description of external expert evaluation

External expert work as part of the evaluation of the educational program 7M10103 “Nursing” (scientific and pedagogical direction) was organized in accordance with the Guidelines for conducting external evaluation of educational organizations and educational programs of the ECAQA and in accordance with the program approved by order No. 05 of 02/09/2024 by the Director General of the ECAQA Sarsenbaeva S.S. and agreed with the Chairman of the Board - Rector A.A. Kaliev. Dates of visit to the organization: 04.03-06.03. 2024

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

The sequence of the visit over 3 days is presented in detail in the Visit Program (hereinafter referred to as the program), which is located in the documentation of the accreditation centre. The program is evidence of the implementation of all planned activities within the framework of external expert evaluation.

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

- interviews with management and administrative employees of a total of 24 people;
- interviews with Master's students - 5 people;
- study of the website <https://zkmu.edu.kz/ru/>;
- interviewing 67 employees, including 10 teachers, 5 scientific supervisors;
- survey of teachers and undergraduates – 23 and 32, respectively;
- review of the training of Master's students:
 - Basics of research. Bioethics; Koblanova A.N. (teacher).
 - Environment and health; Isengalieva G.A. (teacher).
 - Environmental hygiene; - Shayakhmetova K.N. (teacher).
- review of resources in the context of implementing accreditation standards: 2 practice/clinical training bases were visited, including: City Clinic No. 1, City Clinic No. 4.
- study of educational and methodological documents in the amount of 33 units both before the visit to the organization and during the visit to the departments (the list of documents studied is in **Annex 2**).

The team of the accredited organization ensured the presence of all persons indicated in the visit program and according to the lists of interview sites (Table 1).

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

№	Position	Quantity
1	Rector	1
2	Vice - Rector	2
3	Heads of Departments	5
4	Heads of Centers	6
5	Executive Director	1
6	Head of Office-registrar	1
7	Head of the scientific and medical library	1
8	Heads of Service and Commission (reception)	3
9	Dean	1
10	Chairman and members of Councils and Committees	15
11	Scientific supervisors	5
12	Academic Staff	10
13	Master's students	5
14	Employers	5
15	Graduate Master's Degree	4

On the last day of the visit to the organization, a meeting of the EEC members was held to summarize the results of the external evaluation. The final discussion of the results of the external evaluation of the educational program, document review, interview results, interviews, and surveys was conducted. The EEC members began drafting the final EEC report. Summaries of the results of the external evaluation were made. The experts individually completed the "Quality Profile and Criteria for External Evaluation of the Educational Program 7M10103 'Nursing' (scientific and pedagogical direction) for compliance with ECAQA Accreditation Standards." No comments were made by the EEC members. Recommendations for improving the educational program were discussed, and an open vote on the recommendations for the ECAQA Accreditation Council regarding the accreditation period – 5 years – was conducted by the chairman, M.A. Kamaliev.

Comfortable conditions were created for the work of EEC access to all necessary information and material resources were organized. The commission notes the high level of corporate culture of the university, the high level of openness of the team in providing information to members of the EEC.

When conducting a survey of students, 81.82% evaluated the work of the External Expert Commission on Accreditation as positive, 9.09% as satisfactory. The majority of respondents (81.82%) believe that it is necessary to carry out accreditation of educational organizations or educational programs.

According to 59.09% of teachers, the questionnaire conducted by ECAQA is useful for developing recommendations for improving key areas of activity of an accredited educational organization.

At the end of the program, the chairman of the EEC announced recommendations for the management and employees of the educational organization based on the results of the external evaluation as part of the specialized accreditation.

4. Analysis of compliance with accreditation standards based on the results of the external evaluation of the Master's degree program 7M10103 "Nursing" (scientific and pedagogical direction)

Standard 1: MISSION AND LEARNING OUTCOMES

1.1 Mission Statement, Goals, and Learning Outcomes

The mission of the educational program 7M10103 "Nursing" is to train highly qualified and competitive Master's degree holders in nursing at the national level through the sustainable development of competencies and creative initiative based on modern science and practice, which aligns with the university's mission. The mission statement is formulated in an accessible manner for all participants in the program and is available on the university's official website.

During the implementation of the program activities, specifically from the results of interviews with the first leader of the organization A.A. Kaliev, university vice-rectors, the administrative and management staff (AMP), and members of the Academic Council, the CEP, the Academic Committee, and during interviews with the university's faculty, compliance with the criteria of standard 1.1 was established. The learning outcomes are clearly outlined in the Modular Educational Program and ensure the acquisition of skills such as critical thinking, logical reasoning, and cultural analysis through the study of the General Education Module. The study of modules "Organization of Scientific Research in Nursing with the Application of Modern Technologies" and "Methodology of Scientific Research and Competence Evaluation" develop students' analytical thinking, enhance their skills in critical analysis and synthesizing information. The Master's research practice consolidates the theoretical knowledge gained during training, contributes to the acquisition of practical skills, competencies, and research experience in nursing, which are necessary for writing a Master's thesis. The learning outcomes are published on the university's website in the "Master's Program" section, freely accessible.

To assess the demand for graduates and the quality of education, a question was posed to a graduate of the Master's program in "Nursing": "Were there any problems with employment after graduation and which competencies were lacking in the first years of work?"

Karshyga A.A., a Master's program graduate: "After completing my Bachelor's degree, I immediately got a job at the Aktobe Higher Medical College named after the Hero of the Soviet Union Manshuk Mametova. Three years later, I decided to enroll in the Master's program. During my Master's studies, I gained knowledge in conducting scientific research, and it was a very good experience for me. I am now passing on this knowledge to my students at the college." This response from the graduate confirms that graduates of the Master's program achieve the learning outcomes, apply the acquired knowledge in their professional activities, and are in demand in the labor market.

The university applies ethical approaches in training Master's students. The experts familiarized themselves with the Code of Honor and Conduct for students, which is posted on the university's website (approved by the decision of the Board, Minutes 5 of 29.12.2023). During conversations with students, it was found that not all students are familiar with this document and are aware of its existence.

1.2 Participation in formulating the mission and learning outcomes

Experts found that all participants in the educational process are aware of the mission of the educational program, and the mission is communicated to prospective Master's students, current Master's students, and employers through the website and social media.

Interviews with Master's students revealed that before the start of classes, instructors inform them about the mission, the university's work plans, and where to find necessary information about the educational program, instructors, and training facilities. However, not all participants in the educational process were involved in making suggestions for formulating the mission (point 1.2). For instance, during interviews with graduates of the Master's program, I asked, "Did you participate in formulating the mission and developing the Master's program? How often is feedback collected from Bachelor's and Master's graduates? Are surveys, focus groups, or other types of feedback conducted?" The answer came from a graduate of both the Bachelor's and Master's programs, Karshyga A.A., a teacher at the Aktobe Higher Medical College named after the Hero of the Soviet Union Manshuk Mametova: "Yes, we work closely with the Marat Ospanov West Kazakhstan Medical University. There is a memorandum of cooperation between the medical college and the university. Our students participate in conferences and seminars. We often conduct surveys with employers." The graduate's response showed that he did not participate in the development of the mission and the educational program.

In the quality profile and criteria for the external evaluation of the Master's program, point 1.2.1 states, "The medical education organization guarantees the participation of key stakeholders, including potential Master's students, in the development of the mission and learning outcomes." This was rated "partially compliant" because there was no information in the self-report about the involvement of potential Master's students (final-year Bachelor's students and graduates of the Bachelor's program) in the development of the mission and learning outcomes, and the graduate did not confirm his participation in this process during the interview. Therefore, a recommendation was made for point 1.2 to involve potential Master's students and graduates in discussing and developing the educational program, mission, and learning outcomes.

During the visit to the university's departments, the experts noted the strengths of the accredited educational program, including:

The university has departments directly related to the 7M10103 "Nursing" (scientific and pedagogical direction) Master's program, which can be highlighted as best practices in education. The university operates a center for Master's, Doctoral, and Postdoctoral studies, which is responsible for the quality training of Master's, Doctoral, and Postdoctoral students. Besides this center, the Department of Public Health and Health Care is responsible for implementing the 7M10103 "Nursing" (scientific and pedagogical direction) program. The Dean of the faculty of dentistry, pharmacy, public health, and MPD noted that overseeing two specialties (Public Health and Nursing) within one

department poses some difficulties due to the dual workload. We asked, "Are there plans to open a separate Department of Nursing since there are Bachelor's, Master's, and Doctoral programs in this specialty?" Sultanova G.D. responded that the university plans to open a Nursing course because opening a separate Department of Nursing is not cost-effective due to the small number of students in this specialty. A Master's program graduate, Dostanova Zh.A., who is enrolled in the Doctoral program, is being prepared by the university administration to lead the Nursing course.

1.3 Institutional Autonomy and Academic Freedom

To verify **standard 1.3**, a meeting was held with the university's rector, A.A. Kaliev, and the vice-rector for educational and upbringing work, N.A. Abenova. During the conversation, the chairman asked N.A. Abenova about her work functions, the state of her supervised area, problems, and achievements. N.A. Abenova spoke about the main departments under her direct supervision, which are responsible for ensuring the quality of education, organizing the educational process, and monitoring and evaluating the educational process.

The NJSC «Marat Ospanov West Kazakhstan Medical University» implements 79 educational programs in the field of healthcare. The main body regulating compliance with all regulatory legal acts (RLA) in the field of education organization is DAA. DAA is involved in developing all internal RLA to ensure the quality of education and develops and monitors the implementation of all educational programs, considering the opinions of all stakeholders. The registrar's office is responsible for recording student achievements, organizing all exams, and managing students' choice of their learning trajectory by selecting disciplines reflected in the elective course catalog. An academic quality department operates under DAA, which monitors the quality of education and improves the pedagogical competencies of the faculty.

During their responses, the rector and the vice-rector confirmed that the university has autonomy in developing educational programs, including the Master's program in the specialty 7M10103 "Nursing" (scientific and pedagogical direction). Academic committees, which are involved in developing, opening, and updating educational programs, have been established and are actively working at the university, thanks to the institutional freedom provided to the university. The Master's program in the specialty 7M10103 "Nursing" (scientific and pedagogical direction) was developed by the staff of the Department of Public Health and Healthcare, reviewed, and approved by the decision of the Board of Directors (minutes No. 10 dated 23.10.2023).

The program development process is regulated by the document "Policy for Internal Quality Assurance of Educational Activities of the Marat Ospanov West Kazakhstan Medical University" which was approved by the decision of the Board (Minutes No. 26 dated 24.08.2021). This document sets out general requirements for planning, organizing, and conducting internal assessments and monitoring the quality of education at the university, as well as managing resources and processes that are constantly analyzed and improved.

Elective components were developed considering the opinions of Master's students and representatives of practical healthcare and are reflected in the elective course catalog. When choosing a base for practical training, the topic of the Master's students' scientific projects was taken into account. All necessary resources are provided to Master's students for preparing their dissertation research. The university has an appropriate material and technical base: a clinical laboratory and a pathological department of the Medical Center, a Scientific and Practical Center, and a morphological laboratory, which are accessible and usable by all students. The university funds intra-university scientific projects using internal funds.

There is a necessary staff of 19 instructors to maintain a student-to-teacher ratio of 3:1.

1.4 Program Title and Description

The results of document review demonstrate that the organization's mission and the educational program's mission are identical, and the educational process is structured in accordance with the following current RLA:

1. Order of the Minister of Health of the Republic of Kazakhstan dated July 4, 2022, No. RK MOH 63 "State Compulsory Standard for Postgraduate Education 'On Approval of State Compulsory Standards for Education Levels in the Field of Healthcare'";

2. Order of the Minister of Education and Science of the Republic of Kazakhstan dated July 20, 2022, No. 2 "State Compulsory Standard for Postgraduate Education";

3. Order of the Minister of Education and Science of the Republic of Kazakhstan dated April 20, 2011, No. 152 "On Approval of the Rules for Organizing the Educational Process by Credit Technology";

4. Order of the Minister of Education and Science of the Republic of Kazakhstan dated October 13, 2018, No. 569 "On Approval of the Classifier of Training Areas for Higher and Postgraduate Education."

The experts reviewed 33 documents uploaded to Google Drive, including those directly related to the accredited Master's program.

To implement the educational program 7M10103 "Nursing" (scientific and pedagogical direction), the organization has teaching and methodological support materials (EMCD), where the goal, integration of practical and theoretical components, and independent work are specified. Compliance with the state compulsory educational standards and typical requirements is established.

Information on teaching methods in the Master's program is provided, including the possibility of forming an individual learning program if necessary. At the meeting of the Academic Committee (Minutes No. 2 dated November 3, 2023), teaching methods for Master's students were discussed, including the need for further implementation of interactive teaching methods in the learning process.

During a conversation with the university's teaching staff member, M.S. Kainarbayeva, a question was asked about the competence-based approach in education and innovative teaching methods at the Master's and Doctoral levels: "What innovative teaching methods did you learn at the Center for Pedagogical Excellence?" There was no response regarding the competence-based approach in education. As for innovative teaching methods, CBL (Case-Based Learning) and TBL (Team-Based Learning) methods were mentioned, which were first introduced at the university in 2012. No other innovative teaching methods were mentioned. In this regard, the experts recommended training the teaching staff in other innovative teaching methods at the Center for Pedagogical Excellence functioning at the university.

The structure and content of the Master's and Doctoral programs, as well as the organization of the educational process, are reflected in the university's academic policy, which is available on the official website and accessible to all interested parties. The control of students' academic achievements, including all types of assessment (current, midterm, interim, final certification), penalties, and conditions for retaking exams after receiving an unsatisfactory grade, are regulated by the academic policy document. The regulations on the Master's program (chapters 7, 8, 9) describe the general requirements for research work, final certification, and requirements for the Master's thesis (Minutes No. 32 dated August 21, 2023).

The university has a "Public Procurement Services Agreement" with LLP "Antiplagiati" to detect plagiarism in Master's students' dissertation works.

The conditions for selecting and enrolling Master's students are contained in the document "Admission Rules to the Master's Program at NJSC «Marat Ospanov West Kazakhstan Medical University» (approved on October 22, 2021, Minutes No. 9).

The experts were acquainted with the approved Policy for Quality Assurance in Education (Minutes No. 26 dated August 24, 2021).

The student support system is organized by the Social and Psychological Support Service. There are also trust boxes and a hotline that continuously operate and are one of the important types of socially significant services.

During the university visit and an interview with the vice-rector for educational and upbringing work, N.A. Abenova, the head of the Center for Master's, Doctoral, and Postdoctoral Studies, and the head of the Department of Digitalization and Process Automation, A.B. Alipov, the commission

ensured that there is a documentation system that is transparent and accessible to all teachers and staff, including documents such as annual operational plans, annual reports, departmental regulations, contracts with teachers and students, internal normative documents, such as educational and methodological documentation (working program, working curricula, syllabi, journals), assessment tools (checklists, registers), certificates, and diplomas. A review of the website showed that all necessary documents for Master's students (Academic Policy, Code of Honor, Academic Integrity Policy, etc.) and information, announcements that are regularly updated, are posted on its pages.

The experts reviewed the university's strategic development plan for the period 2024-2028, which includes four objectives, with the development of postgraduate education reflected in Objective No. 1 ("Increasing the share of students in Master's and Doctoral programs relative to the total student body"). In the experts' opinion, this confirms compliance with the accreditation standard and demonstrates the university's goals, objectives, and prospects.

During the survey conducted on the website <https://webanketa.com/>, several questions were focused on the quality of the educational process and the educational program. It was found that 90.91% of students would recommend studying at this educational institution to their acquaintances, friends, and relatives. Additionally, 100.0% of respondents believe that the leaders of the educational program and teachers are aware of students' issues related to learning. When asked "Do you think this educational institution allows you to acquire the necessary knowledge and skills in your chosen specialty?", 86.36% of students responded positively, 4.55% were unsure, 9.09% could not answer at the moment, and 0% did not want to believe in this.

Among the 22 surveyed teachers, 81.82% responded that they are satisfied with the organization of work and their workplace at the university, while 4.55% partially agree with this statement. Experts determined that there is a healthy microclimate at the university, as the leadership is accessible to both students and staff, responds promptly to requests, and within the framework of academic autonomy policy, there is freedom in designing educational programs, the possibility of independently allocating hours within one discipline, and freedom to modify, adjust, and supplement the program.

According to the survey results, 95.45% of teachers are satisfied with the microclimate at the university, while 4.55% are partially satisfied. 86.36% of teachers believe they have the opportunity to develop professionally in their field. It's worth noting that among the 22 surveyed teaching staff, the distribution of teaching experience was as follows: up to 5 years – 18.18%, up to 10 years – 13.64%, over 10 years – 68.18%.

The conclusion is based on the criteria of the EEC. Complies with 5 standards: fully – 4, partially comply – 1, do not comply: 0

Recommendations for improvement:

1) Define and approve a mechanism for involving Master's students in the discussion and development of the educational program mission for 7M10103 "Nursing" (scientific and pedagogical direction). (Standard 1.2.1).

Standard 2: EDUCATIONAL PROGRAM

2.1 Teaching and Learning Methods

For the effective implementation of the Master's program in the specialty 7M10103 "Nursing" (scientific and pedagogical direction), the university uses both traditional and innovative teaching and learning methods. Practical classes involve discussions on the topic, oral questioning, and the use of teaching methods such as TBL (Team-Based Learning), CBL (Case-Based Learning), and PBL (Problem-Based Learning). The choice of teaching method depends on the topic and the subject being studied. Working in small groups aims to develop students' responsibility for their professional development and teamwork skills.

During the university visit, as per the visit plan, we attended a practical class on the subject "Environmental Hygiene," where fourth-year students from the 402 group of the "Public Health" specialty discussed the topic "Sanitary Rules for the Maintenance of Residential Areas." The class was

conducted by instructor Shayahmetova K.N. according to the thematic plan using the TBL method. There was no attendance at Master's classes.

The organization ensures compliance with ethical aspects in implementing the educational program, as the experts reviewed the code of ethics (minutes №32 from 21.08.2023), but during the interview, it was revealed that not all students were informed about the contents of this document.

In conversations with Master's students, experts found that the university promotes the development of practical competencies among Master's students by conducting educational and industrial practices at the university's clinical bases. At the same time, students deepen their theoretical knowledge and develop communication skills.

The training of Master's students in the specialty 7M10103 "Nursing" (scientific and pedagogical direction) is aimed at meeting the needs of practical healthcare, as there is a shortage of masters in this specialty. Therefore, the university provides many opportunities and conditions for the qualified training of nursing specialists. During a conversation with the head of the center for Master's, Doctoral, and Postdoctoral studies, experts obtained the following information: a total of 4 masters in the specialty of nursing have been graduated during the implementation of this program, and 4 Master's students are currently studying. All Master's students are studying on a state grant.

Of the 22 students surveyed in other programs, 72% responded that instructors often use active and interactive teaching methods in class, while 28% believe they do so rarely or sometimes. During the department visit and interviews with faculty, experts found that there are no issues with the introduction of new teaching methods, but they are not always applied in practice.

2.2 Development of Academic Skills

The experts obtained evidence that the educational program develops academic skills in Master's students, including independent thinking, analytical skills, critical thinking, and decision-making abilities. During conversations with Master's students, the experts concluded that the students reason competently, are capable of critically perceiving information, and possess the necessary communication skills for a scholar-teacher-healthcare specialist.

The experts reviewed the individual work plan of a Master's student, which is attached in the Google Drive. It contains information about the student's work plan for the entire study period, brief information on the student's research work, information on the student's internships and practical training, and a plan for scientific publications (Master's Program Regulations, minutes №32 from 21.08.2023, item 1.6, Appendix A, pp. 12-13).

Instructors provide Master's students with methodological and didactic materials and additional literature for preparing for classes, with 86.36% of students being fully satisfied, 9.09% partially satisfied, and 0% unsatisfied. 4.55% were unsure about their response.

2.3 Program Content and Scope

Documents detailing the requirements for the content of educational programs are available. The requirements for the development and approval of the Modular Educational Program (MEP) are regulated in Chapter 7 "Development and Approval of the Modular Educational Program (MEP)" of the "Educational and Methodological Work Procedures," approved by the Board's decision, minutes 27 from 01.09.2022. The department responsible for the specialty in question is accountable for selecting and implementing innovations in the educational process. The Department of Public Health and Public Healthcare, headed by L.S. Yermukhanova, is responsible for the program 7M10103 "Nursing" (scientific and pedagogical direction).

Each topic in the Master's program includes basic and advanced theories and models, such as "Modern Concepts and Theories of Nursing," "Modern Paradigms of Nursing Development," and "Modern Trends in Nursing."

The needs of the healthcare system are reflected in the content of the working programs and the elective disciplines catalog, including the module "Nursing Process in Atrial Fibrillation," as suggested by the employer of the Master's graduates to incorporate clinical disciplines into the educational process and choose applied topics for Master's theses for the further implementation of research results in practical medicine.

When developing the Master's program, the developers relied on professional medical literature, including the following:

1. Dvoynikov S.I., Karaseva L.A., Ponomareva L.A. Theory of Nursing. / Textbook. Samara: State Enterprise "Perspective," 2002. — 160 p.

2. Kalyagin A.N. Lecture Tables on the Theory of Nursing: Textbook for full-time and part-time students in the specialty "Nursing." / Ed. by Y.A. Goryaev. – Irkutsk: ISMU, 2004. – 47 p.

3. Cowden T.L., Cummings G.G. The Development of Nursing Theory and Concept: Theoretical Model of Nurses' Intentions to Stay in Their Current Positions. J AdvNurs. 2012; 68 (7): 1646-57.

To prepare highly qualified specialists in nursing, we recommend including more modern sources.

The experts established a clear continuity between the final results of the previous education of Master's students (prerequisites) and the Master's education, as well as subsequent continuous professional development programs. The university has approved the "Regulations on Professional Training, Retraining, and Advanced Training of Employees of the Non-Profit Joint-Stock Company "Marat Ospanov West Kazakhstan Medical University" which sets out a unified procedure and basic requirements for organizing advanced training for all categories of university employees. Master's students are informed about this.

Clinical training for students is carried out in 68 medical and preventive institutions in Aktobe, which are clinical bases of the university. Contracts are signed with all clinical bases. In response to the survey question, "Is there enough time for practical training (patient care, etc.)?", 63.64% of students agreed fully, 22.73% partially agreed, and 9.09% disagreed. Additionally, 77.27% of students stated that after the classes, the instructor provides feedback (listens to their opinion, conducts mini-surveys, and works on mistakes).

2.4 Research and Grants

An analysis of the educational activities showed that the scientific foundation and all scientific achievements in the relevant disciplines are taken into account, with additions made to the bibliography of the educational and methodological complex of disciplines (EMCD) and syllabi, and the instructors apply them in their classes.

The educational program includes scientific foundations and methodologies of medical research (Module "Organization of Scientific Research in Nursing with the Use of Modern Technologies," which includes 5 disciplines, and the module "Methodology of Scientific Research and Competence Assessment," which includes 2 disciplines and the implementation of the Master's student's research work). During the conversation with the Master's students, the experts learned that they use scientific data in their education and know the basics of evidence-based medicine. The instructors mentioned that they teach the Master's students methods of critical evaluation of literature, articles, and scientific data, as well as the application of scientific developments.

The university is implementing 22 scientific and technical programs (STP), the results of which can serve as a basis for the research practice of Master's students. The survey of Master's students revealed that the university provides access to participation in scientific research, with 90.91% of respondents being fully satisfied with this opportunity, 9.09% partially satisfied, and none dissatisfied.

2.5 Structure and Duration of the Program

The duration of the program is 3600 hours. The academic year starts on September 1st and ends on June 30th. The mandatory components of the Master's program comprise 1050 hours (29%). The elective component, lasting 1470 hours (49%), includes courses such as "Theory and Principles of Pedagogy in Nursing Education" and "Methodology of Teaching in Higher Education Institutions." The educational program for the scientific and pedagogical Master's degree includes two types of practices:

1. Pedagogical practice in the BD cycle;
2. Research practice in the PD cycle at the location where the dissertation is conducted.

Upon completion of the program and successful final certification, the Master's student is awarded a postgraduate education diploma with an attachment (transcript) and is conferred the degree of "Master of Medical Sciences" in the educational program 7M10103 "Nursing" (scientific and pedagogical direction), which corresponds to level 7 of the European Qualifications Framework.

The procedures for extending and interrupting studies are described in the university's academic policy. There were no such Master's students during the reporting period.

To successfully implement the educational program in the specialty 7M10103 "Nursing" (scientific and pedagogical direction), the organization has resources for assessing the practical skills of Master's students (a sufficient number of practice bases, 4 own clinical bases, adequate material and technical equipment).

The practical training of Master's students is carried out in medical organizations such as GP 1, GP 4, BSM of Aktobe, and others, ensuring that Master's students acquire skills in various aspects (research, patient management, examination, management, teaching) of the chosen healthcare field.

2.6 Educational Program Development Process

The management of the educational process, as reflected in the self-assessment report (**standard 2**) and the general approaches to management, was confirmed during visits to the Department of Public Health, the Registrar's Office, the Digitalization and Automation Department, and during interviews with the heads and staff of these departments. At the same time, the verification of standard 2 showed that the process of developing, implementing, and monitoring the educational program meets all requirements.

Experts familiarized themselves with the work of the departments and councils involved in the development of the Master's program "7M10103 Nursing" (scientific and pedagogical direction), including members of the academic council, the educational programs committee, and specialists from the center for Master's, Doctoral, and Postdoctoral studies. A total of 8 meetings were held, and cross-interviews established that university staff, with the participation of internal and external stakeholders, develop and implement educational programs at various levels at a sufficiently high level, ensuring the quality training of competitive specialists.

The process of developing the educational program includes assessing the need for specialists (for example, the high demand for graduates of the "7M10103 Nursing" program (scientific and pedagogical direction) due to the small number of Masters in nursing throughout the country), and the tuition fee is 900,000 tenge.

The Master's program was developed by the Department of Public Health and approved by the Board of Directors (Minutes 10 dated 23.10.23). The Master's program was reviewed by internal and external reviewers, who noted the relevance and demand for this program. Thus, the experts analyzed the hierarchy and sequence of the development and approval of the Master's program.

At the same time, to the question "Do representatives of Master's students participate in the development of educational programs?", not all Master's students responded positively. Most surveyed Master's students are satisfied with the class schedule (fully - 86.36%, partially - 9.09%, does not meet - 4.55%).

The conclusion is based on the criteria of the EEC. Complies with 21 standards: fully - 21, partially -0.

Recommendations for improvement: No recommendation.

Standard 3: ASSESSMENT OF MASTER'S STUDENTS

3.1 Assessment Methods

The Academic Policy of the university and the Regulations on Master's Programs define the principles and methods used for assessing Master's students, including criteria for admission to exams, the number of exams, and the number of permitted retakes. The choice of assessment methods depends on the discipline, the topic of the classes, and the intended learning outcomes, and are specified in the syllabi of the disciplines.

To ensure that the assessment results of Master's students are accessible to external experts, they are posted on the official platform that registers student performance, AIS Platonus. The results of the summer and winter sessions, as well as the final attestation of graduates, are discussed at meetings of collegial bodies.

The responsibility for developing assessment documents and documenting assessment results lies with the Center for Master's, Doctoral, and Postdoctoral Studies, the Registrar's Office, and the departments organizing the educational process.

Assessment results are documented in the electronic journal of AIS Platonus, and exam results are recorded in examination protocols.

Objectivity and transparency in grades and the grading process are ensured through adherence to the principles of academic honesty. The criteria for assessing student performance are reflected in the syllabi of the disciplines.

An examination of control and measurement tools (tests, situational tasks, practical skill checklists) showed that the university has implemented an appropriate assessment policy that allows for a comprehensive evaluation of Master's students' academic achievements. During interviews, Master's students described the forms of assessment, such as current control, intermediate, and final control, which are conducted in compliance with the principles of academic honesty and they are satisfied with everything. They also receive regular feedback from teachers.

To verify the data for **Standard 3**, the experts asked questions to the head of the postgraduate education department, Koshmagambetova G.K., and reviewed documents and methodologies for assessing Master's students. During a visit to the Testing Center, Head Bagia Gataullina demonstrated the gradebooks for mid-term assessments. The organization has a sufficient number of control and measurement tools (CMTs) developed by the faculty and approved at the Academic Council meeting.

3.2 Assessment System

The assessment of academic skills aligns with the level of a Master's program, employing methods such as oral questioning, brainstorming, PBL, CBL, and TBL. According to section 1.5 of the "Assessment Policy," the principles of assessment are outlined in section 1.6. The evaluation of Master's students' academic achievements is conducted through various forms of control at the department's discretion and corresponds to the teaching methods (section 1.7). The criteria for assessing learning outcomes are reflected in the syllabus of each discipline and are communicated to students in the first class (section 1.8).

The methods and results of assessment avoid conflicts of interest by involving external examiners in the final attestation of Master's students. The assessment system includes anti-plagiarism principles by checking documents for plagiarism through the "Antiplagiat" program (Contract No. 361 from May 22, 2023).

The experts inspected resources for organizing the assessment of knowledge and practical skills, specifically by visiting the practical skills center where students practice and take the practical part of their exams.

Interviewed employers indicated that the training of graduates aligns with the modern development of medical practice and science, as they are often practice supervisors for students during their studies. Employers mentioned that they participate in the assessment of Master's students by being included in the final state attestation (FSA) commission. They also believe that the practical training of students should be strengthened.

3.3 Feedback from Master's Students

Experts found that each Master's student provides feedback through individual and detailed written reviews (or oral reviews with a written report) after formative and summative assessments. The university has developed questionnaires for collecting feedback after each discipline. Individual feedback is provided continuously by the student's supervisor. The results of student surveys are compiled into reports and discussed at Academic Council meetings. According to the survey results, students are fully satisfied with the quality of education.

3.4 Ensuring the Quality of the Assessment System

The reliability and validity of assessment methods are evaluated through reviews by external and internal stakeholders. During the university visit, the administration was asked, "Are external examiners involved to improve the fairness, quality, and transparency of the assessment process?" The response was affirmative, indicating that representatives from practical healthcare are involved annually during the FSA.

A mandatory condition for the preparation for the defense of Master's research work is the presence of an external review from specialists with scientific degrees and titles, and doctors in the relevant field whose qualifications match the profile of the defended Master's thesis.

During interviews with university faculty regarding assessment methods, experts obtained convincing evidence that the assessment of students' academic achievements is conducted in accordance with all the requirements for student assessment and adheres to the principles of academic honesty. Master's students also shared their opinions on the timeliness of test delivery, pre-exam consultations, the clarity of the entire assessment procedure, and its fairness. For instance, students mentioned that consultations are held before each exam, and session schedules are posted in a timely manner.

The conclusion is based on the criteria of the EEC comply with 10 basic standards: fully – 10, partially - 0, do not comply - 0.

Recommendations for improvement: no.

Standard 4: MASTER'S STUDENTS

4.1 Admission and Selection Policy

The organization has an admission policy for Master's students, regulated by the document "Rules for Admission to the Master's Program at the NJSC "Marat Ospanov West Kazakhstan Medical University" approved by the Decision of the Board of Directors of NJSC WKMU, Minutes No. 9 from October 22, 2021.

The head of the admissions committee, Ramzanova A.A., provided information about the admission policy for Master's students. Information about admission to Master's programs, including the list of specializations, groups of postgraduate educational programs, and the list of core disciplines for comprehensive testing, is published on the university's official website and Instagram page.

The approaches to the admission of Master's students are based on the country's requirements and internal regulations, specifically in accordance with the Law of the Republic of Kazakhstan dated July 27, 2007, No. 319-III "On Education," the Law of the Republic of Kazakhstan dated February 18, 2011, No. 407-IV "On Science," and the Standard Rules for Admission to Educational Organizations Implementing Professional Educational Programs of Higher and Postgraduate Education, approved by the Order of the Minister of Education and Science of the Republic of Kazakhstan dated October 31, 2018, No. 600. The Master's admission policy is reviewed annually, taking into account social and professional data, as well as labor market demands, and complies with regulatory documents of the authorized body. In accordance with the Order of the Ministry of Education and Science of the Republic of Kazakhstan and the Standard Rules for Comprehensive Testing, approved by the Order of the Minister of Education and Science of the Republic of Kazakhstan dated May 8, 2019, No. 190, applicants take comprehensive testing, the results of which determine the number of admitted Master's students.

From 2016 to 2022, six Master's students were admitted to the educational program in the specialty "7M10103 'Nursing' (scientific and pedagogical direction)," with one student successfully completing the program. Of these, one student received an "excellent" grade in the final exam, with no students receiving "good" or "satisfactory" grades. The low number of students is explained by the limited number of state-funded grants allocated to this specialty.

Thus, the experts validated the data for **Standard 4**. Overall, all criteria are met; however, some deficiencies were identified in point 4.4.1. The experts reviewed the documentation on the admission

of Master's students, including the document "Rules for Admission to the Master's Program at the NJSC "Marat Ospanov West Kazakhstan Medical University". Most documents are well-prepared, and there are no remarks on the documentation.

Regarding the practice of academic advising, personal support for Master's students, and the development of not only professional skills, the experts interviewed Master's students and their academic supervisors, who confirmed the existence of a well-established support system for Master's students at the university.

Master's students in specialties such as MPD and Medicine are included in advisory bodies such as the Academic Committee on Master's and Doctoral Programs. However, representatives from all levels of education in the "Nursing" specialty are not present in any of the collegial bodies.

4.2 Enrollment of Master's Students

The university has implemented a policy and process for the admission of Master's students based on their previous achievements, principles of equality, and objectivity. Admission of Master's students is based on the Law of the Republic of Kazakhstan dated July 27, 2007, No. 319-III "On Education," the Law of the Republic of Kazakhstan dated February 18, 2011, No. 407-IV "On Science," the Standard Rules for Admission to Educational Organizations Implementing Professional Educational Programs of Higher and Postgraduate Education, approved by the Order of the Minister of Education and Science of the Republic of Kazakhstan dated October 31, 2018, No. 600, as well as internal regulations: "Rules for Admission to the NJSC Marat Ospanov West Kazakhstan Medical University".

Since the start of the Master's programs, a total of nine students have been admitted, and in the current academic year, five Master's students are enrolled in the specialty "7M10103 'Nursing' (scientific and pedagogical direction)."

The "Rules for Admission to the Master's Program at the NJSC "Marat Ospanov West Kazakhstan Medical University" describe the practice of admitting Master's students with disabilities in accordance with current laws and regulatory documents of the Republic of Kazakhstan. During the reporting period, no Master's students with special needs were admitted.

4.3 Support and Counseling for Master's Students

The university provides Master's students with a stipend of 111,579 tenge (in accordance with regulatory documents). Master's students have the opportunity to develop their creative and artistic abilities and participate in sports sections.

Master's students receive academic counseling through the Center for Master's, Doctoral, and Postdoctoral Studies, and social and personal support through psychologists and theologians. Evidence was obtained from interviews with the head of the Social and Psychological Support Service, Bisekova G.D. For Master's students in need of health improvement, there are opportunities for partial payment for health resorts and recreation bases through the regional branch of the student union.

Social support is also provided by the student union, which operates in accordance with its charter, with the primary goal of protecting the interests of students, including Master's students, and providing them with social support.

During discussions with Master's students and the Department of Economics and Planning, experts received evidence of academic and financial assistance (including support for publications and participation in conferences). Master's students have the opportunity to participate in intra-university projects funded by the university administration. During discussions with the staff of the Youth Affairs Department, sufficient information was obtained about all types of support available to students during their studies at the university.

4.4 Representation of Master's Students

Master's students from other specialties are included in the work of advisory bodies to participate in the development, management, and evaluation of educational programs and other issues related to Master's students. Zhaksibai Zarina, a Master's student in the specialty M144 "Medicine," is a member of the Academic Committee on Master's and Doctoral Programs (extract from minutes No. 1 dated August 28, 2023), and Nazik Yerbolat, in the specialty M145 "Medical and Preventive," is a member

of the Academic Council (Order No. 13/2-18-251 dated April 28, 2023). However, there are no representatives from the "Nursing" specialty in any of the collegial bodies.

4.5 Graduation Requirements

The requirements for Master's students in terms of completing the program (projects, dissertations, internships, portfolios, transcripts, etc.) are described in the "Regulations on the Master's Program" (approved by minutes No. 32 dated August 21, 2023). An individual work plan is completed by each Master's student and must include information about their academic load, internships, dissertation plan, scientific publications, and internships. This plan is created for the entire period of study and approved by the supervisor.

4.6 Indicators of Progress and Reasons for Delays

The requirements for the progress of Master's students are described in the Academic Policy and the Regulations on the Master's Program of NJSC "Marat Ospanov West Kazakhstan Medical University".

The academic performance of students is registered through the registrar's office in the AIS Platonus system. To avoid academic debt and/or non-completion of the dissertation, Master's students submit a semi-annual report and a final report on the implementation of their individual work plan for each academic period during their Master's studies. The report is approved by the supervisor and reviewed and heard at departmental meetings and meetings of the problem commission.

The monitoring of Master's students' progress is carried out by the Center for Master's, Doctoral, and Postdoctoral Studies and the supervisor.

There is a system for monitoring students whose progress raises concerns; for example, the university's academic policy in Chapter 3 reflects the system for monitoring academic achievements and evaluating students' knowledge. During the reporting period, there were no Master's students whose progress raised concerns. No Master's students were expelled.

The conclusion is based on the criteria of the EEC. Comply out of 12 standards: fully - 11, partially -1, do not comply - 0

Recommendations for improvement:

1. Ensure the representation of Master's students in the "Nursing" specialty in collegial and advisory bodies to participate in the development, management, and evaluation of the educational program (standard 4.4.1).

Standard 5: ACADEMIC STAFF

The total number of staff members is 21, of which 19 are full-time teachers, 2 part-time. The experts are familiar with the personnel policy of the university, which is reflected in the Regulations "On the personnel policy of the "Marat Ospanov West Kazakhstan Medical University" (order No. 4 dated 09/20/2019 g.), and the Regulations on the Master's program (order No. 32 of 08/21/2023)

External experts received the opinion of teachers on personnel policy, which includes such areas as training and development of personnel, the system, and evaluation of the needs for human resources of the university. All university Academic staff who participated in the interview are satisfied with the personnel policy and the system of motivation and incentives for work.

During an interview with the head of the Human Resource Management Department, Valiakhmetova R.B. experts asked questions about the university's personnel policy, criteria for selecting and recruiting teaching staff, scientific supervisors, mentors, programs for the development and motivation of Academic staff, and attracting Academic staff from practical healthcare. The head of the Human Resources Management Department announced the priority characteristics of Academic staff when hiring: knowledge of innovative technologies, modern methodological techniques, knowledge of a foreign language (English), the presence of scientific potential. Qualification requirements for Academic staff are defined in job descriptions developed on the basis of the "Regulations on qualification requirements for positions of Academic staff and persons equivalent to

them at NJSC "Marat Ospanov West Kazakhstan Medical University" (P WKMU 04-22, approved by the decision of the Board dated 03.10.2019, minutes No. 5).

To attract young specialists to clinical departments, the university launched the "Hope of University" program, where participants in this program are provided with a room in the university dormitory, paid a one-time bonus in the amount of 1,000,000 tenge (one million tenge) and a monthly bonus in the amount of 50% of the official salary full-time assistant/teacher of the department for 1 year. A prerequisite is to engage in science and enter doctoral studies in the future.

The Regulations "On Awards and the Procedure for Nominating Employees of NJSC "Marat Ospanov West Kazakhstan Medical University"" presents forms of encouragement and stimulation of the work of University employees for their merits and achievements in labor and scientific activities and significant contribution to the development of the University. The main types of incentives are announcements of gratitude, bonuses, nominations for awards, certificates of honor, and promotions.

When surveying teachers, it was found that the majority (81.82%) were completely satisfied with the organization of work and the workplace in this educational organization, but 13.64% were partially satisfied. In this educational organization, teachers have the opportunity to engage in scientific work and publish the results of research work - 86.36% completely agree, 4.55% partially agree. Satisfied with the work of the HR (personnel) service - 68.18% completely agree, 31.82% partially agree. They are satisfied with the salary - 36.36% completely agree, 18.18% partially agree.

5.2 Staff Commitments and Development

During meetings with the HR manager and interviews with faculty members, experts gathered information about the approaches to developing teaching competence among faculty. This includes continuous professional development in clinical and pedagogical areas, improvement of faculty language skills, and the development of communication skills. For improving English language proficiency, free English courses are available for young specialists. To facilitate academic mobility, the university sent the head of the Department of Public Health and Healthcare, L.S. Ermukhanova, and the head of the Department of Propaedeutics of Internal Diseases, G.V. Veklenko, to the Nethersole School of Nursing in Hong Kong. To motivate faculty to work with Master's students and to supervise research, the university awards a one-time bonus of 150,000 and 500,000 tenge to supervisors of Master's and doctoral students, respectively, upon successful defense of dissertations.

Experts obtained information about the faculty development program, which is conducted annually. In the 2022-2023 academic year, a total of 418 faculty members underwent training to improve teaching competence. Among them, 9 were trained in the "Methodology of Teaching in English," 14 in "Development, Approval, and Updating of Educational Programs," 21 in "Methods of Assessing Student Learning Achievements," 55 in "Digital Competence of a Teacher," 21 in "Mentoring as a Mechanism for Improving the Professionalism of Young Mentors," 23 in "Effective Teaching," 20 in "Communication Skills," 35 in "Assessment in Credit-Based Learning," 58 in "Critical Evaluation of Scientific Publications," 43 in "Good Clinical Practice (GCP)," 16 in "Teaching Methodology in Higher Education," 83 in "Research Methodology," and 20 in "Development of Test Tasks in Different Forms (Master Class)." Almost all faculty members participate in the implementation of educational programs at all levels of education. These activities are funded by the university. Experts verified some certificates, confirming the completion of training.

In 2023, LLP "Empower People" (Astana) led by trainer G.B. Raisova conducted a seminar-training on the project "Competencies and Individual Development Plan" at NJSC "Marat Ospanov West Kazakhstan Medical University". Following the training, an individual assessment of the faculty's teaching competencies was conducted, and feedback on the Individual Development Plan (IDP) was provided to all department heads and their subordinate faculty members. The assessment results showed that 28% of department heads demonstrated a high level of professional competencies, and 57% demonstrated a medium level.

Experts found that faculty members initiate research topics for Master's students, encouraging the need for additional training and independent work with literature and medical documentation. To ensure proper monitoring of staff activities and systematic feedback on job satisfaction, professional

and personal development, all employees and faculty receive feedback from the administration regarding their roles, responsibilities, and support. Surveys are conducted to analyze faculty satisfaction with the organization and support of the educational process, material and technical support, professional development, and working conditions at the university. This work involves the Quality Management System (QMS) and the Department of Human Resources (HRD), with auditors being both faculty advisors and instructors of the program disciplines.

Survey results indicated that the majority of faculty (81.82%) are fully satisfied with the organization, 13.64% are partially satisfied, and 4.55% are partially dissatisfied.

The university provides opportunities for career growth and development of teaching competencies—95.45% of surveyed faculty members agreed, and 4.55% partially agreed. Regarding participation in professional development programs, 68.18% had training within the current year, 22.73% more than five years ago, and 9.09% could not recall the last time they participated. The university implements social support programs for faculty—50% confirmed their existence, 4.55% had already utilized them, 4.55% stated that such programs do not exist, and 27.27% were unaware of them.

5.3 Number and Qualifications of Teaching and Administrative Staff

At the Department of Public Health and Healthcare, the Master's program in "7M10103 Nursing (Scientific and Pedagogical Direction)" is taught by candidates of science (4) and PhDs (3).

The university adheres to Order No. 391 regarding the provision of instructors according to the disciplines of the educational program, the alignment of faculty education with the profile of the taught disciplines, and the correspondence of their academic degree and/or academic title "Associate Professor (Docent)" or "Professor" to the profile of the taught disciplines. The student-to-teacher ratio at WKMU meets the requirements of the Ministry of Education and Science of the Republic of Kazakhstan Order No. 606 dated October 31, 2018, and is at least 6/1. This allows students to have adequate access to instructors and supervisors.

The Master's students have academic supervisors (mentors) with academic degrees who are actively engaged in research in their field, assisting with dissertation work. There are a total of 5 academic supervisors.

5.4 Administrative Support

Described and published measures provide administrative support to Master's students and faculty, which include proper recognition and fair compensation of academic supervisors through bonuses for publications in international peer-reviewed journals, for training Master's and Doctoral students, and for conducting research work in accordance with the "Regulation on Temporary Research Teams," based on the results of faculty performance evaluations. This is outlined in the "Regulation on Remuneration, Bonuses, Financial Assistance, and Other Social Benefits for Employees of NJSC "Marat Ospanov West Kazakhstan Medical University" (Chapter 8, clauses 8.5, Chapter 7) and the "Personnel Policy of NJSC "Marat Ospanov West Kazakhstan Medical University" (September 20, 2019) (Chapter 4, clauses 4.1-4.8).

Mentors from the faculty help students adapt to the new environment and assist in the preparation of research work and scientific internships. Postgraduate students have the right to continue working part-time (0.5 FTE), which serves as an example of support.

The conclusion is based on the criteria of the EEC. Complies with 7 basic standards: completely – 7.

Recommendations for improvement: no.

Standard 6: EDUCATIONAL RESOURCES AND LEARNING ENVIRONMENT

6.1 Learning Environment

A review of resources showed that they meet the goals and objectives of educational activities. The university has sufficient material and technical equipment, ample space, and 5 educational buildings that adequately support the implementation of educational programs at all levels. For the

quality organization of the educational process, the university has lecture halls, classrooms, laboratories, a coworking center, a scientific-medical library, a Center for Practical Skills (CPS), and a Scientific-Practical Center (SPC).

The university's clinical bases consist of 68 healthcare institutions in Aktobe, where students receive clinical training. During the visit to the university's clinical bases, it was evident that the staff at these clinical bases are interested in organizing quality training for students. University staff maintain collegial and ethical relationships with medical personnel and the management of clinical bases to achieve the final results for Master's students. There is an adequate number of thematic patients and modern equipment available to students, and staff members who simultaneously act as teachers and mentors ensure quality training while adhering to ethics and deontology. Before starting a corresponding discipline in the educational program, a Master's student receives a syllabus from the teacher and knows what skills they need to acquire and develop during their studies.

During the visit to the clinical bases, experts examined the resources, their compliance with the educational programs, their accessibility to teachers and Master's students, the modernity of the equipment, and how well they meet the needs of students and practical healthcare. Experts obtained evidence of compliance with Standard 6 and validated the information in the self-assessment report.

The university's scientific-medical library is located in two educational buildings and in a separate conference hall building. The total area is 1,730.7 square meters, including 762.2 square meters of book storage. The library structure includes scientific and educational loan departments, reading rooms with 300 seats, three electronic rooms, and a multimedia classroom containing a total of 130 computers connected to a local network with Internet access, as well as laptops and tablets.

To validate the self-assessment report and obtain evidence of the quality of the programs, an interview was conducted with Master's students in the "7M10103 Nursing (Scientific and pedagogical direction)" program. Experts asked questions about satisfaction with the training, sufficient time for patient care, working with medical documentation in Damumed, satisfaction with teaching methods and teacher qualifications, and social and moral support for those in need. Overall, Master's students are satisfied with the training, evaluation methods, and deliberately chose this university for its good resources, image, and international connections. However, during the interview, the Master's students were not very active and did not provide detailed answers to all questions.

Experts studied the documents of the Master's students (IRPM, evaluation results, survey results).

Students have free access to patients at clinical bases and all conditions for improving their practical skills—100% of the surveyed teachers fully agree with this.

6.2 Information Technology

A policy has been implemented to effectively use and evaluate information, communication, and distance technologies in training Master's students. This policy is regulated by the document "Student Guide: Platonus v.5 – AIS Platon User Manual."

To ensure effective work, the university operates an Information Technology Service and a Department of Digitalization and Process Automation. The university campus is equipped with internet and Wi-Fi.

The university has a sufficient number of computers, laptops, and interactive whiteboards. The library has three electronic rooms and a multimedia classroom, containing a total of 130 computers with Internet access. For distance learning, there are educational platforms: AIS Platonus, Jitsi Meet for video streaming, and Moodle. The university's website has a page for the digital education portal. For research, writing dissertations, independent learning, and accessing necessary information, Master's students have access to international databases, including "Epigraph," "Web of Science," "Cochrane Library," eLIBRARY.RU, electronic libraries "Bookup," IPR Smart "Clinical Medicine," "Nursing," "Access Medicine," IS "ACTUALIS: Medicine," EBS "Student Consultant," EBS "Doctor Consultant," BD "Scopus," CBSEbooks (Medical & Science), EBS "Student Consultant," EBS "Doctor Consultant," and the Electronic Subscription of the Sechenov Central Scientific Medical Library.

*The conclusion is based on the criteria of the EEC. Comply with standard 4: completely – 4.
Recommendations for improvement: no.*

Standard 7: MONITORING AND EVALUATION OF THE EDUCATIONAL PROGRAM

7.1 Mechanisms for Program Monitoring and Evaluation

The university has a "Policy for Internal Quality Assurance of Educational Activities at NJSC 'Marat Ospanov West Kazakhstan Medical University'" (approved by the decision of the Board, order No. 26 dated 24.08.2021), which sets general requirements for planning, organizing, conducting internal evaluations, and monitoring the quality of education at the university.

The adequacy of the existing educational environment is assessed through monitoring, measurement, analysis, and improvement, as described in this document. The university periodically conducts a comprehensive evaluation of the educational program. The components of the Master's program subject to monitoring include EMCs (Educational and Methodological Complexes), WEPs (Working Educational Programs), EMCD (Syllabuses, Course and Practice Syllabuses), teaching and learning methods, assessment methods, competencies, and academic achievements of students. The monitoring of Master's programs in the scientific and pedagogical direction is carried out with the involvement of WKMU administrative staff, members of the problem commission, including academic staff affiliated with WKMU, and external experts.

Based on the monitoring results, the educational program is adjusted according to the main priority areas in education by the responsible structural units: the Academic Council, the Dean's Office of Postgraduate Education, the Academic Committee for Master's and Doctoral Studies, DAA (Department of Academic Resources), and the Quality Management System Service.

The results of the Master's program evaluation are posted on the university's website and in the blog of the Chairman of the Board-Rector, where program ratings, accreditation results, and post-monitoring recommendations of the accreditation commission are available to all participants of the educational program.

7.2 Feedback from Teachers and Master's Students

The university collects, analyzes, and provides feedback to teachers and Master's students on the quality of the educational program implementation. This process is carried out by the Department of Master's and Doctoral Studies, the Quality Management System Service, and the "Department of Public Health and Healthcare."

The Department of Master's and Doctoral Studies at WKMU named after M. Ospanov conducts surveys of teachers and Master's students to evaluate all components of the educational program (perception of the program, program mastery, and achievement of learning objectives). The Quality Management System Service focuses on implementing the Quality Policy, managing internal regulatory documents, and developing measures to improve educational programs and university activities based on internal and external evaluation procedures.

The feedback received from teachers about the university's educational program is actively discussed and analyzed in department meetings, the Dean's Office, DAA, the Academic Committee for Master's and Doctoral Programs, and the Academic Council, where corrective measures are developed to improve the educational program and university activities as a whole. Feedback is collected regularly after each discipline and once at the end of the academic year.

The university's website has a rector's blog where students can ask questions about the university's activities, leave comments, and make suggestions.

According to the survey results, 100% of teachers noted satisfaction with the observance of academic integrity at the university. Almost all teachers were satisfied with the organization of practical training in the Master's programs (93.4%). Most were satisfied with the quality of the Master's programs' implementation and the Platonus information system (86.6%). However, surveyed teachers expressed concerns about the psychological safety of the university's educational environment (relationships between teachers and administration). This concern was noted by 33.3% of respondents.

All surveyed Master's students noted the opportunity for further successful career growth and the prestige of studying at this university (100%). However, 33.3% of students mentioned the difficulty of giving an objective assessment of the competitiveness of the Master's programs and satisfaction with the quality of education and teaching due to the short study period.

In the 2022-2023 academic year, the university conducted a survey of students on the organization of the examination session in the Master's program. All first-year Master's students in the "7M10103 Nursing (scientific and pedagogical direction)" program noted that they were satisfied with the organization of the examination session, the absence of deficiencies during exams, and the academic honesty of both the faculty and themselves (100%). However, 33.3% of Master's students did not consider a written exam to be the most objective form of assessment.

7.3 Activities of Master's Students and Graduates

In 2021, there was 1 Master's student, with a 100% academic performance rate and one dissertation defended on time. In 2022, there were 2 Master's students, with a 100% academic performance rate, but no dissertations defended due to the absence of a graduating class. There were no Master's students expelled. The employment rate for graduates in 2020 and 2021 was 100%. Two out of four Master's program graduates continued their studies in PhD programs.

The results of the analysis of Master's students' activities (academic performance, dissertation defense) are provided by the Department of Public Health and Healthcare to the CMDS and the advisory body, which are responsible for the admission of Master's students, the development of the educational program, and the advising of Master's students.

Interviews with 4 employers were conducted online and included questions such as: knowledge of the university's mission, participation in the development of the mission and proposals for the strategic plan, participation in advisory bodies, satisfaction with the basic knowledge and skills of Master's students, involvement in training Master's students through mentorship, providing the department and Master's students with necessary resources for practical training and the formation of clinical thinking, and issues of interaction with departments and the university as a whole. Employers were also asked about their participation in improving Master's programs and their suggestions for including specific topics in the educational program. The Deputy Chief Physician of GP No. 4, Ibrasheva A.Zh., responded that she proposed "expanding the bachelor's degree curriculum to include hospital-acquired infections," which was taken into account and included in the program. There were no other responses from employers regarding the Master's programs.

The conclusion is based on the criteria of the EEC. Complies with 8 standards: fully – 8.
Recommendations for improvement: no.

Standard 8: GOVERNANCE AND ADMINISTRATION

8.1 Leadership (Supervising vice-rectorate)

The highest corporate governance body is the Board of Directors, which is composed of representatives from the authorized body, business representatives, employers, and public organizations. The activities of the Board of Directors are regulated by the "Regulation on the Board of Directors of NJSC 'Marat Ospanov West Kazakhstan Medical University'", approved by the Minister of Health of the Republic of Kazakhstan on March 31, 2020, by Order No. 200.

The collegial management body overseeing the university's day-to-day operations is the Management Board, whose activities are regulated by the "Regulation on the Management Board of NCJSC 'Marat Ospanov West Kazakhstan Medical University'" (P WKSMU 01). The functions of the Management Board include approving internal university documents developed for organizing the institution's activities, and approving the staff schedule based on the staffing and organizational structure approved by the Board of Directors.

The main academic, scientific, and administrative unit responsible for implementing the Master's program, as well as overseeing all activities of the departments involved in training Master's students,

is the Department of Postgraduate Education (DPE). The DPE is supervised by the vice-rector for Strategic Development, Science, and International Cooperation.

8.2 Program Director (Dean's Office/Department)

The Department of Postgraduate Education is a division within the Department of Strategic Development and International Cooperation. The heads of the DPE and the Department of Strategic Development and International Cooperation report to the vice-rector for Strategic Development, Science, and International Cooperation.

The functions of the DPE concerning the Master's program include planning, organizing, coordinating, and providing methodological support for the implementation of postgraduate education programs (Master's/Doctoral). The effectiveness of the dean's office is assessed by the Department of Strategic Development and International Cooperation and the respective prorector.

In response to the survey question, "Do university leaders consider your opinion on issues related to the educational process, research activities, and clinical work?" 72.73% of faculty responded that their opinions are considered systematically, 9.1% said "sometimes," and 18.18% did not respond.

8.3 Academic Leadership (Department)

The 7M10103 "Nursing" (scientific and pedagogical direction) program is implemented by the Department of Public Health and Healthcare. The staff comprises 19 members, with a degree rate of 37%. The experts obtained evidence of organizational, coordination, and administrative work aimed at realizing the mission of the educational program. Decision-making on managing the educational process is sufficiently transparent. The university is sustainably funded.

The evaluation of the educational program's implementation is conducted from the perspective of the quality management system (QMS) in accordance with documented procedures: WKMU PRO 502-22 "Management Review"; WKMU PRO 801-22 "Internal Audits"; WKMU PRO 727-22 "Surveying"; WKMU PRO 708-22 "Educational Process Quality Control"; WKMU PRO 803-22 "Corrective and Preventive Actions," among others.

8.4 Program Management

The main collegiate governing body for the Master's program is the Academic Committee "Master's and Doctoral Studies". The committee's activities are regulated by the "Regulation..." (P WKMU 23-02). The Academic Committee includes experienced educational-methodical work professionals holding academic degrees and titles, faculty members, active students interested in the educational process, distinguished by good academic performance, employers, and university graduates. The Academic Committee serves as an advisory body and is directly subordinate to the member of the Board, the Vice-Rector for Academic Affairs. The main functions of the Academic Committee include updating the educational program in accordance with the State Educational Standards of the Republic of Kazakhstan, analyzing and controlling the content of educational-methodical complexes of disciplines, expertise, discussion, and recommendation for approval at the Academic Council meetings of educational-methodical publications.

8.5 Budget for Education and Resource Allocation

Funding for the Master's educational program is provided from the specified contingent based on the cost approved in accordance with the Resolution of the Government of the Republic of Kazakhstan. The main sources of University revenue include funding from the republican budget for fulfilling the state order, providing social support to students enrolled in higher and postgraduate education programs, and receiving financial resources from paid educational and other activities in accordance with the statutory activities. Income from service provision is determined based on contractual prices, measured at fair value of compensation received or receivable, taking into account the amounts of discounts provided by the University.

Students enrolled under the state educational order study at the expense of budgetary funds; those accepted by enterprises, organizations, as well as citizens from near and far abroad countries, study on a contractual basis with full reimbursement of training costs.

The tuition fee for the contractual basis for the 2023-2024 academic year is approved by the Board of Directors and amounts to 1,231,889.00 tenge. The University, using its own funds, ensures the implementation of the Master's program: appropriate material and technical base, qualified faculty, library fund, access to the Internet, and other information resources, dormitories for students.

The University annually conducts a competition of intramural projects using its own funds. At present, 5 research projects are being implemented with a total funding of more than 137 million tenge.

8.6 Administration

The powers and responsibilities of the administrative and academic staff are regulated by the regulatory legal acts of the Republic of Kazakhstan and the "Model Rules of Activity of Educational Organizations Implementing Higher and Postgraduate Education Programs". According to this, the University independently forms its structure and approves it by the decision of the Board of Directors. At the same time, structural subdivisions should cover all directions and types of activities of the University.

Annually, when approving the staff schedule of academic staff for the current year, the University ensures the balance of the academic staff of teachers, which contributes to the effective implementation of educational programs at the University.

Vice-Rector for Scientific Work and Strategic Development G.A. Zhurabekova noted that an annual analysis is carried out to assess the degree of achievement of the University's mission and goals. The starting data for the analysis are the results of monitoring the implementation of the University Development Plan, internal audits of subdivisions, and reports of external and internal committees. The Development Plan is reviewed annually based on monitoring results, with plan adjustments made twice a year. Vice-Rector for Academic Affairs N.A. Abenova noted improvements in competence in educational programs after the visit of foreign professors.

8.7 Requirements and Legal Documentation

The University has approved the "Internal Quality Assurance Policy" (P WKMU 01-01-22), based on standards and guidelines for ensuring quality in higher and postgraduate education in the European Higher Education Area (ESG).

The assessment of the implementation of the Master's program is carried out from the perspective of the Quality Management System (QMS) in accordance with documented procedures: P WKMU "Management Review", P WKMU 801-19 "Internal Audits", P WKMU 727-19 "Surveys", P WKMU 708-19 "Quality Control of the Educational Process", P WKMU 803-19 "Corrective and Preventive Actions", and others.

Internal audits on compliance with the QMS are conducted in all structural units of the University. Changes to developed regulations and procedures regulating the implementation of the Master's program are made based on the results of annual audits, revisions, or proposals from structural units.

The University has established a Council for Academic Quality, which makes decisions on the content and conditions of educational programs, assessment policies, and other academic issues, organizes surveys of students regarding the quality of educational programs and disciplines/modules, and examines cases of academic dishonesty. The "Regulation on the Council for Academic Quality" P-WKMU23-27, Minutes No. 31 dated August 10, 2023, defines the work of the council.

The above hierarchy, functions, and procedures were confirmed during interviews with Vice-Rector for Scientific Work and Strategic Development G.A. Zhurabekova, Head of the Department of Strategic Development and International Cooperation K. Kurmangaliev, Dean of the Department of Master's and Doctoral Studies G.K. Koshmagambetova, and Head of the QMS Service G.U. Kubekova.

The responsible structures for maintaining the Quality Assurance Policy are the Quality Management System Service and the Academic Quality Department.

8.8 Review and Approval Process

A documented process of planning, discussion, and updating of the educational program in the specialty 7M10103 "Nursing" (scientific and pedagogical direction) has been implemented, reflected

in Procedure P-WKMU 703-2022 "Educational and Methodological Work", approved by the decision of the Board Minutes No. 27 dated September 1, 2022, Chapter 7 Development and Approval of the Modular Educational Program (MEP). The responsibility for developing the MEP and its approval lies with the respective department led by L.S. Ermukhanova and the CMDS. Subsequently, it is discussed at meetings of the Academic Committee "Master's and Doctoral Studies", the Academic Council, undergoes coordination stages with the Department of Academic Affairs, employers, and is approved at the meeting of the Board of Directors of NJSC "Marat Ospanov West Kazakhstan Medical University", with meeting protocols serving as confirmation. The MEP review is envisaged in case of changes to the State Educational Standards of the Republic of Kazakhstan, according to employer requests, elective disciplines are updated. The updating of the educational program is conducted every 5 years, with annual additions and changes made to the MEP development plan.

Joint events with other educational organizations are documented through the conclusion of memoranda and cooperation agreements. A total of 44 agreements have been concluded with foreign organizations and associations.

Admission of Master's students is carried out after announcing the results of comprehensive testing. Master's students come with certificates of state grants, and based on this document, an enrollment order is issued. The admission committee is responsible for this. Confirmation was obtained from an interview with the head of the admission committee, A.A. Ramazanova.

8.9 Financing

The University has financial stability ensured by the state order for training masters and tuition fees (the tuition fee is 1,231,889.00 tenge per year).

According to the "Model Rules of Activity of Higher and (or) Postgraduate Education Organizations" in universities formed as NJSC, the approval of the tuition fee for educational programs of higher and (or) postgraduate education is within the exclusive competence of the Board of Directors.

Information on the cost of tuition for Master's educational programs is annually updated and posted on the University's website. Admission rules for the Master's program, information on the amount of tuition fees for educational programs of higher and (or) postgraduate education of NJSC "Marat Ospanov West Kazakhstan Medical University" for the 2023-2024 academic year are posted on the University's website. The cost of education for all levels is reflected in the internal document: "Tuition Fee for the 2023-2024 Academic Year. Trained under the state order - 5 people, there are no fee-paying students.

8.10 Financial Management and Integrity

The distribution and expenditure of financial resources are carried out in accordance with the Development Plan of NJSC "Marat Ospanov West Kazakhstan Medical University", the University Development Program, and operational plans. The financial and operational activities of the University are based on economic self-sufficiency. The University's activities are financed from the statutory capital, revenues, and other sources not prohibited by the legislation of the Republic of Kazakhstan.

The University has appropriate internal and external mechanisms for assessing financial condition and financial management, maintaining its integrity, and using the results of these activities for improvement. The Executive Director is the owner of the financial management process, under whom the Department of Economics and Finance operates. This structure conducts analysis of the financial and economic activities of the university, evaluates possible risks, and so on. The balance sheet, compiled annually, is the main document for assessing the financial condition.

Audit and evaluation of financial and economic performance indicators, assessment of budget utilization efficiency, assessment of the reliability, completeness, objectivity of the accounting system and preparation of financial statements based on it are carried out with the involvement of independent audit firms and the Internal Audit Service.

Reports on the implementation of the development plan for the reporting period, target indicators of the University Development Program, results of independent audit of the university's financial activities are discussed at collegial management bodies. The above information was confirmed during

a conversation with Executive Director E.Sh. Zhenalin and Head of the Department of Economics and Planning G.B. Kuzhanyazova.

8.11 Program Information

Comprehensive information about the educational program is available at the issuing department and is posted on the official website of the university to be accessible to all interested parties. Various communication channels are available, including the website, social networks (Facebook, Instagram), and brochures containing reference information.

On the website in three languages in the "Prospective Students" section, information for admission to the Master's program is posted.

The conclusion is based on the criteria of the EEC. Complies with 19 standards: fully – 19.
Recommendations for improvement: no.

Standard 9: CONTINUOUS IMPROVEMENT

The university initiates procedures for regular review in the form of internal audits and external expertise (accreditation, audits). Internal assessment is conducted within the framework of self-assessment based on the Policy of Internal Quality Assurance of Educational Activities of NJSC "WKMU". Responsible units include the Internal Audit Service, Quality Management Service, and the Department of Academic Affairs (DAA).

Following the self-assessment of the Master's educational program in the specialty 7M10103 "Nursing" (scientific and pedagogical direction), weaknesses were identified, such as insufficient involvement of stakeholders (potential Master's students and current students) in the development, management, and evaluation of the educational program. Opportunities for improving the educational program include launching a nursing course for further development of nursing at the university and increasing the number of teaching staff proficient in English.

To ensure compliance with the State Educational Standards of the Republic of Kazakhstan and to enhance the quality of educational services, systematic procurement of medical and laboratory equipment is conducted. During the period from 2018 to 2020, medical equipment worth 673,055,402.2 tenge was purchased: 2018 - 388,189,577.2 tenge; 2019 - 195,898,392 tenge; 2020 - 88,967,433 tenge.

Other internal assessments of the educational program include the Academic Policy, Regulations on Academic Committees, Procedures: "Educational and Methodological Work", "Educational Process Planning", "Educational Process", "Quality Control of the Educational Process", and Regulations of Structural Units, among others.

The university's organizational structure was updated in 2022 and includes changes such as the establishment of the Department of Digitalization and Automation, Compliance Officer, Civil Defense Department, and Professional Development Center, among others.

Based on external and internal assessments, a program of corrective actions is developed. Responsibility for implementation lies with the Department of Master's and Doctoral Studies and the respective department.

The university conducts research in postgraduate education, such as "Assessment of Socio-Psychological Opportunities for Intensive Growth of Student Welfare in Western Kazakhstan" and "Elemental Status of Children in the Western Region of the Republic of Kazakhstan (2023-2025, Ministry of Education and Science of the Republic of Kazakhstan)". The results of such research will be published in peer-reviewed journals and dissertations.

Risk assessment in the educational process is carried out by the Internal Audit Service and the Quality Management Service, whose tasks include managing internal regulatory documents, developing measures to improve educational programs and university activities based on internal and external evaluation procedures, including risk assessment.

The university conducts benchmarking involving leading universities such as St. Petersburg State Chemical-Pharmaceutical University, Sechenov University, Federal Research Center Institute of Cytology and Genetics of the Siberian Branch of the Russian Academy of Sciences, and Lithuanian University of Health Sciences. As a result of benchmarking, innovative methods have been introduced into the educational and scientific processes, resulting in 115 patents.

Since the Lithuanian University of Health Sciences is a strategic partner of the university, Master's program teachers and students themselves can undergo training under academic mobility.

The university allocates resources for continuous improvement, documented in the strategic development plan of the university for 2024-2028.

The conclusion is based on the criteria of the EEC. Complies with 4 standards: fully – 4.
Recommendations for improvement: no.

CONCLUSION:

When conducting an external evaluation of the educational program, it was established that out of **90 standards** (including 88 basic standards and 2 improvement standards), full compliance is demonstrated by 88 accreditation standards, including 88 basic standards and 0 improvement standards. Partially completed are 2 basic standards and 0 improvement standards. No non-compliance with standards was identified.

5. Recommendations for improvement of the educational program 7M10103 “Nursing” (Scientific and Pedagogical Direction):

1. Define and approve a mechanism for involving Master's students in the discussion and development of the mission of the educational program 7M10103 "Nursing" (scientific and pedagogical direction). (Standard 1.2.1)
2. Ensure representation of Master's students in the "Nursing" specialty in collegial and advisory bodies for participation in the development, management, and evaluation of the educational program. (Standard 4.4.1)

6. Recommendation to the ECAQA Accreditation Council

Members of the EEC came to a unanimous decision to recommend that the Accreditation Council accredit the educational program 7M10103 “Nursing” (scientific and pedagogical direction) of the NJSC "Marat Ospanov West Kazakhstan Medical University", which complies with the Accreditation Standards of the educational programs of the Master's Degree program in Medicine and Healthcare of a medical educational organization for a period of 5 years.

Chairman of the EEC
Kamaliyev Maksut Adilkhanovich



International expert
Moiseeva Karina Yevgenievna



Academic expert
Narmanova Oryngul Zhaksybaevna



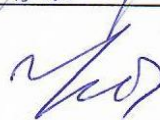
Academic expert
Danilyarova Anara Bakhitkereeovna



Academic expert
Taliyeva Gulbanat Nurgaliyevna



Academic expert
Kaynarbaeva Maykul Saidullaevna



Academic expert
Arapieva Alua Muratbekovna



Expert employer
Kuantaeva Liliya Vyacheslavovna



Expert learner
Bektemir Marta Akberenyzy



Профиль качества и критерии внешней оценки по стандартам аккредитации образовательной программы магистратуры по специальности 7М10103«Сестринское дело» (научно-педагогическое направление)

стандарт	Критерии оценки	БС/СУ*	Всего стандартов	Оценка		
				Полностью соответствует	Частично соответствует	Не соответствует
1	МИССИЯ И КОНЕЧНЫЕ РЕЗУЛЬТАТЫ	5/0	5	4	1	
2	ОБРАЗОВАТЕЛЬНЫЕ ПРОГРАММЫ	19/2	21	21		
3	ОЦЕНКА МАГИСТРАНТОВ	10/0	10	10		
4	МАГИСТРАНТЫ	12/0	12	11	1	
5	АКАДЕМИЧЕСКИЙ ШТАТ	7/0	7	7		
6	ОБРАЗОВАТЕЛЬНЫЕ РЕСУРСЫ, СРЕДА ОБУЧЕНИЯ, ДОСТИЖЕНИЯ	4/0	4	4		
7	МОНИТОРИНГ И ОЦЕНКА ОБРАЗОВАТЕЛЬНОЙ ПРОГРАММЫ	8/0	8	8		
8	УПРАВЛЕНИЕ И АДМИНИСТРИРОВАНИЕ	19/0	19	19		
9	НЕПРЕРЫВНОЕ УЛУЧШЕНИЕ	4/0	4	4		
	*БС – базовые стандарты, СУ – стандарты улучшения Итого	88/2	90	88	2	

Список документов, изученных членами ВЭК в рамках проведения внешней оценки образовательной программы магистратуры

№	Наименования документов	Количество
1.	Лицензия на образовательную деятельность НАО «ЗКМУ им.М.Оспанова» № KZ26LAA00016029 04 мая 2019 года.	1
2.	Устав НАО «ЗКМУ им.М.Оспанова»	1
3.	Организационная структура вуза	1
4.	7М10103 «Сестринское дело» (научно-педагогическое направление)	1
5.	Академическая политика	1
6.	Программа развития НАО «ЗКМУ им.М.Оспанова» на 2024-2028 годы	1
7.	Положением «О кадровой политике НАО ЗКМУ имени Марата Оспанова»	1
8.	«Кодекс чести и поведения обучающего»	1
9.	Процедура «Учебно-методическая работа»	1
10.	Положение об академическом комитете	1
11.	Положение о магистратуре	1
12.	Правила приема в магистратуру в НАО «Западно-Казахстанский университет им. Марата Оспанова	1
13.	Политика внутреннего обеспечения качества образовательной деятельности НАО «ЗКМУ имени Марата Оспанова	1
14.	Положение об оплате труда, премировании, оказании материальной помощи и иных социальных выплатах для работников»	1
15.	Положение «О наградах и о порядке представления к награждению сотрудников НАО «ЗКМУ имени Марата Оспанова» (П ЗКГМУ 04-13 от 16.01.2019г.)	1
16.	Программа «Университет үміті»	1
17.	Методические рекомендации по составлению контрольно-измерительных средств	1
18.	Положение об экзаменационной и апелляционной комиссии по проведению промежуточной аттестации в НАО ЗКМУ им. М.Оспанова	1
19.	Правила к проведению письменного экзамена	1
20.	Положение о профессиональной подготовке, переподготовке и повышении квалификации работников НАО ЗКМУ им. М.Оспанова	1
21.	Положение о направлении на стажировку магистрантов и докторантов	1
22.	Положение о практиках	1
23.	Положения о Проблемной комиссии	1
24.	Положение о социальной политике	1
25.	Политика управления рисками	1
26.	Положение «О квалификационных требованиях к должностям	1

	педагогических работников и приравненных к ним лиц НАО «ЗКМУ им. М.Оспанова»	
27.	Правилами о конкурсном замещении вакантных должностей руководителей медицинских клиник/центров, структурных подразделений НАО «ЗКМУ им. М.Оспанова»	1
28.	Положение об аттестации профессорско-преподавательского состава и научных работников НАО «ЗКМУ им. М.Оспанова»	1
29.	Положение об оплате труда, премировании	1
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